

Demographics

Gender	N	%	Current Class Load	N	%
Female	479	65.35%	Full-time	723	93.77%
Male	254	34.65%	Part-time	48	6.23%
Total	733	100.00%	Total	771	100.00%
No Response	143		No Response	105	
Age	N	%	Class Level	N	%
18 and under	79	10.48%	Freshman	156	20.94%
19 to 24	549	72.81%	Sophomore	188	25.23%
25 to 34	76	10.08%	Junior	152	20.40%
35 to 44	34	4.51%	Senior	243	32.62%
45 and over	16	2.12%	Special student	0	0.00%
Total	754	100.00%	Graduate/Professional	2	0.27%
No Response	122		Other class level	4	0.54%
			Total	745	100.00%
			No Response	131	
Ethnicity/Race	N	%	Current GPA	N	%
Alaskan Native	0	0.00%	No credits earned	6	0.73%
American Indian	7	0.86%	1.99 or below	16	1.94%
Asian	24	2.95%	2.0 - 2.49	83	10.09%
Black/African-American	144	17.71%	2.5 - 2.99	194	23.57%
Hispanic or Latino (and Puerto Rican)	27	3.32%	3.0 - 3.49	263	31.96%
Native Hawaiian or Pacific Islander	1	0.12%	3.5 or above	261	31.71%
White/Caucasian	575	70.73%	Total	823	100.00%
Multi-racial	20	2.46%	No Response	53	
Other race	15	1.85%			
Total	813	100.00%			
No Response	63				
Current Enrollment Status	N	%	Educational Goal	N	%
Day	793	96.59%	Associate degree	19	2.33%
Evening	26	3.17%	Bachelor's degree	669	81.99%
Weekend	2	0.24%	Master's degree	57	6.99%
Total	821	100.00%	Doctorate or professional degree	59	7.23%
No Response	55		Certification (initial/renewal)	1	0.12%
			Self-improvement/pleasure	1	0.12%
			Job-related training	3	0.37%
			Other educational goal	7	0.86%
			Total	816	100.00%
			No Response	60	

Demographics

Employment			Plan to Transfer		
	N	%		N	%
Full-time off campus	84	10.14%	Yes I plan to transfer	68	8.88%
Part-time off campus	350	42.27%	No I do not plan to transfer	698	91.12%
Full-time on campus	26	3.14%	Total	766	100.00%
Part-time on campus	121	14.61%	No Response	110	
Not employed	247	29.83%			
Total	828	100.00%			
No Response	48				
Current Residence			Organization Memberships		
	N	%		N	%
Residence hall	213	25.79%	No organization memberships	346	41.24%
Fraternity/Sorority	2	0.24%	One or two organization memberships	378	45.05%
Own house	110	13.32%	Three or four organization memberships	95	11.32%
Rent room or apt off campus	224	27.12%	Five or more organization memberships	20	2.38%
Parent's home	257	31.11%	Total	839	100.00%
Other residence	20	2.42%	No Response	37	
Total	826	100.00%			
No Response	50				
Residence Classification			Tuition Source		
	N	%		N	%
In-state	725	93.67%	Scholarships	179	21.13%
Out-of-state	30	3.88%	Financial aid	380	44.86%
International (not U.S. citizen)	19	2.45%	Family contributions	165	19.48%
Total	774	100.00%	Self support	87	10.27%
No Response	102		Other tuition source	36	4.25%
			Total	847	100.00%
			No Response	29	
Institution Was My			Institution Question		
	N	%		N	%
1st choice	573	69.20%	Campus item - Answer 1	0	0%
2nd choice	192	23.19%	Campus item - Answer 2	0	0%
3rd choice or lower	63	7.61%	Campus item - Answer 3	0	0%
Total	828	100.00%	Campus item - Answer 4	0	0%
No Response	48		Campus item - Answer 5	0	0%
			Campus item - Answer 6	0	0%
			Total	0	100.00%
			No Response	876	
Did Transfer Here					
	N	%			
Yes transferred here	205	26.49%			
No did not transfer here	569	73.51%			
Total	774	100.00%			
No Response	102				

