



2007

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 2007 from UL Lafayette students.



Overview of Results

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

Library facilities and services (4.41 out of 5)

Computer services (4.22 out of 5)

Day care services (4.20 out of 5)

Recreational/intramural programs and services (4.12 out of 5)

Student health services (4.06 out of 5)

Campus bookstore (3.80 out of 5)

Job placement services (3.73 out of 5)

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

Parking facilities and services (2.15 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 (3.11 out of 5)

Availability of student housing (3.12 out of 5)

Residence halls rules and regulations (3.20 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 (3.14 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 (3.21 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 (3.64 out of 5)

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

Honors program (3.64 out of 4)

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

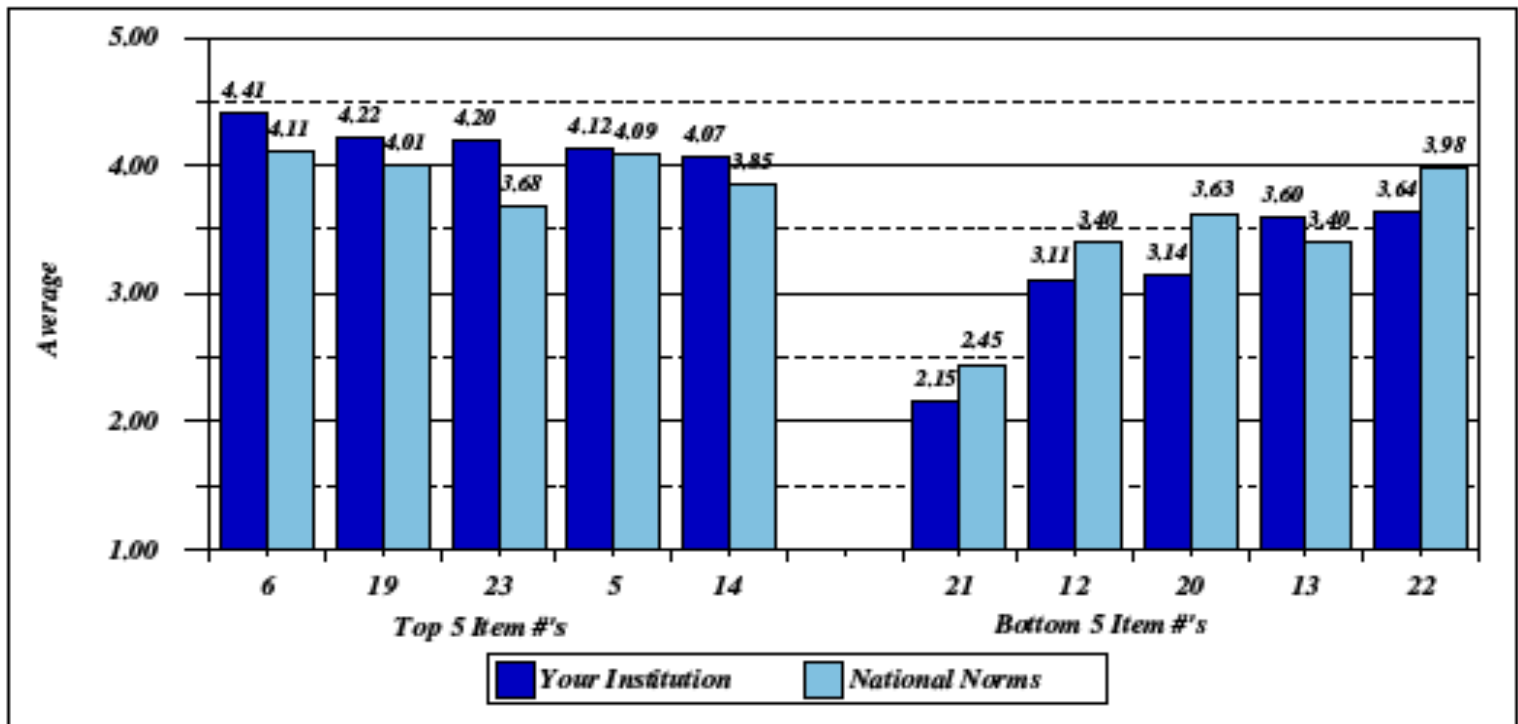


Figure 7. Section II - College Services: Satisfaction with College Services for Those Who Have Used This Service

Item #	Your Institution		National Norms	
	% Used	Avg	% Used	Avg
Top 5 for Your Institution				
6 Library facilities and services	84.4	4.41	78.9	4.11
19 Computer services	72.2	4.22	69.8	4.01
23 Day care services	2.2	4.20	2.5	3.68
5 Recreational/intramural programs and services	30.6	4.12	34.8	4.09
14 College-sponsored social activities	34.9	4.07	38.6	3.85
Bottom 5 for Your Institution				
21 Parking facilities and services	71.3	2.15	73.6	2.45
12 Residence hall services and programs	23.6	3.11	32.9	3.40
20 College mass transit services	48.2	3.14	15.3	3.63
13 Food services	54.0	3.60	57.9	3.40
22 Veterans services	3.8	3.64	4.3	3.98

(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.

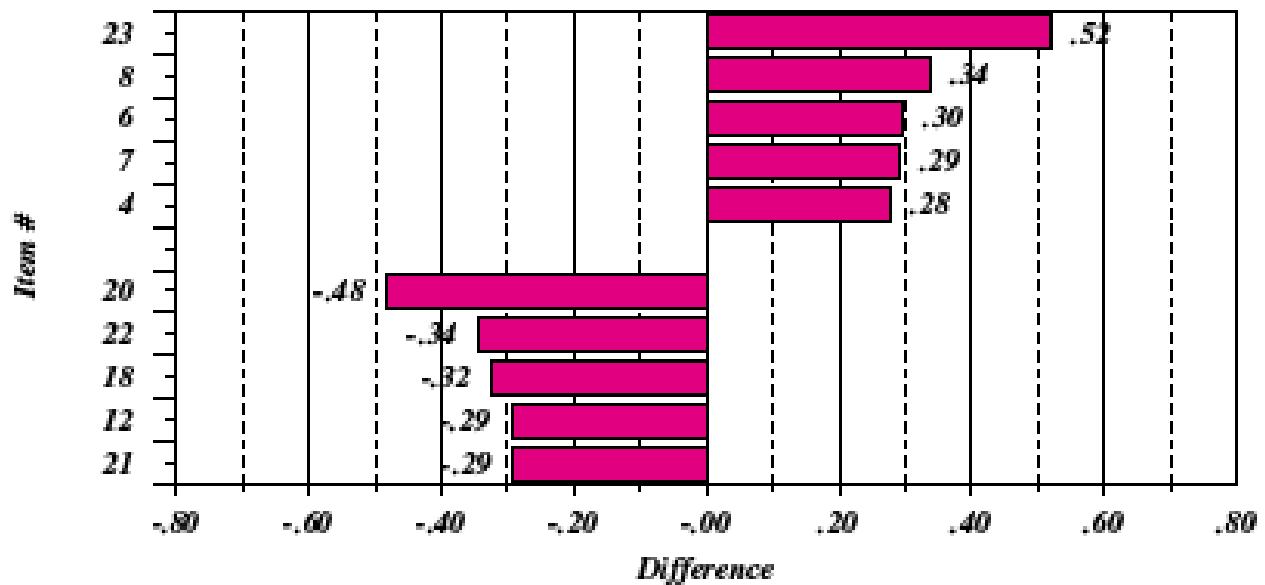


Figure 8, Section II - College Services: Largest Positive & Largest Negative Differences between Your Institution's Averages and the National Averages of Satisfaction Level with the Services of this College

Item #	Your Institution Avg	National Norms Avg	Difference
<i>Largest Positive (or Smallest Negative) Differences</i>			
23 Day care services	4.20	3.68	.52
8 Student health insurance program	3.65	3.32	.34
6 Library facilities and services	4.41	4.11	.30
7 Student health services	4.06	3.77	.29
4 Job placement services	3.73	3.46	.28
<i>Largest Negative (or Smallest Positive) Differences</i>			
20 College mass transit services	3.14	3.63	-.48
22 Veterans services	3.64	3.98	-.34
18 Honors program	3.64	3.97	-.32
12 Residence hall services and programs	3.11	3.40	-.29
21 Parking facilities and services	2.15	2.45	-.29

(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.

