

Demographics

Gender			Current Class Load		
	N	%		N	%
Female	448	62.40%	Full-time	676	93.76%
Male	270	37.60%	Part-time	45	6.24%
Total	718	100.00%	Total	721	100.00%
No Response	15		No Response	12	

Age			Class Level		
	N	%		N	%
18 and under	50	7.05%	Freshman	146	20.22%
19 to 24	502	70.80%	Sophomore	152	21.05%
25 to 34	112	15.80%	Junior	178	24.65%
35 to 44	36	5.08%	Senior	234	32.41%
45 and over	9	1.27%	Special student	0	0.00%
Total	709	100.00%	Graduate/Professional	7	0.97%
No Response	24		Other class level	5	0.69%
			Total	722	100.00%
			No Response	11	

Ethnicity/Race			Current GPA		
	N	%		N	%
Alaskan Native	1	0.14%	No credits earned	5	0.70%
American Indian	3	0.42%	1.99 or below	12	1.67%
Asian	34	4.78%	2.0 - 2.49	77	10.71%
Black/African-American	97	13.62%	2.5 - 2.99	212	29.49%
Hispanic or Latino (and Puerto Rican)	9	1.26%	3.0 - 3.49	232	32.27%
Native Hawaiian or Pacific Islander	2	0.28%	3.5 or above	181	25.17%
White/Caucasian	536	75.28%	Total	719	100.00%
Multi-racial	18	2.53%	No Response	14	
Other race	12	1.69%			
Total	712	100.00%			
No Response	21				

Current Enrollment Status			Educational Goal		
	N	%		N	%
Day	699	98.04%	Associate degree	50	7.00%
Evening	12	1.68%	Bachelor's degree	587	82.21%
Weekend	2	0.28%	Master's degree	37	5.18%
Total	713	100.00%	Doctorate or professional degree	25	3.50%
No Response	20		Certification (initial/renewal)	3	0.42%
			Self-improvement/pleasure	5	0.70%
			Job-related training	1	0.14%
			Other educational goal	6	0.84%
			Total	714	100.00%
			No Response	19	

Demographics

Employment			Plan to Transfer		
	N	%		N	%
Full-time off campus	102	14.21%	Yes I plan to transfer	79	11.16%
Part-time off campus	337	46.94%	No I do not plan to transfer	629	88.84%
Full-time on campus	17	2.37%	Total	708	100.00%
Part-time on campus	45	6.27%	No Response	25	
Not employed	217	30.22%			
Total	718	100.00%			
No Response	15				
Current Residence			Organization Memberships		
	N	%		N	%
Residence hall	67	9.46%	No organization memberships	404	57.47%
Fraternity/Sorority	5	0.71%	One or two organization memberships	238	33.85%
Own house	166	23.45%	Three or four organization memberships	48	6.83%
Rent room or apt off campus	202	28.53%	Five or more organization memberships	13	1.85%
Parent's home	242	34.18%	Total	703	100.00%
Other residence	26	3.67%	No Response	30	
Total	708	100.00%			
No Response	25				
Residence Classification			Tuition Source		
	N	%		N	%
In-state	623	87.99%	Scholarships	183	26.37%
Out-of-state	45	6.36%	Financial aid	336	48.41%
International (not U.S. citizen)	40	5.65%	Family contributions	89	12.82%
Total	708	100.00%	Self support	66	9.51%
No Response	25		Other tuition source	20	2.88%
			Total	694	100.00%
			No Response	39	
Institution Was My			Institution Question		
	N	%		N	%
1st choice	416	58.92%	Campus item - Answer 1	15	41.67%
2nd choice	219	31.02%	Campus item - Answer 2	4	11.11%
3rd choice or lower	71	10.06%	Campus item - Answer 3	8	22.22%
Total	706	100.00%	Campus item - Answer 4	5	13.89%
No Response	27		Campus item - Answer 5	0	0.00%
			Campus item - Answer 6	4	11.11%
			Total	36	100.00%
			No Response	697	
Did Transfer Here			Group Code		
	N	%		N	%
Yes transferred here	207	29.24%	0100	3	0.47%
No did not transfer here	501	70.76%	0110	23	3.60%
Total	708	100.00%	0510	1	0.16%
No Response	25		0610	1	0.16%
			1210	11	1.72%