Demographics

Institution Question 2	N	%		N	%
Campus item 2 - Answer 1	0	0%	1590: CSci, Video Game Design & Dev	6	0.72%
Campus item 2 - Answer 2	0	0%	1600: Curriculum and Instruction	1	0.12%
Campus item 2 - Answer 3	0	0%	1610: Dance	1	0.12%
Campus item 2 - Answer 4	0	0%	1670: Early Childhood - Grades PK-3	18	2.16%
Campus item 2 - Answer 5	0	0%	1680: Earth Sci Educ - Grades 6-12	1	0.12%
Campus item 2 - Answer 6	0	0%	1690: Economics	5	0.60%
Total	0	100.00%	1730: Elec Engr, Computer Engr	8	0.96%
No Response	876		1750: Electrical Engineering	10	1.20%
			1770: Elementary Educ & Spec Ed M/ MOD GR 1-5	1	0.12%
Group Code	N	%	1780: Elementary Educ - Grades 1-5	13	1.56%
1010: Accounting	28	3.35%	1790: Engineering, Chemical Option	1	0.12%
1070: Alt Cert, Business Education	1	0.12%	1800: Engineering, Civil Option	1	0.12%
1080: Alt Cert, Early Childhood PK-3	1	0.12%	1810: Engineering, Mechanical Opt	8	0.96%
1090: Alt Cert, Elementary 1-5	2	0.24%	1820: Engineering, Petroleum Opt	3	0.36%
1150: Alt Cert, Instrumental Music	1	0.12%	1830: English	14	1.68%
1170: Alt Cert, Middle School 4-8	1	0.12%	1840: English Education- Grades 6-12	2	0.24%
1260: Anthropology	2	0.24%	1880: Environmental Science	5	0.60%
1280: Architectural Studies	4	0.48%	1950: Finance	14	1.68%
1290: Architecture	7	0.84%	1960: Finance, Insurance & Risk Mgmt	1	0.12%
1300: Art Education	1	0.12%	1990: French	3	0.36%
1310: Art Education - Grades K-12	3	0.36%	2000: Gen Studies, Applied Sciences	8	0.96%
1320: Athletic Training	1	0.12%	2010: Gen Studies, Arts and Human	6	0.72%
1330: BA in Music	1	0.12%	2020: Gen Studies, Behavioral Sci	13	1.56%
1340: BA in Music Business	1	0.12%	2030: Gen Studies, Natural Sciences	2	0.24%
1360: Bio Resources / Diversity	1	0.12%	2050: General Studies, Interim	2	0.24%
1370: Biology	52	6.23%	2060: Geology	2	0.24%
1390: Biology, Environ& Evolutionary	2	0.24%	2100: Health Informatics	1	0.12%
1400: Business Educ - Grades 6-12	1	0.12%	2110: Health Information Management	8	0.96%
1410: Business Informatics	4	0.48%	2120: Health Services Administration	9	1.08%
1420: Chemical Engineering	14	1.68%	2140: History	6	0.72%
1440: Chemistry	6	0.72%	2150: Hospitality Management	4	0.48%
1450: Child and Family Studies	12	1.44%	2160: Individualized Informatics	2	0.24%
1460: Civil Engineering	13	1.56%	2170: Industrial Design	5	0.60%
1490: Communication	7	0.84%	2180: Industrial Technology	21	2.51%
1500: Computer Engineering	1	0.12%	2200: Interior Design	3	0.36%
1510: Computer Science	27	3.23%	2220: Kinesiology - Grades K-12	1	0.12%
1530: Criminal Justice	20	2.40%	2230: Kinesiology, Exercise Science	32	3.83%
1540: CSci, Cognitive Science	1	0.12%	2240: Kinesiology, Hlth Promotion	4	0.48%
1550: CSci, Computer Engineering	2	0.24%	2250: Kinesiology, Sports Management	4	0.48%
1560: CSci, Information Technology	2	0.24%	2270: Linguistics	1	0.12%
1580: CSci, Scientific Computing	3	0.36%	2280: Management	33	3.95%

Demographics

2300: Marketing	8	0.96%	3120: Systems Administration	2	0.24%
2310: Mass Comm-Advertising Sequence	1	0.12%	3140: Theatre	2	0.24%
2320: Mass Comm-Broadcasting Seq	1	0.12%	3160: Undeclared Science	2	0.24%
2330: Mass Comm-Journalism Sequence	2	0.24%	3180: Visual Arts	16	1.92%
2370: Mathematics	7	0.84%	3200: Web Design	1	0.12%
2380: Mathematics Educ - Grades 6-12	2	0.24%	Total	835	100.00%
2390: Mechanical Engineering	34	4.07%	No Response	41	
2400: Mechanical Engineering MSE	2	0.24%			
2410: Microbiology	2	0.24%			
2420: Middle School - Grades 4-8	1	0.12%			
2490: Modern Languages, Spanish	1	0.12%			
2500: Modern Languages, Spanish ED	2	0.24%			
2510: Moving Image Arts	2	0.24%			
2550: Music	1	0.12%			
2560: Music Educ, Instrumental	3	0.36%			
2570: Music Educ, Vocal	2	0.24%			
2590: Music, Music Media	4	0.48%			
2600: Music, Performance	1	0.12%			
2650: Nursing	85	10.18%			
2660: Online Hlth Promotion & Wellns	1	0.12%			
2670: Online Nursing RN to BSN	1	0.12%			
2680: Organizational Communication	2	0.24%			
2690: Performing Arts	1	0.12%			
2700: Petroleum Engineering	15	1.80%			
2780: Physics	1	0.12%			
2810: Political Science	8	0.96%			
2820: Political Science - Pre-Law	9	1.08%			
2860: Pre-Dental Hygiene	2	0.24%			
2870: Pre-Med Tech, Transfer Program	1	0.12%			
2880: Pre-Pharmacy Two Year Transfer	4	0.48%			
2890: Professional Land/Resource Mgm	5	0.60%			
2900: Professional Writing	1	0.12%			
2910: Psychology	54	6.47%			
2920: Public Relations	8	0.96%			
2940: SCED, Biology Education	1	0.12%			
2980: SCED, English Education	4	0.48%			
2990: SCED, General Science Educ	1	0.12%			
3000: SCED, Mathematics Education	1	0.12%			
3020: SCED, Social Studies Education	1	0.12%			
3030: SCED, Speech Education	2	0.24%			
3050: Social Studies Educ - Gr 6-12	2	0.24%			
3060: Sociology	11	1.32%			
3100: Speech Pathology/Audiology	10	1.20%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 21. My academic advisor is knowledgeable about requirements in my major.
- 47. Campus item: My academic advisor listens closely to my concerns and questions.
- 46. Campus item: My online courses are easy to navigate.
- 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
- 16. My academic advisor is available when I need help.
- 22. This campus provides online access to services I need.
- 31. Students are made to feel welcome here.
- 20. Tutoring services are readily available.

