

Demographics

| Gender | | N | % | Current Class Load | | N | % |
|---------------|--|----------|----------|---------------------------|--|----------|----------|
| Female | | 799 | 65.82% | Full-time | | 1084 | 85.15% |
| Male | | 415 | 34.18% | Part-time | | 189 | 14.85% |
| Total | | 1214 | 100.00% | Total | | 1273 | 100.00% |
| No Response | | 183 | | No Response | | 124 | |

| Age | | N | % | Class Level | | N | % |
|--------------|--|----------|----------|-----------------------|--|----------|----------|
| 18 and under | | 78 | 6.24% | Freshman | | 191 | 15.28% |
| 19 to 24 | | 735 | 58.85% | Sophomore | | 153 | 12.24% |
| 25 to 34 | | 239 | 19.14% | Junior | | 203 | 16.24% |
| 35 to 44 | | 111 | 8.89% | Senior | | 455 | 36.40% |
| 45 and over | | 86 | 6.89% | Special student | | 3 | 0.24% |
| Total | | 1249 | 100.00% | Graduate/Professional | | 214 | 17.12% |
| No Response | | 148 | | Other class level | | 31 | 2.48% |
| | | | | Total | | 1250 | 100.00% |
| | | | | No Response | | 147 | |

| Ethnicity/Race | | N | % | Current GPA | | N | % |
|---------------------------------------|--|----------|----------|--------------------|--|----------|----------|
| Alaskan Native | | 0 | 0.00% | No credits earned | | 14 | 1.07% |
| American Indian | | 8 | 0.60% | 1.99 or below | | 15 | 1.15% |
| Asian | | 64 | 4.82% | 2.0 - 2.49 | | 85 | 6.52% |
| Black/African-American | | 191 | 14.37% | 2.5 - 2.99 | | 250 | 19.17% |
| Hispanic or Latino (and Puerto Rican) | | 43 | 3.24% | 3.0 - 3.49 | | 399 | 30.60% |
| Native Hawaiian or Pacific Islander | | 0 | 0.00% | 3.5 or above | | 541 | 41.49% |
| White/Caucasian | | 949 | 71.41% | Total | | 1304 | 100.00% |
| Multi-racial | | 41 | 3.09% | No Response | | 93 | |
| Other race | | 33 | 2.48% | | | | |
| Total | | 1329 | 100.00% | | | | |
| No Response | | 68 | | | | | |

| Current Enrollment Status | | N | % | Educational Goal | | N | % |
|----------------------------------|--|----------|----------|----------------------------------|--|----------|----------|
| Day | | 1197 | 89.73% | Associate degree | | 18 | 1.35% |
| Evening | | 118 | 8.85% | Bachelor's degree | | 947 | 70.83% |
| Weekend | | 19 | 1.42% | Master's degree | | 192 | 14.36% |
| Total | | 1334 | 100.00% | Doctorate or professional degree | | 150 | 11.22% |
| No Response | | 63 | | Certification (initial/renewal) | | 13 | 0.97% |
| | | | | Self-improvement/pleasure | | 2 | 0.15% |
| | | | | Job-related training | | 6 | 0.45% |
| | | | | Other educational goal | | 9 | 0.67% |
| | | | | Total | | 1337 | 100.00% |
| | | | | No Response | | 60 | |

Demographics

| Employment | | | Plan to Transfer | | |
|----------------------------------|----------|----------|--|----------|----------|
| | N | % | | N | % |
| Full-time off campus | 275 | 20.16% | Yes I plan to transfer | 114 | 9.12% |
| Part-time off campus | 463 | 33.94% | No I do not plan to transfer | 1136 | 90.88% |
| Full-time on campus | 94 | 6.89% | Total | 1250 | 100.00% |
| Part-time on campus | 185 | 13.56% | No Response | 147 | |
| Not employed | 347 | 25.44% | | | |
| Total | 1364 | 100.00% | | | |
| No Response | 33 | | | | |
| Current Residence | | | Organization Memberships | | |
| | N | % | | N | % |
| Residence hall | 207 | 15.28% | No organization memberships | 615 | 45.35% |
| Fraternity/Sorority | 2 | 0.15% | One or two organization memberships | 545 | 40.19% |
| Own house | 306 | 22.58% | Three or four organization memberships | 151 | 11.14% |
| Rent room or apt off campus | 428 | 31.59% | Five or more organization memberships | 45 | 3.32% |
| Parent's home | 363 | 26.79% | Total | 1356 | 100.00% |
| Other residence | 49 | 3.62% | No Response | 41 | |
| Total | 1355 | 100.00% | | | |
| No Response | 42 | | | | |
| Residence Classification | | | Tuition Source | | |
| | N | % | | N | % |
| In-state | 1102 | 86.09% | Scholarships | 294 | 21.32% |
| Out-of-state | 96 | 7.50% | Financial aid | 556 | 40.32% |
| International (not U.S. citizen) | 82 | 6.41% | Family contributions | 238 | 17.26% |
| Total | 1280 | 100.00% | Self support | 236 | 17.11% |
| No Response | 117 | | Other tuition source | 55 | 3.99% |
| | | | Total | 1379 | 100.00% |
| | | | No Response | 18 | |
| Institution Was My | | | Institution Question | | |
| | N | % | | N | % |
| 1st choice | 958 | 70.49% | Campus item - Answer 1 | 0 | 0% |
| 2nd choice | 299 | 22.00% | Campus item - Answer 2 | 0 | 0% |
| 3rd choice or lower | 102 | 7.51% | Campus item - Answer 3 | 0 | 0% |
| Total | 1359 | 100.00% | Campus item - Answer 4 | 0 | 0% |
| No Response | 38 | | Campus item - Answer 5 | 0 | 0% |
| | | | Campus item - Answer 6 | 0 | 0% |
| | | | Total | 0 | 100.00% |
| | | | No Response | 1397 | |
| Did Transfer Here | | | | | |
| | N | % | | | |
| Yes transferred here | 352 | 27.27% | | | |
| No did not transfer here | 939 | 72.73% | | | |
| Total | 1291 | 100.00% | | | |
| No Response | 106 | | | | |

