

Spring 2009 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 greatest to least, the gains and losses in ratings by category from the College Environment section and the College Services section as compared to Spring 2008. 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>
General Condition of Buildings and Grounds (0.30)	Opportunities for Student Employment (-0.11)*	Residence Hall Services and Programs (0.57)	Student Employment Services (-0.20)
Classroom Facilities (0.17)	Religious Activities and Programs (-0.04)*	Parking Facilities and Services (0.28)	Financial Aid Services (-0.06)*
Laboratory Facilities (0.15)	Class Size Relative to Type of Course (-0.03)	College Sponsored Tutorial Services (0.20)	Library Facilities and Services (-0.05)
Student Voice in College Policies (0.14)	Testing/Grading (-0.02)*	Student Health Insurance Program (0.17)	Computer Services (-0.02)
Athletic Facilities (0.13)	Study Areas (-0.01)*	College Orientation Program (0.09)	
Personal Security/Safety at this Campus (0.12)		Personal Counseling Services (0.09)	

*Note: Although there is a slight decrease in the average for this category, 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, 3.74. As is evident from the increases in many of the facilities categories, Nicholls' efforts to beautify the campus have had a positive impact on our students. "Personal Security and Safety at this Campus" rose significantly this year, while last year this category experienced a decrease from the prior year. Nicholls outscored the national average in 39 of 42 categories in the College Environment section, the highest number of categories to date.

Likewise, on the College Services section, Nicholls outscored the national average in 17 of 23 categories. "Residence Hall Services and Programs" experienced the highest increase this year, a likely result of the new residence halls built on campus in the last few years. "Parking Facilities and Services", "Student Health Insurance Program", and "College Orientation Program" also saw significant increases this year, while last year there were decreases in each of these categories. The overall services average, which excludes services not provided by Nicholls, also achieved its highest level since participation began in 2000, 3.89.

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<i>Nicholls State University</i>	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000
Overall Environmental Average	3.74	3.69	3.64	3.61	3.59	3.64	3.57	3.58	3.63	3.65
**Overall Services Average	3.89	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.

Overall Satisfaction

Ranked among the Top 10 on the College Environment section, for the second year in a row, is Nicholls State University's newly remodeled Student Union. "This College in General" has risen to the third place ranking this year, up from fifth place last year, and has the highest average score since participation began in 2000. The academic environment of Nicholls received high satisfaction ratings again this year, as is evident in the Top 10 categories including areas of class size, attitude and availability of faculty, instruction, course content, and grading system. "Personal Security and Safety at this Campus" has risen into to the top 10 categories, while it ranked 16th last year.

In the College Services section, Library Facilities and Services and Student Health Services have held their high rankings for the second year in a row. Career Planning Services, Personal Counseling Services, and College-Sponsored Social Activities are new to the Top 10 rankings this year. Students utilizing specialized services such as veterans' affairs and credit by examination ranked those services very highly again this year.

College Environment	College Services
Nicholls Top 10 Rankings	Nicholls Top 10 Rankings
Class Size Relative to the Type of Course	Library Facilities and Services
Instruction in Your Major Field	Student Health Services
This College in General	College Sponsored Tutorial Services
Course Content in your Major Field	Computer Services
Attitude of Faculty to Students	Personal Counseling Services
Student Union	Recreational & Intramural Programs & Services
Availability of Instructors	Career Planning Services
Personal Security/Safety at this Campus	College-Sponsored Social Activities
Testing/Grading	Academic Advising Services
Preparation for Your Future Occupation	Financial Aid Services

