

ACT Student Opinion Survey
College Services Trend Data

		2010-2011								
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	3.93	10	(0.04)	N	N	3.94	5	3.98	6
2	PERSONAL COUNSELING SVCS	4.20	1	0.20	Y	Y	3.95	3	4.01	3
3	CAREER PLANNING SVCS	3.88	14	(0.11)	Y	N	3.87	11	3.93	12
4	JOB PLACEMENT SVCS	3.08	22	(0.76)	N	N	3.64	17	3.57	19
5	REC & INTRAMURAL PGMS & SVCS	3.99	7	0.00	N	N	4.05	2	4.19	1
6	LIBRARY FACILITIES & SVCS	4.20	1	(0.02)	Y	Y	4.10	1	4.17	2
7	STUDENT HEALTH SVCS	4.12	4	(0.01)	Y	Y	3.78	16	3.79	15
8	STUDENT HEALTH INSURANCE PGM	3.74	16	(0.10)	Y	Y	3.40	21	3.52	21
9	SPONSORED TUTORIAL SVCS	4.09	5	(0.04)	Y	Y	3.91	8	3.99	5
10	FINANCIAL AID SVCS	3.92	11	(0.02)	Y	Y	3.81	15	3.79	15
11	STUDENT EMPLOYMENT SVCS	3.74	16	0.01	N	N	3.93	6	3.90	13
12	RESIDENCE HALL SVCS & PGMS	3.69	20	0.16	Y	Y	3.53	20	3.40	22
13	FOOD SVCS	3.49	21	(0.29)	Y	N	3.34	22	3.55	20
14	SPONSORED SOCIAL ACTIVITIES	3.95	9	(0.03)	Y	N	3.87	11	3.98	6
15	CULTURAL PROGRAMS	3.92	11	0.09	Y	N	3.88	10	3.96	10
16	ORIENTATION PROG	3.87	15	(0.02)	Y	N	3.83	14	3.88	14
17	CREDIT-BY EXAM PROG.	3.91	13	(0.04)	N	N	3.95	3	3.97	8
18	HONORS PROGRAMS	3.99	7	0.06	Y	Y	3.89	9	3.94	11
19	COMPUTER SERVICES	4.04	6	(0.04)	Y	Y	3.93	6	3.97	8
20	MASS TRANSIT	3.70	19	0.35	Y	Y	3.61	19	3.61	18
21	PARKING FACILITIES & SVCS	2.37	23	(0.20)	N	N	2.71	23	2.42	23
22	VETERANS SERVICES	4.18	3	(0.09)	Y	Y	3.85	13	4.01	3
23	DAY CARE	3.71	18	(0.53)	Y	N	3.62	18	3.72	17
	Average	3.81		(0.06)	17	11	3.76		3.79	
	Average Excluding 23/20*	3.82								
	* Items excluded/services not provided									

ACT Student Opinion Survey
College Services Trend Data

		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 COUNSELING 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									

ACT Student Opinion Survey
College Services Trend Data

		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	0.04	Y	Y	3.80	12	3.88	10
2	PERSONAL COUNSELING SVCS	3.91	12	0.01	Y	Y	3.85	9	3.88	10
3	CAREER PLANNING SVCS	3.93	8	0.29	Y	Y	3.79	13	3.86	13
4	JOB PLACEMENT SVCS	3.64	20	0.00	Y	N	3.55	19	3.64	18
5	REC & INTRAMURAL PGMS & SVCS	3.93	8	0.09	N	N	4.11	2	4.09	2
6	LIBRARY FACILITIES & SVCS	4.27	1	0.06	Y	Y	4.13	1	4.17	1
7	STUDENT HEALTH SVCS	4.13	2	0.09	Y	Y	3.77	14	3.82	14
8	STUDENT HEALTH INSURANCE PGM	3.67	19	(0.06)	Y	Y	3.35	22	3.46	19
9	SPONSORED TUTORIAL SVCS	3.93	8	0.00	Y	Y	3.85	9	3.88	10
10	FINANCIAL AID SVCS	4.00	7	0.16	Y	Y	3.73	16	3.79	16
11	STUDENT EMPLOYMENT SVCS	3.93	8	0.17	Y	Y	3.83	11	3.92	6
12	RESIDENCE HALL SVCS & PGMS	2.96	22	(0.27)	N	N	3.40	21	3.15	22
13	FOOD SVCS	3.70	18	0.21	Y	Y	3.45	20	3.44	20
14	SPONSORED SOCIAL ACTIVITIES	3.90	13	(0.01)	Y	N	3.88	8	3.90	9
15	CULTURAL PROGRAMS	3.79	17	0.16	N	N	3.93	7	3.91	7
16	ORIENTATION PROG	3.80	16	(0.03)	Y	N	3.71	17	3.81	15
17	CREDIT-BY EXAM PROG.	4.12	3	0.38	Y	Y	3.98	4	3.96	4
18	HONORS PROGRAMS	4.06	6	0.33	Y	Y	3.94	5	3.95	5
19	COMPUTER SERVICES	4.10	5	0.01	Y	Y	4.02	3	4.04	3
20	MASS TRANSIT	3.88	15	0.41	Y	Y	3.67	18	3.34	21
21	PARKING FACILITIES & SVCS	2.29	23	(0.44)	N	N	2.50	23	2.35	23
22	VETERANS SERVICES	4.11	4	0.34	Y	Y	3.94	5	3.91	7
23	DAY CARE	3.50	21	(0.30)	N	N	3.74	15	3.69	17
	Average	3.80		0.07	18	15	3.74		3.73	
	Average Excluding 23/20*	3.81								
	* Items excluded/services not provided									

