

Spring 2008 Results of the ACT Student Opinion Survey

Nicholls State University has been using ACT's Student Opinion Survey since the spring of 2000 to assess the satisfaction of its students. These results are used internally to identify areas needing improvement. Evidence of improvement is seen in the improving levels of satisfaction of its student body. The survey is comprised of two sections, College Environment and College Services, which further categorizes specific benchmarks.

Comparison of Ratings

The following chart lists in order from most to least the gains and losses in ratings by category from the College Environment section and the College Services section as compared to Spring 2007. The category must have had a minimum of 10% respondents to be included in this chart.

<i>College Environment</i>		<i>College Services</i>	
<i>INCREASES</i>	<i>DECREASES</i>	<i>INCREASES</i>	<i>DECREASES</i>
Athletic Facilities (0.25)	Instruction in your Major Field (-0.04)	Career Planning Services (0.29)	Parking Facilities and Services (-0.44)
Campus Bookstore (0.24)	Out-of-Class availability of your Instructor (-0.04)	Food Services (0.21)	Residence hall Services and Programs (-0.27)
Opportunity for Student Employment (0.18)	Classroom Facilities (-0.03)	Student Employment Services (0.17)	Student Health Insurance (-0.06)
Purposes for Which Student Activity Fees are Used (0.11)	*Personal Security/Safety at this Campus (-0.03)	Financial Aid Services (0.16)	Orientation Program (-0.03)
Student Government (0.11)	Attitude of College Nonteaching Staff towards Students (-0.02)	Cultural Services (0.16)	Sponsored Social Activities (-0.01)
Concern for you as an Individual (0.07)	General Condition of Building and Grounds (-0.01)		

*Note: Although there is a slight decrease in the average for Personal Security/Safety, Nicholls State University still rates **above** the National average and the ULS average in this category.

In the College Environment section, Nicholls State University achieved its highest overall average since participation began in 2000, 3.69. Also, Nicholls outscored the national average in 34 of 42 categories, the highest number of categories to date. Likewise, on the College Services section, Nicholls set a record in outscoring the national average in 18 of 23 categories. The overall services average, which excludes services not provided by Nicholls, also achieved its highest level since participation began in 2000, 3.81.

<i>Nicholls State University</i>	2008	2007	2006	2005	2004	2003	2002	2001	2000
Overall Environmental Average	3.69	3.64	3.61	3.59	3.64	3.57	3.58	3.63	3.65
**Overall Services Average	3.81	3.74	3.68	3.71	3.76	3.65	3.68	3.75	3.76

** Note: The "Overall Services Average" excludes any and all data related to Category 20: College Mass Transit Services and Category 23: Day Care Services as those two services are not provided for nor controlled by Nicholls State University.

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Overall Satisfaction

Ranked among the Top 10 on the College Environment section is Nicholls State University's newly remodeled Student Union. "This College in General" is ranked in the Top 5 of the survey results. The academic environment of Nicholls received high satisfaction ratings as evident in the Top 10 categories including areas of class size, attitude and availability of faculty, instruction, course content, and grading system. While on the College Services section, the library is ranked highest with financial aid, student employment, and college-sponsored tutorial services coming in on the Top 10. Also ranked in the Top 10 are recreational and intramural programs and services. Students utilizing specialized services such as veterans' affairs, credit by examination, and the honors programs ranked those services very highly. Computer services on campus ranked in the Top 5.

<i>College Environment</i>	<i>College Services</i>
<i>Nicholls Top 10 Rankings</i>	<i>Nicholls Top 10 Rankings</i>
Class Size Relative to the Type of Course	Library Facilities and Services
Attitude of the Faculty Toward Students	Student Health Services
Instruction in Your Major Field	Computer Services
Course Content in your Major Field	Financial Aid Services
This College in General	Recreational and Intramural Programs and Services
Testing/Grading System	Student Employment Services
Student Union	College -Sponsored Tutorial Services
Out-of-Class Availability of Your Instructors	Academic Advising Services
Availability of Your Advisor	College Orientation Program
Value of the Information Provided by Your Advisor	Cultural Programs