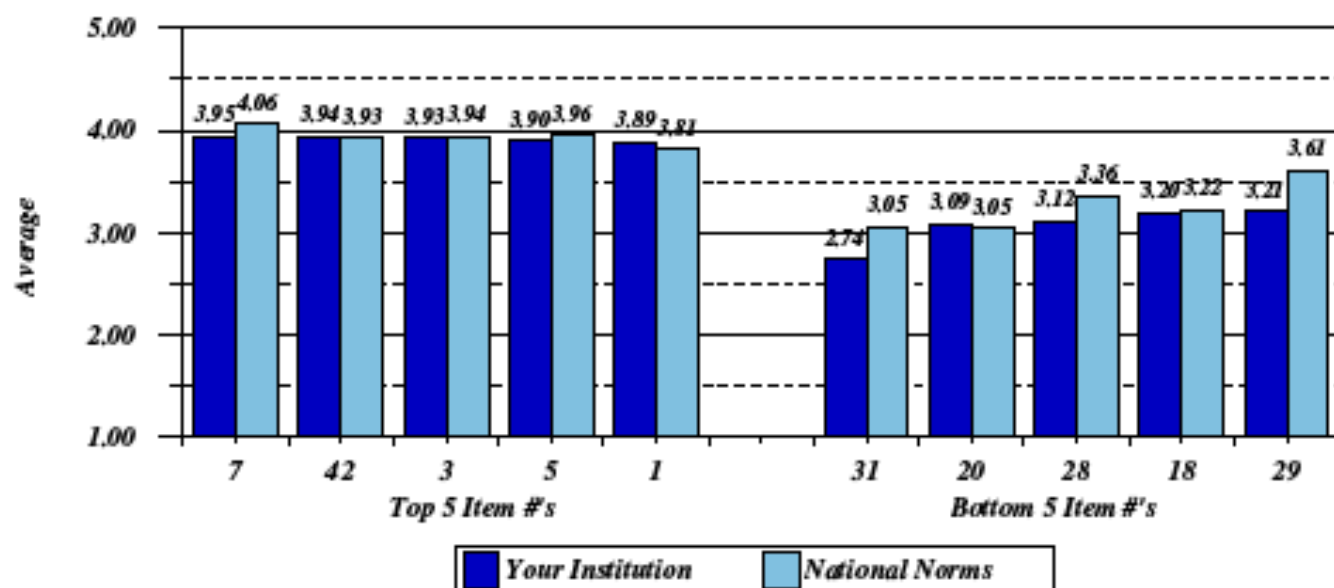


Figure 15. Section III - College Environment: Satisfaction with All Aspects of this College

Item #	Your Institution Avg	National Norms Avg
Top 5 for Your Institution		
7 Class size relative to the type of course	3.95	4.06
42 This college in general	3.94	3.93
3 Instruction in your major field	3.93	3.94
5 Attitude of the faculty toward students	3.90	3.96
1 Testing/grading system	3.89	3.81
Bottom 5 for Your Institution		
31 Availability of the courses you want at times you can take them	2.74	3.05
20 Purposes for which student activity fees are used	3.09	3.05
28 Availability of student housing	3.12	3.36
18 Residence hall rules and regulations	3.20	3.22
29 General condition of buildings and grounds	3.21	3.61

(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.

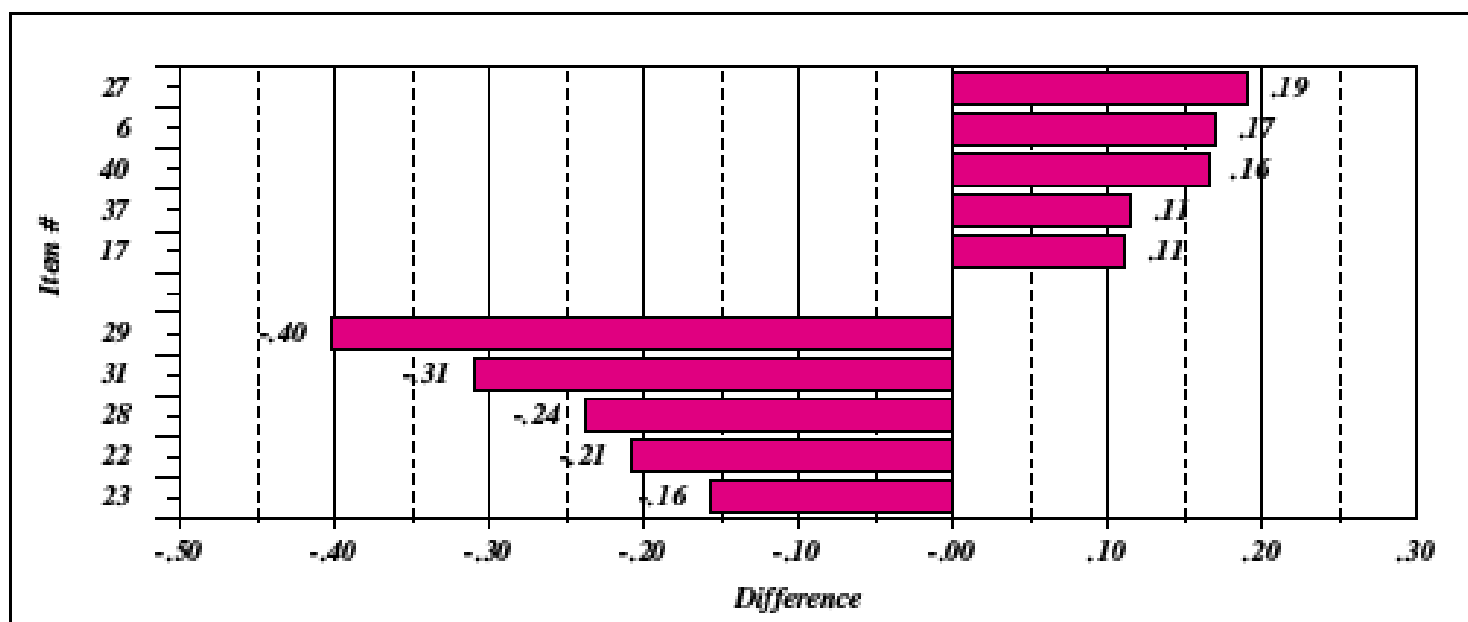


Figure 16. Section III - College Environment: Largest Positive & Largest Negative Differences between Your Institution's Averages and the National Averages of the Satisfaction Level with All Aspects of this College

Item #		Your Institution Avg	National Norms Avg	Difference
Largest Positive (or Smallest Negative) Differences				
27	Campus bookstore	3.80	3.61	.19
6	Variety of courses offered at this college	3.81	3.64	.17
40	Religious activities and programs	3.67	3.51	.16
37	Opportunities for student employment	3.51	3.40	.11
17	Rules governing student conduct at this college	3.63	3.52	.11
Largest Negative (or Smallest Positive) Differences				
29	General condition of buildings and grounds	3.21	3.61	-.40
31	Availability of the courses you want at times you can take them	2.74	3.05	-.31
28	Availability of student housing	3.12	3.36	-.24
22	Classroom facilities	3.50	3.71	-.21
23	Laboratory facilities	3.50	3.66	-.16

(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

ESS

The ACT Evaluation/Survey Service
For Educational Institutions and Agencies

ACT[™]

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

Prepared by ACT Educational & Social Research
May 16, 2007

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

Prepared by ACT Survey Research Services
05/16/07

This report provides graphical information for selected demographic items (e.g., age, race/ethnicity, sex) 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 44,114 student records from 39 **public** postsecondary institutions that administered the ACT Student Opinion Survey between January 1, 2002 and March 31, 2005. 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.*

For more information about the ACT Evaluation/Survey Service, contact the ACT Survey Services staff listed below.

Ordering and Scanning/Scoring Surveys

*Sharon Waite
ESS Customer Service
319/337-1893 (fax) 319/337-1467*

Survey Reporting

*Dianne Coppens
ESS Production Services
319/337-1186 (fax) 319/337-1578*

Discussing research related issues (e.g., sampling, subgroup selection, item construction, etc.), survey administration, specialized services and materials

*Randy McClanahan
Senior Research Associate
319/337-1440
Randy.McClanahan@act.org*

*Vi Bitterman
Program Coordinator
319/337-1098
Vi.Bitterman@act.org*

(fax) 319/341-2284

Survey Research Services

Using report results for accreditation, outcomes assessment, and effectiveness measures