Demographics

| Institution Question 2 | N | % | | | |
|--------------------------------------|----------|----------|--------------------------------------|----|-------|
| Campus item 2 - Answer 1 | 0 | 0% | 1550: CSci, Computer Engineering | 2 | 0.15% |
| Campus item 2 - Answer 2 | 0 | 0% | 1560: CSci, Information Technology | 7 | 0.52% |
| Campus item 2 - Answer 3 | 0 | 0% | 1580: CSci, Scientific Computing | 1 | 0.07% |
| Campus item 2 - Answer 4 | 0 | 0% | 1590: CSci, Video Game Design & Dev | 6 | 0.44% |
| Campus item 2 - Answer 5 | 0 | 0% | 1600: Curriculum and Instruction | 5 | 0.37% |
| Campus item 2 - Answer 6 | 0 | 0% | 1610: Dance | 2 | 0.15% |
| Total | 0 | 100.00% | 1620: Dietetics | 4 | 0.30% |
| No Response | 1397 | | 1640: Digital Media Technology | 2 | 0.15% |
| | | | 1650: Doctor of Nursing Practice | 3 | 0.22% |
| | | | 1670: Early Childhood - Grades PK-3 | 24 | 1.78% |
| Group Code | N | % | 1690: Economics | 4 | 0.30% |
| 1010: Accounting | 57 | 4.23% | 1710: Educational Leadership | 6 | 0.44% |
| 1020: Add Cert, Spec Educ, Early Int | 5 | 0.37% | 1720: Educational Leadership Ed.D. | 25 | 1.85% |
| 1040: Add Certification in Education | 4 | 0.30% | 1730: Elec Engr, Computer Engr | 4 | 0.30% |
| 1070: Alt Cert, Business Education | 2 | 0.15% | 1750: Electrical Engineering | 22 | 1.63% |
| 1080: Alt Cert, Early Childhood PK-3 | 3 | 0.22% | 1780: Elementary Educ - Grades 1-5 | 15 | 1.11% |
| 1090: Alt Cert, Elementary 1-5 | 6 | 0.44% | 1790: Engineering, Chemical Option | 3 | 0.22% |
| 1130: Alt Cert, French Education | 1 | 0.07% | 1800: Engineering, Civil Option | 4 | 0.30% |
| 1140: Alt Cert, Health&Physical Educ | 2 | 0.15% | 1810: Engineering, Mechanical Opt | 11 | 0.82% |
| 1150: Alt Cert, Instrumental Music | 1 | 0.07% | 1820: Engineering, Petroleum Opt | 12 | 0.89% |
| 1170: Alt Cert, Middle School 4-8 | 1 | 0.07% | 1830: English | 44 | 3.26% |
| 1260: Anthropology | 6 | 0.44% | 1840: English Education- Grades 6-12 | 3 | 0.22% |
| 1270: Appl Language & Speech Science | 3 | 0.22% | 1870: Environmental Quality | 1 | 0.07% |
| 1280: Architectural Studies | 1 | 0.07% | 1880: Environmental Science | 1 | 0.07% |
| 1290: Architecture | 6 | 0.44% | 1890: Exec Masters of Business Admin | 1 | 0.07% |
| 1320: Athletic Training | 11 | 0.82% | 1920: Family Nurse Practitioner | 7 | 0.52% |
| 1360: Bio Resources / Diversity | 2 | 0.15% | 1950: Finance | 12 | 0.89% |
| 1370: Biology | 67 | 4.97% | 1960: Finance, Insurance & Risk Mgmt | 2 | 0.15% |
| 1390: Biology, Environ&Evolutionary | 11 | 0.82% | 1990: French | 1 | 0.07% |
| 1410: Business Informatics | 9 | 0.67% | 2000: Gen Studies, Applied Sciences | 17 | 1.26% |
| 1420: Chemical Engineering | 21 | 1.56% | 2010: Gen Studies, Arts and Human | 9 | 0.67% |
| 1430: Chemical Engineering MSE | 2 | 0.15% | 2020: Gen Studies, Behavioral Sci | 20 | 1.48% |
| 1440: Chemistry | 5 | 0.37% | 2030: Gen Studies, Natural Sciences | 2 | 0.15% |
| 1450: Child and Family Studies | 16 | 1.19% | 2040: General Science Educ - Gr 6-12 | 1 | 0.07% |
| 1460: Civil Engineering | 13 | 0.96% | 2060: Geology | 9 | 0.67% |
| 1490: Communication | 16 | 1.19% | 2090: Health Care Administration | 1 | 0.07% |
| 1500: Computer Engineering | 7 | 0.52% | 2100: Health Informatics | 1 | 0.07% |
| 1510: Computer Science | 24 | 1.78% | 2110: Health Information Management | 8 | 0.59% |
| 1520: Counselor Education | 5 | 0.37% | 2120: Health Services Administration | 9 | 0.67% |
| 1530: Criminal Justice | 20 | 1.48% | 2130: High School - Dual Enrollment | 1 | 0.07% |
| 1540: CSci, Cognitive Science | 3 | 0.22% | 2140: History | 14 | 1.04% |
| | | | 2150: Hospitality Management | 11 | 0.82% |

Demographics

| | | | | | |
|--------------------------------------|-----|--------|--------------------------------------|------|---------|
| 2160: Individualized Informatics | 1 | 0.07% | 2860: Pre-Dental Hygiene | 4 | 0.30% |
| 2170: Industrial Design | 2 | 0.15% | 2880: Pre-Pharmacy Two Year Transfer | 1 | 0.07% |
| 2180: Industrial Technology | 33 | 2.45% | 2890: Professional Land/Resource Mgm | 5 | 0.37% |
| 2200: Interior Design | 4 | 0.30% | 2900: Professional Writing | 2 | 0.15% |
| 2220: Kinesiology - Grades K-12 | 1 | 0.07% | 2910: Psychology | 57 | 4.23% |
| 2230: Kinesiology, Exercise Science | 43 | 3.19% | 2920: Public Relations | 7 | 0.52% |
| 2240: Kinesiology, Hlth Promotion | 7 | 0.52% | 2940: SCED, Biology Education | 2 | 0.15% |
| 2250: Kinesiology, Sports Management | 6 | 0.44% | 2980: SCED, English Education | 5 | 0.37% |
| 2270: Linguistics | 1 | 0.07% | 2990: SCED, General Science Educ | 1 | 0.07% |
| 2280: Management | 58 | 4.30% | 3000: SCED, Mathematics Education | 3 | 0.22% |
| 2300: Marketing | 28 | 2.08% | 3020: SCED, Social Studies Education | 2 | 0.15% |
| 2310: Mass Comm-Advertising Sequence | 6 | 0.44% | 3040: SCND ED & SPEC ED M/MOD GR6-12 | 1 | 0.07% |
| 2320: Mass Comm-Broadcasting Seq | 4 | 0.30% | 3050: Social Studies Educ - Gr 6-12 | 6 | 0.44% |
| 2330: Mass Comm-Journalism Sequence | 2 | 0.15% | 3060: Sociology | 17 | 1.26% |
| 2340: Mass Communication | 1 | 0.07% | 3080: Special Education MM - Gr 1-12 | 1 | 0.07% |
| 2350: Masters of Business Admin | 19 | 1.41% | 3100: Speech Pathology/Audiology | 26 | 1.93% |
| 2360: Masters Plus 30 | 1 | 0.07% | 3120: Systems Administration | 2 | 0.15% |
| 2370: Mathematics | 11 | 0.82% | 3140: Theatre | 2 | 0.15% |
| 2380: Mathematics Educ - Grades 6-12 | 4 | 0.30% | 3180: Visual Arts | 23 | 1.70% |
| 2390: Mechanical Engineering | 29 | 2.15% | 3190: Vocal Music Educ - Grades K-12 | 1 | 0.07% |
| 2400: Mechanical Engineering MSE | 1 | 0.07% | 3200: Web Design | 1 | 0.07% |
| 2410: Microbiology | 1 | 0.07% | Total | 1349 | 100.00% |
| 2420: Middle School - Grades 4-8 | 3 | 0.22% | No Response | 48 | |
| 2450: Modern Languages, Francophone | 1 | 0.07% | | | |
| 2510: Moving Image Arts | 6 | 0.44% | | | |
| 2550: Music | 4 | 0.30% | | | |
| 2560: Music Educ, Instrumental | 7 | 0.52% | | | |
| 2580: Music, Jazz Studies | 3 | 0.22% | | | |
| 2590: Music, Music Media | 2 | 0.15% | | | |
| 2600: Music, Performance | 4 | 0.30% | | | |
| 2620: Music, Theory and Composition | 2 | 0.15% | | | |
| 2650: Nursing | 135 | 10.01% | | | |
| 2670: Online Nursing RN to BSN | 28 | 2.08% | | | |
| 2680: Organizational Communication | 2 | 0.15% | | | |
| 2690: Performing Arts | 1 | 0.07% | | | |
| 2700: Petroleum Engineering | 27 | 2.00% | | | |
| 2710: Petroleum Engineering MSE | 1 | 0.07% | | | |
| 2760: Ph.D. Systems Engineering PETE | 1 | 0.07% | | | |
| 2780: Physics | 3 | 0.22% | | | |
| 2810: Political Science | 11 | 0.82% | | | |
| 2820: Political Science - Pre-Law | 7 | 0.52% | | | |
| 2830: Post Baccalaureate | 1 | 0.07% | | | |
| 2850: Pre Vet Two Year Transfer | 1 | 0.07% | | | |