Demographics

1220	2	0.31%	6910	12	1.88%
1310	17	2.66%	6920	2	0.31%
1320	4	0.63%	Total	639	100.00%
1410	20	3.13%	No Response	94	
1510	2	0.31%			
1520	1	0.16%			
1610	18	2.82%			
1620	6	0.94%			
1630	2	0.31%			
1640	9	1.41%			
1710	11	1.72%			
2070	1	0.16%			
2210	13	2.03%			
2220	10	1.56%			
2310	19	2.97%			
2320	19	2.97%			
2330	7	1.10%			
3070	1	0.16%			
3210	21	3.29%			
3212	1	0.16%			
3220	16	2.50%			
3230	12	1.88%			
3250	1	0.16%			
3510	3	0.47%			
3520	28	4.38%			
3530	4	0.63%			
3610	19	2.97%			
4210	60	9.39%			
4216	1	0.16%			
4310	3	0.47%			
4320	2	0.31%			
5070	14	2.19%			
5310	90	14.08%			
5311	1	0.16%			
5320	30	4.69%			
6070	1	0.16%			
6110	6	0.94%			
6310	34	5.32%			
6320	5	0.78%			
6330	6	0.94%			
6610	22	3.44%			
6620	6	0.94%			
6630	38	5.95%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 21. My academic advisor is knowledgeable about requirements in my major.
- 4. The content of the courses within my major is valuable.
- 3. The campus is safe and secure for all students.
- 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
- 54. Campus item 9
- 24. I receive the help I need to apply my academic major to my career goals.
- 16. My academic advisor is available when I need help.
- 22. This campus provides online access to services I need.
- 15. Computer labs are adequate and accessible.
- 51. Campus item 6
- 1. The campus staff are caring and helpful.
- 44. On the whole, the campus is well-maintained.
- 31. Students are made to feel welcome here.

Challenges

- 23. I am able to register for classes I need with few conflicts.
- 17. There are sufficient courses within my program of study available each term.
- 41. Tuition paid is a worthwhile investment.
- 32. Faculty provide timely feedback about my academic progress.
- 12. The amount of student parking space on campus is adequate.
- 52. Campus item 7
- 53. Campus item 8
- 28. Security staff respond quickly to calls for assistance.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Four-Year Publics Form B

- 21. My academic advisor is knowledgeable about requirements in my major.
- 23. I am able to register for classes I need with few conflicts.
- 17. There are sufficient courses within my program of study available each term.
- 24. I receive the help I need to apply my academic major to my career goals.
- 16. My academic advisor is available when I need help.
- 15. Computer labs are adequate and accessible.
- 2. Registration processes and procedures are convenient.
- 1. The campus staff are caring and helpful.
- 10. My academic advisor helps me set goals to work toward.
- 8. Financial aid awards are announced in time to be helpful in college planning.

Lower Satisfaction vs. National Four-Year Publics Form B

- 3. The campus is safe and secure for all students.
- 22. This campus provides online access to services I need.
- 12. The amount of student parking space on campus is adequate.
- 28. Security staff respond quickly to calls for assistance.
- 44. On the whole, the campus is well-maintained.

Higher Importance vs. National Four-Year Publics Form B

- 12. The amount of student parking space on campus is adequate.
- 8. Financial aid awards are announced in time to be helpful in college planning.

Institutional Summary
Scales: In Order of Importance

Scale	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising Effectiveness	6.41	5.57 / 1.20	0.84	6.39	5.30 / 1.36	1.09	0.27 ***
Instructional Effectiveness	6.40	5.42 / 1.03	0.98	6.42	5.38 / 1.09	1.04	0.04
Safety and Security	6.37	4.55 / 1.15	1.82	6.29	4.90 / 1.25	1.39	-0.35 ***
Registration Effectiveness	6.35	5.21 / 1.09	1.14	6.38	5.07 / 1.27	1.31	0.14 **
Student Centeredness	6.27	5.27 / 1.13	1.00	6.29	5.15 / 1.27	1.14	0.12 *
Campus Climate	6.25	5.35 / 1.00	0.90	6.27	5.34 / 1.12	0.93	0.01
Campus Services	6.17	5.25 / 1.01	0.92	6.23	5.41 / 1.08	0.82	-0.16 ***
Recruitment and Financial Aid Effectiveness	6.05	5.13 / 1.15	0.92	6.09	5.05 / 1.28	1.04	0.08
Campus Life	5.72	4.71 / 1.22	1.01	6.05	4.77 / 1.44	1.28	-0.06

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
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National Group Means are based on 28723 records.

