

2008

University of Louisiana at Lafayette

[ACT Student Opinion Survey (SOS)]

The ACT SOS assesses students' perceptions of the importance of, and satisfaction with, a full range of programs, services, and environmental factors at the college they are attending. Also included are an extended set of background items and a set of items related to students' impressions of, and experiences at, the college. This survey was administered to students at all classification levels, and over 1,100 usable responses were received in 2008 from UL Lafayette students.



Overview of Results

Services and Support areas receiving HIGH user satisfaction scores relative to national norms:

Library facilities and services (4.30 out of 5)

Computer services (4.10 out of 5)

Recreational/intramural programs and services (4.11 out of 5)

Cultural programs (4.13 out of 5)

Student health services (4.05 out of 5)

Advisor availability (3.91 out of 5 versus national benchmark of 3.77)

College orientation programs (3.95 out of 5 versus national benchmark of 3.71)

Services and Support areas receiving LOW user satisfaction scores relative to national norms:

Parking facilities and services (2.14 out of 5)

CURRENT ACTION TO ADDRESS CONCERNS: New parking facility and parking challenges being considered as part of master campus facilities plan.

Residence Halls

Programs and services (3.02 out of 5)

Availability of student housing (3.17 out of 5)

Residence halls rules and regulations (3.29 out of 5)

CURRENT ACTION TO ADDRESS CONCERNS: Annual goal in Housing includes programming improvements. Availability being addressed through construction of additional apartment-style residences and possible refurbishment of existing facilities. Housing survey gathering information on rules concerns, yet reasons for this response are generally understood.

College mass transit service (3.09 out of 5)

CURRENT ACTION TO ADDRESS CONCERNS: Graduating senior survey to be administered in December 2008 will attempt to ascertain specific causes of concern.

General condition of buildings and grounds (3.12 out of 5)

CURRENT ACTION TO ADDRESS CONCERNS: Being addressed as part of University Strategic Plan. Dedicated efforts in this domain began in July 2008.

Veterans services (3.59 out of 5)

CURRENT ACTION TO ADDRESS CONCERNS: No current action. To be addressed.

Student Union (3.58 out of 5)

CURRENT ACTION TO ADDRESS CONCERNS: New facility being constructed.

Honors program (3.78 out of 5)

CURRENT ACTION TO ADDRESS CONCERNS: New director and comprehensive strategic plan for Honors developed and being executed to enhance satisfaction and retention.

Supporting Data in Graphical Form

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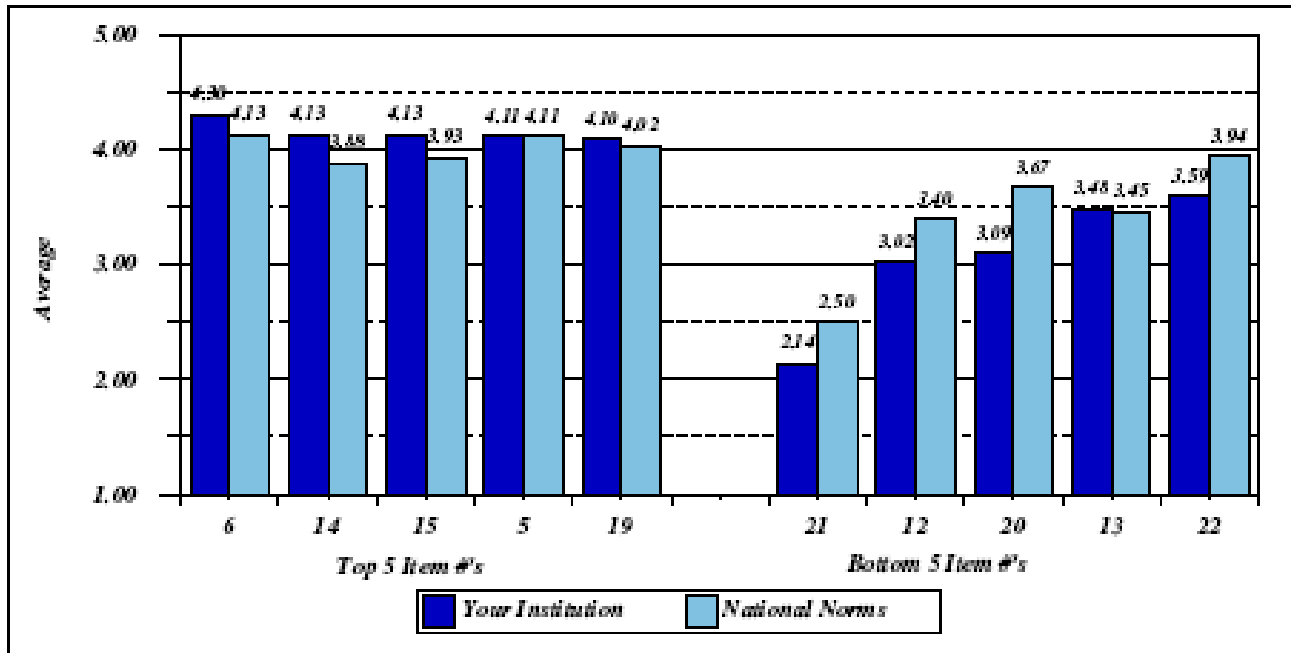


Figure 7. Section II - College Services: Satisfaction with College Services for Those Who Have Used This Service

Item #	Your Institution		National Norms	
	% Used	Avg	% Used	Avg
<i>Top 5 for Your Institution</i>				
6	83.2	4.30	77.8	4.13
14	32.8	4.13	39.0	3.88
15	12.3	4.13	17.0	3.93
5	31.7	4.11	34.3	4.11
19	69.4	4.10	68.7	4.02
<i>Bottom 5 for Your Institution</i>				
21	72.1	2.14	71.8	2.50
12	20.2	3.02	32.2	3.40
20	47.0	3.09	16.6	3.67
13	50.6	3.48	57.8	3.45
22	4.3	3.59	4.3	3.94

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

NOTE: Items with fewer than 10 respondents were not included in the analyses.

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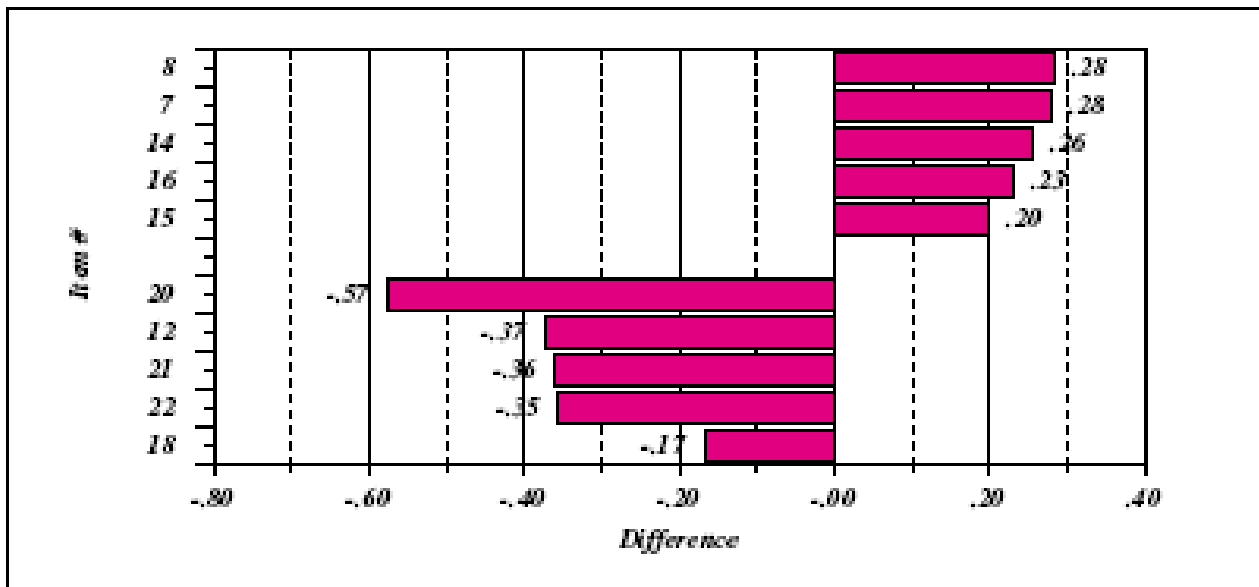


Figure 8. Section II - College Services: Largest Positive & Largest Negative Differences between Your Institution's Averages and the National Averages of Satisfaction Level with the Services of this College

Item #	Your Institution Avg	National Norms Avg	Difference
<i>Largest Positive (or Smallest Negative) Differences</i>			
8 Student health insurance program	3.63	3.35	.28
7 Student health services	4.05	3.77	.28
14 College-sponsored social activities	4.13	3.88	.26
16 College orientation program	3.95	3.71	.23
15 Cultural programs	4.13	3.93	.20
<i>Largest Negative (or Smallest Positive) Differences</i>			
20 College mass transit services	3.09	3.67	-.57
12 Residence hall services and programs	3.02	3.40	-.37
21 Parking facilities and services	2.14	2.50	-.36
22 Veterans services	3.59	3.94	-.35
18 Honors program	3.78	3.94	-.17

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

NOTE: Items with fewer than 10 respondents were not included in the analyses.