Strategic Planning Overview

Strengths and Challenges

Strengths

- 21. My academic advisor is knowledgeable about requirements in my major.
- 3. The campus is safe and secure for all students.
- 46. Campus item: My online courses are easy to navigate.
- 16. My academic advisor is available when I need help.
- 31. Students are made to feel welcome here.
- 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).

Challenges

- 36. The quality of instruction I receive in most of my classes is excellent.
- 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.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 8. Financial aid awards are announced in time to be helpful in college planning.
- 2. Registration processes and procedures are convenient.
- 50. Campus item: My academic advisor has discussed my career interests and post-graduation plans with me.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Four-Year Publics Form B

- 21. My academic advisor is knowledgeable about requirements in my major.
- 28. Security staff respond quickly to calls for assistance.
- 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.
- 31. Students are made to feel welcome here.
- 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).

Lower Satisfaction vs. National Four-Year Publics Form B

- 4. The content of the courses within my major is valuable.
- 36. The quality of instruction I receive in most of my classes is excellent.
- 23. I am able to register for classes I need with few conflicts.
- 41. Tuition paid is a worthwhile investment.
- 32. Faculty provide timely feedback about my academic progress.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 8. Financial aid awards are announced in time to be helpful in college planning.
- 1. The campus staff are caring and helpful.
- 2. Registration processes and procedures are convenient.

Higher Importance vs. National Four-Year Publics Form B

- 21. My academic advisor is knowledgeable about requirements in my major.
- 28. Security staff respond quickly to calls for assistance.
- 31. Students are made to feel welcome here.
- 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.
- 15. Computer labs are adequate and accessible.
- 5. Administrators are available to hear students' concerns.

Institutional Summary
Scales: In Order of Importance

| Scale | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|---|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| Academic Advising Effectiveness | 6.49 | 5.55 / 1.40 | 0.94 | 6.35 | 5.40 / 1.35 | 0.95 | 0.15 *** |
| Instructional Effectiveness | 6.46 | 5.36 / 1.20 | 1.10 | 6.37 | 5.41 / 1.10 | 0.96 | -0.05 |
| Safety and Security | 6.43 | 4.82 / 1.32 | 1.61 | 6.25 | 5.06 / 1.23 | 1.19 | -0.24 *** |
| Registration Effectiveness | 6.42 | 4.86 / 1.41 | 1.56 | 6.34 | 5.05 / 1.29 | 1.29 | -0.19 *** |
| Student Centeredness | 6.41 | 5.20 / 1.31 | 1.21 | 6.25 | 5.25 / 1.24 | 1.00 | -0.05 |
| Campus Climate | 6.39 | 5.40 / 1.16 | 0.99 | 6.24 | 5.39 / 1.11 | 0.85 | 0.01 |
| Campus Services | 6.36 | 5.64 / 1.11 | 0.72 | 6.18 | 5.46 / 1.08 | 0.72 | 0.18 *** |
| Recruitment and Financial Aid Effectiveness | 6.26 | 4.96 / 1.47 | 1.30 | 6.07 | 5.07 / 1.30 | 1.00 | -0.11 ** |
| Campus Life | 6.16 | 4.82 / 1.49 | 1.34 | 6.03 | 4.84 / 1.42 | 1.19 | -0.02 |

* 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 18331 records.

Institutional Summary

Items: In Order of Importance

| Item | University of Louisiana at Lafayette - 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. | 6.70 | 5.95 / 1.57 | 0.75 | 6.53 | 5.72 / 1.58 | 0.81 | 0.23 *** |
| 4. The content of the courses within my major is valuable. | 6.66 | 5.44 / 1.53 | 1.22 | 6.53 | 5.53 / 1.40 | 1.00 | -0.09 * |
| 3. The campus is safe and secure for all students. | 6.65 | 5.77 / 1.26 | 0.88 | 6.50 | 5.82 / 1.32 | 0.68 | -0.05 |
| 36. The quality of instruction I receive in most of my classes is excellent. | 6.65 | 5.38 / 1.54 | 1.27 | 6.54 | 5.47 / 1.42 | 1.07 | -0.09 * |
| 23. I am able to register for classes I need with few conflicts. | 6.60 | 4.86 / 1.95 | 1.74 | 6.53 | 5.01 / 1.81 | 1.52 | -0.15 ** |
| 47. Campus item: My academic advisor listens closely to my concerns and questions. | 6.58 | 5.73 / 1.69 | 0.85 | | | | |
| 17. There are sufficient courses within my program of study available each term. | 6.56 | 4.96 / 1.83 | 1.60 | 6.48 | 4.97 / 1.76 | 1.51 | -0.01 |
| 28. Security staff respond quickly to calls for assistance. | 6.56 | 5.69 / 1.60 | 0.87 | 6.28 | 5.36 / 1.55 | 0.92 | 0.33 *** |
| 24. I receive the help I need to apply my academic major to my career goals. | 6.54 | 5.48 / 1.62 | 1.06 | 6.46 | 5.39 / 1.54 | 1.07 | 0.09 * |
| 41. Tuition paid is a worthwhile investment. | 6.54 | 4.83 / 1.87 | 1.71 | 6.49 | 5.16 / 1.67 | 1.33 | -0.33 *** |
| 32. Faculty provide timely feedback about my academic progress. | 6.53 | 5.13 / 1.68 | 1.40 | 6.40 | 5.23 / 1.55 | 1.17 | -0.10 * |
| 46. Campus item: My online courses are easy to navigate. | 6.53 | 5.81 / 1.50 | 0.72 | | | | |
| 48. Campus item: My academic advisor informs me of important deadlines. | 6.53 | 5.32 / 1.92 | 1.21 | | | | |
| 49. Campus item: My academic advisor helps me when I have academic difficulties. | 6.53 | 5.40 / 1.94 | 1.13 | | | | |
| 16. My academic advisor is available when I need help. | 6.52 | 5.77 / 1.64 | 0.75 | 6.39 | 5.51 / 1.61 | 0.88 | 0.26 *** |