*Educational Services
319/337-1051
outcomes@act.org
(fax) 319/337-1790*

Postsecondary Services, Educational Services Division

*ACT
500 ACT Drive
P.O. Box 168
Iowa City, IA 52243-0168*

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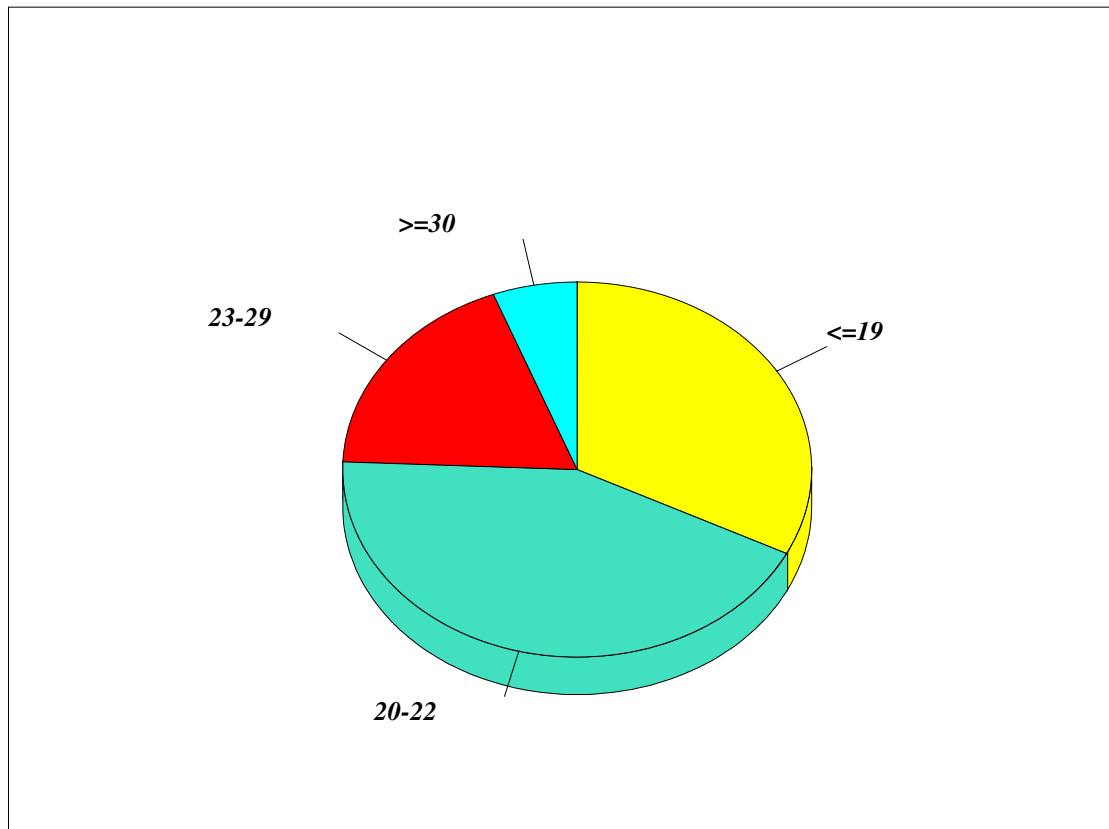


Figure 1. Section I - Background Information, Item B: Age

Age	Your Institution %	National Norms %
18 & Under	12.4	8.1
19	20.0	14.6
20	15.2	14.3
21	14.8	14.6
22	13.3	11.5
23 to 25	13.5	15.7
26 to 29	5.0	7.8
30 to 39	3.6	8.1
40 to 61	2.1	5.1
62 or Over	.1	.1
<=19	32.4	22.8
20-22	43.3	40.4
23-29	18.5	23.5
>=30	5.8	13.3

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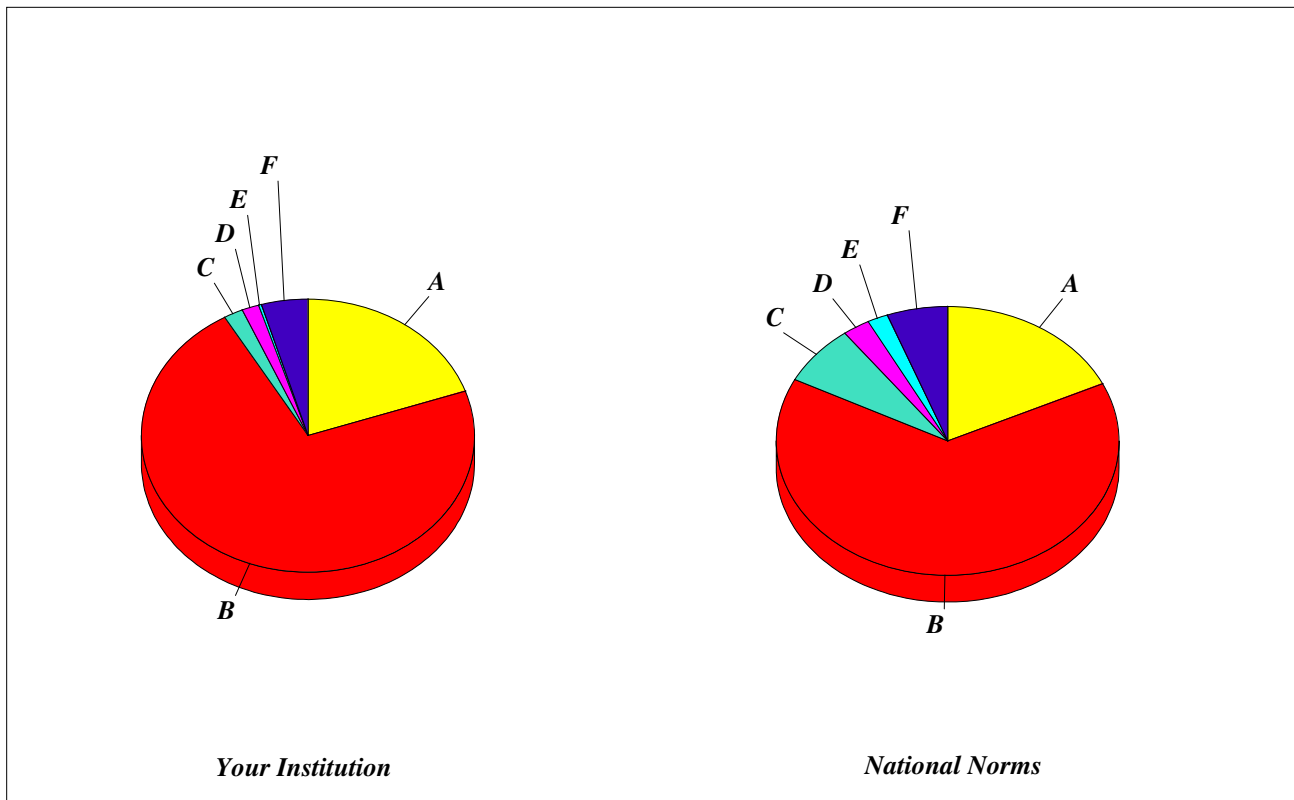


Figure 2. Section I - Background Information, Item C: Racial/Ethnic Group

<i>Race/Ethnicity</i>	<i>Your Institution %</i>	<i>National Norms %</i>
<i>African American or Black</i>	<i>19.7</i>	<i>18.0</i>
<i>Native American (Indian, Alaskan, Hawaiian)</i>	<i>.3</i>	<i>1.9</i>
<i>Caucasian or White</i>	<i>72.0</i>	<i>64.6</i>
<i>Mexican American, Mexican Origin</i>	<i>.6</i>	<i>4.8</i>
<i>Asian American, Oriental, Pacific Islander</i>	<i>1.7</i>	<i>2.6</i>
<i>Puerto Rican, Cuban, Other Latino or Hispanic</i>	<i>1.2</i>	<i>2.4</i>
<i>Other</i>	<i>2.7</i>	<i>2.1</i>
<i>Prefer not to respond</i>	<i>1.9</i>	<i>3.6</i>
<i>A. Black</i>	<i>19.7</i>	<i>18.0</i>
<i>B. White</i>	<i>72.0</i>	<i>64.6</i>
<i>C. Hispanic</i>	<i>1.9</i>	<i>7.2</i>
<i>D. Asian</i>	<i>1.7</i>	<i>2.6</i>
<i>E. Native American</i>	<i>.3</i>	<i>1.9</i>
<i>F. Other/Prefer not to respond</i>	<i>4.5</i>	<i>5.8</i>

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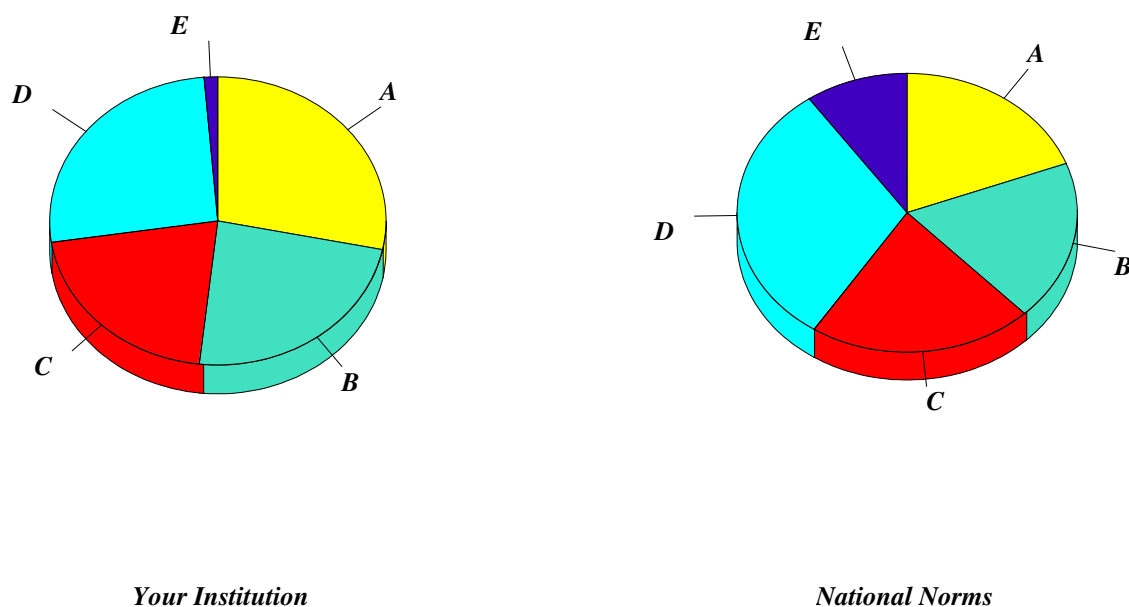