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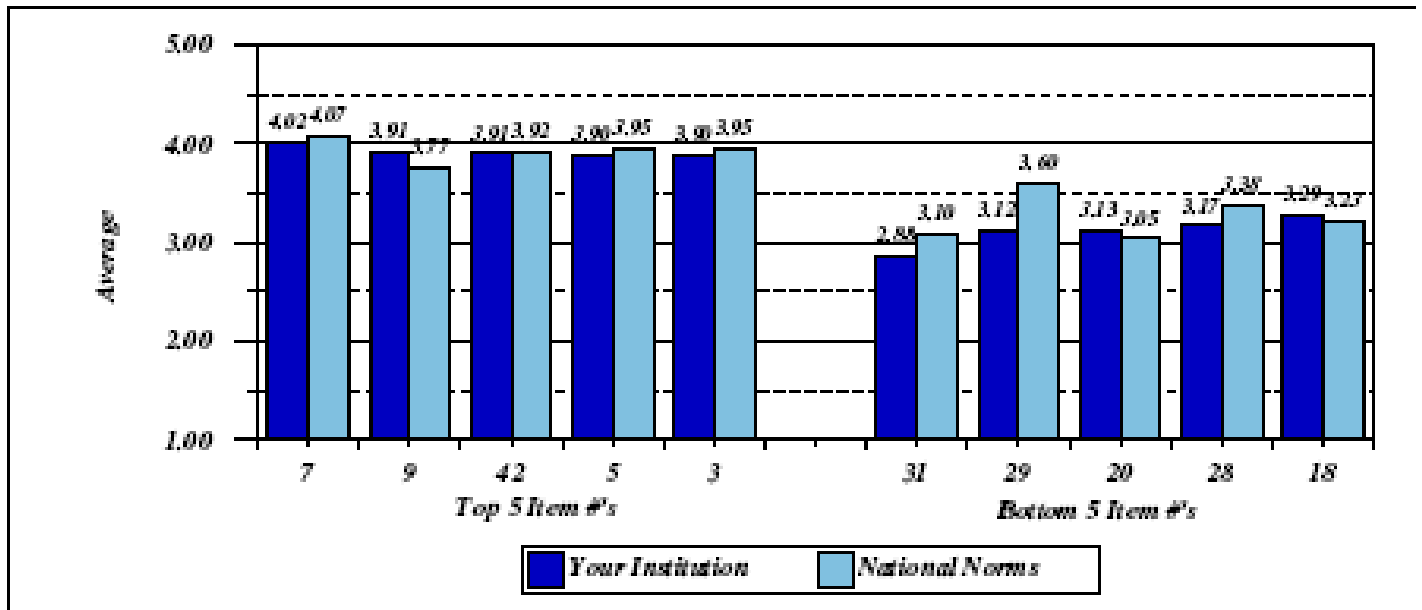


Figure 15. Section III - College Environment: Satisfaction with All Aspects of this College

Item #	Your Institution Avg	National Norms Avg
Top 5 for Your Institution		
7 Class size relative to the type of course	4.02	4.07
9 Availability of your advisor	3.91	3.77
42 This college in general	3.91	3.92
5 Attitude of the faculty toward students	3.90	3.95
3 Instruction in your major field	3.90	3.95
Bottom 5 for Your Institution		
31 Availability of the courses you want at times you can take them	2.88	3.10
29 General condition of buildings and grounds	3.12	3.60
20 Purposes for which student activity fees are used	3.13	3.05
28 Availability of student housing	3.17	3.38
18 Residence hall rules and regulations	3.29	3.23

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

NOTE: Items with fewer than 10 respondents were not included in the analyses.

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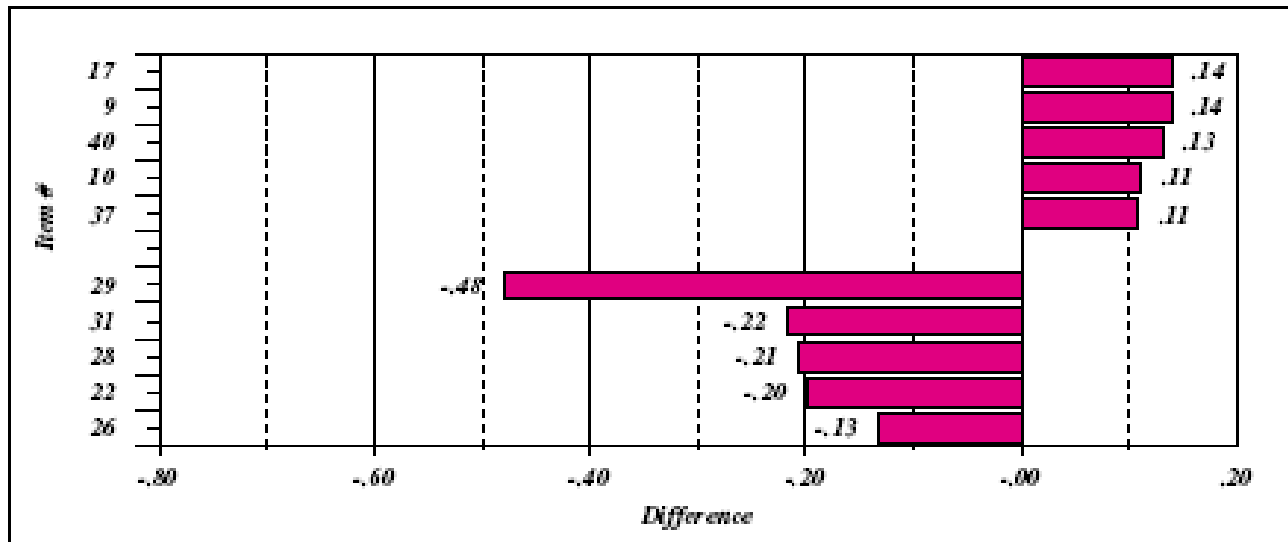


Figure 16. Section III - College Environment: Largest Positive & Largest Negative Differences between Your Institution's Averages and the National Averages of the Satisfaction Level with All Aspects of this College

Item #	Your Institution Avg	National Norms Avg	Difference
<i>Largest Positive (or Smallest Negative) Differences</i>			
17	3.66	3.52	.14
9	3.91	3.77	.14
40	3.65	3.52	.13
10	3.85	3.74	.11
37	3.53	3.42	.11
<i>Largest Negative (or Smallest Positive) Differences</i>			
29	3.12	3.60	-.48
31	2.88	3.10	-.22
28	3.17	3.38	-.21
22	3.50	3.70	-.20
26	3.58	3.71	-.13

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

NOTE: Items with fewer than 10 respondents were not included in the analyses.

Full Report

The logo consists of the letters 'ESS' in a large, light blue, serif font. The letters are set against a solid blue rectangular background. The 'E' is tall and narrow, while the 'S's are rounded and connected to each other.

The ACT Evaluation/Survey Service
For Educational Institutions and Agencies

ACT[™]

Student Opinion Survey (4-Year) Graphics Report
for
UNIV OF LOUISIANA @ LAFAYETTE
Code: 1612

Prepared by ACT Survey Research Services
May 29, 2008

Student Opinion Survey (4-Year) Graphics Report
For
UNIV OF LOUISIANA @ LAFAYETTE

Prepared by ACT Survey Research Services
05/29/08

This report contains pie charts and bar graphs for selected items for your college and for a national normative sample. For all Likert scale items (e.g., 5-point Satisfaction scale), data are displayed for your institution's top and bottom five items as well as the five items with the greatest and least differences for your institution in comparison with national normative data. Please note percentages may not add to 100 due to the effect of rounding.

*The "National Norms" used in this report are based on 39,138 student records from 43 **public** postsecondary institutions that administered the ACT Student Opinion Survey between July 1, 2004 and June 30, 2007. Normative data of this type are often referred to as "user norms," because they simply represent a composite of the data obtained by a number of institutions that administered the instrument during a particular period of time. See the "Normative Data Report" for the Student Opinion Survey for more information concerning the nature of the national norms sample.*

See the following contact information by related topic for further details or assistance.