* 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 18331 records.

Institutional Summary

Items: In Order of Importance

| Item | University of Louisiana at Lafayette - 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. | 6.50 | 5.25 / 1.66 | 1.25 | 6.39 | 5.35 / 1.53 | 1.04 | -0.10 * |
| 31. Students are made to feel welcome here. | 6.49 | 5.93 / 1.38 | 0.56 | 6.30 | 5.54 / 1.47 | 0.76 | 0.39 *** |
| 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail). | 6.49 | 5.90 / 1.36 | 0.59 | 6.41 | 5.77 / 1.37 | 0.64 | 0.13 *** |
| 10. My academic advisor helps me set goals to work toward. | 6.45 | 5.37 / 1.88 | 1.08 | 6.28 | 5.31 / 1.73 | 0.97 | 0.06 |
| 22. This campus provides online access to services I need. | 6.45 | 5.75 / 1.43 | 0.70 | 6.37 | 5.68 / 1.41 | 0.69 | 0.07 |
| 8. Financial aid awards are announced in time to be helpful in college planning. | 6.44 | 4.80 / 1.89 | 1.64 | 6.19 | 5.03 / 1.67 | 1.16 | -0.23 *** |
| 15. Computer labs are adequate and accessible. | 6.43 | 5.70 / 1.49 | 0.73 | 6.24 | 5.70 / 1.40 | 0.54 | 0.00 |
| 1. The campus staff are caring and helpful. | 6.42 | 5.34 / 1.42 | 1.08 | 6.32 | 5.51 / 1.36 | 0.81 | -0.17 *** |
| 2. Registration processes and procedures are convenient. | 6.40 | 4.81 / 1.70 | 1.59 | 6.29 | 4.98 / 1.67 | 1.31 | -0.17 *** |
| 50. Campus item: My academic advisor has discussed my career interests and post-graduation plans with me. | 6.40 | 4.96 / 2.18 | 1.44 | | | | |
| 5. Administrators are available to hear students' concerns. | 6.39 | 5.15 / 1.65 | 1.24 | 6.20 | 5.10 / 1.57 | 1.10 | 0.05 |
| 56. Cost as factor in decision to enroll. | 6.39 | | | 6.31 | | | |
| 25. I am able to take care of college-related business at times that are convenient for me. | 6.38 | 5.25 / 1.65 | 1.13 | 6.31 | 5.33 / 1.48 | 0.98 | -0.08 |
| 39. Student disciplinary procedures are fair. | 6.36 | 5.60 / 1.56 | 0.76 | 6.10 | 5.32 / 1.54 | 0.78 | 0.28 *** |
| 27. This institution helps me identify resources to finance my education. | 6.35 | 4.64 / 1.91 | 1.71 | 6.15 | 4.92 / 1.69 | 1.23 | -0.28 *** |

* 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 18331 records.

Institutional Summary

Items: In Order of Importance

| Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|--|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 35. I seldom get the "run-around" when seeking information on this campus. | 6.34 | 4.30 / 2.10 | 2.04 | 6.19 | 4.81 / 1.79 | 1.38 | -0.51 *** |
| 9. Library resources and services are adequate. | 6.33 | 5.94 / 1.38 | 0.39 | 6.12 | 5.60 / 1.49 | 0.52 | 0.34 *** |
| 18. Parking lots are well-lighted and secure. | 6.33 | 5.12 / 1.66 | 1.21 | 6.09 | 5.16 / 1.61 | 0.93 | -0.04 |
| 44. On the whole, the campus is well-maintained. | 6.33 | 5.76 / 1.44 | 0.57 | 6.28 | 5.72 / 1.41 | 0.56 | 0.04 |
| 34. There are adequate services to help me decide upon a career. | 6.32 | 5.33 / 1.64 | 0.99 | 6.21 | 5.16 / 1.57 | 1.05 | 0.17 *** |
| 6. Billing policies are reasonable. | 6.31 | 4.52 / 1.83 | 1.79 | 6.20 | 4.88 / 1.63 | 1.32 | -0.36 *** |
| 57. Financial assistance as factor in decision to enroll. | 6.31 | | | 6.09 | | | |
| 59. Future career opportunities as factor in decision to enroll. | 6.31 | | | 6.26 | | | |
| 20. Tutoring services are readily available. | 6.30 | 5.81 / 1.45 | 0.49 | 5.96 | 5.45 / 1.46 | 0.51 | 0.36 *** |
| 42. Students are free to express their ideas on this campus. | 6.30 | 5.64 / 1.55 | 0.66 | 6.21 | 5.50 / 1.49 | 0.71 | 0.14 ** |
| 38. I receive ongoing feedback about progress toward my academic goals. | 6.29 | 5.08 / 1.69 | 1.21 | 6.20 | 5.04 / 1.58 | 1.16 | 0.04 |
| 26. Counseling services are available if I need them. | 6.27 | 5.83 / 1.44 | 0.44 | 5.94 | 5.52 / 1.41 | 0.42 | 0.31 *** |
| 11. Financial aid counseling is available if I need it. | 6.26 | 5.03 / 1.83 | 1.23 | 6.04 | 5.16 / 1.59 | 0.88 | -0.13 * |
| 51. Campus item: Writing assigned in courses is sufficient to prepare me for post-graduation employment. | 6.25 | 5.30 / 1.71 | 0.95 | | | | |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 6.24 | 5.43 / 1.62 | 0.81 | 6.03 | 5.21 / 1.54 | 0.82 | 0.22 *** |
| 12. The amount of student parking space on campus is adequate. | 6.23 | 3.11 / 2.01 | 3.12 | 6.13 | 3.95 / 2.06 | 2.18 | -0.84 *** |

* 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 18331 records.