Institutional Summary
Items: In Order of Importance

Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
21. My academic advisor is knowledgeable about requirements in my major.	6.64	5.99 / 1.37	0.65	6.54	5.61 / 1.61	0.93	0.38 ***
4. The content of the courses within my major is valuable.	6.58	5.50 / 1.30	1.08	6.53	5.44 / 1.43	1.09	0.06
23. I am able to register for classes I need with few conflicts.	6.57	5.23 / 1.57	1.34	6.56	5.00 / 1.76	1.56	0.23 ***
3. The campus is safe and secure for all students.	6.55	5.54 / 1.22	1.01	6.52	5.70 / 1.40	0.82	-0.16 **
17. There are sufficient courses within my program of study available each term.	6.54	5.15 / 1.61	1.39	6.50	4.96 / 1.73	1.54	0.19 **
36. The quality of instruction I receive in most of my classes is excellent.	6.53	5.43 / 1.37	1.10	6.57	5.46 / 1.43	1.11	-0.03
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.52	5.84 / 1.28	0.68	6.45	5.74 / 1.41	0.71	0.10
41. Tuition paid is a worthwhile investment.	6.52	5.20 / 1.54	1.32	6.53	5.26 / 1.63	1.27	-0.06
54. Campus item 9	6.49	5.52 / 1.68	0.97				
24. I receive the help I need to apply my academic major to my career goals.	6.48	5.48 / 1.37	1.00	6.47	5.33 / 1.55	1.14	0.15 *
16. My academic advisor is available when I need help.	6.45	5.70 / 1.42	0.75	6.43	5.40 / 1.65	1.03	0.30 ***
22. This campus provides online access to services I need.	6.45	5.67 / 1.27	0.78	6.45	5.78 / 1.36	0.67	-0.11 *

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Institutional Summary
Items: In Order of Importance

Item	McNeese State 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.	6.44	5.20 / 1.47	1.24	6.45	5.24 / 1.54	1.21	-0.04
14. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.31 / 1.45	1.12	6.46	5.25 / 1.56	1.21	0.06
12. The amount of student parking space on campus is adequate.	6.42	3.00 / 1.89	3.42	6.20	3.67 / 2.10	2.53	-0.67 ***
15. Computer labs are adequate and accessible.	6.41	5.69 / 1.34	0.72	6.26	5.52 / 1.51	0.74	0.17 **
51. Campus item 6	6.40	5.50 / 1.61	0.90				
52. Campus item 7	6.38	5.25 / 1.69	1.13				
25. I am able to take care of college-related business at times that are convenient for me.	6.37	5.34 / 1.40	1.03	6.33	5.27 / 1.50	1.06	0.07
2. Registration processes and procedures are convenient.	6.36	5.35 / 1.36	1.01	6.36	5.05 / 1.65	1.31	0.30 ***
1. The campus staff are caring and helpful.	6.34	5.50 / 1.24	0.84	6.36	5.39 / 1.42	0.97	0.11 *
10. My academic advisor helps me set goals to work toward.	6.33	5.46 / 1.59	0.87	6.34	5.25 / 1.75	1.09	0.21 **
8. Financial aid awards are announced in time to be helpful in college planning.	6.32	5.23 / 1.49	1.09	6.13	5.03 / 1.66	1.10	0.20 **
53. Campus item 8	6.32	5.16 / 1.67	1.16				
28. Security staff respond quickly to calls for assistance.	6.28	5.01 / 1.50	1.27	6.32	5.30 / 1.57	1.02	-0.29 ***

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Institutional Summary
Items: In Order of Importance

Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
44. On the whole, the campus is well-maintained.	6.28	5.57 / 1.34	0.71	6.34	5.71 / 1.46	0.63	-0.14 *
5. Administrators are available to hear students' concerns.	6.26	5.27 / 1.37	0.99	6.26	5.00 / 1.60	1.26	0.27 ***
31. Students are made to feel welcome here.	6.26	5.56 / 1.38	0.70	6.32	5.45 / 1.52	0.87	0.11
55. Campus item 10	6.25	5.28 / 1.65	0.97				
18. Parking lots are well-lighted and secure.	6.24	4.72 / 1.62	1.52	6.14	4.99 / 1.71	1.15	-0.27 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.21	5.10 / 1.52	1.11	6.25	4.93 / 1.60	1.32	0.17 **
35. I seldom get the "run-around" when seeking information on this campus.	6.20	4.74 / 1.73	1.46	6.23	4.74 / 1.81	1.49	0.00
59. Future career opportunities as factor in decision to enroll.	6.20			6.32			
45. Student activity fees are put to good use.	6.18	4.44 / 1.75	1.74	6.19	4.70 / 1.79	1.49	-0.26 ***
56. Cost as factor in decision to enroll.	6.17			6.29			
27. This institution helps me identify resources to finance my education.	6.16	4.98 / 1.57	1.18	6.14	4.93 / 1.65	1.21	0.05
42. Students are free to express their ideas on this campus.	6.15	5.47 / 1.38	0.68	6.26	5.47 / 1.52	0.79	0.00
50. Campus item 5	6.15	5.13 / 1.55	1.02				
6. Billing policies are reasonable.	6.10	4.94 / 1.51	1.16	6.24	4.93 / 1.64	1.31	0.01

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Institutional Summary

Items: In Order of Importance

Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
34. There are adequate services to help me decide upon a career.	6.10	5.06 / 1.48	1.04	6.27	5.12 / 1.58	1.15	-0.06
57. Financial assistance as factor in decision to enroll.	6.10			6.09			
9. Library resources and services are adequate.	6.07	4.47 / 1.81	1.60	6.24	5.61 / 1.45	0.63	-1.14 ***
43. Mentors are available to guide my life and career goals.	6.07	5.12 / 1.47	0.95	6.09	5.08 / 1.58	1.01	0.04
39. Student disciplinary procedures are fair.	6.00	5.29 / 1.37	0.71	6.13	5.16 / 1.61	0.97	0.13 *
61. Distance from campus as factor in decision to enroll.	6.00			5.89			
7. Admissions staff provide personalized attention prior to enrollment.	5.99	5.16 / 1.46	0.83	6.02	4.98 / 1.60	1.04	0.18 **
20. Tutoring services are readily available.	5.95	5.24 / 1.41	0.71	6.02	5.41 / 1.50	0.61	-0.17 **
11. Financial aid counseling is available if I need it.	5.92	5.09 / 1.47	0.83	6.10	5.16 / 1.60	0.94	-0.07
58. Academic reputation as factor in decision to enroll.	5.91			6.13			
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.84	5.18 / 1.37	0.66	6.08	5.20 / 1.55	0.88	-0.02
46. Campus item 1	5.80	5.10 / 1.42	0.70				
26. Counseling services are available if I need them.	5.76	5.26 / 1.35	0.50	6.01	5.39 / 1.44	0.62	-0.13 *

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Institutional Summary
Items: In Order of Importance

Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. Faculty use a variety of technology and media in the classroom.	5.76	5.50 / 1.29	0.26	5.98	5.56 / 1.39	0.42	-0.06
30. There is an adequate selection of food available on campus.	5.75	4.75 / 1.70	1.00	6.05	4.42 / 1.95	1.63	0.33 ***
37. There is a strong commitment to diversity on this campus.	5.75	5.43 / 1.33	0.32	5.77	5.31 / 1.50	0.46	0.12 *
47. Campus item 2	5.73	5.09 / 1.41	0.64				
60. Personal recommendations as factor in decision to enroll.	5.54			5.76			
19. Residence hall staff are concerned about me as an individual.	5.27	4.48 / 1.53	0.79	5.74	4.91 / 1.66	0.83	-0.43 ***
62. Information on the campus Web site as factor in decision to enroll.	5.23			5.60			
49. Campus item 4	5.20	4.73 / 1.49	0.47				
48. Campus item 3	5.06	4.60 / 1.44	0.46				
13. Living conditions in the residence halls are comfortable.	5.04	4.47 / 1.47	0.57	6.02	4.76 / 1.70	1.26	-0.29 ***
63. Campus visits as factor in decision to enroll.	4.90			5.41			

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National Group Means are based on 28723 records.

Institutional Summary

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

Scale/Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.41	5.57 / 1.20	0.84	6.39	5.30 / 1.36	1.09	0.27 ***
10. My academic advisor helps me set goals to work toward.	6.33	5.46 / 1.59	0.87	6.34	5.25 / 1.75	1.09	0.21 **
16. My academic advisor is available when I need help.	6.45	5.70 / 1.42	0.75	6.43	5.40 / 1.65	1.03	0.30 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.64	5.99 / 1.37	0.65	6.54	5.61 / 1.61	0.93	0.38 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.21	5.10 / 1.52	1.11	6.25	4.93 / 1.60	1.32	0.17 **

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 *** Difference statistically significant at the .001 level

National Group Means are based on 28723 records.