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.
- 41. Tuition paid is a worthwhile investment.
- 50. Campus item: My academic advisor has discussed my career interests and post-graduation plans with me.
- 8. Financial aid awards are announced in time to be helpful in college planning.
- 45. Student activity fees are put to good use.
- 2. Registration processes and procedures are convenient.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Four-Year Publics Form B

20. Tutoring services are readily available.

Lower Satisfaction vs. National Four-Year Publics Form B

- 36. The quality of instruction I receive in most of my classes is excellent.
- 28. Security staff respond quickly to calls for assistance.
- 3. The campus is safe and secure for all students.
- 23. I am able to register for classes I need with few conflicts.
- 4. The content of the courses within my major is valuable.
- 41. Tuition paid is a worthwhile investment.
- 24. I receive the help I need to apply my academic major to my career goals.
- 17. There are sufficient courses within my program of study available each term.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 32. Faculty provide timely feedback about my academic progress.
- 8. Financial aid awards are announced in time to be helpful in college planning.
- 22. This campus provides online access to services I need.
- 15. Computer labs are adequate and accessible.
- 25. I am able to take care of college-related business at times that are convenient for me.
- 45. Student activity fees are put to good use.
- 44. On the whole, the campus is well-maintained.

Higher Importance vs. National Four-Year Publics Form B

- 28. Security staff respond quickly to calls for assistance.
- 45. Student activity fees are put to good use.
- 20. Tutoring services are readily available.

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	6.40	5.25 / 1.56	1.15	6.34	5.43 / 1.39	0.91	-0.18 ***
Safety and Security	6.39	4.27 / 1.40	2.12	6.29	5.07 / 1.24	1.22	-0.80 ***
Instructional Effectiveness	6.36	5.15 / 1.26	1.21	6.38	5.46 / 1.11	0.92	-0.31 ***
Registration Effectiveness	6.36	4.47 / 1.46	1.89	6.33	5.11 / 1.29	1.22	-0.64 ***
Campus Climate	6.32	5.01 / 1.31	1.31	6.29	5.49 / 1.12	0.80	-0.48 ***
Student Centeredness	6.31	4.93 / 1.44	1.38	6.29	5.33 / 1.26	0.96	-0.40 ***
Campus Services	6.29	5.42 / 1.24	0.87	6.24	5.58 / 1.09	0.66	-0.16 ***
Recruitment and Financial Aid Effectiveness	6.18	4.72 / 1.51	1.46	6.14	5.18 / 1.33	0.96	-0.46 ***
Campus Life	6.16	4.45 / 1.54	1.71	6.08	4.92 / 1.44	1.16	-0.47 ***

* 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 21933 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.	6.63	5.80 / 1.68	0.83	6.53	5.74 / 1.62	0.79	0.06
36. The quality of instruction I receive in most of my classes is excellent.	6.61	5.05 / 1.63	1.56	6.55	5.48 / 1.43	1.07	-0.43 ***
3. The campus is safe and secure for all students.	6.59	5.20 / 1.57	1.39	6.55	5.89 / 1.30	0.66	-0.69 ***
28. Security staff respond quickly to calls for assistance.	6.59	5.33 / 1.74	1.26	6.37	5.55 / 1.53	0.82	-0.22 **
47. Campus item: My academic advisor listens closely to my concerns and questions.	6.59	5.54 / 1.82	1.05				
23. I am able to register for classes I need with few conflicts.	6.58	4.61 / 1.94	1.97	6.52	5.05 / 1.81	1.47	-0.44 ***
48. Campus item: My academic advisor informs me of important deadlines.	6.55	5.11 / 2.05	1.44				
4. The content of the courses within my major is valuable.	6.54	5.14 / 1.66	1.40	6.54	5.54 / 1.40	1.00	-0.40 ***
41. Tuition paid is a worthwhile investment.	6.53	4.10 / 1.99	2.43	6.47	5.25 / 1.67	1.22	-1.15 ***
46. Campus item: My online courses are easy to navigate.	6.52	5.59 / 1.58	0.93				
24. I receive the help I need to apply my academic major to my career goals.	6.48	5.16 / 1.75	1.32	6.46	5.48 / 1.55	0.98	-0.32 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.47	5.86 / 1.36	0.61	6.42	5.85 / 1.36	0.57	0.01
49. Campus item: My academic advisor helps me when I have academic difficulties.	6.47	5.24 / 2.01	1.23				
17. There are sufficient courses within my program of study available each term.	6.45	4.90 / 1.86	1.55	6.47	5.10 / 1.74	1.37	-0.20 **

