

Demographics

Gender	N	%	Current Class Load	N	%
Female	468	60.47%	Full-time	730	94.07%
Male	306	39.53%	Part-time	46	5.93%
Total	774	100.00%	Total	776	100.00%
No Response	23		No Response	21	

Age	N	%	Class Level	N	%
18 and under	68	8.88%	Freshman	162	20.88%
19 to 24	557	72.72%	Sophomore	171	22.04%
25 to 34	94	12.27%	Junior	223	28.74%
35 to 44	28	3.66%	Senior	212	27.32%
45 and over	19	2.48%	Special student	0	0.00%
Total	766	100.00%	Graduate/Professional	3	0.39%
No Response	31		Other class level	5	0.64%
			Total	776	100.00%
			No Response	21	

Ethnicity/Race	N	%	Current GPA	N	%
Alaskan Native	3	0.39%	No credits earned	13	1.68%
American Indian	4	0.52%	1.99 or below	17	2.20%
Asian	36	4.69%	2.0 - 2.49	107	13.84%
Black/African-American	123	16.04%	2.5 - 2.99	212	27.43%
Hispanic or Latino (and Puerto Rican)	14	1.83%	3.0 - 3.49	240	31.05%
Native Hawaiian or Pacific Islander	1	0.13%	3.5 or above	184	23.80%
White/Caucasian	542	70.66%	Total	773	100.00%
Multi-racial	20	2.61%	No Response	24	
Other race	24	3.13%			
Total	767	100.00%			
No Response	30				

Current Enrollment Status	N	%	Educational Goal	N	%
Day	756	98.18%	Associate degree	49	6.35%
Evening	12	1.56%	Bachelor's degree	637	82.51%
Weekend	2	0.26%	Master's degree	41	5.31%
Total	770	100.00%	Doctorate or professional degree	29	3.76%
No Response	27		Certification (initial/renewal)	3	0.39%
			Self-improvement/pleasure	2	0.26%
			Job-related training	0	0.00%
			Other educational goal	11	1.42%
			Total	772	100.00%
			No Response	25	

Demographics

Employment			Plan to Transfer		
	N	%		N	%
Full-time off campus	116	15.03%	Yes I plan to transfer	100	12.99%
Part-time off campus	336	43.52%	No I do not plan to transfer	670	87.01%
Full-time on campus	21	2.72%	Total	770	100.00%
Part-time on campus	61	7.90%	No Response	27	
Not employed	238	30.83%			
Total	772	100.00%			
No Response	25				
Current Residence			Organization Memberships		
	N	%		N	%
Residence hall	110	14.25%	No organization memberships	400	52.22%
Fraternity/Sorority	3	0.39%	One or two organization memberships	302	39.43%
Own house	165	21.37%	Three or four organization memberships	51	6.66%
Rent room or apt off campus	228	29.53%	Five or more organization memberships	13	1.70%
Parent's home	239	30.96%	Total	766	100.00%
Other residence	27	3.50%	No Response	31	
Total	772	100.00%			
No Response	25				
Residence Classification			Tuition Source		
	N	%		N	%
In-state	655	85.29%	Scholarships	228	30.36%
Out-of-state	64	8.33%	Financial aid	340	45.27%
International (not U.S. citizen)	49	6.38%	Family contributions	85	11.32%
Total	768	100.00%	Self support	74	9.85%
No Response	29		Other tuition source	24	3.20%
			Total	751	100.00%
			No Response	46	
Institution Was My			Institution Question		
	N	%		N	%
1st choice	464	60.57%	Campus item - Answer 1	30	61.22%
2nd choice	209	27.28%	Campus item - Answer 2	5	10.20%
3rd choice or lower	93	12.14%	Campus item - Answer 3	4	8.16%
Total	766	100.00%	Campus item - Answer 4	4	8.16%
No Response	31		Campus item - Answer 5	2	4.08%
			Campus item - Answer 6	4	8.16%
			Total	49	100.00%
			No Response	748	
Did Transfer Here			Group Code		
	N	%		N	%
Yes transferred here	187	24.38%	0002	1	0.14%
No did not transfer here	580	75.62%	0100	2	0.29%
Total	767	100.00%	0110	32	4.60%
No Response	30		0120	4	0.58%
			0321	1	0.14%