Institutional Summary

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

Scale/Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.25	5.35 / 1.00	0.90	6.27	5.34 / 1.12	0.93	0.01
3. The campus is safe and secure for all students.	6.55	5.54 / 1.22	1.01	6.52	5.70 / 1.40	0.82	-0.16 **
5. Administrators are available to hear students' concerns.	6.26	5.27 / 1.37	0.99	6.26	5.00 / 1.60	1.26	0.27 ***
31. Students are made to feel welcome here.	6.26	5.56 / 1.38	0.70	6.32	5.45 / 1.52	0.87	0.11
35. I seldom get the "run-around" when seeking information on this campus.	6.20	4.74 / 1.73	1.46	6.23	4.74 / 1.81	1.49	0.00
37. There is a strong commitment to diversity on this campus.	5.75	5.43 / 1.33	0.32	5.77	5.31 / 1.50	0.46	0.12 *
41. Tuition paid is a worthwhile investment.	6.52	5.20 / 1.54	1.32	6.53	5.26 / 1.63	1.27	-0.06
42. Students are free to express their ideas on this campus.	6.15	5.47 / 1.38	0.68	6.26	5.47 / 1.52	0.79	0.00
44. On the whole, the campus is well-maintained.	6.28	5.57 / 1.34	0.71	6.34	5.71 / 1.46	0.63	-0.14 *

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National Group Means are based on 28723 records.

Institutional Summary

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

Scale/Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	5.72	4.71 / 1.22	1.01	6.05	4.77 / 1.44	1.28	-0.06
13. Living conditions in the residence halls are comfortable.	5.04	4.47 / 1.47	0.57	6.02	4.76 / 1.70	1.26	-0.29 ***
19. Residence hall staff are concerned about me as an individual.	5.27	4.48 / 1.53	0.79	5.74	4.91 / 1.66	0.83	-0.43 ***
30. There is an adequate selection of food available on campus.	5.75	4.75 / 1.70	1.00	6.05	4.42 / 1.95	1.63	0.33 ***
39. Student disciplinary procedures are fair.	6.00	5.29 / 1.37	0.71	6.13	5.16 / 1.61	0.97	0.13 *
45. Student activity fees are put to good use.	6.18	4.44 / 1.75	1.74	6.19	4.70 / 1.79	1.49	-0.26 ***

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

National Group Means are based on 28723 records.

Institutional Summary

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

Scale/Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.17	5.25 / 1.01	0.92	6.23	5.41 / 1.08	0.82	-0.16 ***
9. Library resources and services are adequate.	6.07	4.47 / 1.81	1.60	6.24	5.61 / 1.45	0.63	-1.14 ***
15. Computer labs are adequate and accessible.	6.41	5.69 / 1.34	0.72	6.26	5.52 / 1.51	0.74	0.17 **
20. Tutoring services are readily available.	5.95	5.24 / 1.41	0.71	6.02	5.41 / 1.50	0.61	-0.17 **
22. This campus provides online access to services I need.	6.45	5.67 / 1.27	0.78	6.45	5.78 / 1.36	0.67	-0.11 *
24. I receive the help I need to apply my academic major to my career goals.	6.48	5.48 / 1.37	1.00	6.47	5.33 / 1.55	1.14	0.15 *
26. Counseling services are available if I need them.	5.76	5.26 / 1.35	0.50	6.01	5.39 / 1.44	0.62	-0.13 *
34. There are adequate services to help me decide upon a career.	6.10	5.06 / 1.48	1.04	6.27	5.12 / 1.58	1.15	-0.06
43. Mentors are available to guide my life and career goals.	6.07	5.12 / 1.47	0.95	6.09	5.08 / 1.58	1.01	0.04

* 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 28723 records.