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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	
56. Cost as factor in decision to enroll.	6.44			6.34			
14. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.07 / 1.79	1.35	6.41	5.40 / 1.55	1.01	-0.33 ***
16. My academic advisor is available when I need help.	6.40	5.50 / 1.83	0.90	6.38	5.55 / 1.64	0.83	-0.05
32. Faculty provide timely feedback about my academic progress.	6.40	4.85 / 1.76	1.55	6.41	5.26 / 1.58	1.15	-0.41 ***
50. Campus item: My academic advisor has discussed my career interests and post-graduation plans with me.	6.40	4.65 / 2.27	1.75				
8. Financial aid awards are announced in time to be helpful in college planning.	6.39	4.83 / 1.89	1.56	6.24	5.12 / 1.69	1.12	-0.29 ***
57. Financial assistance as factor in decision to enroll.	6.39			6.24			
22. This campus provides online access to services I need.	6.36	5.57 / 1.51	0.79	6.38	5.75 / 1.40	0.63	-0.18 ***
15. Computer labs are adequate and accessible.	6.35	5.34 / 1.76	1.01	6.29	5.76 / 1.41	0.53	-0.42 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.35	5.01 / 1.75	1.34	6.31	5.40 / 1.50	0.91	-0.39 ***
45. Student activity fees are put to good use.	6.35	3.23 / 2.08	3.12	6.18	4.74 / 1.85	1.44	-1.51 ***
31. Students are made to feel welcome here.	6.34	5.59 / 1.63	0.75	6.36	5.67 / 1.48	0.69	-0.08
39. Student disciplinary procedures are fair.	6.34	5.37 / 1.74	0.97	6.19	5.48 / 1.56	0.71	-0.11
44. On the whole, the campus is well-maintained.	6.34	5.34 / 1.69	1.00	6.31	5.77 / 1.42	0.54	-0.43 ***
20. Tutoring services are readily available.	6.33	5.83 / 1.49	0.50	6.10	5.61 / 1.46	0.49	0.22 ***
1. The campus staff are caring and helpful.	6.31	5.10 / 1.56	1.21	6.36	5.53 / 1.36	0.83	-0.43 ***

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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	
2. Registration processes and procedures are convenient.	6.31	4.59 / 1.78	1.72	6.29	5.00 / 1.66	1.29	-0.41 ***
10. My academic advisor helps me set goals to work toward.	6.31	4.98 / 2.03	1.33	6.27	5.31 / 1.79	0.96	-0.33 ***
42. Students are free to express their ideas on this campus.	6.31	5.28 / 1.83	1.03	6.26	5.59 / 1.53	0.67	-0.31 ***
5. Administrators are available to hear students' concerns.	6.30	4.85 / 1.79	1.45	6.25	5.21 / 1.59	1.04	-0.36 ***
13. Living conditions in the residence halls are comfortable.	6.29	4.73 / 1.80	1.56	6.14	4.88 / 1.76	1.26	-0.15
35. I seldom get the "run-around" when seeking information on this campus.	6.29	4.07 / 2.12	2.22	6.19	4.87 / 1.83	1.32	-0.80 ***
26. Counseling services are available if I need them.	6.28	5.73 / 1.58	0.55	6.12	5.68 / 1.44	0.44	0.05
59. Future career opportunities as factor in decision to enroll.	6.28			6.35			
27. This institution helps me identify resources to finance my education.	6.27	4.37 / 1.95	1.90	6.19	4.99 / 1.72	1.20	-0.62 ***
34. There are adequate services to help me decide upon a career.	6.27	5.11 / 1.76	1.16	6.25	5.29 / 1.58	0.96	-0.18 **
38. I receive ongoing feedback about progress toward my academic goals.	6.25	4.69 / 1.80	1.56	6.19	5.10 / 1.62	1.09	-0.41 ***
18. Parking lots are well-lighted and secure.	6.24	4.53 / 1.87	1.71	6.13	5.20 / 1.64	0.93	-0.67 ***
11. Financial aid counseling is available if I need it.	6.22	4.93 / 1.83	1.29	6.13	5.29 / 1.64	0.84	-0.36 ***
6. Billing policies are reasonable.	6.21	3.70 / 1.96	2.51	6.19	4.98 / 1.65	1.21	-1.28 ***
12. The amount of student parking space on campus is adequate.	6.19	2.54 / 1.87	3.65	6.11	3.75 / 2.06	2.36	-1.21 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.16	4.94 / 1.84	1.22	6.13	5.35 / 1.57	0.78	-0.41 ***