Figure 3. Section I - Background Information, Item D: Class Level

<i>Class Level</i>	<i>Your Institution %</i>	<i>National Norms %</i>
<i>Freshman</i>	28.2	19.2
<i>Sophomore</i>	23.6	18.7
<i>Junior</i>	20.8	21.4
<i>Senior</i>	26.1	31.0
<i>Graduate or Professional Student</i>	.7	8.6
<i>Special Student</i>	.3	.2
<i>Other/Unclassified</i>	.4	.9
<i>Does not apply to this college</i>	.0	.1
<i>A. Freshman</i>	28.2	19.2
<i>B. Sophomore</i>	23.6	18.7
<i>C. Junior</i>	20.8	21.4
<i>D. Senior</i>	26.1	31.0
<i>E. All Others and N/A</i>	1.3	9.8

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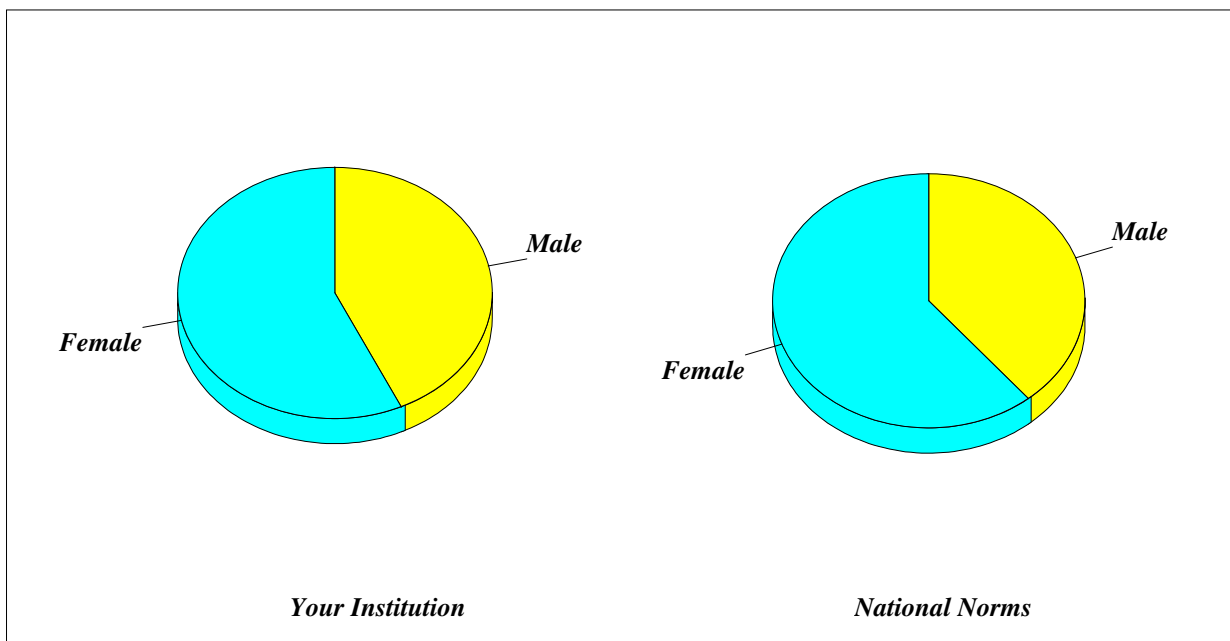


Figure 4. Section I - Background Information, Item F: Sex

Sex	Your Institution %	National Norms %
Male	43.0	39.0
Female	57.0	61.0

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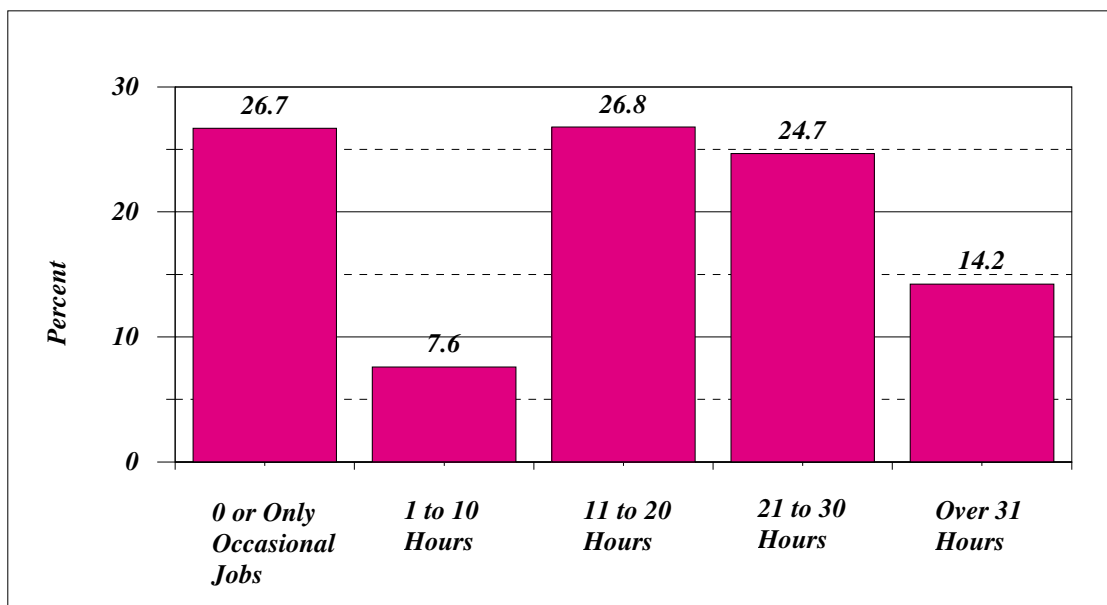


Figure 5. Section I - Background Information, Item H: Hours Worked Per Week

<i>Hours Worked</i>	<i>Your Institution %</i>	<i>National Norms %</i>
<i>0 or Only Occasional Jobs</i>	<i>26.7</i>	<i>34.4</i>
<i>1 to 10 Hours</i>	<i>7.6</i>	<i>10.1</i>
<i>11 to 20 Hours</i>	<i>26.8</i>	<i>21.1</i>
<i>21 to 30 Hours</i>	<i>24.7</i>	<i>15.9</i>
<i>31 to 40 Hours</i>	<i>10.6</i>	<i>12.3</i>
<i>Over 40</i>	<i>3.6</i>	<i>6.1</i>
<i>0 or Only Occasional Jobs</i>	<i>26.7</i>	<i>34.4</i>
<i>1 to 10 Hours</i>	<i>7.6</i>	<i>10.1</i>
<i>11 to 20 Hours</i>	<i>26.8</i>	<i>21.1</i>
<i>21 to 30 Hours</i>	<i>24.7</i>	<i>15.9</i>
<i>Over 31 Hours</i>	<i>14.2</i>	<i>18.4</i>