Ordering and Scanning/Scoring Surveys

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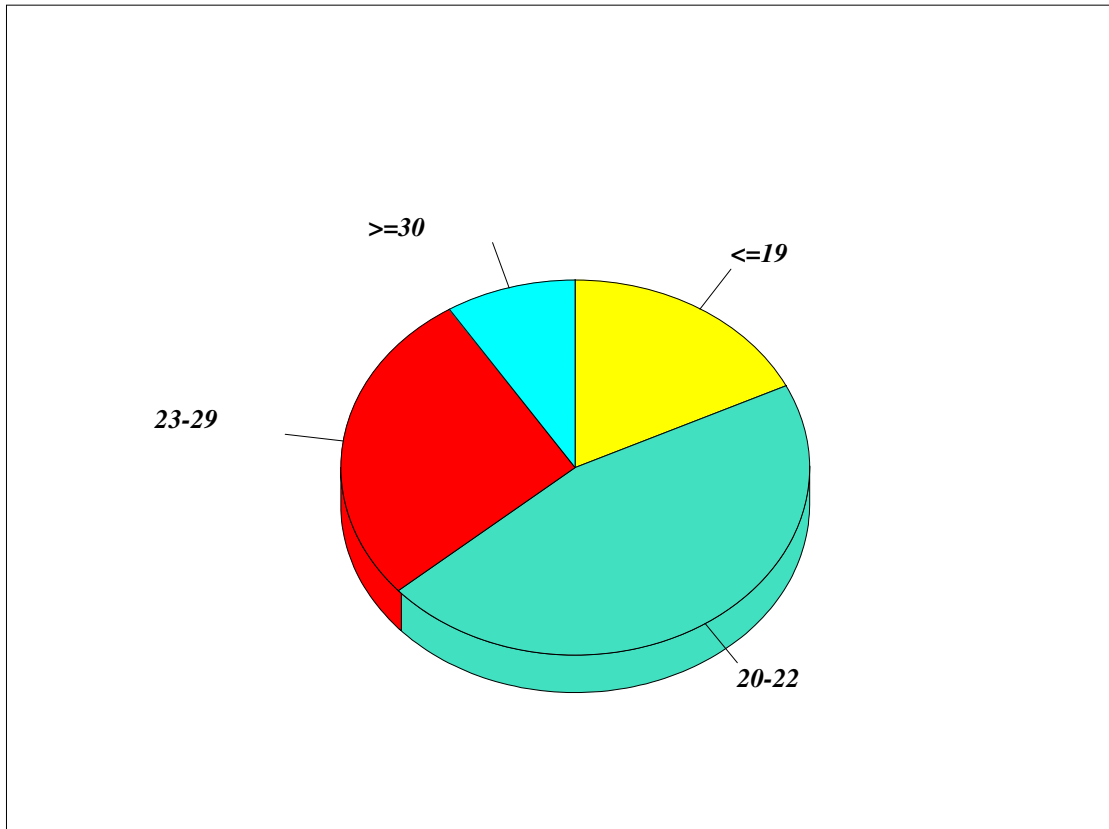


Figure 1. Section I - Background Information, Item B: Age

Age	Your Institution %	National Norms %
18 & Under	6.1	8.9
19	11.7	15.0
20	15.9	14.2
21	16.2	14.0
22	13.7	11.6
23 to 25	19.2	15.8
26 to 29	8.2	7.8
30 to 39	6.0	7.9
40 to 61	2.8	4.7
62 or Over	.3	.2
≤19	17.8	23.9
20-22	45.8	39.8
23-29	27.4	23.6
≥30	9.0	12.7

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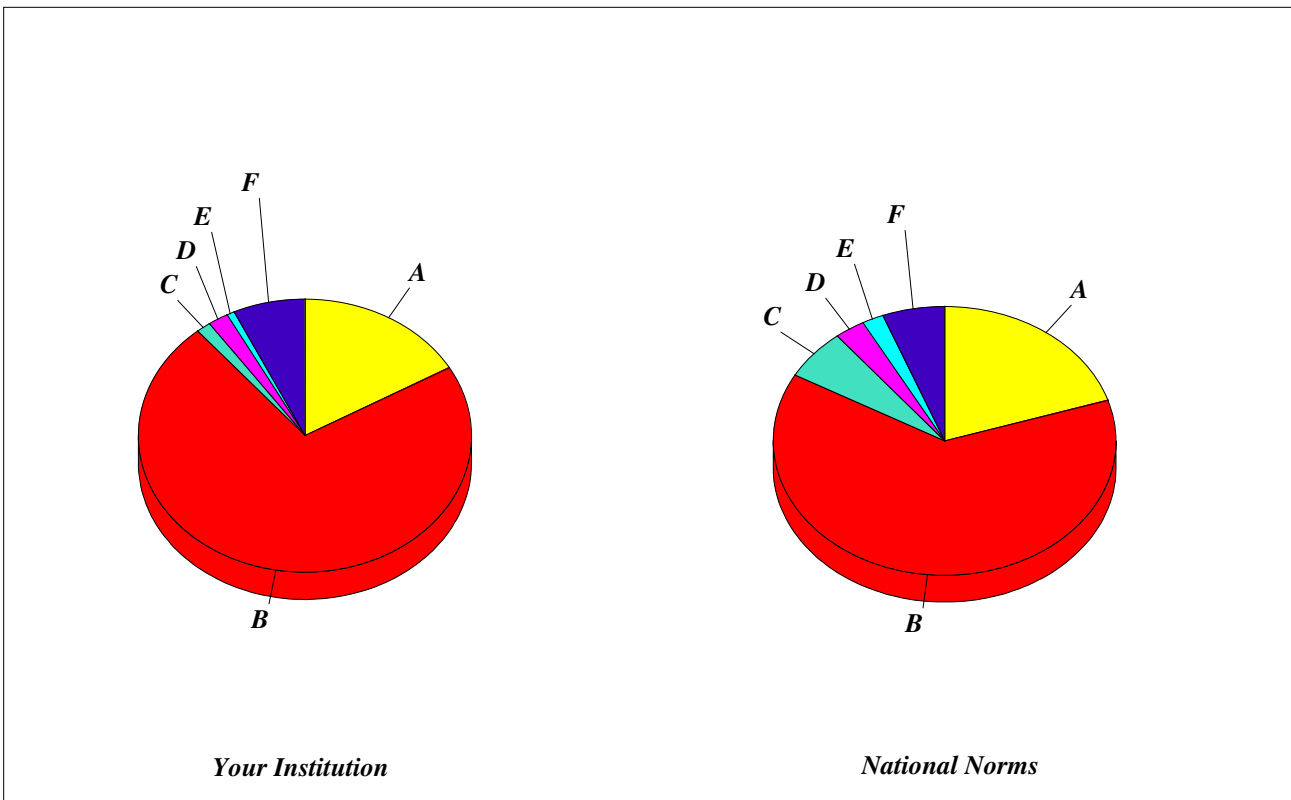


Figure 2. Section I - Background Information, Item C: Racial/Ethnic Group

<i>Race/Ethnicity</i>	<i>Your Institution %</i>	<i>National Norms %</i>
<i>African American or Black</i>	16.7	20.1
<i>Native American (Indian, Alaskan, Hawaiian)</i>	.7	2.1
<i>Caucasian or White</i>	72.2	63.1
<i>Mexican American, Mexican Origin</i>	.4	3.9
<i>Asian American, Oriental, Pacific Islander</i>	2.0	2.8
<i>Puerto Rican, Cuban, Other Latino or Hispanic</i>	1.0	2.2
<i>Other</i>	2.8	2.4
<i>Prefer not to respond</i>	4.2	3.5
<i>A. Black</i>	16.7	20.1
<i>B. White</i>	72.2	63.1
<i>C. Hispanic</i>	1.4	6.1
<i>D. Asian</i>	2.0	2.8
<i>E. Native American</i>	.7	2.1
<i>F. Other/Prefer not to respond</i>	7.0	5.9

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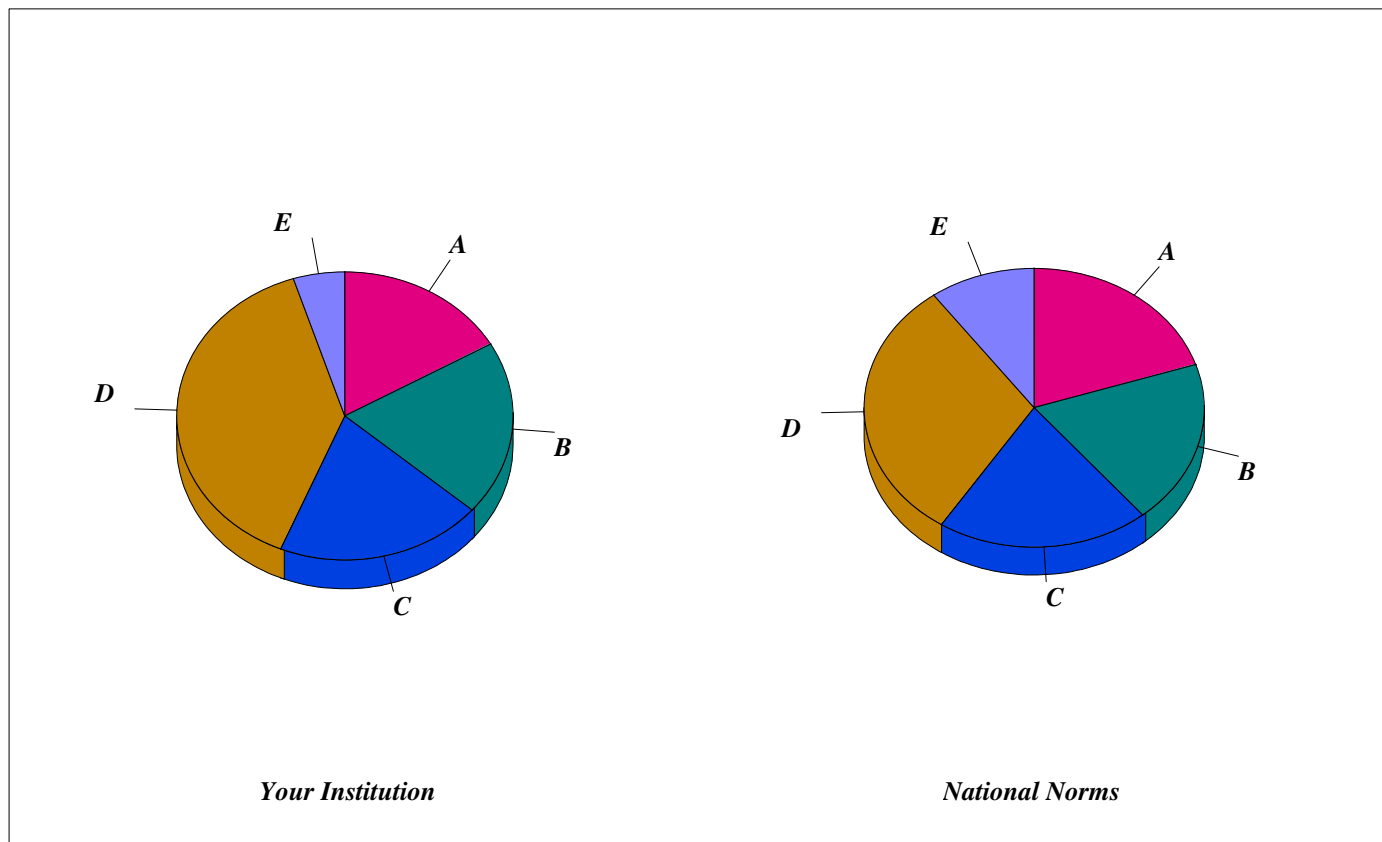