Demographics

1070	1	0.14%	6920	4	0.58%
1210	2	0.29%	7777	1	0.14%
1220	2	0.29%	Total	695	100.00%
1310	5	0.72%	No Response	102	
1410	14	2.01%			
1510	18	2.59%			
1520	1	0.14%			
1610	37	5.32%			
1620	3	0.43%			
1630	1	0.14%			
1640	11	1.58%			
1710	15	2.16%			
2070	2	0.29%			
2110	1	0.14%			
2210	19	2.73%			
2220	9	1.29%			
2230	1	0.14%			
2310	32	4.60%			
2320	33	4.75%			
2330	17	2.45%			
3210	13	1.87%			
3220	13	1.87%			
3230	2	0.29%			
3510	5	0.72%			
3520	41	5.90%			
3530	18	2.59%			
3610	35	5.04%			
4070	2	0.29%			
4110	12	1.73%			
4210	72	10.36%			
4310	3	0.43%			
5070	11	1.58%			
5210	1	0.14%			
5310	67	9.64%			
5320	22	3.17%			
6070	3	0.43%			
6110	8	1.15%			
6310	32	4.60%			
6320	5	0.72%			
6330	9	1.29%			
6610	14	2.01%			
6620	7	1.01%			
6630	31	4.46%			

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).
- 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.
- 22. This campus provides online access to services I need.
- 51. Campus item 6
- 1. The campus staff are caring and helpful.
- 44. On the whole, the campus is well-maintained.

Challenges

- 23. I am able to register for classes I need with few conflicts.
- 36. The quality of instruction I receive in most of my classes is excellent.
- 17. There are sufficient courses within my program of study available each term.
- 41. Tuition paid is a worthwhile investment.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 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
- 45. Student activity fees are put to good use.

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.
- 8. Financial aid awards are announced in time to be helpful in college planning.
- 18. Parking lots are well-lighted and secure.
- 2. Registration processes and procedures are convenient.

Lower Satisfaction vs. National Four-Year Publics Form B

- 36. The quality of instruction I receive in most of my classes is excellent.
- 15. Computer labs are adequate and accessible.
- 41. Tuition paid is a worthwhile investment.
- 32. Faculty provide timely feedback about my academic progress.
- 22. This campus provides online access to services I need.
- 10. My academic advisor helps me set goals to work toward.
- 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

- 15. Computer labs are adequate and accessible.
- 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	
Instructional Effectiveness	6.42	5.28 / 1.13	1.14	6.43	5.38 / 1.10	1.05	-0.10 *
Academic Advising Effectiveness	6.40	5.36 / 1.29	1.04	6.41	5.35 / 1.38	1.06	0.01
Safety and Security	6.38	4.88 / 1.21	1.50	6.32	4.93 / 1.26	1.39	-0.05
Registration Effectiveness	6.36	5.11 / 1.21	1.25	6.40	5.05 / 1.28	1.35	0.06
Student Centeredness	6.27	5.21 / 1.20	1.06	6.31	5.15 / 1.27	1.16	0.06
Campus Climate	6.24	5.29 / 1.12	0.95	6.29	5.33 / 1.12	0.96	-0.04
Campus Services	6.20	5.04 / 1.10	1.16	6.23	5.42 / 1.09	0.81	-0.38 ***
Recruitment and Financial Aid Effectiveness	6.11	5.10 / 1.19	1.01	6.11	5.04 / 1.30	1.07	0.06
Campus Life	5.91	4.63 / 1.32	1.28	6.05	4.77 / 1.43	1.28	-0.14 **