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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	
51. Campus item: Writing assigned in courses is sufficient to prepare me for post-graduation employment.	6.13	4.88 / 1.82	1.25				
9. Library resources and services are adequate.	6.12	5.69 / 1.59	0.43	6.17	5.76 / 1.41	0.41	-0.07
43. Mentors are available to guide my life and career goals.	6.09	4.89 / 1.89	1.20	6.14	5.28 / 1.62	0.86	-0.39 ***
58. Academic reputation as factor in decision to enroll.	6.03			6.11			
30. There is an adequate selection of food available on campus.	6.00	4.76 / 1.84	1.24	6.07	4.60 / 1.94	1.47	0.16 *
52. Campus item: I have sufficient opportunities to participate in research with faculty members.	5.96	4.57 / 1.98	1.39				
55. Campus item: A variety of fitness and wellness activities are offered.	5.91	5.84 / 1.45	0.07				
7. Admissions staff provide personalized attention prior to enrollment.	5.87	4.57 / 1.84	1.30	5.99	5.16 / 1.60	0.83	-0.59 ***
37. There is a strong commitment to diversity on this campus.	5.84	5.56 / 1.62	0.28	5.88	5.57 / 1.51	0.31	-0.01
54. Campus item: There are a sufficient number of campus activities and special events for students.	5.79	5.71 / 1.52	0.08				
19. Residence hall staff are concerned about me as an individual.	5.75	4.65 / 1.97	1.10	5.77	4.98 / 1.74	0.79	-0.33 ***
61. Distance from campus as factor in decision to enroll.	5.74			5.74			
29. Faculty use a variety of technology and media in the classroom.	5.63	5.21 / 1.62	0.42	5.83	5.58 / 1.42	0.25	-0.37 ***
53. Campus item: A variety of intramural/recreation activities are offered.	5.63	5.73 / 1.49	-0.10				
60. Personal recommendations as factor in decision to enroll.	5.44			5.77			

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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.	5.40			5.63			
63. Campus visits as factor in decision to enroll.	5.29			5.45			

* 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 21933 records.

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	6.40	5.25 / 1.56	1.15	6.34	5.43 / 1.39	0.91	-0.18 ***
10. My academic advisor helps me set goals to work toward.	6.31	4.98 / 2.03	1.33	6.27	5.31 / 1.79	0.96	-0.33 ***
16. My academic advisor is available when I need help.	6.40	5.50 / 1.83	0.90	6.38	5.55 / 1.64	0.83	-0.05
21. My academic advisor is knowledgeable about requirements in my major.	6.63	5.80 / 1.68	0.83	6.53	5.74 / 1.62	0.79	0.06
38. I receive ongoing feedback about progress toward my academic goals.	6.25	4.69 / 1.80	1.56	6.19	5.10 / 1.62	1.09	-0.41 ***

* 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 21933 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	6.32	5.01 / 1.31	1.31	6.29	5.49 / 1.12	0.80	-0.48 ***
3. The campus is safe and secure for all students.	6.59	5.20 / 1.57	1.39	6.55	5.89 / 1.30	0.66	-0.69 ***
5. Administrators are available to hear students' concerns.	6.30	4.85 / 1.79	1.45	6.25	5.21 / 1.59	1.04	-0.36 ***
31. Students are made to feel welcome here.	6.34	5.59 / 1.63	0.75	6.36	5.67 / 1.48	0.69	-0.08
35. I seldom get the "run-around" when seeking information on this campus.	6.29	4.07 / 2.12	2.22	6.19	4.87 / 1.83	1.32	-0.80 ***
37. There is a strong commitment to diversity on this campus.	5.84	5.56 / 1.62	0.28	5.88	5.57 / 1.51	0.31	-0.01
41. Tuition paid is a worthwhile investment.	6.53	4.10 / 1.99	2.43	6.47	5.25 / 1.67	1.22	-1.15 ***
42. Students are free to express their ideas on this campus.	6.31	5.28 / 1.83	1.03	6.26	5.59 / 1.53	0.67	-0.31 ***
44. On the whole, the campus is well-maintained.	6.34	5.34 / 1.69	1.00	6.31	5.77 / 1.42	0.54	-0.43 ***