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

ACT Student Opinion Survey
College Environment 2008-09

College Environment Item # Item Text		2008-2009								
		Nicholls			Above ? (Y/N)		National Norms		ULS Norms	
		Avg	Rank	Change	National	ULS	Avg	Rank	Avg	Rank
1	TESTING/GRADING	3.89	9	(0.02)	Y	Y	3.82	8	3.83	7
2	COURSE CONTENT IN MAJOR FIELD	4.00	3	0.05	Y	Y	3.93	4	3.90	4
3	INSTRUCTION IN MAJOR FIELD	4.04	2	0.08	Y	Y	3.96	2	3.93	2
4	AVAILABILITY OF INSTRUCTORS	3.91	7	0.05	Y	Y	3.90	6	3.86	6
5	ATTITUDE OF FACULTY TO STUDENTS	4.00	3	0.03	Y	Y	3.96	2	3.90	4
6	VARIETY OF COURSES OFFERED	3.78	23	0.07	Y	Y	3.68	21	3.73	15
7	CLASS SIZE RELATIVE TO TYPE OF COURSE	4.07	1	(0.03)	N	Y	4.09	1	4.06	1
8	FLEXIBILITY TO DESIGN OWN PROG	3.66	31	0.02	Y	Y	3.60	27	3.61	27
9	AVAILABILITY OF ADVISOR	3.87	12	0.01	Y	Y	3.79	9	3.83	7
10	VALUE OF INFO BY ADVISOR	3.86	13	0.00	Y	Y	3.76	12	3.80	10
11	PREPARATION FOR YOUR FUTURE OCCUPATION	3.88	10	0.05	Y	Y	3.74	13	3.79	11
12	GENERAL ADMISSIONS PROCEDURES	3.86	13	0.04	Y	Y	3.74	13	3.71	19
13	AVAILABILITY OF FIN AID INFO BEFOR ENROLLING	3.77	25	0.03	Y	Y	3.57	31	3.60	28
14	ACCURACY OF INFO RECVD BEFORE ENROLLING	3.85	15	0.07	Y	Y	3.71	17	3.72	17
15	COLLEGE CATALOG/ADMISSIONS PUBLICATIONS	3.82	19	0.05	Y	Y	3.79	9	3.79	11
16	STUDENT VOICE IN COLLEGE POLICIES	3.46	38	0.14	Y	Y	3.30	39	3.30	39
17	RULES GOVERNING STUDENT CONDUCT	3.68	30	0.03	Y	Y	3.53	32	3.58	30
18	RESIDENCE HALL RULES & REGS	3.30	40	0.08	Y	Y	3.25	40	3.25	40
19	ACADEMIC PROBATION & SUSPENSION POLICIES	3.56	35	0.02	Y	Y	3.47	35	3.49	34
20	PURPOSES FOR WHICH ACTIVITY FEES USED	2.99	42	0.10	N	N	3.07	42	3.04	42
21	PERSONAL SECURITY/SAFETY AT THIS CAMPUS	3.91	7	0.12	Y	Y	3.67	22	3.62	26
22	CLASSROOM FACILITIES	3.84	16	0.17	Y	Y	3.70	20	3.65	22
23	LABORATORY FACILITIES	3.77	25	0.15	Y	Y	3.66	23	3.60	28
24	ATHLETIC FACILITIES	3.46	38	0.13	N	N	3.71	17	3.68	21
25	STUDY AREAS	3.83	17	(0.01)	Y	Y	3.78	11	3.76	14
26	STUDENT UNION	3.92	6	0.02	Y	Y	3.71	17	3.78	13
27	CAMPUS BOOKSTORE	3.83	17	0.03	Y	Y	3.65	24	3.72	17
28	AVAILABILITY OF STUDENT HOUSING	3.50	37	0.09	Y	Y	3.38	38	3.33	38
29	GENERAL CONDITION OF BUILDINGS AND GROUNDS	3.70	29	0.30	Y	Y	3.60	27	3.43	36
30	GENERAL REGISTRATION PROCEDURES	3.82	19	0.08	Y	Y	3.65	24	3.63	25
31	AVAILABILITY OF COURSE TIMES	3.26	41	0.08	Y	Y	3.12	41	3.14	41
32	ACADEMIC CALENDAR FOR THIS COLLEGE	3.88	10	0.03	Y	Y	3.84	7	3.83	7
33	BILLING AND FEE PAYMENT PROCEDURE	3.72	28	0.02	Y	Y	3.59	30	3.58	30
34	CONCERN FOR YOU AS AN INDIVIDUAL	3.63	33	0.06	Y	Y	3.49	34	3.49	34
35	ATTITUDE OF STAFF TOWARD STUDENTS	3.76	27	0.08	Y	Y	3.60	27	3.57	32
36	RACIAL HARMONY AT THIS COLLEGE	3.78	23	0.03	Y	Y	3.74	13	3.70	20
37	OPPORTUNITIES FOR STUDENT EMPLOYMENT	3.55	36	(0.11)	Y	Y	3.44	37	3.42	37
38	OPPORTUNITIES FOR INVOLVEMENT IN ACTIVITIES	3.80	21	0.02	Y	Y	3.73	16	3.73	15
39	STUDENT GOVERNMENT	3.57	34	0.01	Y	Y	3.45	36	3.52	33
40	RELIGIOUS ACTIVITIES AND PROGRAMS	3.65	32	(0.04)	Y	Y	3.53	32	3.64	23
41	CAMPUS MEDIA (NEWSPAPER, RADIO)	3.79	22	0.02	Y	Y	3.61	26	3.64	23
42	THIS COLLEGE IN GENERAL	4.00	3	0.06	Y	Y	3.93	4	3.92	3
Averages		3.74		0.05	39	40	3.65		3.65	