* 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 24877 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.	6.61	5.81 / 1.45	0.80	6.57	5.69 / 1.60	0.88	0.12 *
4. The content of the courses within my major is valuable.	6.60	5.38 / 1.49	1.22	6.57	5.48 / 1.42	1.09	-0.10
23. I am able to register for classes I need with few conflicts.	6.60	5.17 / 1.66	1.43	6.58	5.01 / 1.77	1.57	0.16 *
36. The quality of instruction I receive in most of my classes is excellent.	6.56	5.23 / 1.48	1.33	6.59	5.44 / 1.43	1.15	-0.21 ***
17. There are sufficient courses within my program of study available each term.	6.55	5.05 / 1.67	1.50	6.53	4.96 / 1.75	1.57	0.09
3. The campus is safe and secure for all students.	6.51	5.65 / 1.31	0.86	6.54	5.71 / 1.39	0.83	-0.06
15. Computer labs are adequate and accessible.	6.50	5.30 / 1.64	1.20	6.28	5.54 / 1.51	0.74	-0.24 ***
41. Tuition paid is a worthwhile investment.	6.49	5.01 / 1.70	1.48	6.53	5.18 / 1.66	1.35	-0.17 **
14. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.19 / 1.56	1.29	6.47	5.26 / 1.57	1.21	-0.07
54. Campus item 9	6.48	5.30 / 1.76	1.18				
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.47	5.71 / 1.39	0.76	6.46	5.74 / 1.40	0.72	-0.03
16. My academic advisor is available when I need help.	6.46	5.54 / 1.53	0.92	6.45	5.45 / 1.65	1.00	0.09
32. Faculty provide timely feedback about my academic progress.	6.46	5.08 / 1.58	1.38	6.46	5.20 / 1.57	1.26	-0.12 *
24. I receive the help I need to apply my academic major to my career goals.	6.45	5.37 / 1.46	1.08	6.49	5.37 / 1.55	1.12	0.00
22. This campus provides online access to services I need.	6.41	5.61 / 1.35	0.80	6.45	5.73 / 1.39	0.72	-0.12 *

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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	
51. Campus item 6	6.41	5.35 / 1.65	1.06				
12. The amount of student parking space on campus is adequate.	6.39	3.64 / 1.98	2.75	6.23	3.78 / 2.10	2.45	-0.14
8. Financial aid awards are announced in time to be helpful in college planning.	6.38	5.24 / 1.58	1.14	6.19	5.02 / 1.68	1.17	0.22 ***
52. Campus item 7	6.37	5.07 / 1.75	1.30				
53. Campus item 8	6.37	5.02 / 1.79	1.35				
25. I am able to take care of college-related business at times that are convenient for me.	6.36	5.24 / 1.42	1.12	6.36	5.29 / 1.50	1.07	-0.05
1. The campus staff are caring and helpful.	6.32	5.40 / 1.34	0.92	6.37	5.38 / 1.42	0.99	0.02
18. Parking lots are well-lighted and secure.	6.31	5.18 / 1.57	1.13	6.18	5.04 / 1.68	1.14	0.14 *
2. Registration processes and procedures are convenient.	6.30	5.27 / 1.45	1.03	6.39	5.03 / 1.65	1.36	0.24 ***
10. My academic advisor helps me set goals to work toward.	6.30	5.11 / 1.70	1.19	6.36	5.29 / 1.76	1.07	-0.18 **
28. Security staff respond quickly to calls for assistance.	6.29	5.08 / 1.50	1.21	6.33	5.29 / 1.59	1.04	-0.21 **
44. On the whole, the campus is well-maintained.	6.29	5.39 / 1.53	0.90	6.34	5.69 / 1.44	0.65	-0.30 ***
45. Student activity fees are put to good use.	6.28	4.31 / 1.85	1.97	6.22	4.61 / 1.84	1.61	-0.30 ***
5. Administrators are available to hear students' concerns.	6.27	5.15 / 1.49	1.12	6.27	5.03 / 1.59	1.24	0.12 *
55. Campus item 10	6.27	5.16 / 1.76	1.11				
56. Cost as factor in decision to enroll.	6.25			6.35			