Figure 3. Section I - Background Information, Item D: Class Level

<i>Class Level</i>	<i>Your Institution %</i>	<i>National Norms %</i>
<i>Freshman</i>	16.6	20.0
<i>Sophomore</i>	19.7	19.1
<i>Junior</i>	19.9	20.2
<i>Senior</i>	38.8	30.7
<i>Graduate or Professional Student</i>	3.8	8.9
<i>Special Student</i>	.0	.2
<i>Other/Unclassified</i>	1.1	.9
<i>Does not apply to this college</i>	.1	.1
<i>A. Freshman</i>	16.6	20.0
<i>B. Sophomore</i>	19.7	19.1
<i>C. Junior</i>	19.9	20.2
<i>D. Senior</i>	38.8	30.7
<i>E. All Others and N/A</i>	5.0	10.1

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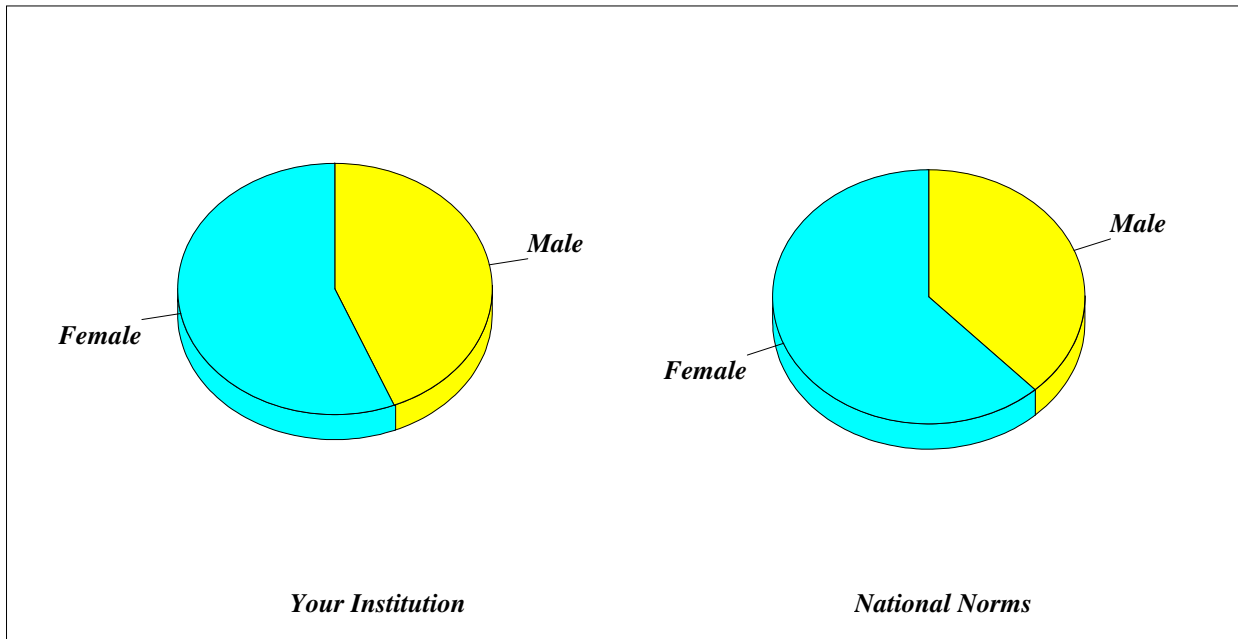


Figure 4. Section I - Background Information, Item F: Sex

<i>Sex</i>	<i>Your Institution %</i>	<i>National Norms %</i>
<i>Male</i>	<i>43.8</i>	<i>38.1</i>
<i>Female</i>	<i>56.2</i>	<i>61.9</i>

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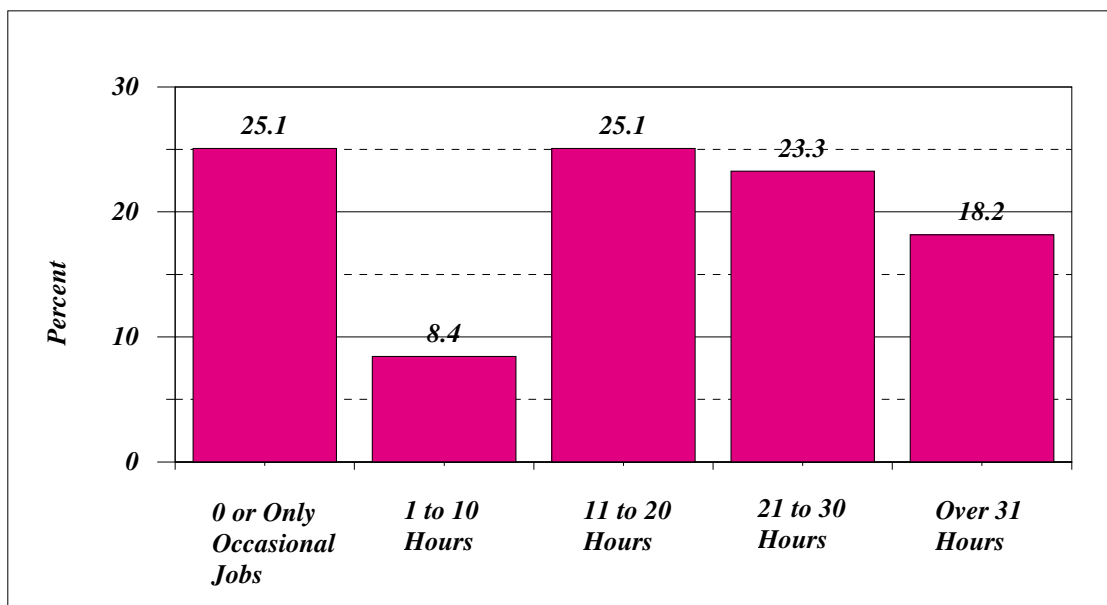


Figure 5. Section I - Background Information, Item H: Hours Worked Per Week

Hours Worked	Your Institution %	National Norms %
0 or Only Occasional Jobs	25.1	33.8
1 to 10 Hours	8.4	10.0
11 to 20 Hours	25.1	21.0
21 to 30 Hours	23.3	16.1
31 to 40 Hours	13.2	13.0
Over 40	5.0	6.1
0 or Only Occasional Jobs	25.1	33.8
1 to 10 Hours	8.4	10.0
11 to 20 Hours	25.1	21.0
21 to 30 Hours	23.3	16.1
Over 31 Hours	18.2	19.1