Institutional Summary

Items: In Order of Importance

| Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|--|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 13. Living conditions in the residence halls are comfortable. | 6.23 | 5.10 / 1.65 | 1.13 | 6.01 | 4.92 / 1.71 | 1.09 | 0.18 * |
| 45. Student activity fees are put to good use. | 6.23 | 4.05 / 2.00 | 2.18 | 6.20 | 4.66 / 1.82 | 1.54 | -0.61 *** |
| 43. Mentors are available to guide my life and career goals. | 6.19 | 5.25 / 1.72 | 0.94 | 6.09 | 5.16 / 1.59 | 0.93 | 0.09 |
| 58. Academic reputation as factor in decision to enroll. | 6.13 | | | 6.02 | | | |
| 30. There is an adequate selection of food available on campus. | 6.06 | 4.93 / 1.86 | 1.13 | 6.03 | 4.48 / 1.92 | 1.55 | 0.45 *** |
| 55. Campus item: A variety of fitness and wellness activities are offered. | 6.06 | 6.03 / 1.31 | 0.03 | | | | |
| 37. There is a strong commitment to diversity on this campus. | 6.05 | 5.82 / 1.48 | 0.23 | 5.73 | 5.42 / 1.48 | 0.31 | 0.40 *** |
| 7. Admissions staff provide personalized attention prior to enrollment. | 6.03 | 4.98 / 1.73 | 1.05 | 5.97 | 5.06 / 1.59 | 0.91 | -0.08 |
| 52. Campus item: I have sufficient opportunities to participate in research with faculty members. | 5.97 | 4.83 / 2.02 | 1.14 | | | | |
| 54. Campus item: There are a sufficient number of campus activities and special events for students. | 5.87 | 5.91 / 1.34 | -0.04 | | | | |
| 19. Residence hall staff are concerned about me as an individual. | 5.82 | 4.83 / 1.83 | 0.99 | 5.67 | 4.93 / 1.68 | 0.74 | -0.10 |
| 29. Faculty use a variety of technology and media in the classroom. | 5.81 | 5.48 / 1.50 | 0.33 | 5.83 | 5.55 / 1.39 | 0.28 | -0.07 |
| 53. Campus item: A variety of intramural/recreation activities are offered. | 5.73 | 5.92 / 1.35 | -0.19 | | | | |
| 61. Distance from campus as factor in decision to enroll. | 5.70 | | | 5.82 | | | |
| 60. Personal recommendations as factor in decision to enroll. | 5.59 | | | 5.72 | | | |

* 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 18331 records.

Institutional Summary
Items: In Order of Importance

| Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|---|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 62. Information on the campus Web site as factor in decision to enroll. | 5.46 | | | 5.50 | | | |
| 63. Campus visits as factor in decision to enroll. | 5.31 | | | 5.27 | | | |

National Group Means are based on 18331 records.

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

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

| Scale/Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|--|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ACADEMIC ADVISING EFFECTIVENESS | 6.49 | 5.55 / 1.40 | 0.94 | 6.35 | 5.40 / 1.35 | 0.95 | 0.15 *** |
| 10. My academic advisor helps me set goals to work toward. | 6.45 | 5.37 / 1.88 | 1.08 | 6.28 | 5.31 / 1.73 | 0.97 | 0.06 |
| 16. My academic advisor is available when I need help. | 6.52 | 5.77 / 1.64 | 0.75 | 6.39 | 5.51 / 1.61 | 0.88 | 0.26 *** |
| 21. My academic advisor is knowledgeable about requirements in my major. | 6.70 | 5.95 / 1.57 | 0.75 | 6.53 | 5.72 / 1.58 | 0.81 | 0.23 *** |
| 38. I receive ongoing feedback about progress toward my academic goals. | 6.29 | 5.08 / 1.69 | 1.21 | 6.20 | 5.04 / 1.58 | 1.16 | 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 18331 records.

Institutional Summary

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

| Scale/Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|--|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS CLIMATE | 6.39 | 5.40 / 1.16 | 0.99 | 6.24 | 5.39 / 1.11 | 0.85 | 0.01 |
| 3. The campus is safe and secure for all students. | 6.65 | 5.77 / 1.26 | 0.88 | 6.50 | 5.82 / 1.32 | 0.68 | -0.05 |
| 5. Administrators are available to hear students' concerns. | 6.39 | 5.15 / 1.65 | 1.24 | 6.20 | 5.10 / 1.57 | 1.10 | 0.05 |
| 31. Students are made to feel welcome here. | 6.49 | 5.93 / 1.38 | 0.56 | 6.30 | 5.54 / 1.47 | 0.76 | 0.39 *** |
| 35. I seldom get the "run-around" when seeking information on this campus. | 6.34 | 4.30 / 2.10 | 2.04 | 6.19 | 4.81 / 1.79 | 1.38 | -0.51 *** |
| 37. There is a strong commitment to diversity on this campus. | 6.05 | 5.82 / 1.48 | 0.23 | 5.73 | 5.42 / 1.48 | 0.31 | 0.40 *** |
| 41. Tuition paid is a worthwhile investment. | 6.54 | 4.83 / 1.87 | 1.71 | 6.49 | 5.16 / 1.67 | 1.33 | -0.33 *** |
| 42. Students are free to express their ideas on this campus. | 6.30 | 5.64 / 1.55 | 0.66 | 6.21 | 5.50 / 1.49 | 0.71 | 0.14 ** |
| 44. On the whole, the campus is well-maintained. | 6.33 | 5.76 / 1.44 | 0.57 | 6.28 | 5.72 / 1.41 | 0.56 | 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 18331 records.

Institutional Summary

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

| Scale/Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|---|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS LIFE | 6.16 | 4.82 / 1.49 | 1.34 | 6.03 | 4.84 / 1.42 | 1.19 | -0.02 |
| 13. Living conditions in the residence halls are comfortable. | 6.23 | 5.10 / 1.65 | 1.13 | 6.01 | 4.92 / 1.71 | 1.09 | 0.18 * |
| 19. Residence hall staff are concerned about me as an individual. | 5.82 | 4.83 / 1.83 | 0.99 | 5.67 | 4.93 / 1.68 | 0.74 | -0.10 |
| 30. There is an adequate selection of food available on campus. | 6.06 | 4.93 / 1.86 | 1.13 | 6.03 | 4.48 / 1.92 | 1.55 | 0.45 *** |
| 39. Student disciplinary procedures are fair. | 6.36 | 5.60 / 1.56 | 0.76 | 6.10 | 5.32 / 1.54 | 0.78 | 0.28 *** |
| 45. Student activity fees are put to good use. | 6.23 | 4.05 / 2.00 | 2.18 | 6.20 | 4.66 / 1.82 | 1.54 | -0.61 *** |

* 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 18331 records.