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National Group Means are based on 24877 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	
31. Students are made to feel welcome here.	6.24	5.45 / 1.40	0.79	6.33	5.47 / 1.51	0.86	-0.02
35. I seldom get the "run-around" when seeking information on this campus.	6.24	4.81 / 1.72	1.43	6.26	4.70 / 1.84	1.56	0.11
38. I receive ongoing feedback about progress toward my academic goals.	6.22	4.95 / 1.54	1.27	6.26	4.96 / 1.62	1.30	-0.01
27. This institution helps me identify resources to finance my education.	6.21	4.97 / 1.65	1.24	6.17	4.91 / 1.68	1.26	0.06
57. Financial assistance as factor in decision to enroll.	6.20			6.13			
6. Billing policies are reasonable.	6.19	4.76 / 1.62	1.43	6.26	4.86 / 1.67	1.40	-0.10
59. Future career opportunities as factor in decision to enroll.	6.19			6.30			
34. There are adequate services to help me decide upon a career.	6.16	5.01 / 1.56	1.15	6.26	5.12 / 1.59	1.14	-0.11
43. Mentors are available to guide my life and career goals.	6.14	5.03 / 1.56	1.11	6.10	5.10 / 1.60	1.00	-0.07
42. Students are free to express their ideas on this campus.	6.11	5.43 / 1.42	0.68	6.25	5.47 / 1.51	0.78	-0.04
9. Library resources and services are adequate.	6.10	3.54 / 2.03	2.56	6.20	5.59 / 1.47	0.61	-2.05 ***
39. Student disciplinary procedures are fair.	6.10	5.25 / 1.43	0.85	6.14	5.23 / 1.58	0.91	0.02
50. Campus item 5	6.08	5.15 / 1.54	0.93				
11. Financial aid counseling is available if I need it.	6.04	5.20 / 1.41	0.84	6.10	5.14 / 1.61	0.96	0.06
7. Admissions staff provide personalized attention prior to enrollment.	5.99	5.03 / 1.48	0.96	6.02	4.97 / 1.62	1.05	0.06
61. Distance from campus as factor in decision to enroll.	5.96			5.94			

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National Group Means are based on 24877 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	
20. Tutoring services are readily available.	5.95	5.13 / 1.48	0.82	6.01	5.43 / 1.50	0.58	-0.30 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.94	5.07 / 1.48	0.87	6.07	5.18 / 1.56	0.89	-0.11
30. There is an adequate selection of food available on campus.	5.92	4.64 / 1.76	1.28	6.07	4.46 / 1.96	1.61	0.18 *
58. Academic reputation as factor in decision to enroll.	5.89			6.08			
26. Counseling services are available if I need them.	5.87	5.40 / 1.37	0.47	5.98	5.44 / 1.43	0.54	-0.04
29. Faculty use a variety of technology and media in the classroom.	5.79	5.34 / 1.46	0.45	5.95	5.56 / 1.40	0.39	-0.22 ***
37. There is a strong commitment to diversity on this campus.	5.77	5.39 / 1.40	0.38	5.78	5.36 / 1.50	0.42	0.03
47. Campus item 2	5.75	4.90 / 1.43	0.85				
46. Campus item 1	5.68	4.96 / 1.39	0.72				
60. Personal recommendations as factor in decision to enroll.	5.64			5.74			
13. Living conditions in the residence halls are comfortable.	5.52	4.37 / 1.62	1.15	5.94	4.78 / 1.71	1.16	-0.41 ***
19. Residence hall staff are concerned about me as an individual.	5.50	4.50 / 1.57	1.00	5.67	4.85 / 1.67	0.82	-0.35 ***
49. Campus item 4	5.32	4.69 / 1.50	0.63				
62. Information on the campus Web site as factor in decision to enroll.	5.18			5.59			
48. Campus item 3	5.12	4.64 / 1.58	0.48				
63. Campus visits as factor in decision to enroll.	4.96			5.36			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 24877 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	6.40	5.36 / 1.29	1.04	6.41	5.35 / 1.38	1.06	0.01
10. My academic advisor helps me set goals to work toward.	6.30	5.11 / 1.70	1.19	6.36	5.29 / 1.76	1.07	-0.18 **
16. My academic advisor is available when I need help.	6.46	5.54 / 1.53	0.92	6.45	5.45 / 1.65	1.00	0.09
21. My academic advisor is knowledgeable about requirements in my major.	6.61	5.81 / 1.45	0.80	6.57	5.69 / 1.60	0.88	0.12 *
38. I receive ongoing feedback about progress toward my academic goals.	6.22	4.95 / 1.54	1.27	6.26	4.96 / 1.62	1.30	-0.01