Institutional Summary

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

Scale/Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.40	5.42 / 1.03	0.98	6.42	5.38 / 1.09	1.04	0.04
4. The content of the courses within my major is valuable.	6.58	5.50 / 1.30	1.08	6.53	5.44 / 1.43	1.09	0.06
14. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.31 / 1.45	1.12	6.46	5.25 / 1.56	1.21	0.06
17. There are sufficient courses within my program of study available each term.	6.54	5.15 / 1.61	1.39	6.50	4.96 / 1.73	1.54	0.19 **
29. Faculty use a variety of technology and media in the classroom.	5.76	5.50 / 1.29	0.26	5.98	5.56 / 1.39	0.42	-0.06
32. Faculty provide timely feedback about my academic progress.	6.44	5.20 / 1.47	1.24	6.45	5.24 / 1.54	1.21	-0.04
36. The quality of instruction I receive in most of my classes is excellent.	6.53	5.43 / 1.37	1.10	6.57	5.46 / 1.43	1.11	-0.03
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.52	5.84 / 1.28	0.68	6.45	5.74 / 1.41	0.71	0.10

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

National Group Means are based on 28723 records.

Institutional Summary

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

Scale/Item	McNeese State 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	6.05	5.13 / 1.15	0.92	6.09	5.05 / 1.28	1.04	0.08
7. Admissions staff provide personalized attention prior to enrollment.	5.99	5.16 / 1.46	0.83	6.02	4.98 / 1.60	1.04	0.18 **
8. Financial aid awards are announced in time to be helpful in college planning.	6.32	5.23 / 1.49	1.09	6.13	5.03 / 1.66	1.10	0.20 **
11. Financial aid counseling is available if I need it.	5.92	5.09 / 1.47	0.83	6.10	5.16 / 1.60	0.94	-0.07
27. This institution helps me identify resources to finance my education.	6.16	4.98 / 1.57	1.18	6.14	4.93 / 1.65	1.21	0.05
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.84	5.18 / 1.37	0.66	6.08	5.20 / 1.55	0.88	-0.02

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

National Group Means are based on 28723 records.

Institutional Summary

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

Scale/Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.35	5.21 / 1.09	1.14	6.38	5.07 / 1.27	1.31	0.14 **
2. Registration processes and procedures are convenient.	6.36	5.35 / 1.36	1.01	6.36	5.05 / 1.65	1.31	0.30 ***
6. Billing policies are reasonable.	6.10	4.94 / 1.51	1.16	6.24	4.93 / 1.64	1.31	0.01
23. I am able to register for classes I need with few conflicts.	6.57	5.23 / 1.57	1.34	6.56	5.00 / 1.76	1.56	0.23 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.37	5.34 / 1.40	1.03	6.33	5.27 / 1.50	1.06	0.07

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 *** Difference statistically significant at the .001 level

National Group Means are based on 28723 records.

Institutional Summary

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

Scale/Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.37	4.55 / 1.15	1.82	6.29	4.90 / 1.25	1.39	-0.35 ***
3. The campus is safe and secure for all students.	6.55	5.54 / 1.22	1.01	6.52	5.70 / 1.40	0.82	-0.16 **
12. The amount of student parking space on campus is adequate.	6.42	3.00 / 1.89	3.42	6.20	3.67 / 2.10	2.53	-0.67 ***
18. Parking lots are well-lighted and secure.	6.24	4.72 / 1.62	1.52	6.14	4.99 / 1.71	1.15	-0.27 ***
28. Security staff respond quickly to calls for assistance.	6.28	5.01 / 1.50	1.27	6.32	5.30 / 1.57	1.02	-0.29 ***

National Group Means are based on 28723 records.

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Institutional Summary

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

Scale/Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.27	5.27 / 1.13	1.00	6.29	5.15 / 1.27	1.14	0.12 *
1. The campus staff are caring and helpful.	6.34	5.50 / 1.24	0.84	6.36	5.39 / 1.42	0.97	0.11 *
5. Administrators are available to hear students' concerns.	6.26	5.27 / 1.37	0.99	6.26	5.00 / 1.60	1.26	0.27 ***
31. Students are made to feel welcome here.	6.26	5.56 / 1.38	0.70	6.32	5.45 / 1.52	0.87	0.11
35. I seldom get the "run-around" when seeking information on this campus.	6.20	4.74 / 1.73	1.46	6.23	4.74 / 1.81	1.49	0.00

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National Group Means are based on 28723 records.