*** The category must have had a minimum of 10% respondents to be included in this chart.

College Environment		2007-2008									
		Nicholls			Above ? (Y/N)		National Norms		ULS Norms		
		Avg	Rank	Change	National	ULS	Avg	Rank	Avg	Rank	
Item #	Item Text										
1	TESTING/GRADING	3.91	6	3.91	Y	Y	3.81	8	3.84	6	
2	COURSE CONTENT IN MAJOR FIELD	3.95	4	3.95	Y	Y	3.92	4	3.88	4	
3	INSTRUCTION IN MAJOR FIELD	3.96	3	3.96	Y	Y	3.95	2	3.91	2	
4	AVAILABILITY OF INSTRUCTORS	3.86	8	3.86	N	Y	3.90	6	3.82	8	
5	ATTITUDE OF FACULTY TO STUDENTS	3.97	2	3.97	Y	Y	3.95	2	3.88	4	
6	VARIETY OF COURSES OFFERED	3.71	24	3.71	Y	Y	3.68	21	3.71	16	
7	CLASS SIZE RELATIVE TO TYPE OF COURSE	4.10	1	4.10	Y	Y	4.07	1	4.05	1	
8	FLEXIBILITY TO DESIGN OWN PROG	3.64	31	3.64	Y	Y	3.59	28	3.60	25	
9	AVAILABILITY OF ADVISOR	3.86	8	3.86	Y	Y	3.77	11	3.80	10	
10	VALUE OF INFO BY ADVISOR	3.86	8	3.86	Y	Y	3.74	12	3.77	11	
11	PREPARATION FOR YOUR FUTURE OCCUPATION	3.83	13	3.83	Y	Y	3.72	15	3.77	11	
12	GENERAL ADMISSIONS PROCEDURES	3.82	14	3.82	Y	Y	3.73	13	3.69	19	
13	AVAILABILITY OF FIN AID INFO BEFOR ENROLLING	3.74	22	3.74	Y	Y	3.56	31	3.59	27	
14	ACCURACY OF INFO RECV'D BEFORE ENROLLING	3.78	17	3.78	Y	Y	3.71	17	3.70	18	
15	COLLEGE CATALOG/ADMISSIONS PUBLICATIONS	3.77	19	3.77	N	N	3.79	9	3.81	9	
16	STUDENT VOICE IN COLLEGE POLICIES	3.32	39	3.32	Y	Y	3.30	39	3.27	39	
17	RULES GOVERNING STUDENT CONDUCT	3.65	30	3.65	Y	Y	3.52	32	3.56	29	
18	RESIDENCE HALL RULES & REGS	3.22	40	3.22	N	N	3.23	40	3.23	40	
19	ACADEMIC PROBATION & SUSPENSION POLICIES	3.54	35	3.54	Y	Y	3.46	35	3.47	35	
20	PURPOSES FOR WHICH ACTIVITY FEES USED	2.89	42	2.89	N	N	3.05	42	3.04	42	
21	PERSONAL SECURITY/SAFETY AT THIS CAMPUS	3.79	16	3.79	Y	Y	3.67	22	3.56	29	
22	CLASSROOM FACILITIES	3.67	28	3.67	N	Y	3.70	20	3.58	28	
23	LABORATORY FACILITIES	3.62	32	3.62	N	Y	3.64	24	3.54	32	
24	ATHLETIC FACILITIES	3.33	38	3.33	N	N	3.71	17	3.64	22	
25	STUDY AREAS	3.84	12	3.84	Y	Y	3.78	10	3.72	15	
26	STUDENT UNION	3.90	7	3.90	Y	Y	3.71	17	3.73	13	
27	CAMPUS BOOKSTORE	3.80	15	3.80	Y	Y	3.65	23	3.71	16	
28	AVAILABILITY OF STUDENT HOUSING	3.41	36	3.41	Y	Y	3.38	38	3.30	38	
29	GENERAL CONDITION OF BUILDINGS AND GROUNDS	3.40	37	3.40	N	Y	3.60	26	3.33	37	
30	GENERAL REGISTRATION PROCEDURES	3.74	22	3.74	Y	Y	3.64	24	3.61	24	
31	AVAILABILITY OF COURSE TIMES	3.18	41	3.18	Y	Y	3.10	41	3.08	41	
32	ACADEMIC CALENDAR FOR THIS COLLEGE	3.85	11	3.85	Y	Y	3.84	7	3.84	6	
33	BILLING AND FEE PAYMENT PROCEDURE	3.70	25	3.70	Y	Y	3.58	30	3.60	25	
34	CONCERN FOR YOU AS AN INDIVIDUAL	3.57	33	3.57	Y	Y	3.47	34	3.46	36	
35	ATTITUDE OF STAFF TOWARD STUDENTS	3.68	27	3.68	Y	Y	3.59	28	3.55	31	
36	RACIAL HARMONY AT THIS COLLEGE	3.75	21	3.75	Y	Y	3.72	15	3.69	19	
37	OPPORTUNITIES FOR STUDENT EMPLOYMENT	3.66	29	3.66	Y	Y	3.42	37	3.49	34	
38	OPPORTUNITIES FOR INVOLVEMENT IN ACTIVITIES	3.78	17	3.78	Y	Y	3.73	13	3.73	13	
39	STUDENT GOVERNMENT	3.56	34	3.56	Y	Y	3.45	36	3.51	33	
40	RELIGIOUS ACTIVITIES AND PROGRAMS	3.69	26	3.69	Y	Y	3.52	32	3.64	22	
41	CAMPUS MEDIA (NEWSPAPER, RADIO)	3.77	19	3.77	Y	Y	3.60	26	3.65	21	
42	THIS COLLEGE IN GENERAL	3.94	5	3.94	Y	Y	3.92	4	3.90	3	
Averages		3.69		3.69	34	38	3.64		3.63		