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 ** 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	McNeese State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.24	5.29 / 1.12	0.95	6.29	5.33 / 1.12	0.96	-0.04
3. The campus is safe and secure for all students.	6.51	5.65 / 1.31	0.86	6.54	5.71 / 1.39	0.83	-0.06
5. Administrators are available to hear students' concerns.	6.27	5.15 / 1.49	1.12	6.27	5.03 / 1.59	1.24	0.12 *
31. Students are made to feel welcome here.	6.24	5.45 / 1.40	0.79	6.33	5.47 / 1.51	0.86	-0.02
35. I seldom get the "run-around" when seeking information on this campus.	6.24	4.81 / 1.72	1.43	6.26	4.70 / 1.84	1.56	0.11
37. There is a strong commitment to diversity on this campus.	5.77	5.39 / 1.40	0.38	5.78	5.36 / 1.50	0.42	0.03
41. Tuition paid is a worthwhile investment.	6.49	5.01 / 1.70	1.48	6.53	5.18 / 1.66	1.35	-0.17 **
42. Students are free to express their ideas on this campus.	6.11	5.43 / 1.42	0.68	6.25	5.47 / 1.51	0.78	-0.04
44. On the whole, the campus is well-maintained.	6.29	5.39 / 1.53	0.90	6.34	5.69 / 1.44	0.65	-0.30 ***

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

National Group Means are based on 24877 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	5.91	4.63 / 1.32	1.28	6.05	4.77 / 1.43	1.28	-0.14 **
13. Living conditions in the residence halls are comfortable.	5.52	4.37 / 1.62	1.15	5.94	4.78 / 1.71	1.16	-0.41 ***
19. Residence hall staff are concerned about me as an individual.	5.50	4.50 / 1.57	1.00	5.67	4.85 / 1.67	0.82	-0.35 ***
30. There is an adequate selection of food available on campus.	5.92	4.64 / 1.76	1.28	6.07	4.46 / 1.96	1.61	0.18 *
39. Student disciplinary procedures are fair.	6.10	5.25 / 1.43	0.85	6.14	5.23 / 1.58	0.91	0.02
45. Student activity fees are put to good use.	6.28	4.31 / 1.85	1.97	6.22	4.61 / 1.84	1.61	-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 24877 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	6.20	5.04 / 1.10	1.16	6.23	5.42 / 1.09	0.81	-0.38 ***
9. Library resources and services are adequate.	6.10	3.54 / 2.03	2.56	6.20	5.59 / 1.47	0.61	-2.05 ***
15. Computer labs are adequate and accessible.	6.50	5.30 / 1.64	1.20	6.28	5.54 / 1.51	0.74	-0.24 ***
20. Tutoring services are readily available.	5.95	5.13 / 1.48	0.82	6.01	5.43 / 1.50	0.58	-0.30 ***
22. This campus provides online access to services I need.	6.41	5.61 / 1.35	0.80	6.45	5.73 / 1.39	0.72	-0.12 *
24. I receive the help I need to apply my academic major to my career goals.	6.45	5.37 / 1.46	1.08	6.49	5.37 / 1.55	1.12	0.00
26. Counseling services are available if I need them.	5.87	5.40 / 1.37	0.47	5.98	5.44 / 1.43	0.54	-0.04
34. There are adequate services to help me decide upon a career.	6.16	5.01 / 1.56	1.15	6.26	5.12 / 1.59	1.14	-0.11
43. Mentors are available to guide my life and career goals.	6.14	5.03 / 1.56	1.11	6.10	5.10 / 1.60	1.00	-0.07

* 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 24877 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	6.42	5.28 / 1.13	1.14	6.43	5.38 / 1.10	1.05	-0.10 *
4. The content of the courses within my major is valuable.	6.60	5.38 / 1.49	1.22	6.57	5.48 / 1.42	1.09	-0.10
14. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.19 / 1.56	1.29	6.47	5.26 / 1.57	1.21	-0.07
17. There are sufficient courses within my program of study available each term.	6.55	5.05 / 1.67	1.50	6.53	4.96 / 1.75	1.57	0.09
29. Faculty use a variety of technology and media in the classroom.	5.79	5.34 / 1.46	0.45	5.95	5.56 / 1.40	0.39	-0.22 ***
32. Faculty provide timely feedback about my academic progress.	6.46	5.08 / 1.58	1.38	6.46	5.20 / 1.57	1.26	-0.12 *
36. The quality of instruction I receive in most of my classes is excellent.	6.56	5.23 / 1.48	1.33	6.59	5.44 / 1.43	1.15	-0.21 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.47	5.71 / 1.39	0.76	6.46	5.74 / 1.40	0.72	-0.03