ACT Student Opinion Survey
College Services 2008-2009

		2008-2009								
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	3.97	11	0.07	Y	Y	3.83	12	3.92	9
2	PERSONAL COUNSLEING SVCS	4.00	7	0.09	Y	Y	3.86	9	3.95	6
3	CAREER PLANNING SVCS	3.99	8	0.06	Y	Y	3.82	13	3.87	11
4	JOB PLACEMENT SVCS	3.84	16	0.20	Y	Y	3.57	19	3.65	18
5	REC & INTRAMURAL PGMS & SVCS	3.99	8	0.06	N	N	4.10	2	4.10	2
6	LIBRARY FACILITIES & SVCS	4.22	3	(0.05)	Y	Y	4.13	1	4.15	1
7	STUDENT HEALTH SVCS	4.13	4	0.00	Y	Y	3.78	14	3.82	13
8	STUDENT HEALTH INSURANCE PGM	3.84	16	0.17	Y	Y	3.36	22	3.59	19
9	SPONSORED TUTORIAL SVCS	4.13	4	0.20	Y	Y	3.86	9	3.93	7
10	FINANCIAL AID SVCS	3.94	13	(0.06)	Y	Y	3.73	15	3.80	15
11	STUDENT EMPLOYMENT SVCS	3.73	20	(0.20)	N	N	3.86	9	3.82	13
12	RESIDENCE HALL SVCS & PGMS	3.53	21	0.57	Y	Y	3.42	21	3.24	22
13	FOOD SVCS	3.78	19	0.08	Y	Y	3.45	20	3.48	20
14	SPONSORED SOCIAL ACTIVITIES	3.98	10	0.08	Y	Y	3.88	8	3.93	7
15	CULTURAL PROGRAMS	3.83	18	0.04	N	N	3.94	7	3.87	11
16	ORIENTATION PROG	3.89	15	0.09	Y	Y	3.73	15	3.80	15
17	CREDIT-BY EXAM PROG.	3.95	12	(0.17)	N	N	3.95	5	4.00	4
18	HONORS PROGRAMS	3.93	14	(0.13)	N	Y	3.95	5	3.91	10
19	COMPUTER SERVICES	4.08	6	(0.02)	Y	Y	4.02	3	4.03	3
20	MASS TRANSIT	3.35	22	(0.53)	N	N	3.66	18	3.40	21
21	PARKING FACILITIES & SVCS	2.57	23	0.28	Y	Y	2.52	23	2.42	23
22	VETERANS SERVICES	4.27	1	0.16	Y	Y	3.97	4	4.00	4
23	DAY CARE	4.24	2	0.74	Y	Y	3.72	17	3.79	17
	Average	3.88		0.08	17	18	3.74		3.76	
	Average Excluding 23/20*	3.89								

* Items excluded/services not provided