		2007-2008								
College Services		Nicholls			Above ? (Y/N)		National Norms		ULS AVGS	
Item #	Item Text	Avg	Rank	Change	National	ULS	Avg	Rank	Avg	Rank
1	ACADEMIC ADVISING	3.90	13	3.90	Y	Y	3.80	12	3.88	10
2	PERSONAL COUNSLEING SVCS	3.91	12	3.91	Y	Y	3.85	9	3.88	10
3	CAREER PLANNING SVCS	3.93	8	3.93	Y	Y	3.79	13	3.86	13
4	JOB PLACEMENT SVCS	3.64	20	3.64	Y	N	3.55	19	3.64	18
5	REC & INTRAMURAL PGMS & SVCS	3.93	8	3.93	N	N	4.11	2	4.09	2
6	LIBRARY FACILITIES & SVCS	4.27	1	4.27	Y	Y	4.13	1	4.17	1
7	STUDENT HEALTH SVCS	4.13	2	4.13	Y	Y	3.77	14	3.82	14
8	STUDENT HEALTH INSURANCE PGM	3.67	19	3.67	Y	Y	3.35	22	3.46	19
9	SPONSORED TUTORIAL SVCS	3.93	8	3.93	Y	Y	3.85	9	3.88	10
10	FINANCIAL AID SVCS	4.00	7	4.00	Y	Y	3.73	16	3.79	16
11	STUDENT EMPLOYMENT SVCS	3.93	8	3.93	Y	Y	3.83	11	3.92	6
12	RESIDENCE HALL SVCS & PGMS	2.96	22	2.96	N	N	3.40	21	3.15	22
13	FOOD SVCS	3.70	18	3.70	Y	Y	3.45	20	3.44	20
14	SPONSORED SOCIAL ACTIVITIES	3.90	13	3.90	Y	N	3.88	8	3.90	9
15	CULTURAL PROGRAMS	3.79	17	3.79	N	N	3.93	7	3.91	7
16	ORIENTATION PROG	3.80	16	3.80	Y	N	3.71	17	3.81	15
17	CREDIT-BY EXAM PROG.	4.12	3	4.12	Y	Y	3.98	4	3.96	4
18	HONORS PROGRAMS	4.06	6	4.06	Y	Y	3.94	5	3.95	5
19	COMPUTER SERVICES	4.10	5	4.10	Y	Y	4.02	3	4.04	3
20	MASS TRANSIT	3.88	15	3.88	Y	Y	3.67	18	3.34	21
21	PARKING FACILITIES & SVCS	2.29	23	2.29	N	N	2.50	23	2.35	23
22	VETERANS SERVICES	4.11	4	4.11	Y	Y	3.94	5	3.91	7
23	DAY CARE	3.50	21	3.50	N	N	3.74	15	3.69	17
	Average	3.80		3.80	18	15	3.74		3.73	