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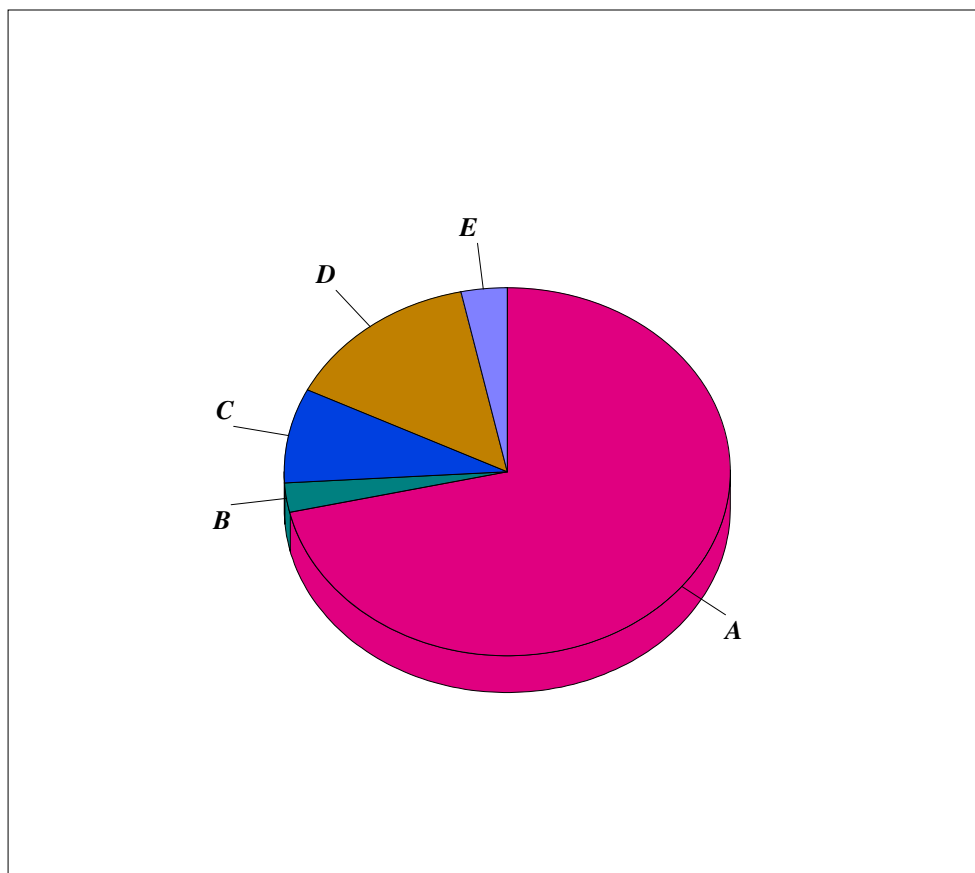


Figure 6. Section I - Background Information, Item L: Prior School Attended

<i>Prior School Attended</i>	<i>Your Institution %</i>	<i>National Norms %</i>
<i>High School</i>	71.5	62.5
<i>Vocational/Technical School</i>	2.5	2.5
<i>2-Year College</i>	8.4	12.9
<i>4-Year College or University</i>	14.3	18.0
<i>Graduate/Professional College</i>	1.2	1.8
<i>Other</i>	2.2	2.2
<i>A. High School</i>	71.5	62.5
<i>B. Vocational/Technical School</i>	2.5	2.5
<i>C. 2-Year College</i>	8.4	12.9
<i>D. 4-Year College or University</i>	14.3	18.0
<i>E. Others</i>	3.4	4.1

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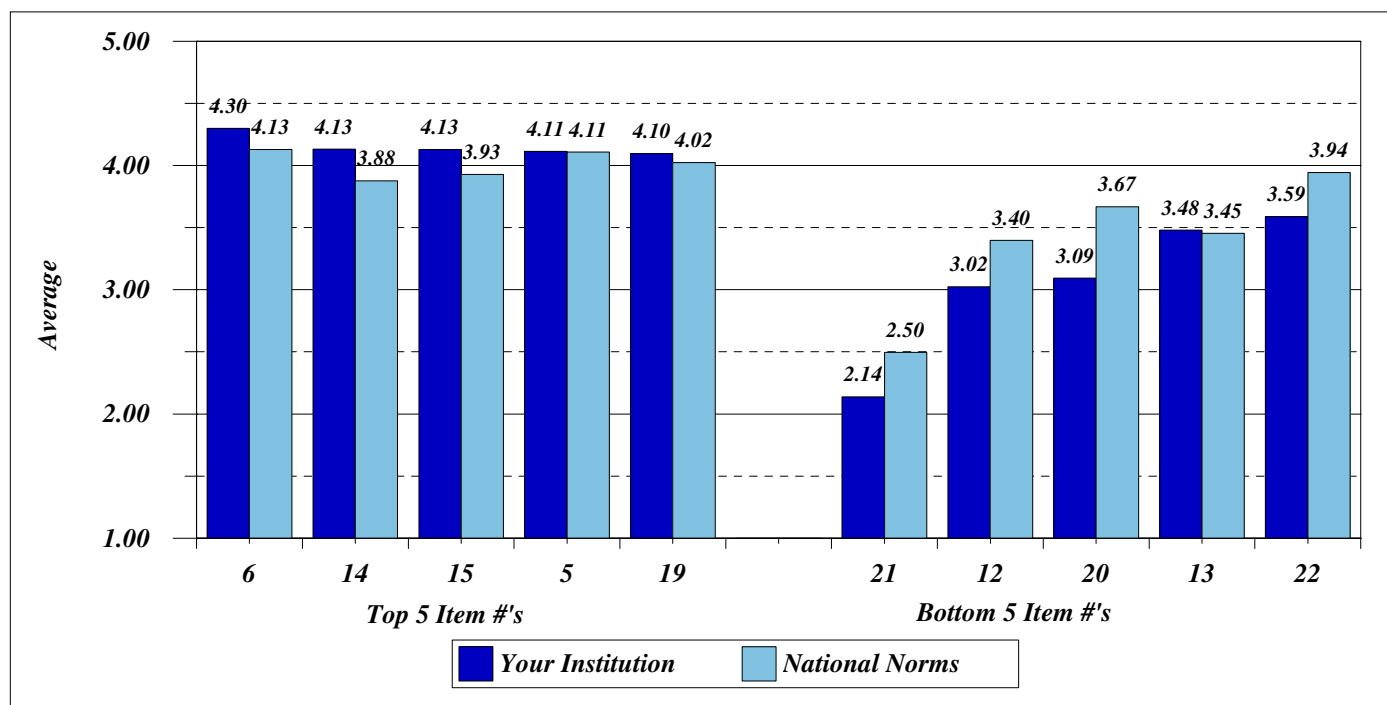


Figure 7. Section II - College Services: Satisfaction with College Services for Those Who Have Used This Service

Item #	Your Institution		National Norms	
	% Used	Avg	% Used	Avg
Top 5 for Your Institution				
6	83.2	4.30	77.8	4.13
14	32.8	4.13	39.0	3.88
15	12.3	4.13	17.0	3.93
5	31.7	4.11	34.3	4.11
19	69.4	4.10	68.7	4.02
Bottom 5 for Your Institution				
21	72.1	2.14	71.8	2.50
12	20.2	3.02	32.2	3.40
20	47.0	3.09	16.6	3.67
13	50.6	3.48	57.8	3.45
22	4.3	3.59	4.3	3.94

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

NOTE: Items with fewer than 10 respondents were not included in the analyses.

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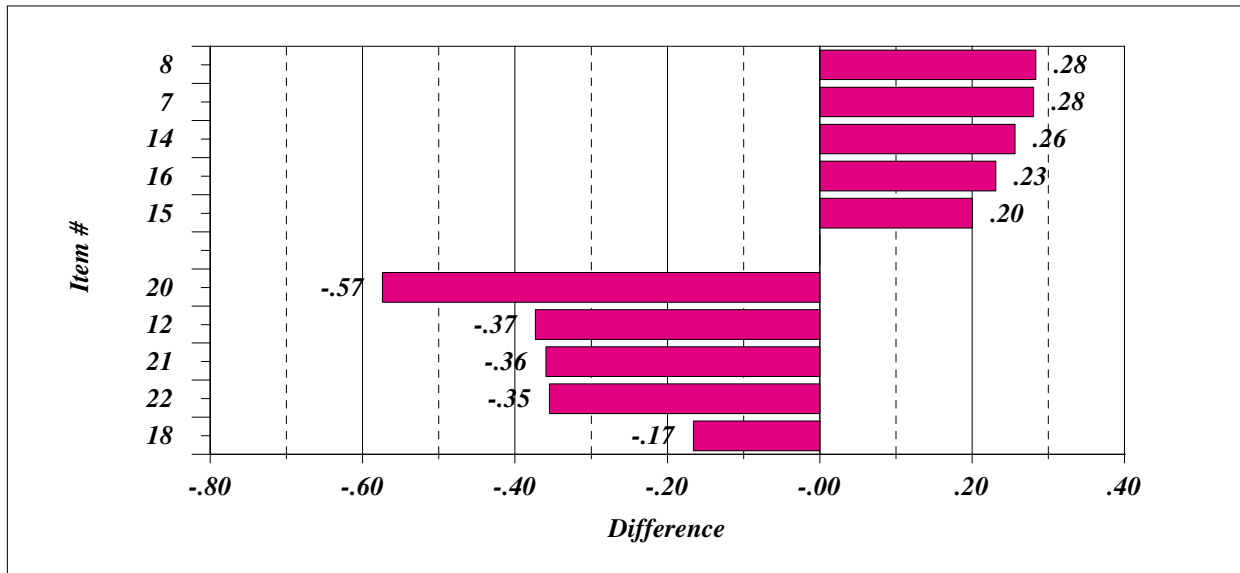


Figure 8. Section II - College Services: Largest Positive & Largest Negative Differences between Your Institution's Averages and the National Averages of Satisfaction Level with the Services of this College

Item #	Your Institution Avg	National Norms Avg	Difference
Largest Positive (or Smallest Negative) Differences			
8	3.63	3.35	.28
7	4.05	3.77	.28
14	4.13	3.88	.26
16	3.95	3.71	.23
15	4.13	3.93	.20
Largest Negative (or Smallest Positive) Differences			
20	3.09	3.67	-.57
12	3.02	3.40	-.37
21	2.14	2.50	-.36
22	3.59	3.94	-.35
18	3.78	3.94	-.17

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

NOTE: Items with fewer than 10 respondents were not included in the analyses.