Institutional Summary

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

| Scale/Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|--|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS SERVICES | 6.36 | 5.64 / 1.11 | 0.72 | 6.18 | 5.46 / 1.08 | 0.72 | 0.18 *** |
| 9. Library resources and services are adequate. | 6.33 | 5.94 / 1.38 | 0.39 | 6.12 | 5.60 / 1.49 | 0.52 | 0.34 *** |
| 15. Computer labs are adequate and accessible. | 6.43 | 5.70 / 1.49 | 0.73 | 6.24 | 5.70 / 1.40 | 0.54 | 0.00 |
| 20. Tutoring services are readily available. | 6.30 | 5.81 / 1.45 | 0.49 | 5.96 | 5.45 / 1.46 | 0.51 | 0.36 *** |
| 22. This campus provides online access to services I need. | 6.45 | 5.75 / 1.43 | 0.70 | 6.37 | 5.68 / 1.41 | 0.69 | 0.07 |
| 24. I receive the help I need to apply my academic major to my career goals. | 6.54 | 5.48 / 1.62 | 1.06 | 6.46 | 5.39 / 1.54 | 1.07 | 0.09 * |
| 26. Counseling services are available if I need them. | 6.27 | 5.83 / 1.44 | 0.44 | 5.94 | 5.52 / 1.41 | 0.42 | 0.31 *** |
| 34. There are adequate services to help me decide upon a career. | 6.32 | 5.33 / 1.64 | 0.99 | 6.21 | 5.16 / 1.57 | 1.05 | 0.17 *** |
| 43. Mentors are available to guide my life and career goals. | 6.19 | 5.25 / 1.72 | 0.94 | 6.09 | 5.16 / 1.59 | 0.93 | 0.09 |

* 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 18331 records.

Institutional Summary

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

| Scale/Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|--|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| INSTRUCTIONAL EFFECTIVENESS | 6.46 | 5.36 / 1.20 | 1.10 | 6.37 | 5.41 / 1.10 | 0.96 | -0.05 |
| 4. The content of the courses within my major is valuable. | 6.66 | 5.44 / 1.53 | 1.22 | 6.53 | 5.53 / 1.40 | 1.00 | -0.09 * |
| 14. Faculty are fair and unbiased in their treatment of individual students. | 6.50 | 5.25 / 1.66 | 1.25 | 6.39 | 5.35 / 1.53 | 1.04 | -0.10 * |
| 17. There are sufficient courses within my program of study available each term. | 6.56 | 4.96 / 1.83 | 1.60 | 6.48 | 4.97 / 1.76 | 1.51 | -0.01 |
| 29. Faculty use a variety of technology and media in the classroom. | 5.81 | 5.48 / 1.50 | 0.33 | 5.83 | 5.55 / 1.39 | 0.28 | -0.07 |
| 32. Faculty provide timely feedback about my academic progress. | 6.53 | 5.13 / 1.68 | 1.40 | 6.40 | 5.23 / 1.55 | 1.17 | -0.10 * |
| 36. The quality of instruction I receive in most of my classes is excellent. | 6.65 | 5.38 / 1.54 | 1.27 | 6.54 | 5.47 / 1.42 | 1.07 | -0.09 * |
| 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail). | 6.49 | 5.90 / 1.36 | 0.59 | 6.41 | 5.77 / 1.37 | 0.64 | 0.13 *** |

* 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 18331 records.

Institutional Summary

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

| Scale/Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|--|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| RECRUITMENT AND FINANCIAL AID EFFECTIVENESS | 6.26 | 4.96 / 1.47 | 1.30 | 6.07 | 5.07 / 1.30 | 1.00 | -0.11 ** |
| 7. Admissions staff provide personalized attention prior to enrollment. | 6.03 | 4.98 / 1.73 | 1.05 | 5.97 | 5.06 / 1.59 | 0.91 | -0.08 |
| 8. Financial aid awards are announced in time to be helpful in college planning. | 6.44 | 4.80 / 1.89 | 1.64 | 6.19 | 5.03 / 1.67 | 1.16 | -0.23 *** |
| 11. Financial aid counseling is available if I need it. | 6.26 | 5.03 / 1.83 | 1.23 | 6.04 | 5.16 / 1.59 | 0.88 | -0.13 * |
| 27. This institution helps me identify resources to finance my education. | 6.35 | 4.64 / 1.91 | 1.71 | 6.15 | 4.92 / 1.69 | 1.23 | -0.28 *** |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 6.24 | 5.43 / 1.62 | 0.81 | 6.03 | 5.21 / 1.54 | 0.82 | 0.22 *** |

* 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 18331 records.

Institutional Summary

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

| Scale/Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|---|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| REGISTRATION EFFECTIVENESS | 6.42 | 4.86 / 1.41 | 1.56 | 6.34 | 5.05 / 1.29 | 1.29 | -0.19 *** |
| 2. Registration processes and procedures are convenient. | 6.40 | 4.81 / 1.70 | 1.59 | 6.29 | 4.98 / 1.67 | 1.31 | -0.17 *** |
| 6. Billing policies are reasonable. | 6.31 | 4.52 / 1.83 | 1.79 | 6.20 | 4.88 / 1.63 | 1.32 | -0.36 *** |
| 23. I am able to register for classes I need with few conflicts. | 6.60 | 4.86 / 1.95 | 1.74 | 6.53 | 5.01 / 1.81 | 1.52 | -0.15 ** |
| 25. I am able to take care of college-related business at times that are convenient for me. | 6.38 | 5.25 / 1.65 | 1.13 | 6.31 | 5.33 / 1.48 | 0.98 | -0.08 |

* 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 18331 records.

Institutional Summary

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

| Scale/Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|--|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| SAFETY AND SECURITY | 6.43 | 4.82 / 1.32 | 1.61 | 6.25 | 5.06 / 1.23 | 1.19 | -0.24 *** |
| 3. The campus is safe and secure for all students. | 6.65 | 5.77 / 1.26 | 0.88 | 6.50 | 5.82 / 1.32 | 0.68 | -0.05 |
| 12. The amount of student parking space on campus is adequate. | 6.23 | 3.11 / 2.01 | 3.12 | 6.13 | 3.95 / 2.06 | 2.18 | -0.84 *** |
| 18. Parking lots are well-lighted and secure. | 6.33 | 5.12 / 1.66 | 1.21 | 6.09 | 5.16 / 1.61 | 0.93 | -0.04 |
| 28. Security staff respond quickly to calls for assistance. | 6.56 | 5.69 / 1.60 | 0.87 | 6.28 | 5.36 / 1.55 | 0.92 | 0.33 *** |

* 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 18331 records.