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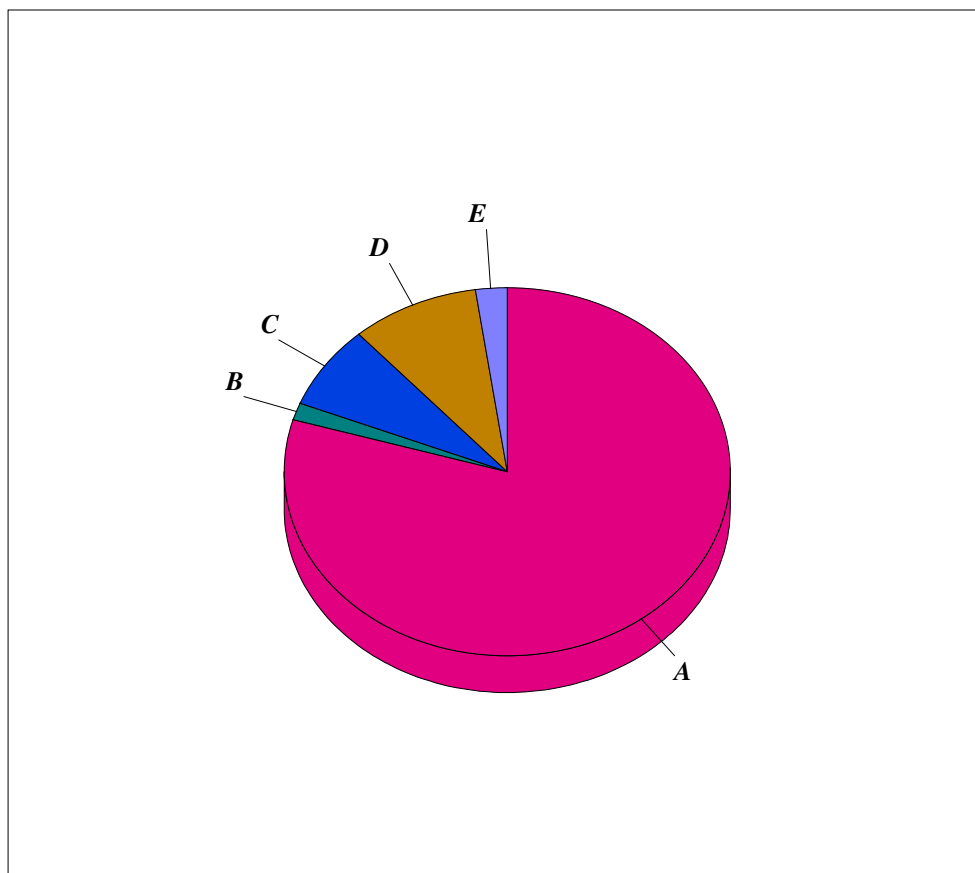


Figure 6. Section I - Background Information, Item L: Prior School Attended

<i>Prior School Attended</i>	<i>Your Institution %</i>	<i>National Norms %</i>
<i>High School</i>	<i>79.6</i>	<i>61.8</i>
<i>Vocational/Technical School</i>	<i>1.5</i>	<i>2.4</i>
<i>2-Year College</i>	<i>7.3</i>	<i>13.6</i>
<i>4-Year College or University</i>	<i>9.3</i>	<i>18.2</i>
<i>Graduate/Professional College</i>	<i>.2</i>	<i>1.8</i>
<i>Other</i>	<i>2.1</i>	<i>2.3</i>
<i>A. High School</i>	<i>79.6</i>	<i>61.8</i>
<i>B. Vocational/Technical School</i>	<i>1.5</i>	<i>2.4</i>
<i>C. 2-Year College</i>	<i>7.3</i>	<i>13.6</i>
<i>D. 4-Year College or University</i>	<i>9.3</i>	<i>18.2</i>
<i>E. Others</i>	<i>2.3</i>	<i>4.1</i>

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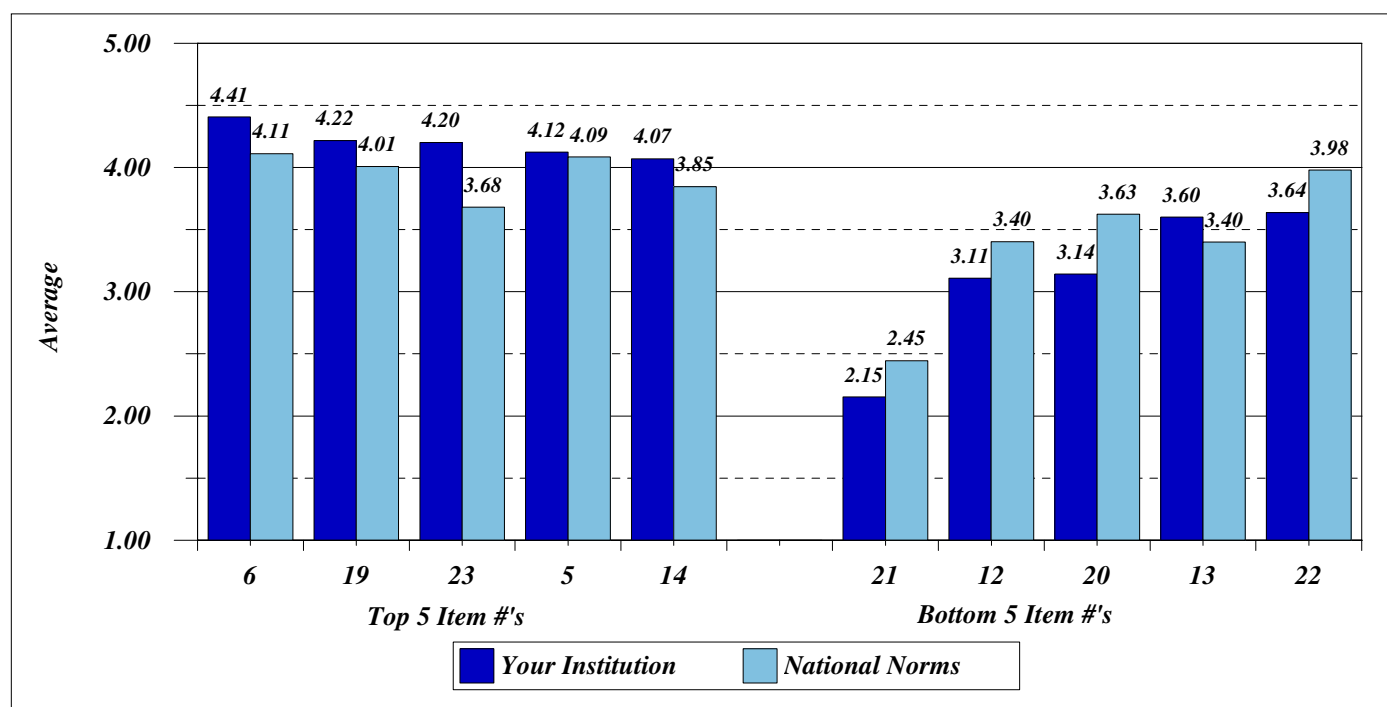


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Item #	Your Institution		National Norms	
	% Used	Avg	% Used	Avg
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6 Library facilities and services	84.4	4.41	78.9	4.11
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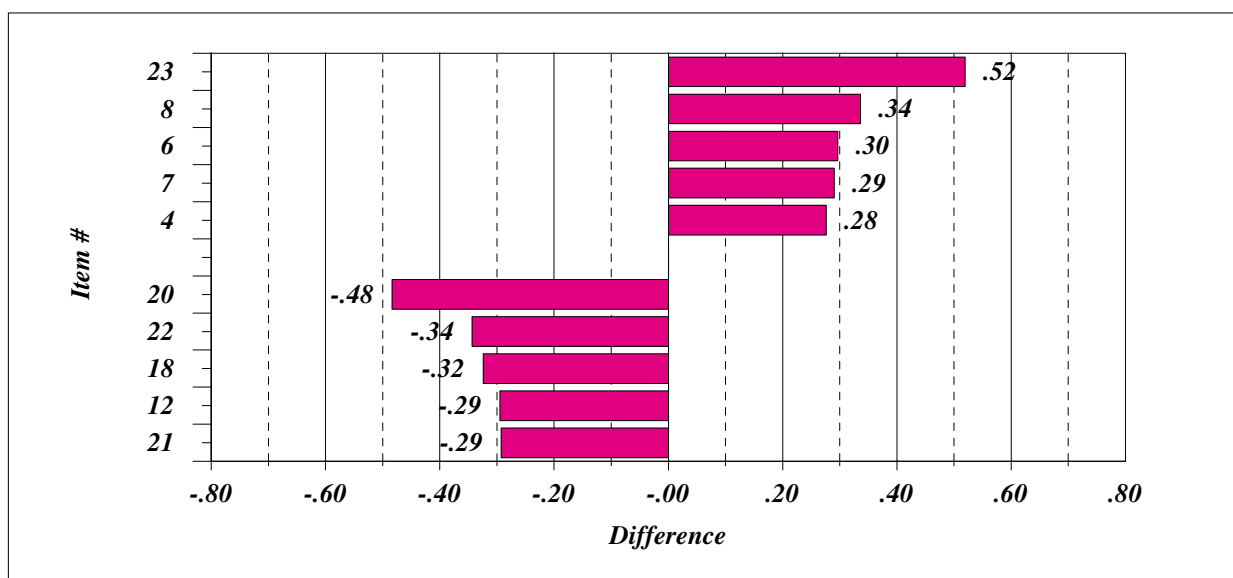


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Item #	Your Institution Avg	National Norms Avg	Difference
Largest Positive (or Smallest Negative) Differences			
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6 Library facilities and services	4.41	4.11	.30
7 Student health services	4.06	3.77	.29
4 Job placement services	3.73	3.46	.28
Largest Negative (or Smallest Positive) Differences			
20 College mass transit services	3.14	3.63	-.48
22 Veterans services	3.64	3.98	-.34
18 Honors program	3.64	3.97	-.32
12 Residence hall services and programs	3.11	3.40	-.29
21 Parking facilities and services	2.15	2.45	-.29