ACT Student Opinion Survey
College Services Trend Data

		2006-2007								
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	3.86	7	0.02	Y	N	3.77	12	3.87	9
2	PERSONAL COUNSELING SVCS	3.90	6	0.07	Y	N	3.83	9	3.90	7
3	CAREER PLANNING SVCS	3.64	17	(0.24)	N	N	3.75	15	3.87	9
4	JOB PLACEMENT SVCS	3.64	17	0.26	Y	N	3.46	19	3.74	16
5	REC & INTRAMURAL PGMS & SVCS	3.84	8	0.15	N	N	4.09	2	4.12	2
6	LIBRARY FACILITIES & SVCS	4.21	1	(0.01)	Y	Y	4.11	1	4.20	1
7	STUDENT HEALTH SVCS	4.04	3	(0.01)	Y	Y	3.77	12	3.86	11
8	STUDENT HEALTH INSURANCE PGM	3.73	15	0.03	Y	Y	3.32	22	3.52	19
9	SPONSORED TUTORIAL SVCS	3.93	4	0.03	Y	Y	3.83	9	3.88	8
10	FINANCIAL AID SVCS	3.84	8	0.14	Y	Y	3.77	12	3.74	16
11	STUDENT EMPLOYMENT SVCS	3.76	13	0.01	N	N	3.82	11	3.85	13
12	RESIDENCE HALL SVCS & PGMS	3.23	22	0.04	N	Y	3.40	20	3.01	22
13	FOOD SVCS	3.49	20	0.06	Y	Y	3.40	20	3.48	20
14	SPONSORED SOCIAL ACTIVITIES	3.91	5	0.13	Y	N	3.85	8	3.92	6
15	CULTURAL PROGRAMS	3.63	19	(0.03)	N	N	3.91	7	3.86	11
16	ORIENTATION PROG	3.83	10	0.17	Y	Y	3.73	16	3.79	15
17	CREDIT-BY EXAM PROG.	3.74	14	(0.07)	N	N	3.98	4	3.95	4
18	HONORS PROGRAMS	3.73	15	(0.27)	N	N	3.97	6	3.85	13
19	COMPUTER SERVICES	4.09	2	0.06	Y	Y	4.01	3	4.08	3
20	MASS TRANSIT	3.47	21	0.07	N	Y	3.63	18	3.21	21
21	PARKING FACILITIES & SVCS	2.73	23	0.41	Y	Y	2.45	23	2.32	23
22	VETERANS SERVICES	3.77	12	0.27	N	N	3.98	4	3.93	5
23	DAY CARE	3.80	11	0.00	Y	Y	3.68	17	3.74	16
	Average	3.73		0.06	14	12	3.72		3.73	
	Average Excluding 23/20*	3.74								
	* Items excluded/services not provided									