Institutional Summary

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

| Scale/Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|--|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| STUDENT CENTEREDNESS | 6.41 | 5.20 / 1.31 | 1.21 | 6.25 | 5.25 / 1.24 | 1.00 | -0.05 |
| 1. The campus staff are caring and helpful. | 6.42 | 5.34 / 1.42 | 1.08 | 6.32 | 5.51 / 1.36 | 0.81 | -0.17 *** |
| 5. Administrators are available to hear students' concerns. | 6.39 | 5.15 / 1.65 | 1.24 | 6.20 | 5.10 / 1.57 | 1.10 | 0.05 |
| 31. Students are made to feel welcome here. | 6.49 | 5.93 / 1.38 | 0.56 | 6.30 | 5.54 / 1.47 | 0.76 | 0.39 *** |
| 35. I seldom get the "run-around" when seeking information on this campus. | 6.34 | 4.30 / 2.10 | 2.04 | 6.19 | 4.81 / 1.79 | 1.38 | -0.51 *** |

* 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 18331 records.

Institutional Summary

Items: In Sequential Order

| Item | University of Louisiana at Lafayette - 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. | 6.42 | 5.34 / 1.42 | 1.08 | 6.32 | 5.51 / 1.36 | 0.81 | -0.17 *** |
| 2. Registration processes and procedures are convenient. | 6.40 | 4.81 / 1.70 | 1.59 | 6.29 | 4.98 / 1.67 | 1.31 | -0.17 *** |
| 3. The campus is safe and secure for all students. | 6.65 | 5.77 / 1.26 | 0.88 | 6.50 | 5.82 / 1.32 | 0.68 | -0.05 |
| 4. The content of the courses within my major is valuable. | 6.66 | 5.44 / 1.53 | 1.22 | 6.53 | 5.53 / 1.40 | 1.00 | -0.09 * |
| 5. Administrators are available to hear students' concerns. | 6.39 | 5.15 / 1.65 | 1.24 | 6.20 | 5.10 / 1.57 | 1.10 | 0.05 |
| 6. Billing policies are reasonable. | 6.31 | 4.52 / 1.83 | 1.79 | 6.20 | 4.88 / 1.63 | 1.32 | -0.36 *** |
| 7. Admissions staff provide personalized attention prior to enrollment. | 6.03 | 4.98 / 1.73 | 1.05 | 5.97 | 5.06 / 1.59 | 0.91 | -0.08 |
| 8. Financial aid awards are announced in time to be helpful in college planning. | 6.44 | 4.80 / 1.89 | 1.64 | 6.19 | 5.03 / 1.67 | 1.16 | -0.23 *** |
| 9. Library resources and services are adequate. | 6.33 | 5.94 / 1.38 | 0.39 | 6.12 | 5.60 / 1.49 | 0.52 | 0.34 *** |
| 10. My academic advisor helps me set goals to work toward. | 6.45 | 5.37 / 1.88 | 1.08 | 6.28 | 5.31 / 1.73 | 0.97 | 0.06 |
| 11. Financial aid counseling is available if I need it. | 6.26 | 5.03 / 1.83 | 1.23 | 6.04 | 5.16 / 1.59 | 0.88 | -0.13 * |
| 12. The amount of student parking space on campus is adequate. | 6.23 | 3.11 / 2.01 | 3.12 | 6.13 | 3.95 / 2.06 | 2.18 | -0.84 *** |
| 13. Living conditions in the residence halls are comfortable. | 6.23 | 5.10 / 1.65 | 1.13 | 6.01 | 4.92 / 1.71 | 1.09 | 0.18 * |
| 14. Faculty are fair and unbiased in their treatment of individual students. | 6.50 | 5.25 / 1.66 | 1.25 | 6.39 | 5.35 / 1.53 | 1.04 | -0.10 * |
| 15. Computer labs are adequate and accessible. | 6.43 | 5.70 / 1.49 | 0.73 | 6.24 | 5.70 / 1.40 | 0.54 | 0.00 |
| 16. My academic advisor is available when I need help. | 6.52 | 5.77 / 1.64 | 0.75 | 6.39 | 5.51 / 1.61 | 0.88 | 0.26 *** |

* 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 18331 records.

Institutional Summary

Items: In Sequential Order

| Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|---|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 17. There are sufficient courses within my program of study available each term. | 6.56 | 4.96 / 1.83 | 1.60 | 6.48 | 4.97 / 1.76 | 1.51 | -0.01 |
| 18. Parking lots are well-lighted and secure. | 6.33 | 5.12 / 1.66 | 1.21 | 6.09 | 5.16 / 1.61 | 0.93 | -0.04 |
| 19. Residence hall staff are concerned about me as an individual. | 5.82 | 4.83 / 1.83 | 0.99 | 5.67 | 4.93 / 1.68 | 0.74 | -0.10 |
| 20. Tutoring services are readily available. | 6.30 | 5.81 / 1.45 | 0.49 | 5.96 | 5.45 / 1.46 | 0.51 | 0.36 *** |
| 21. My academic advisor is knowledgeable about requirements in my major. | 6.70 | 5.95 / 1.57 | 0.75 | 6.53 | 5.72 / 1.58 | 0.81 | 0.23 *** |
| 22. This campus provides online access to services I need. | 6.45 | 5.75 / 1.43 | 0.70 | 6.37 | 5.68 / 1.41 | 0.69 | 0.07 |
| 23. I am able to register for classes I need with few conflicts. | 6.60 | 4.86 / 1.95 | 1.74 | 6.53 | 5.01 / 1.81 | 1.52 | -0.15 ** |
| 24. I receive the help I need to apply my academic major to my career goals. | 6.54 | 5.48 / 1.62 | 1.06 | 6.46 | 5.39 / 1.54 | 1.07 | 0.09 * |
| 25. I am able to take care of college-related business at times that are convenient for me. | 6.38 | 5.25 / 1.65 | 1.13 | 6.31 | 5.33 / 1.48 | 0.98 | -0.08 |
| 26. Counseling services are available if I need them. | 6.27 | 5.83 / 1.44 | 0.44 | 5.94 | 5.52 / 1.41 | 0.42 | 0.31 *** |
| 27. This institution helps me identify resources to finance my education. | 6.35 | 4.64 / 1.91 | 1.71 | 6.15 | 4.92 / 1.69 | 1.23 | -0.28 *** |
| 28. Security staff respond quickly to calls for assistance. | 6.56 | 5.69 / 1.60 | 0.87 | 6.28 | 5.36 / 1.55 | 0.92 | 0.33 *** |
| 29. Faculty use a variety of technology and media in the classroom. | 5.81 | 5.48 / 1.50 | 0.33 | 5.83 | 5.55 / 1.39 | 0.28 | -0.07 |
| 30. There is an adequate selection of food available on campus. | 6.06 | 4.93 / 1.86 | 1.13 | 6.03 | 4.48 / 1.92 | 1.55 | 0.45 *** |
| 31. Students are made to feel welcome here. | 6.49 | 5.93 / 1.38 | 0.56 | 6.30 | 5.54 / 1.47 | 0.76 | 0.39 *** |

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

National Group Means are based on 18331 records.