* 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 21933 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	4.45 / 1.54	1.71	6.08	4.92 / 1.44	1.16	-0.47 ***
13. Living conditions in the residence halls are comfortable.	6.29	4.73 / 1.80	1.56	6.14	4.88 / 1.76	1.26	-0.15
19. Residence hall staff are concerned about me as an individual.	5.75	4.65 / 1.97	1.10	5.77	4.98 / 1.74	0.79	-0.33 ***
30. There is an adequate selection of food available on campus.	6.00	4.76 / 1.84	1.24	6.07	4.60 / 1.94	1.47	0.16 *
39. Student disciplinary procedures are fair.	6.34	5.37 / 1.74	0.97	6.19	5.48 / 1.56	0.71	-0.11
45. Student activity fees are put to good use.	6.35	3.23 / 2.08	3.12	6.18	4.74 / 1.85	1.44	-1.51 ***

* 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 21933 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	6.29	5.42 / 1.24	0.87	6.24	5.58 / 1.09	0.66	-0.16 ***
9. Library resources and services are adequate.	6.12	5.69 / 1.59	0.43	6.17	5.76 / 1.41	0.41	-0.07
15. Computer labs are adequate and accessible.	6.35	5.34 / 1.76	1.01	6.29	5.76 / 1.41	0.53	-0.42 ***
20. Tutoring services are readily available.	6.33	5.83 / 1.49	0.50	6.10	5.61 / 1.46	0.49	0.22 ***
22. This campus provides online access to services I need.	6.36	5.57 / 1.51	0.79	6.38	5.75 / 1.40	0.63	-0.18 ***
24. I receive the help I need to apply my academic major to my career goals.	6.48	5.16 / 1.75	1.32	6.46	5.48 / 1.55	0.98	-0.32 ***
26. Counseling services are available if I need them.	6.28	5.73 / 1.58	0.55	6.12	5.68 / 1.44	0.44	0.05
34. There are adequate services to help me decide upon a career.	6.27	5.11 / 1.76	1.16	6.25	5.29 / 1.58	0.96	-0.18 **
43. Mentors are available to guide my life and career goals.	6.09	4.89 / 1.89	1.20	6.14	5.28 / 1.62	0.86	-0.39 ***

* 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 21933 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	6.36	5.15 / 1.26	1.21	6.38	5.46 / 1.11	0.92	-0.31 ***
4. The content of the courses within my major is valuable.	6.54	5.14 / 1.66	1.40	6.54	5.54 / 1.40	1.00	-0.40 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.07 / 1.79	1.35	6.41	5.40 / 1.55	1.01	-0.33 ***
17. There are sufficient courses within my program of study available each term.	6.45	4.90 / 1.86	1.55	6.47	5.10 / 1.74	1.37	-0.20 **
29. Faculty use a variety of technology and media in the classroom.	5.63	5.21 / 1.62	0.42	5.83	5.58 / 1.42	0.25	-0.37 ***
32. Faculty provide timely feedback about my academic progress.	6.40	4.85 / 1.76	1.55	6.41	5.26 / 1.58	1.15	-0.41 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.61	5.05 / 1.63	1.56	6.55	5.48 / 1.43	1.07	-0.43 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.47	5.86 / 1.36	0.61	6.42	5.85 / 1.36	0.57	0.01

* 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 21933 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	6.18	4.72 / 1.51	1.46	6.14	5.18 / 1.33	0.96	-0.46 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.87	4.57 / 1.84	1.30	5.99	5.16 / 1.60	0.83	-0.59 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.39	4.83 / 1.89	1.56	6.24	5.12 / 1.69	1.12	-0.29 ***
11. Financial aid counseling is available if I need it.	6.22	4.93 / 1.83	1.29	6.13	5.29 / 1.64	0.84	-0.36 ***
27. This institution helps me identify resources to finance my education.	6.27	4.37 / 1.95	1.90	6.19	4.99 / 1.72	1.20	-0.62 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.16	4.94 / 1.84	1.22	6.13	5.35 / 1.57	0.78	-0.41 ***

* 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 21933 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	6.36	4.47 / 1.46	1.89	6.33	5.11 / 1.29	1.22	-0.64 ***
2. Registration processes and procedures are convenient.	6.31	4.59 / 1.78	1.72	6.29	5.00 / 1.66	1.29	-0.41 ***
6. Billing policies are reasonable.	6.21	3.70 / 1.96	2.51	6.19	4.98 / 1.65	1.21	-1.28 ***
23. I am able to register for classes I need with few conflicts.	6.58	4.61 / 1.94	1.97	6.52	5.05 / 1.81	1.47	-0.44 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.35	5.01 / 1.75	1.34	6.31	5.40 / 1.50	0.91	-0.39 ***