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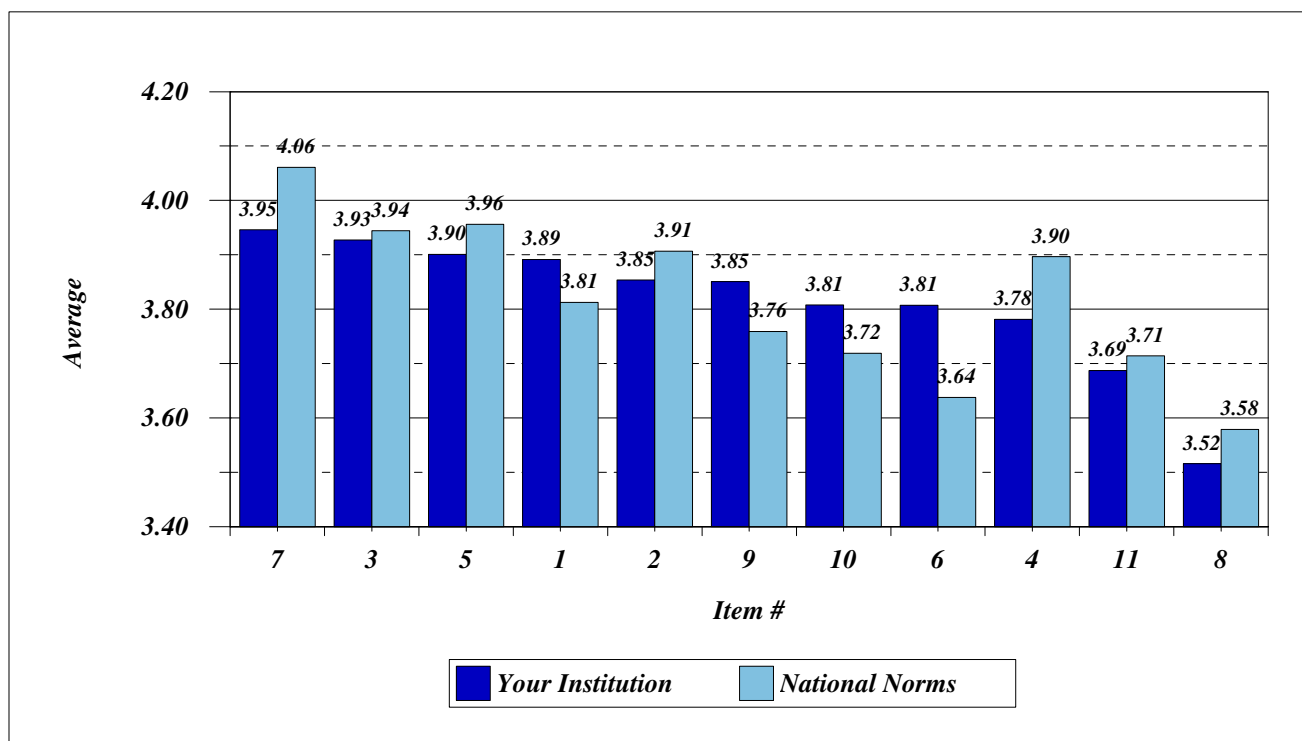


Figure 9. Section III - College Environment: Satisfaction level with the Academic Aspects of this College

Item #		Your Institution Avg	National Norms Avg
7	Class size relative to the type of course	3.95	4.06
3	Instruction in your major field	3.93	3.94
5	Attitude of the faculty toward students	3.90	3.96
1	Testing/grading system	3.89	3.81
2	Course content in your major field	3.85	3.91
9	Availability of your advisor	3.85	3.76
10	Value of the information provided by your advisor	3.81	3.72
6	Variety of courses offered at this college	3.81	3.64
4	Out-of-class availability of your instructors	3.78	3.90
11	Preparation you are receiving for your future occupation	3.69	3.71
8	Flexibility to design your own program of study	3.52	3.58

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

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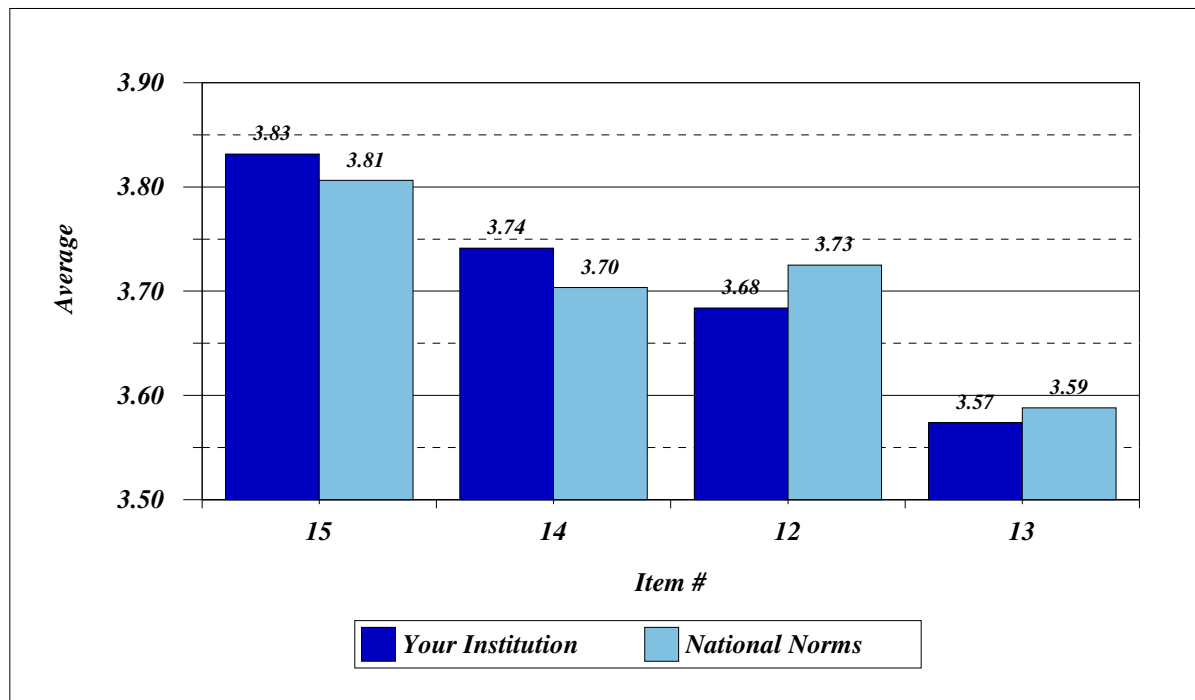


Figure 10. Section III - College Environment: Satisfaction level with the Admissions Aspects of this College

Item #		Your Institution Avg	National Norms Avg
15	College catalog/admissions publications	3.83	3.81
14	Accuracy of college information you received before enrolling	3.74	3.70
12	General admissions procedures	3.68	3.73
13	Availability of financial aid information prior to enrolling	3.57	3.59

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

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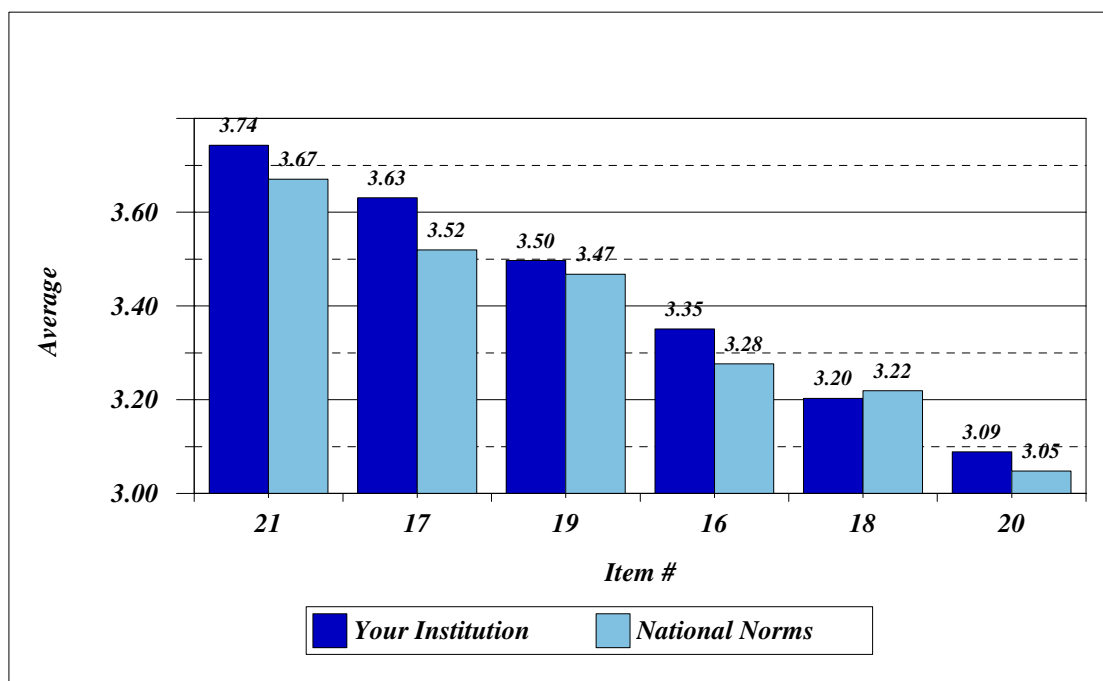