Institutional Summary

Items: In Sequential Order

| Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|--|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 32. Faculty provide timely feedback about my academic progress. | 6.53 | 5.13 / 1.68 | 1.40 | 6.40 | 5.23 / 1.55 | 1.17 | -0.10 * |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 6.24 | 5.43 / 1.62 | 0.81 | 6.03 | 5.21 / 1.54 | 0.82 | 0.22 *** |
| 34. There are adequate services to help me decide upon a career. | 6.32 | 5.33 / 1.64 | 0.99 | 6.21 | 5.16 / 1.57 | 1.05 | 0.17 *** |
| 35. I seldom get the "run-around" when seeking information on this campus. | 6.34 | 4.30 / 2.10 | 2.04 | 6.19 | 4.81 / 1.79 | 1.38 | -0.51 *** |
| 36. The quality of instruction I receive in most of my classes is excellent. | 6.65 | 5.38 / 1.54 | 1.27 | 6.54 | 5.47 / 1.42 | 1.07 | -0.09 * |
| 37. There is a strong commitment to diversity on this campus. | 6.05 | 5.82 / 1.48 | 0.23 | 5.73 | 5.42 / 1.48 | 0.31 | 0.40 *** |
| 38. I receive ongoing feedback about progress toward my academic goals. | 6.29 | 5.08 / 1.69 | 1.21 | 6.20 | 5.04 / 1.58 | 1.16 | 0.04 |
| 39. Student disciplinary procedures are fair. | 6.36 | 5.60 / 1.56 | 0.76 | 6.10 | 5.32 / 1.54 | 0.78 | 0.28 *** |
| 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail). | 6.49 | 5.90 / 1.36 | 0.59 | 6.41 | 5.77 / 1.37 | 0.64 | 0.13 *** |
| 41. Tuition paid is a worthwhile investment. | 6.54 | 4.83 / 1.87 | 1.71 | 6.49 | 5.16 / 1.67 | 1.33 | -0.33 *** |
| 42. Students are free to express their ideas on this campus. | 6.30 | 5.64 / 1.55 | 0.66 | 6.21 | 5.50 / 1.49 | 0.71 | 0.14 ** |
| 43. Mentors are available to guide my life and career goals. | 6.19 | 5.25 / 1.72 | 0.94 | 6.09 | 5.16 / 1.59 | 0.93 | 0.09 |
| 44. On the whole, the campus is well-maintained. | 6.33 | 5.76 / 1.44 | 0.57 | 6.28 | 5.72 / 1.41 | 0.56 | 0.04 |
| 45. Student activity fees are put to good use. | 6.23 | 4.05 / 2.00 | 2.18 | 6.20 | 4.66 / 1.82 | 1.54 | -0.61 *** |
| 46. Campus item: My online courses are easy to navigate. | 6.53 | 5.81 / 1.50 | 0.72 | | | | |

* 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 18331 records.

Institutional Summary
Items: In Sequential Order

| Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|---|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 47. Campus item: My academic advisor listens closely to my concerns and questions. | 6.58 | 5.73 / 1.69 | 0.85 | | | | |
| 48. Campus item: My academic advisor informs me of important deadlines. | 6.53 | 5.32 / 1.92 | 1.21 | | | | |
| 49. Campus item: My academic advisor helps me when I have academic difficulties. | 6.53 | 5.40 / 1.94 | 1.13 | | | | |
| 50. Campus item: My academic advisor has discussed my career interests and post-graduation plans with me. | 6.40 | 4.96 / 2.18 | 1.44 | | | | |
| 51. Campus item: Writing assigned in courses is sufficient to prepare me for post-graduation employment. | 6.25 | 5.30 / 1.71 | 0.95 | | | | |
| 52. Campus item: I have sufficient opportunities to participate in research with faculty members. | 5.97 | 4.83 / 2.02 | 1.14 | | | | |
| 53. Campus item: A variety of intramural/recreation activities are offered. | 5.73 | 5.92 / 1.35 | -0.19 | | | | |
| 54. Campus item: There are a sufficient number of campus activities and special events for students. | 5.87 | 5.91 / 1.34 | -0.04 | | | | |
| 55. Campus item: A variety of fitness and wellness activities are offered. | 6.06 | 6.03 / 1.31 | 0.03 | | | | |
| 56. Cost as factor in decision to enroll. | 6.39 | | | 6.31 | | | |
| 57. Financial assistance as factor in decision to enroll. | 6.31 | | | 6.09 | | | |
| 58. Academic reputation as factor in decision to enroll. | 6.13 | | | 6.02 | | | |
| 59. Future career opportunities as factor in decision to enroll. | 6.31 | | | 6.26 | | | |
| 60. Personal recommendations as factor in decision to enroll. | 5.59 | | | 5.72 | | | |

* 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 18331 records.

Institutional Summary
Items: In Sequential Order

| Item | University of Louisiana at Lafayette - SSI | | | National Four-Year Publics Form B | | | Mean Difference |
|---|--|-------------------|-----------------|-----------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 61. Distance from campus as factor in decision to enroll. | 5.70 | | | 5.82 | | | |
| 62. Information on the campus Web site as factor in decision to enroll. | 5.46 | | | 5.50 | | | |
| 63. Campus visits as factor in decision to enroll. | 5.31 | | | 5.27 | | | |

National Group Means are based on 18331 records.

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Summary Items

| Summary Item | University of Louisiana at Lafayette - SSI | National Four-Year Publics Form B | Mean Difference |
|--|--|-----------------------------------|-----------------|
| So far, how has your college experience met your expectations? | Average: 4.57 | Average: 4.56 | 0.01 |
| 1=Much worse than expected | 2% | 2% | |
| 2=Quite a bit worse than I expected | 3% | 3% | |
| 3=Worse than I expected | 11% | 10% | |
| 4=About what I expected | 36% | 36% | |
| 5=Better than I expected | 22% | 23% | |
| 6=Quite a bit better than I expected | 11% | 12% | |
| 7=Much better than expected | 12% | 11% | |
| Rate your overall satisfaction with your experience here thus far. | Average: 5.26 | Average: 5.20 | 0.06 |
| 1=Not satisfied at all | 1% | 1% | |
| 2=Not very satisfied | 4% | 4% | |
| 3=Somewhat dissatisfied | 8% | 7% | |
| 4=Neutral | 10% | 13% | |
| 5=Somewhat satisfied | 18% | 19% | |
| 6=Satisfied | 37% | 37% | |
| 7=Very satisfied | 18% | 15% | |
| All in all, if you had to do it over, would you enroll here again? | Average: 5.46 | Average: 5.21 | 0.25 |
| 1=Definitely not | 3% | 4% | |
| 2=Probably not | 6% | 7% | |
| 3=Maybe not | 5% | 6% | |
| 4=I don't know | 9% | 10% | |
| 5=Maybe yes | 10% | 13% | |
| 6=Probably yes | 26% | 29% | |
| 7=Definitely yes | 37% | 28% | |