Institutional Summary

Items: In Sequential Order

Item	McNeese State 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.	6.34	5.50 / 1.24	0.84	6.36	5.39 / 1.42	0.97	0.11 *
2. Registration processes and procedures are convenient.	6.36	5.35 / 1.36	1.01	6.36	5.05 / 1.65	1.31	0.30 ***
3. The campus is safe and secure for all students.	6.55	5.54 / 1.22	1.01	6.52	5.70 / 1.40	0.82	-0.16 **
4. The content of the courses within my major is valuable.	6.58	5.50 / 1.30	1.08	6.53	5.44 / 1.43	1.09	0.06
5. Administrators are available to hear students' concerns.	6.26	5.27 / 1.37	0.99	6.26	5.00 / 1.60	1.26	0.27 ***
6. Billing policies are reasonable.	6.10	4.94 / 1.51	1.16	6.24	4.93 / 1.64	1.31	0.01
7. Admissions staff provide personalized attention prior to enrollment.	5.99	5.16 / 1.46	0.83	6.02	4.98 / 1.60	1.04	0.18 **
8. Financial aid awards are announced in time to be helpful in college planning.	6.32	5.23 / 1.49	1.09	6.13	5.03 / 1.66	1.10	0.20 **
9. Library resources and services are adequate.	6.07	4.47 / 1.81	1.60	6.24	5.61 / 1.45	0.63	-1.14 ***
10. My academic advisor helps me set goals to work toward.	6.33	5.46 / 1.59	0.87	6.34	5.25 / 1.75	1.09	0.21 **
11. Financial aid counseling is available if I need it.	5.92	5.09 / 1.47	0.83	6.10	5.16 / 1.60	0.94	-0.07
12. The amount of student parking space on campus is adequate.	6.42	3.00 / 1.89	3.42	6.20	3.67 / 2.10	2.53	-0.67 ***
13. Living conditions in the residence halls are comfortable.	5.04	4.47 / 1.47	0.57	6.02	4.76 / 1.70	1.26	-0.29 ***

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National Group Means are based on 28723 records.

Institutional Summary

Items: In Sequential Order

Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
14. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.31 / 1.45	1.12	6.46	5.25 / 1.56	1.21	0.06
15. Computer labs are adequate and accessible.	6.41	5.69 / 1.34	0.72	6.26	5.52 / 1.51	0.74	0.17 **
16. My academic advisor is available when I need help.	6.45	5.70 / 1.42	0.75	6.43	5.40 / 1.65	1.03	0.30 ***
17. There are sufficient courses within my program of study available each term.	6.54	5.15 / 1.61	1.39	6.50	4.96 / 1.73	1.54	0.19 **
18. Parking lots are well-lighted and secure.	6.24	4.72 / 1.62	1.52	6.14	4.99 / 1.71	1.15	-0.27 ***
19. Residence hall staff are concerned about me as an individual.	5.27	4.48 / 1.53	0.79	5.74	4.91 / 1.66	0.83	-0.43 ***
20. Tutoring services are readily available.	5.95	5.24 / 1.41	0.71	6.02	5.41 / 1.50	0.61	-0.17 **
21. My academic advisor is knowledgeable about requirements in my major.	6.64	5.99 / 1.37	0.65	6.54	5.61 / 1.61	0.93	0.38 ***
22. This campus provides online access to services I need.	6.45	5.67 / 1.27	0.78	6.45	5.78 / 1.36	0.67	-0.11 *
23. I am able to register for classes I need with few conflicts.	6.57	5.23 / 1.57	1.34	6.56	5.00 / 1.76	1.56	0.23 ***
24. I receive the help I need to apply my academic major to my career goals.	6.48	5.48 / 1.37	1.00	6.47	5.33 / 1.55	1.14	0.15 *
25. I am able to take care of college-related business at times that are convenient for me.	6.37	5.34 / 1.40	1.03	6.33	5.27 / 1.50	1.06	0.07

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

National Group Means are based on 28723 records.

Institutional Summary

Items: In Sequential Order

Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
26. Counseling services are available if I need them.	5.76	5.26 / 1.35	0.50	6.01	5.39 / 1.44	0.62	-0.13 *
27. This institution helps me identify resources to finance my education.	6.16	4.98 / 1.57	1.18	6.14	4.93 / 1.65	1.21	0.05
28. Security staff respond quickly to calls for assistance.	6.28	5.01 / 1.50	1.27	6.32	5.30 / 1.57	1.02	-0.29 ***
29. Faculty use a variety of technology and media in the classroom.	5.76	5.50 / 1.29	0.26	5.98	5.56 / 1.39	0.42	-0.06
30. There is an adequate selection of food available on campus.	5.75	4.75 / 1.70	1.00	6.05	4.42 / 1.95	1.63	0.33 ***
31. Students are made to feel welcome here.	6.26	5.56 / 1.38	0.70	6.32	5.45 / 1.52	0.87	0.11
32. Faculty provide timely feedback about my academic progress.	6.44	5.20 / 1.47	1.24	6.45	5.24 / 1.54	1.21	-0.04
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.84	5.18 / 1.37	0.66	6.08	5.20 / 1.55	0.88	-0.02
34. There are adequate services to help me decide upon a career.	6.10	5.06 / 1.48	1.04	6.27	5.12 / 1.58	1.15	-0.06
35. I seldom get the "run-around" when seeking information on this campus.	6.20	4.74 / 1.73	1.46	6.23	4.74 / 1.81	1.49	0.00
36. The quality of instruction I receive in most of my classes is excellent.	6.53	5.43 / 1.37	1.10	6.57	5.46 / 1.43	1.11	-0.03
37. There is a strong commitment to diversity on this campus.	5.75	5.43 / 1.33	0.32	5.77	5.31 / 1.50	0.46	0.12 *