* 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 21933 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	6.39	4.27 / 1.40	2.12	6.29	5.07 / 1.24	1.22	-0.80 ***
3. The campus is safe and secure for all students.	6.59	5.20 / 1.57	1.39	6.55	5.89 / 1.30	0.66	-0.69 ***
12. The amount of student parking space on campus is adequate.	6.19	2.54 / 1.87	3.65	6.11	3.75 / 2.06	2.36	-1.21 ***
18. Parking lots are well-lighted and secure.	6.24	4.53 / 1.87	1.71	6.13	5.20 / 1.64	0.93	-0.67 ***
28. Security staff respond quickly to calls for assistance.	6.59	5.33 / 1.74	1.26	6.37	5.55 / 1.53	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 21933 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	6.31	4.93 / 1.44	1.38	6.29	5.33 / 1.26	0.96	-0.40 ***
1. The campus staff are caring and helpful.	6.31	5.10 / 1.56	1.21	6.36	5.53 / 1.36	0.83	-0.43 ***
5. Administrators are available to hear students' concerns.	6.30	4.85 / 1.79	1.45	6.25	5.21 / 1.59	1.04	-0.36 ***
31. Students are made to feel welcome here.	6.34	5.59 / 1.63	0.75	6.36	5.67 / 1.48	0.69	-0.08
35. I seldom get the "run-around" when seeking information on this campus.	6.29	4.07 / 2.12	2.22	6.19	4.87 / 1.83	1.32	-0.80 ***

* 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 21933 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.	6.31	5.10 / 1.56	1.21	6.36	5.53 / 1.36	0.83	-0.43 ***
2. Registration processes and procedures are convenient.	6.31	4.59 / 1.78	1.72	6.29	5.00 / 1.66	1.29	-0.41 ***
3. The campus is safe and secure for all students.	6.59	5.20 / 1.57	1.39	6.55	5.89 / 1.30	0.66	-0.69 ***
4. The content of the courses within my major is valuable.	6.54	5.14 / 1.66	1.40	6.54	5.54 / 1.40	1.00	-0.40 ***
5. Administrators are available to hear students' concerns.	6.30	4.85 / 1.79	1.45	6.25	5.21 / 1.59	1.04	-0.36 ***
6. Billing policies are reasonable.	6.21	3.70 / 1.96	2.51	6.19	4.98 / 1.65	1.21	-1.28 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.87	4.57 / 1.84	1.30	5.99	5.16 / 1.60	0.83	-0.59 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.39	4.83 / 1.89	1.56	6.24	5.12 / 1.69	1.12	-0.29 ***
9. Library resources and services are adequate.	6.12	5.69 / 1.59	0.43	6.17	5.76 / 1.41	0.41	-0.07
10. My academic advisor helps me set goals to work toward.	6.31	4.98 / 2.03	1.33	6.27	5.31 / 1.79	0.96	-0.33 ***
11. Financial aid counseling is available if I need it.	6.22	4.93 / 1.83	1.29	6.13	5.29 / 1.64	0.84	-0.36 ***
12. The amount of student parking space on campus is adequate.	6.19	2.54 / 1.87	3.65	6.11	3.75 / 2.06	2.36	-1.21 ***
13. Living conditions in the residence halls are comfortable.	6.29	4.73 / 1.80	1.56	6.14	4.88 / 1.76	1.26	-0.15
14. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.07 / 1.79	1.35	6.41	5.40 / 1.55	1.01	-0.33 ***
15. Computer labs are adequate and accessible.	6.35	5.34 / 1.76	1.01	6.29	5.76 / 1.41	0.53	-0.42 ***
16. My academic advisor is available when I need help.	6.40	5.50 / 1.83	0.90	6.38	5.55 / 1.64	0.83	-0.05