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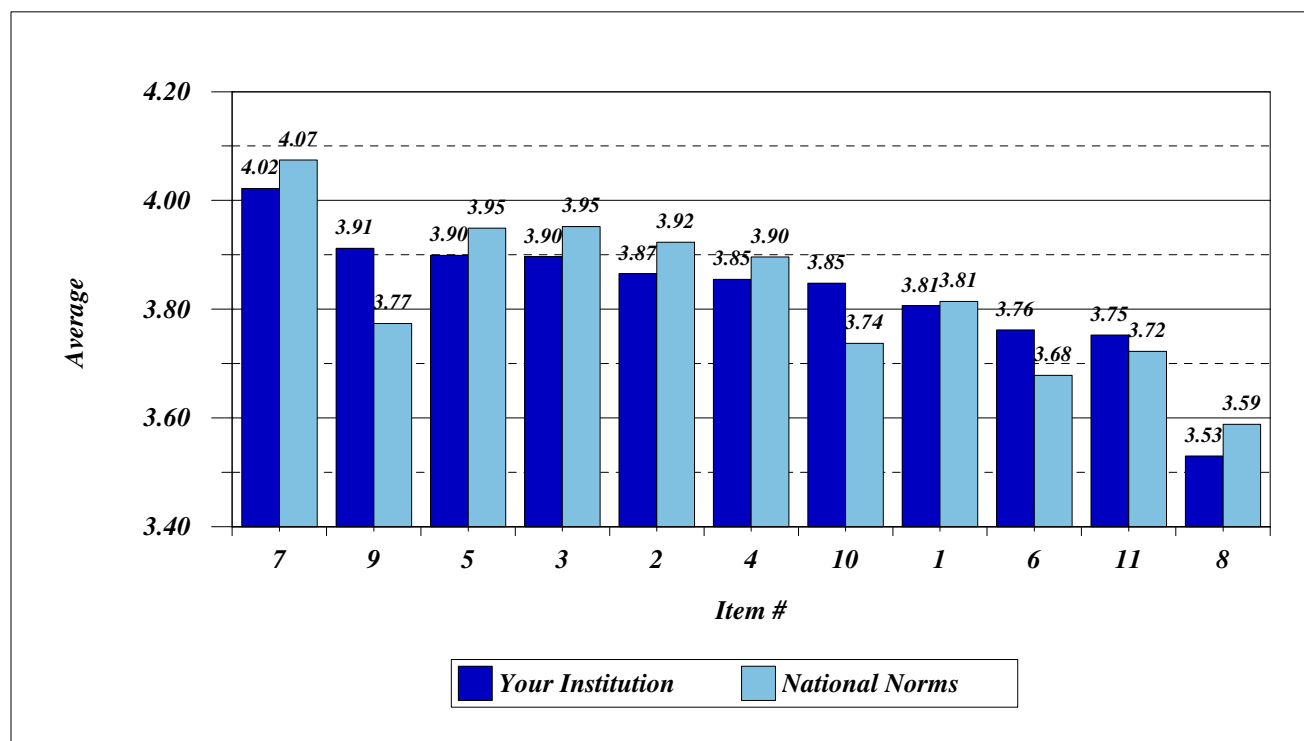


Figure 9. Section III - College Environment: Satisfaction level with the Academic Aspects of this College

Item #		Your Institution Avg	National Norms Avg
7	Class size relative to the type of course	4.02	4.07
9	Availability of your advisor	3.91	3.77
5	Attitude of the faculty toward students	3.90	3.95
3	Instruction in your major field	3.90	3.95
2	Course content in your major field	3.87	3.92
4	Out-of-class availability of your instructors	3.85	3.90
10	Value of the information provided by your advisor	3.85	3.74
1	Testing/grading system	3.81	3.81
6	Variety of courses offered at this college	3.76	3.68
11	Preparation you are receiving for your future occupation	3.75	3.72
8	Flexibility to design your own program of study	3.53	3.59

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

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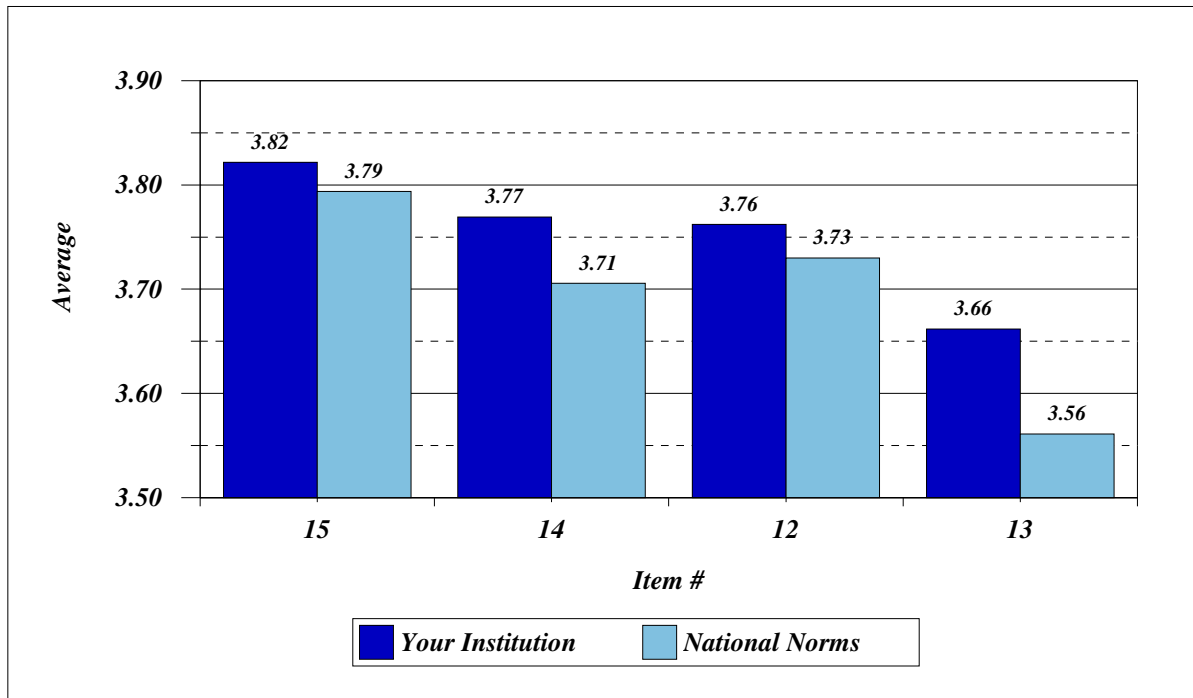


Figure 10. Section III - College Environment: Satisfaction level with the Admissions Aspects of this College

Item #		Your Institution Avg	National Norms Avg
15	College catalog/admissions publications	3.82	3.79
14	Accuracy of college information you received before enrolling	3.77	3.71
12	General admissions procedures	3.76	3.73
13	Availability of financial aid information prior to enrolling	3.66	3.56

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

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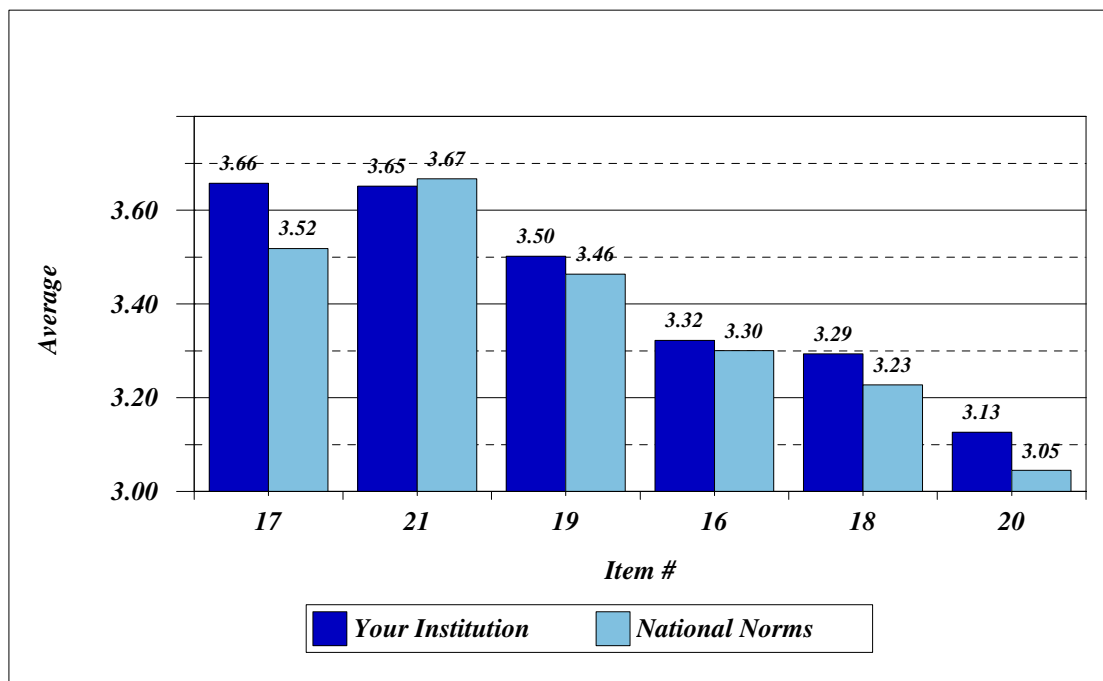