* Difference statistically significant at the .05 level
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National Group Means are based on 24877 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	6.11	5.10 / 1.19	1.01	6.11	5.04 / 1.30	1.07	0.06
7. Admissions staff provide personalized attention prior to enrollment.	5.99	5.03 / 1.48	0.96	6.02	4.97 / 1.62	1.05	0.06
8. Financial aid awards are announced in time to be helpful in college planning.	6.38	5.24 / 1.58	1.14	6.19	5.02 / 1.68	1.17	0.22 ***
11. Financial aid counseling is available if I need it.	6.04	5.20 / 1.41	0.84	6.10	5.14 / 1.61	0.96	0.06
27. This institution helps me identify resources to finance my education.	6.21	4.97 / 1.65	1.24	6.17	4.91 / 1.68	1.26	0.06
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.94	5.07 / 1.48	0.87	6.07	5.18 / 1.56	0.89	-0.11

* 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 24877 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	6.36	5.11 / 1.21	1.25	6.40	5.05 / 1.28	1.35	0.06
2. Registration processes and procedures are convenient.	6.30	5.27 / 1.45	1.03	6.39	5.03 / 1.65	1.36	0.24 ***
6. Billing policies are reasonable.	6.19	4.76 / 1.62	1.43	6.26	4.86 / 1.67	1.40	-0.10
23. I am able to register for classes I need with few conflicts.	6.60	5.17 / 1.66	1.43	6.58	5.01 / 1.77	1.57	0.16 *
25. I am able to take care of college-related business at times that are convenient for me.	6.36	5.24 / 1.42	1.12	6.36	5.29 / 1.50	1.07	-0.05

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National Group Means are based on 24877 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	6.38	4.88 / 1.21	1.50	6.32	4.93 / 1.26	1.39	-0.05
3. The campus is safe and secure for all students.	6.51	5.65 / 1.31	0.86	6.54	5.71 / 1.39	0.83	-0.06
12. The amount of student parking space on campus is adequate.	6.39	3.64 / 1.98	2.75	6.23	3.78 / 2.10	2.45	-0.14
18. Parking lots are well-lighted and secure.	6.31	5.18 / 1.57	1.13	6.18	5.04 / 1.68	1.14	0.14 *
28. Security staff respond quickly to calls for assistance.	6.29	5.08 / 1.50	1.21	6.33	5.29 / 1.59	1.04	-0.21 **

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National Group Means are based on 24877 records.

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	5.21 / 1.20	1.06	6.31	5.15 / 1.27	1.16	0.06
1. The campus staff are caring and helpful.	6.32	5.40 / 1.34	0.92	6.37	5.38 / 1.42	0.99	0.02
5. Administrators are available to hear students' concerns.	6.27	5.15 / 1.49	1.12	6.27	5.03 / 1.59	1.24	0.12 *
31. Students are made to feel welcome here.	6.24	5.45 / 1.40	0.79	6.33	5.47 / 1.51	0.86	-0.02
35. I seldom get the "run-around" when seeking information on this campus.	6.24	4.81 / 1.72	1.43	6.26	4.70 / 1.84	1.56	0.11