Figure 11. Section III - College Environment: Satisfaction level with the Rules & Policies Aspects of this College

Item #		Your Institution Avg	National Norms Avg
21	Personal security/safety at this campus	3.74	3.67
17	Rules governing student conduct at this college	3.63	3.52
19	Academic probation and suspension policies	3.50	3.47
16	Student voice in college policies	3.35	3.28
18	Residence hall rules and regulations	3.20	3.22
20	Purposes for which student activity fees are used	3.09	3.05

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

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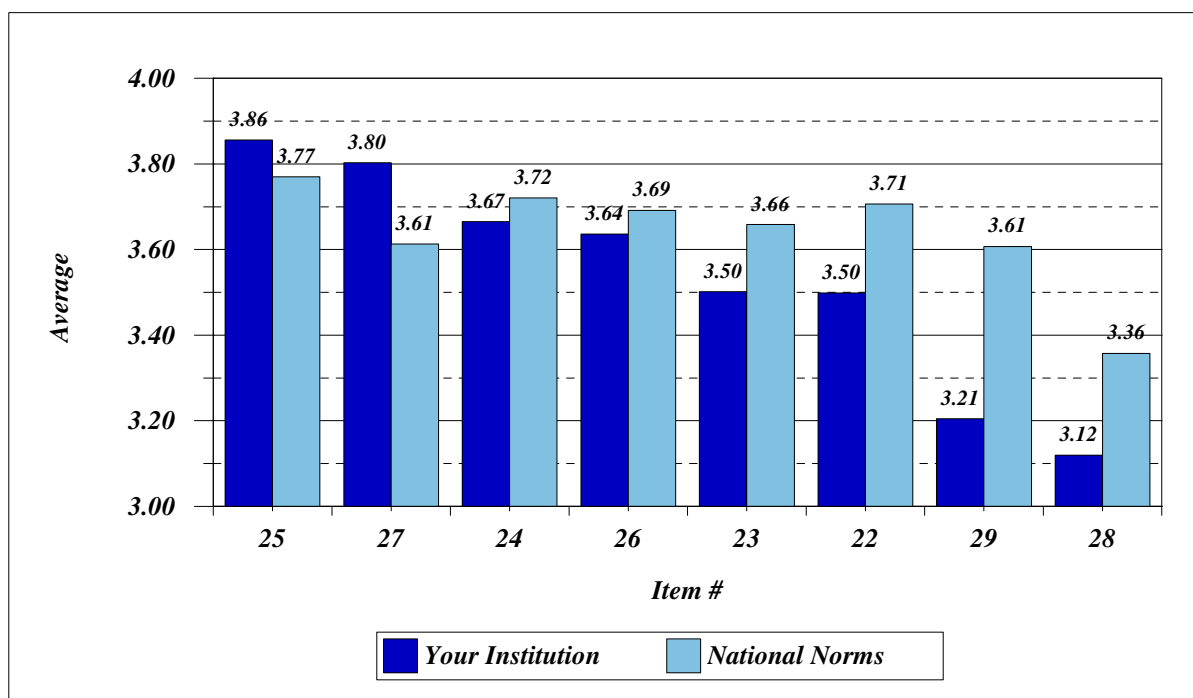


Figure 12. Section III - College Environment: Satisfaction level with the Facilities Aspects of this College

Item #		Your Institution Avg	National Norms Avg
25	Study areas	3.86	3.77
27	Campus bookstore	3.80	3.61
24	Athletic facilities	3.67	3.72
26	Student union	3.64	3.69
23	Laboratory facilities	3.50	3.66
22	Classroom facilities	3.50	3.71
29	General condition of buildings and grounds	3.21	3.61
28	Availability of student housing	3.12	3.36

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

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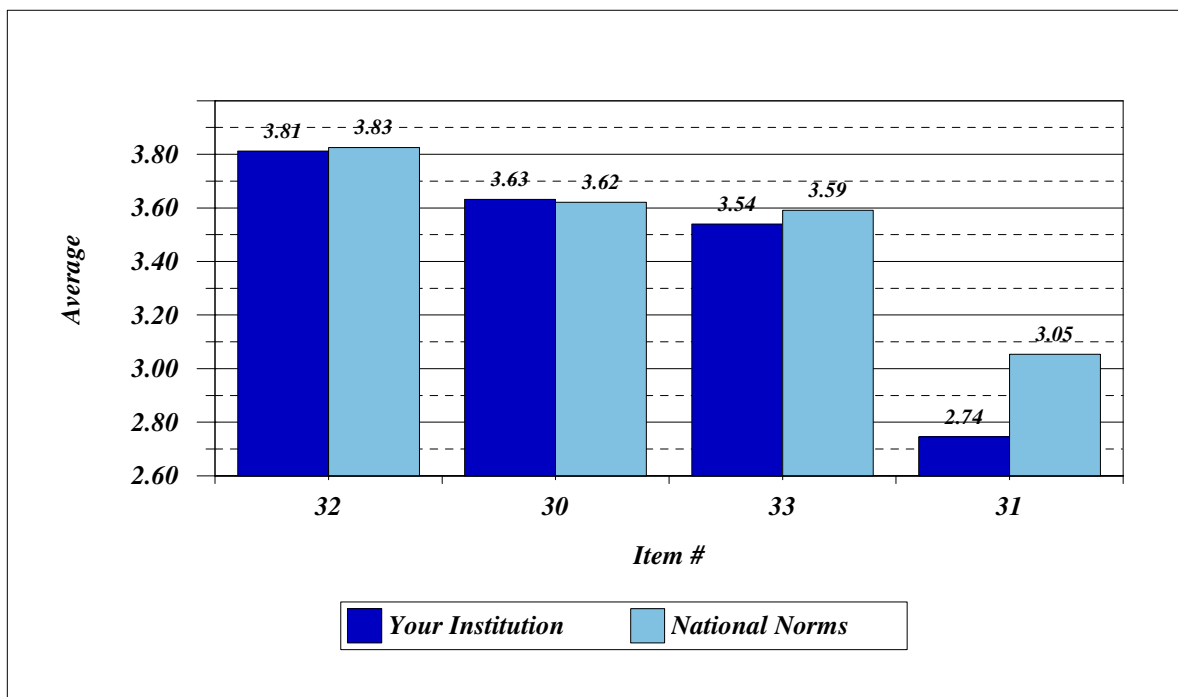


Figure 13. Section III - College Environment: Satisfaction level with the Registration Aspects of this College

Item #		Your Institution Avg	National Norms Avg
32	Academic calendar for this college	3.81	3.83
30	General registration procedures	3.63	3.62
33	Billing and fee payment procedures	3.54	3.59
31	Availability of the courses you want at times you can take them	2.74	3.05

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

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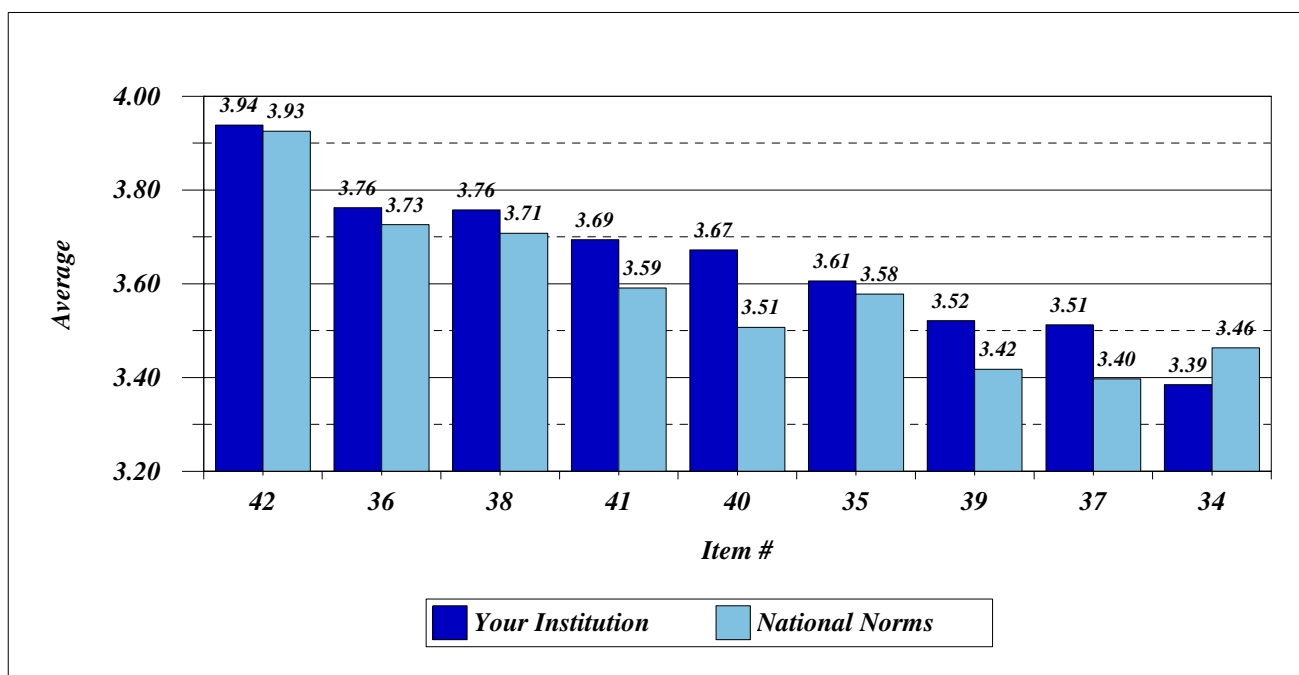