Figure 11. Section III - College Environment: Satisfaction level with the Rules & Policies Aspects of this College

Item #		Your Institution Avg	National Norms Avg
17	Rules governing student conduct at this college	3.66	3.52
21	Personal security/safety at this campus	3.65	3.67
19	Academic probation and suspension policies	3.50	3.46
16	Student voice in college policies	3.32	3.30
18	Residence hall rules and regulations	3.29	3.23
20	Purposes for which student activity fees are used	3.13	3.05

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

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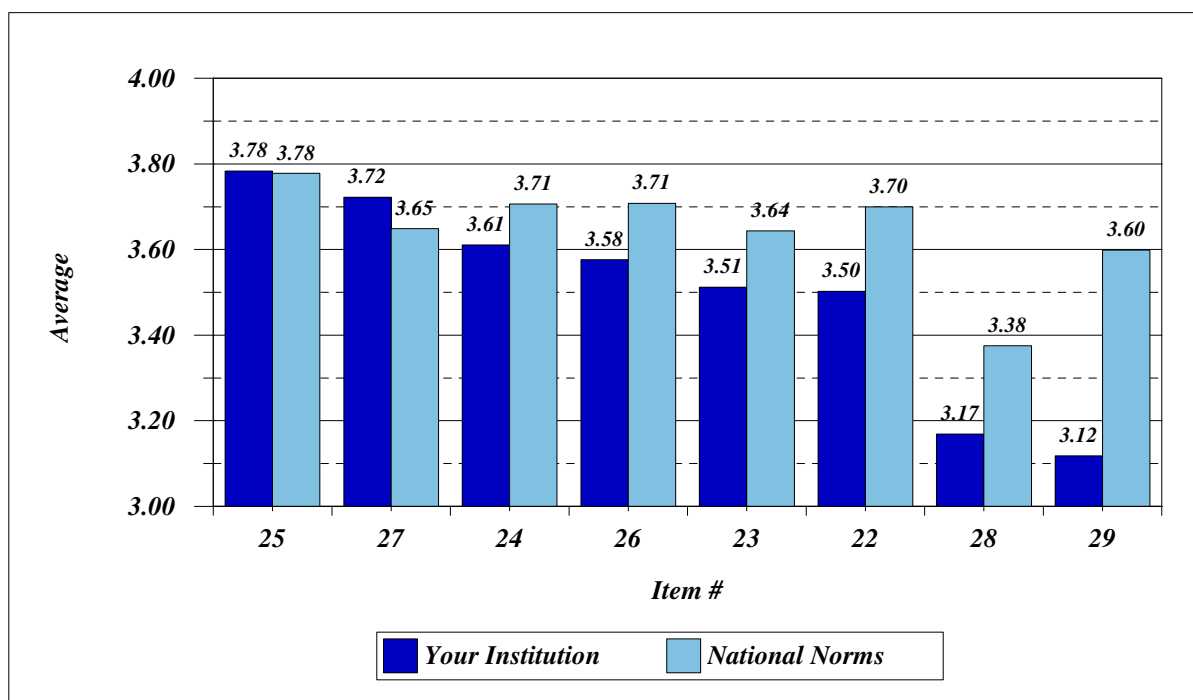


Figure 12. Section III - College Environment: Satisfaction level with the Facilities Aspects of this College

Item #		Your Institution Avg	National Norms Avg
25	Study areas	3.78	3.78
27	Campus bookstore	3.72	3.65
24	Athletic facilities	3.61	3.71
26	Student union	3.58	3.71
23	Laboratory facilities	3.51	3.64
22	Classroom facilities	3.50	3.70
28	Availability of student housing	3.17	3.38
29	General condition of buildings and grounds	3.12	3.60

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

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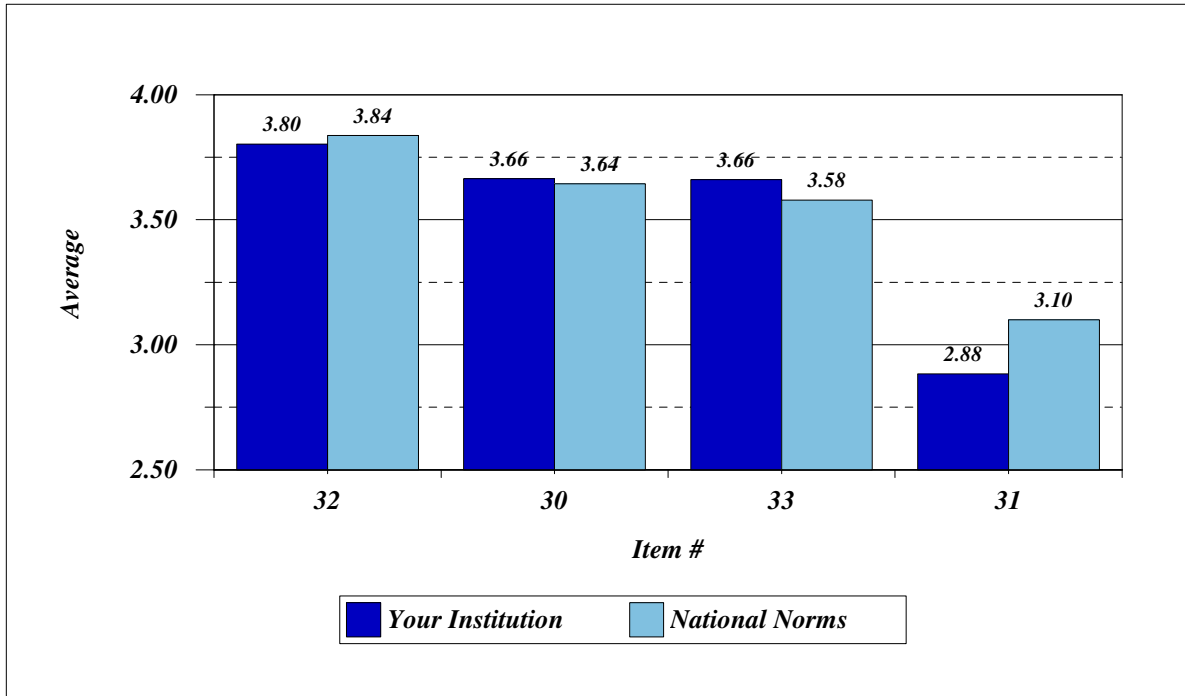


Figure 13. Section III - College Environment: Satisfaction level with the Registration Aspects of this College

Item #		Your Institution Avg	National Norms Avg
32	Academic calendar for this college	3.80	3.84
30	General registration procedures	3.66	3.64
33	Billing and fee payment procedures	3.66	3.58
31	Availability of the courses you want at times you can take them	2.88	3.10