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National Group Means are based on 24877 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.	6.32	5.40 / 1.34	0.92	6.37	5.38 / 1.42	0.99	0.02
2. Registration processes and procedures are convenient.	6.30	5.27 / 1.45	1.03	6.39	5.03 / 1.65	1.36	0.24 ***
3. The campus is safe and secure for all students.	6.51	5.65 / 1.31	0.86	6.54	5.71 / 1.39	0.83	-0.06
4. The content of the courses within my major is valuable.	6.60	5.38 / 1.49	1.22	6.57	5.48 / 1.42	1.09	-0.10
5. Administrators are available to hear students' concerns.	6.27	5.15 / 1.49	1.12	6.27	5.03 / 1.59	1.24	0.12 *
6. Billing policies are reasonable.	6.19	4.76 / 1.62	1.43	6.26	4.86 / 1.67	1.40	-0.10
7. Admissions staff provide personalized attention prior to enrollment.	5.99	5.03 / 1.48	0.96	6.02	4.97 / 1.62	1.05	0.06
8. Financial aid awards are announced in time to be helpful in college planning.	6.38	5.24 / 1.58	1.14	6.19	5.02 / 1.68	1.17	0.22 ***
9. Library resources and services are adequate.	6.10	3.54 / 2.03	2.56	6.20	5.59 / 1.47	0.61	-2.05 ***
10. My academic advisor helps me set goals to work toward.	6.30	5.11 / 1.70	1.19	6.36	5.29 / 1.76	1.07	-0.18 **
11. Financial aid counseling is available if I need it.	6.04	5.20 / 1.41	0.84	6.10	5.14 / 1.61	0.96	0.06
12. The amount of student parking space on campus is adequate.	6.39	3.64 / 1.98	2.75	6.23	3.78 / 2.10	2.45	-0.14
13. Living conditions in the residence halls are comfortable.	5.52	4.37 / 1.62	1.15	5.94	4.78 / 1.71	1.16	-0.41 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.19 / 1.56	1.29	6.47	5.26 / 1.57	1.21	-0.07
15. Computer labs are adequate and accessible.	6.50	5.30 / 1.64	1.20	6.28	5.54 / 1.51	0.74	-0.24 ***
16. My academic advisor is available when I need help.	6.46	5.54 / 1.53	0.92	6.45	5.45 / 1.65	1.00	0.09

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National Group Means are based on 24877 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	
17. There are sufficient courses within my program of study available each term.	6.55	5.05 / 1.67	1.50	6.53	4.96 / 1.75	1.57	0.09
18. Parking lots are well-lighted and secure.	6.31	5.18 / 1.57	1.13	6.18	5.04 / 1.68	1.14	0.14 *
19. Residence hall staff are concerned about me as an individual.	5.50	4.50 / 1.57	1.00	5.67	4.85 / 1.67	0.82	-0.35 ***
20. Tutoring services are readily available.	5.95	5.13 / 1.48	0.82	6.01	5.43 / 1.50	0.58	-0.30 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.61	5.81 / 1.45	0.80	6.57	5.69 / 1.60	0.88	0.12 *
22. This campus provides online access to services I need.	6.41	5.61 / 1.35	0.80	6.45	5.73 / 1.39	0.72	-0.12 *
23. I am able to register for classes I need with few conflicts.	6.60	5.17 / 1.66	1.43	6.58	5.01 / 1.77	1.57	0.16 *
24. I receive the help I need to apply my academic major to my career goals.	6.45	5.37 / 1.46	1.08	6.49	5.37 / 1.55	1.12	0.00
25. I am able to take care of college-related business at times that are convenient for me.	6.36	5.24 / 1.42	1.12	6.36	5.29 / 1.50	1.07	-0.05
26. Counseling services are available if I need them.	5.87	5.40 / 1.37	0.47	5.98	5.44 / 1.43	0.54	-0.04
27. This institution helps me identify resources to finance my education.	6.21	4.97 / 1.65	1.24	6.17	4.91 / 1.68	1.26	0.06
28. Security staff respond quickly to calls for assistance.	6.29	5.08 / 1.50	1.21	6.33	5.29 / 1.59	1.04	-0.21 **
29. Faculty use a variety of technology and media in the classroom.	5.79	5.34 / 1.46	0.45	5.95	5.56 / 1.40	0.39	-0.22 ***
30. There is an adequate selection of food available on campus.	5.92	4.64 / 1.76	1.28	6.07	4.46 / 1.96	1.61	0.18 *
31. Students are made to feel welcome here.	6.24	5.45 / 1.40	0.79	6.33	5.47 / 1.51	0.86	-0.02