Figure 14. Section III - College Environment: Satisfaction level with the General Aspects of this College

Item #		Your Institution Avg	National Norms Avg
42	<i>This college in general</i>	3.94	3.93
36	<i>Racial harmony at this college</i>	3.76	3.73
38	<i>Opportunities for personal involvement in campus activities</i>	3.76	3.71
41	<i>Campus media (student newspaper, campus radio, etc.)</i>	3.69	3.59
40	<i>Religious activities and programs</i>	3.67	3.51
35	<i>Attitude of the college nonteaching staff toward students</i>	3.61	3.58
39	<i>Student government</i>	3.52	3.42
37	<i>Opportunities for student employment</i>	3.51	3.40
34	<i>Concern for you as an individual</i>	3.39	3.46

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

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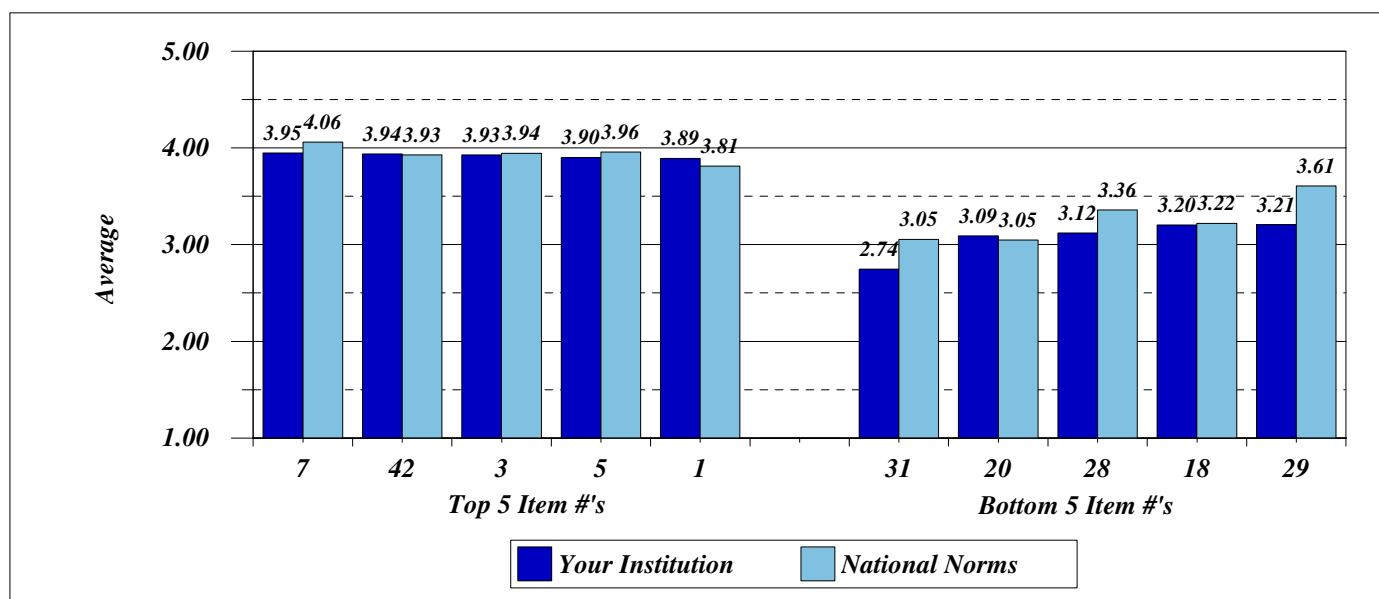


Figure 15. Section III - College Environment: Satisfaction with All Aspects of this College

Item #		Your Institution Avg	National Norms Avg
Top 5 for Your Institution			
7	Class size relative to the type of course	3.95	4.06
42	This college in general	3.94	3.93
3	Instruction in your major field	3.93	3.94
5	Attitude of the faculty toward students	3.90	3.96
1	Testing/grading system	3.89	3.81
Bottom 5 for Your Institution			
31	Availability of the courses you want at times you can take them	2.74	3.05
20	Purposes for which student activity fees are used	3.09	3.05
28	Availability of student housing	3.12	3.36
18	Residence hall rules and regulations	3.20	3.22
29	General condition of buildings and grounds	3.21	3.61

(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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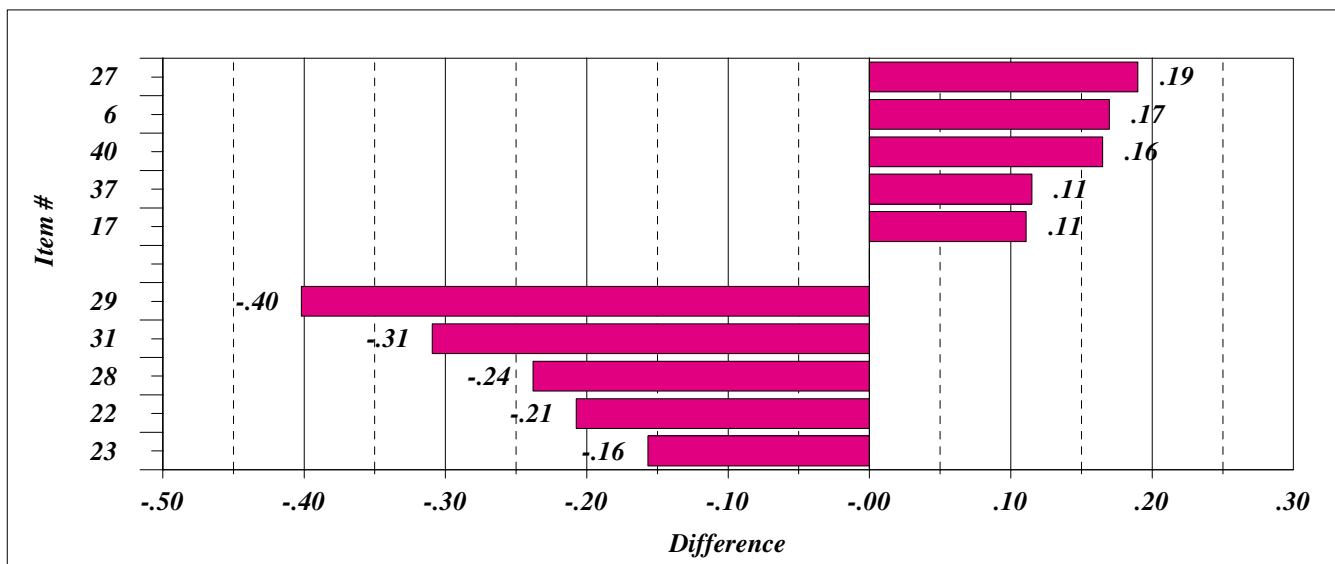


Figure 16. Section III - College Environment: Largest Positive & Largest Negative Differences between Your Institution's Averages and the National Averages of the Satisfaction Level with All Aspects of this College

Item #		Your Institution Avg	National Norms Avg	Difference
Largest Positive (or Smallest Negative) Differences				
27	Campus bookstore	3.80	3.61	.19
6	Variety of courses offered at this college	3.81	3.64	.17
40	Religious activities and programs	3.67	3.51	.16
37	Opportunities for student employment	3.51	3.40	.11
17	Rules governing student conduct at this college	3.63	3.52	.11
Largest Negative (or Smallest Positive) Differences				
29	General condition of buildings and grounds	3.21	3.61	-.40
31	Availability of the courses you want at times you can take them	2.74	3.05	-.31
28	Availability of student housing	3.12	3.36	-.24
22	Classroom facilities	3.50	3.71	-.21
23	Laboratory facilities	3.50	3.66	-.16

(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.