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National Group Means are based on 28723 records.

Institutional Summary

Items: In Sequential Order

Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
38. I receive ongoing feedback about progress toward my academic goals.	6.21	5.10 / 1.52	1.11	6.25	4.93 / 1.60	1.32	0.17 **
39. Student disciplinary procedures are fair.	6.00	5.29 / 1.37	0.71	6.13	5.16 / 1.61	0.97	0.13 *
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.52	5.84 / 1.28	0.68	6.45	5.74 / 1.41	0.71	0.10
41. Tuition paid is a worthwhile investment.	6.52	5.20 / 1.54	1.32	6.53	5.26 / 1.63	1.27	-0.06
42. Students are free to express their ideas on this campus.	6.15	5.47 / 1.38	0.68	6.26	5.47 / 1.52	0.79	0.00
43. Mentors are available to guide my life and career goals.	6.07	5.12 / 1.47	0.95	6.09	5.08 / 1.58	1.01	0.04
44. On the whole, the campus is well-maintained.	6.28	5.57 / 1.34	0.71	6.34	5.71 / 1.46	0.63	-0.14 *
45. Student activity fees are put to good use.	6.18	4.44 / 1.75	1.74	6.19	4.70 / 1.79	1.49	-0.26 ***
46. Campus item 1	5.80	5.10 / 1.42	0.70				
47. Campus item 2	5.73	5.09 / 1.41	0.64				
48. Campus item 3	5.06	4.60 / 1.44	0.46				
49. Campus item 4	5.20	4.73 / 1.49	0.47				
50. Campus item 5	6.15	5.13 / 1.55	1.02				
51. Campus item 6	6.40	5.50 / 1.61	0.90				
52. Campus item 7	6.38	5.25 / 1.69	1.13				

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National Group Means are based on 28723 records.

Institutional Summary
Items: In Sequential Order

Item	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. Campus item 8	6.32	5.16 / 1.67	1.16				
54. Campus item 9	6.49	5.52 / 1.68	0.97				
55. Campus item 10	6.25	5.28 / 1.65	0.97				
56. Cost as factor in decision to enroll.	6.17			6.29			
57. Financial assistance as factor in decision to enroll.	6.10			6.09			
58. Academic reputation as factor in decision to enroll.	5.91			6.13			
59. Future career opportunities as factor in decision to enroll.	6.20			6.32			
60. Personal recommendations as factor in decision to enroll.	5.54			5.76			
61. Distance from campus as factor in decision to enroll.	6.00			5.89			
62. Information on the campus Web site as factor in decision to enroll.	5.23			5.60			
63. Campus visits as factor in decision to enroll.	4.90			5.41			

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National Group Means are based on 28723 records.

Institutional Summary

Summary Items

Summary Item	McNeese State University - SSI	National Four-Year Publics Form B	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected</p>	<p>Average: 4.62</p> <p>1% 1% 8% 41% 23% 12% 10%</p>	<p>Average: 4.62</p> <p>2% 3% 10% 34% 24% 13% 11%</p>	<p>0.00</p>
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied</p>	<p>Average: 5.28</p> <p>0% 2% 7% 14% 19% 39% 14%</p>	<p>Average: 5.19</p> <p>1% 4% 8% 12% 19% 37% 15%</p>	<p>0.09</p>
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes</p>	<p>Average: 5.28</p> <p>3% 8% 6% 10% 12% 32% 27%</p>	<p>Average: 5.26</p> <p>4% 6% 6% 11% 12% 27% 30%</p>	<p>0.02</p>