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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	
32. Faculty provide timely feedback about my academic progress.	6.46	5.08 / 1.58	1.38	6.46	5.20 / 1.57	1.26	-0.12 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.94	5.07 / 1.48	0.87	6.07	5.18 / 1.56	0.89	-0.11
34. There are adequate services to help me decide upon a career.	6.16	5.01 / 1.56	1.15	6.26	5.12 / 1.59	1.14	-0.11
35. I seldom get the "run-around" when seeking information on this campus.	6.24	4.81 / 1.72	1.43	6.26	4.70 / 1.84	1.56	0.11
36. The quality of instruction I receive in most of my classes is excellent.	6.56	5.23 / 1.48	1.33	6.59	5.44 / 1.43	1.15	-0.21 ***
37. There is a strong commitment to diversity on this campus.	5.77	5.39 / 1.40	0.38	5.78	5.36 / 1.50	0.42	0.03
38. I receive ongoing feedback about progress toward my academic goals.	6.22	4.95 / 1.54	1.27	6.26	4.96 / 1.62	1.30	-0.01
39. Student disciplinary procedures are fair.	6.10	5.25 / 1.43	0.85	6.14	5.23 / 1.58	0.91	0.02
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.47	5.71 / 1.39	0.76	6.46	5.74 / 1.40	0.72	-0.03
41. Tuition paid is a worthwhile investment.	6.49	5.01 / 1.70	1.48	6.53	5.18 / 1.66	1.35	-0.17 **
42. Students are free to express their ideas on this campus.	6.11	5.43 / 1.42	0.68	6.25	5.47 / 1.51	0.78	-0.04
43. Mentors are available to guide my life and career goals.	6.14	5.03 / 1.56	1.11	6.10	5.10 / 1.60	1.00	-0.07
44. On the whole, the campus is well-maintained.	6.29	5.39 / 1.53	0.90	6.34	5.69 / 1.44	0.65	-0.30 ***
45. Student activity fees are put to good use.	6.28	4.31 / 1.85	1.97	6.22	4.61 / 1.84	1.61	-0.30 ***
46. Campus item 1	5.68	4.96 / 1.39	0.72				

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National Group Means are based on 24877 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	
47. Campus item 2	5.75	4.90 / 1.43	0.85				
48. Campus item 3	5.12	4.64 / 1.58	0.48				
49. Campus item 4	5.32	4.69 / 1.50	0.63				
50. Campus item 5	6.08	5.15 / 1.54	0.93				
51. Campus item 6	6.41	5.35 / 1.65	1.06				
52. Campus item 7	6.37	5.07 / 1.75	1.30				
53. Campus item 8	6.37	5.02 / 1.79	1.35				
54. Campus item 9	6.48	5.30 / 1.76	1.18				
55. Campus item 10	6.27	5.16 / 1.76	1.11				
56. Cost as factor in decision to enroll.	6.25			6.35			
57. Financial assistance as factor in decision to enroll.	6.20			6.13			
58. Academic reputation as factor in decision to enroll.	5.89			6.08			
59. Future career opportunities as factor in decision to enroll.	6.19			6.30			
60. Personal recommendations as factor in decision to enroll.	5.64			5.74			
61. Distance from campus as factor in decision to enroll.	5.96			5.94			
62. Information on the campus Web site as factor in decision to enroll.	5.18			5.59			
63. Campus visits as factor in decision to enroll.	4.96			5.36			

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National Group Means are based on 24877 records.

Institutional Summary

Summary Items

Summary Item	McNeese State University - SSI	National Four-Year Publics Form B	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.39	Average: 4.58	-0.19
1=Much worse than expected	2%	2%	
2=Quite a bit worse than I expected	2%	3%	
3=Worse than I expected	12%	10%	
4=About what I expected	43%	36%	
5=Better than I expected	21%	23%	
6=Quite a bit better than I expected	9%	12%	
7=Much better than expected	8%	11%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.09	Average: 5.17	-0.08
1=Not satisfied at all	2%	1%	
2=Not very satisfied	3%	4%	
3=Somewhat dissatisfied	7%	8%	
4=Neutral	16%	13%	
5=Somewhat satisfied	21%	19%	
6=Satisfied	36%	38%	
7=Very satisfied	12%	14%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.05	Average: 5.21	-0.16
1=Definitely not	4%	4%	
2=Probably not	11%	7%	
3=Maybe not	5%	6%	
4=I don't know	9%	10%	
5=Maybe yes	11%	12%	
6=Probably yes	32%	28%	
7=Definitely yes	23%	29%	