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

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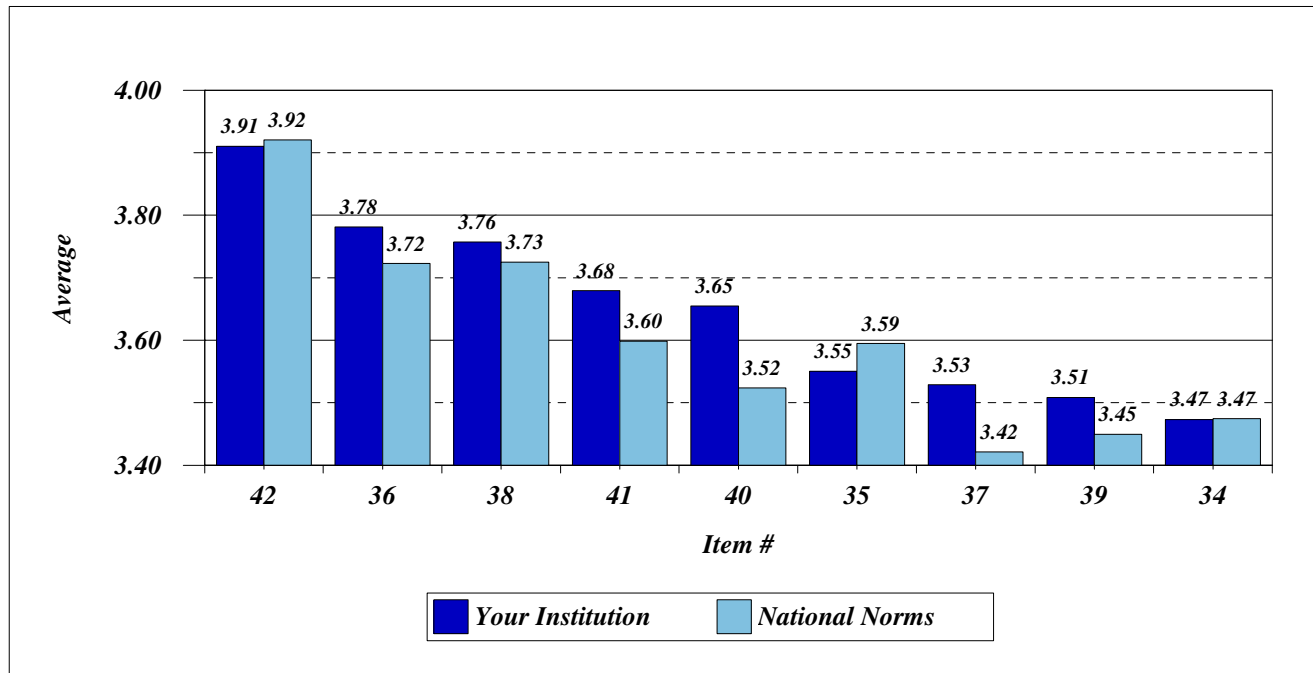


Figure 14. Section III - College Environment: Satisfaction level with the General Aspects of this College

Item #		Your Institution Avg	National Norms Avg
42	<i>This college in general</i>	3.91	3.92
36	<i>Racial harmony at this college</i>	3.78	3.72
38	<i>Opportunities for personal involvement in campus activities</i>	3.76	3.73
41	<i>Campus media (student newspaper, campus radio, etc.)</i>	3.68	3.60
40	<i>Religious activities and programs</i>	3.65	3.52
35	<i>Attitude of the college nonteaching staff toward students</i>	3.55	3.59
37	<i>Opportunities for student employment</i>	3.53	3.42
39	<i>Student government</i>	3.51	3.45
34	<i>Concern for you as an individual</i>	3.47	3.47

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

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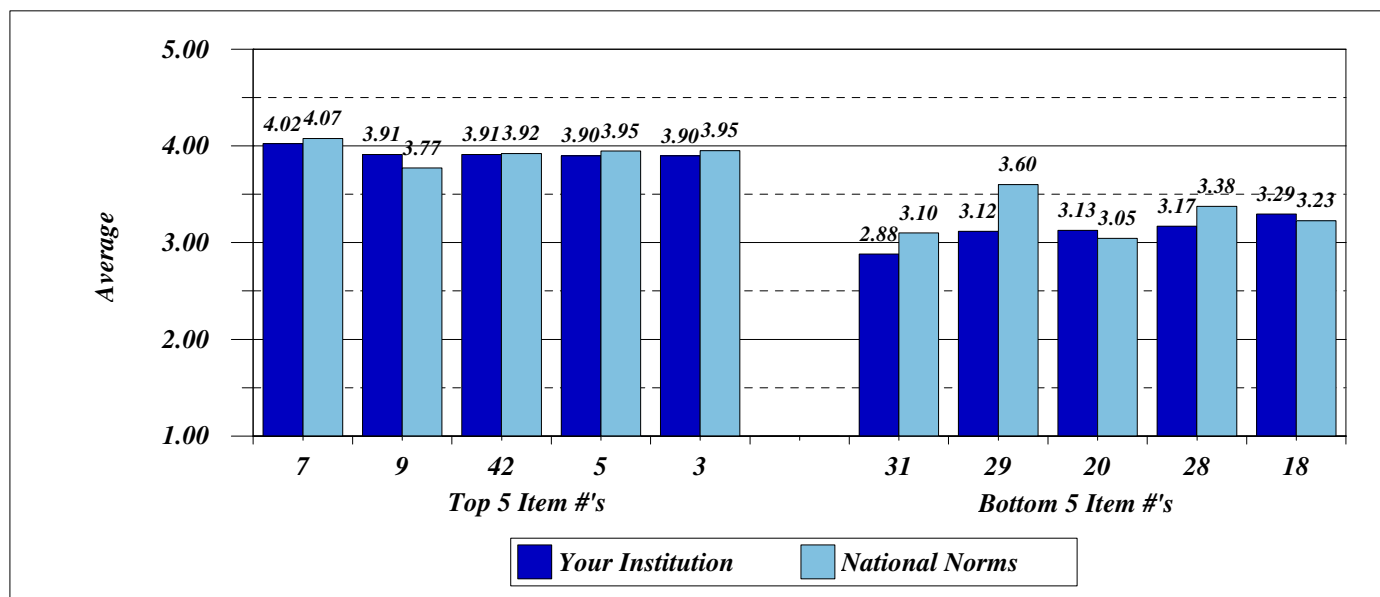


Figure 15. Section III - College Environment: Satisfaction with All Aspects of this College

Item #	Your Institution Avg	National Norms Avg
Top 5 for Your Institution		
7 Class size relative to the type of course	4.02	4.07
9 Availability of your advisor	3.91	3.77
42 This college in general	3.91	3.92
5 Attitude of the faculty toward students	3.90	3.95
3 Instruction in your major field	3.90	3.95
Bottom 5 for Your Institution		
31 Availability of the courses you want at times you can take them	2.88	3.10
29 General condition of buildings and grounds	3.12	3.60
20 Purposes for which student activity fees are used	3.13	3.05
28 Availability of student housing	3.17	3.38
18 Residence hall rules and regulations	3.29	3.23

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

NOTE: Items with fewer than 10 respondents were not included in the analyses.

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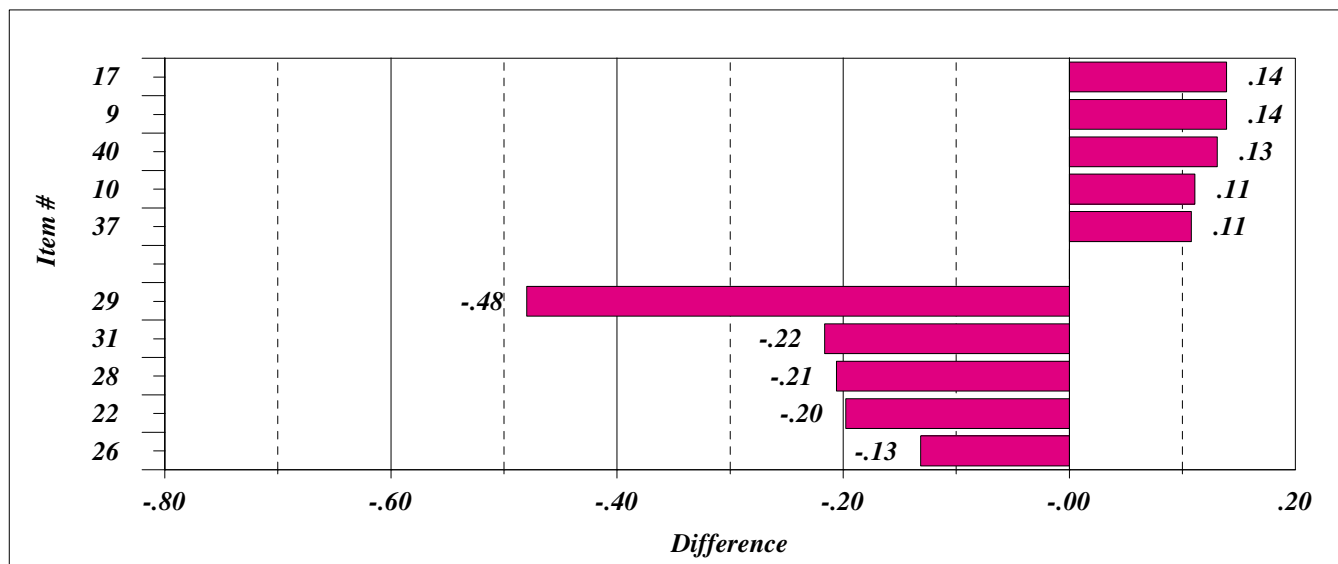


Figure 16. Section III - College Environment: Largest Positive & Largest Negative Differences between Your Institution's Averages and the National Averages of the Satisfaction Level with All Aspects of this College

Item #	Your Institution Avg	National Norms Avg	Difference
Largest Positive (or Smallest Negative) Differences			
17	3.66	3.52	.14
9	3.91	3.77	.14
40	3.65	3.52	.13
10	3.85	3.74	.11
37	3.53	3.42	.11
Largest Negative (or Smallest Positive) Differences			
29	3.12	3.60	-.48
31	2.88	3.10	-.22
28	3.17	3.38	-.21
22	3.50	3.70	-.20
26	3.58	3.71	-.13

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neutral, 2=dissatisfied, 1=very dissatisfied)

NOTE: Items with fewer than 10 respondents were not included in the analyses.