* 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 21933 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.	6.45	4.90 / 1.86	1.55	6.47	5.10 / 1.74	1.37	-0.20 **
18. Parking lots are well-lighted and secure.	6.24	4.53 / 1.87	1.71	6.13	5.20 / 1.64	0.93	-0.67 ***
19. Residence hall staff are concerned about me as an individual.	5.75	4.65 / 1.97	1.10	5.77	4.98 / 1.74	0.79	-0.33 ***
20. Tutoring services are readily available.	6.33	5.83 / 1.49	0.50	6.10	5.61 / 1.46	0.49	0.22 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.63	5.80 / 1.68	0.83	6.53	5.74 / 1.62	0.79	0.06
22. This campus provides online access to services I need.	6.36	5.57 / 1.51	0.79	6.38	5.75 / 1.40	0.63	-0.18 ***
23. I am able to register for classes I need with few conflicts.	6.58	4.61 / 1.94	1.97	6.52	5.05 / 1.81	1.47	-0.44 ***
24. I receive the help I need to apply my academic major to my career goals.	6.48	5.16 / 1.75	1.32	6.46	5.48 / 1.55	0.98	-0.32 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.35	5.01 / 1.75	1.34	6.31	5.40 / 1.50	0.91	-0.39 ***
26. Counseling services are available if I need them.	6.28	5.73 / 1.58	0.55	6.12	5.68 / 1.44	0.44	0.05
27. This institution helps me identify resources to finance my education.	6.27	4.37 / 1.95	1.90	6.19	4.99 / 1.72	1.20	-0.62 ***
28. Security staff respond quickly to calls for assistance.	6.59	5.33 / 1.74	1.26	6.37	5.55 / 1.53	0.82	-0.22 **
29. Faculty use a variety of technology and media in the classroom.	5.63	5.21 / 1.62	0.42	5.83	5.58 / 1.42	0.25	-0.37 ***
30. There is an adequate selection of food available on campus.	6.00	4.76 / 1.84	1.24	6.07	4.60 / 1.94	1.47	0.16 *
31. Students are made to feel welcome here.	6.34	5.59 / 1.63	0.75	6.36	5.67 / 1.48	0.69	-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 21933 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.	6.40	4.85 / 1.76	1.55	6.41	5.26 / 1.58	1.15	-0.41 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.16	4.94 / 1.84	1.22	6.13	5.35 / 1.57	0.78	-0.41 ***
34. There are adequate services to help me decide upon a career.	6.27	5.11 / 1.76	1.16	6.25	5.29 / 1.58	0.96	-0.18 **
35. I seldom get the "run-around" when seeking information on this campus.	6.29	4.07 / 2.12	2.22	6.19	4.87 / 1.83	1.32	-0.80 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.61	5.05 / 1.63	1.56	6.55	5.48 / 1.43	1.07	-0.43 ***
37. There is a strong commitment to diversity on this campus.	5.84	5.56 / 1.62	0.28	5.88	5.57 / 1.51	0.31	-0.01
38. I receive ongoing feedback about progress toward my academic goals.	6.25	4.69 / 1.80	1.56	6.19	5.10 / 1.62	1.09	-0.41 ***
39. Student disciplinary procedures are fair.	6.34	5.37 / 1.74	0.97	6.19	5.48 / 1.56	0.71	-0.11
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.47	5.86 / 1.36	0.61	6.42	5.85 / 1.36	0.57	0.01
41. Tuition paid is a worthwhile investment.	6.53	4.10 / 1.99	2.43	6.47	5.25 / 1.67	1.22	-1.15 ***
42. Students are free to express their ideas on this campus.	6.31	5.28 / 1.83	1.03	6.26	5.59 / 1.53	0.67	-0.31 ***
43. Mentors are available to guide my life and career goals.	6.09	4.89 / 1.89	1.20	6.14	5.28 / 1.62	0.86	-0.39 ***
44. On the whole, the campus is well-maintained.	6.34	5.34 / 1.69	1.00	6.31	5.77 / 1.42	0.54	-0.43 ***
45. Student activity fees are put to good use.	6.35	3.23 / 2.08	3.12	6.18	4.74 / 1.85	1.44	-1.51 ***
46. Campus item: My online courses are easy to navigate.	6.52	5.59 / 1.58	0.93				

* 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 21933 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.	6.59	5.54 / 1.82	1.05				
48. Campus item: My academic advisor informs me of important deadlines.	6.55	5.11 / 2.05	1.44				
49. Campus item: My academic advisor helps me when I have academic difficulties.	6.47	5.24 / 2.01	1.23				
50. Campus item: My academic advisor has discussed my career interests and post-graduation plans with me.	6.40	4.65 / 2.27	1.75				
51. Campus item: Writing assigned in courses is sufficient to prepare me for post-graduation employment.	6.13	4.88 / 1.82	1.25				
52. Campus item: I have sufficient opportunities to participate in research with faculty members.	5.96	4.57 / 1.98	1.39				
53. Campus item: A variety of intramural/recreation activities are offered.	5.63	5.73 / 1.49	-0.10				
54. Campus item: There are a sufficient number of campus activities and special events for students.	5.79	5.71 / 1.52	0.08				
55. Campus item: A variety of fitness and wellness activities are offered.	5.91	5.84 / 1.45	0.07				
56. Cost as factor in decision to enroll.	6.44			6.34			
57. Financial assistance as factor in decision to enroll.	6.39			6.24			
58. Academic reputation as factor in decision to enroll.	6.03			6.11			
59. Future career opportunities as factor in decision to enroll.	6.28			6.35			
60. Personal recommendations as factor in decision to enroll.	5.44			5.77			

* 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 21933 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.	5.74			5.74			
62. Information on the campus Web site as factor in decision to enroll.	5.40			5.63			
63. Campus visits as factor in decision to enroll.	5.29			5.45			

* 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 21933 records.

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? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.21 4% 3% 15% 41% 17% 10% 6%	Average: 4.61 2% 3% 10% 34% 23% 13% 11%	-0.40
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 4.80 3% 6% 13% 14% 20% 32% 10%	Average: 5.23 1% 4% 7% 13% 18% 37% 17%	-0.43
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.06 6% 7% 7% 9% 14% 27% 26%	Average: 5.31 4% 6% 6% 10% 12% 28% 31%	-0.25