ACT Student Opinion Survey
College Services Trend Data

		2005-2006					
College Services		Nicholls			Above ? (Y/N)	National Norms	
Item #	Item Text	Avg	Rank	Change	National	Avg	Rank
1	ACADEMIC ADVISING	3.84	7	0.00	Y	3.75	14
2	PERSONAL COUNSELING SVCS	3.83	8	0.01	N	3.84	9
3	CAREER PLANNING SVCS	3.88	6	0.02	Y	3.72	16
4	JOB PLACEMENT SVCS	3.38	21	0.02	N	3.47	19
5	REC & INTRAMURAL PGMS & SVCS	3.69	15	(0.05)	N	4.05	1
6	LIBRARY FACILITIES & SVCS	4.22	1	0.07	Y	4.04	2
7	STUDENT HEALTH SVCS	4.05	2	0.05	Y	3.77	13
8	STUDENT HEALTH INSURANCE PGM	3.70	13	0.24	Y	3.34	20
9	SPONSORED TUTORIAL SVCS	3.90	5	(0.10)	Y	3.86	8
10	FINANCIAL AID SVCS	3.70	13	(0.12)	N	3.78	12
11	STUDENT EMPLOYMENT SVCS	3.75	12	0.15	N	3.83	10
12	RESIDENCE HALL SVCS & PGMS	3.19	22	0.03	N	3.32	21
13	FOOD SVCS	3.43	19	(0.08)	Y	3.30	22
14	SPONSORED SOCIAL ACTIVITIES	3.78	11	0.00	N	3.83	10
15	CULTURAL PROGRAMS	3.66	16	(0.21)	N	3.90	7
16	ORIENTATION PROG	3.66	16	0.06	N	3.73	15
17	CREDIT-BY EXAM PROG.	3.81	9	0.04	N	3.98	3
18	HONORS PROGRAMS	4.00	4	(0.03)	Y	3.94	6
19	COMPUTER SERVICES	4.03	3	(0.01)	Y	3.96	4
20	MASS TRANSIT	3.40	20	(0.41)	N	3.58	18
21	PARKING FACILITIES & SVCS	2.32	23	0.04	N	2.42	23
22	VETERANS SERVICES	3.50	18	(0.64)	N	3.96	4
23	DAY CARE	3.80	10	(0.60)	Y	3.68	17
	Average	3.67		(0.07)	10	3.70	
	Average Excluding 23/20*	3.68					
	* Items excluded/services not provided						

ACT Student Opinion Survey
College Services Trend Data

		2004-2005													
College Services		Nicholls				Above ? (Y/N)			National Norms		State AVGS		ULS AVGS		
Item #	Item Text	Avg	Rank	Change	ULS Rank	National	State	ULS	Avg	Rank	Avg	Rank	Avg	Rank	
1	ACADEMIC ADVISING	3.84	10	(0.03)	5	Y	Y	N	3.75	14	3.81	14	3.86	8	
2	PERSONAL COUNSELING SVCS	3.82	11	(0.30)	5	N	N	N	3.84	9	3.85	10	3.87	6	
3	CAREER PLANNING SVCS	3.86	9	(0.12)	3	Y	Y	Y	3.72	16	3.79	15	3.81	13	
4	JOB PLACEMENT SVCS	3.36	21	(0.09)	7	N	N	N	3.47	19	3.50	18	3.48	18	
5	REC & INTRAMURAL PGMS & SVCS	3.74	16	(0.18)	7	N	N	N	4.05	1	4.08	2	4.05	2	
6	LIBRARY FACILITIES & SVCS	4.15	2	0.05	5	Y	N	Y	4.04	2	4.15	1	4.13	1	
7	STUDENT HEALTH SVCS	4.00	6	0.13	2	Y	Y	Y	3.77	13	3.84	11	3.80	14	
8	STUDENT HEALTH INSURANCE PGM	3.46	20	(0.08)	5	Y	N	Y	3.34	20	3.49	19	3.45	19	
9	SPONSORED TUTORIAL SVCS	4.00	6	(0.11)	1	Y	Y	Y	3.86	8	3.86	9	3.86	7	
10	FINANCIAL AID SVCS	3.82	11	0.18	4	Y	Y	Y	3.78	12	3.72	17	3.75	15	
11	STUDENT EMPLOYMENT SVCS	3.60	17	(0.18)	8	N	N	N	3.82	11	3.84	11	3.81	12	
12	RESIDENCE HALL SVCS & PGMS	3.16	22	(0.05)	2	N	Y	Y	3.32	21	2.96	22	2.94	22	
13	FOOD SVCS	3.51	19	0.06	4	Y	Y	Y	3.30	22	3.43	20	3.34	21	
14	SPONSORED SOCIAL ACTIVITIES	3.78	14	(0.11)	7	N	N	N	3.83	10	3.84	11	3.84	10	
15	CULTURAL PROGRAMS	3.87	8	(0.03)	4	N	N	Y	3.90	7	3.88	8	3.86	9	
16	ORIENTATION PROG	3.60	17	0.02	7	N	N	N	3.73	15	3.76	16	3.74	16	
17	CREDIT-BY EXAM PROG.	3.77	15	(0.15)	7	N	N	N	3.98	3	3.93	6	3.84	10	
18	HONORS PROGRAMS	4.03	5	(0.09)	2	Y	Y	Y	3.94	6	3.94	5	3.91	5	
19	COMPUTER SERVICES	4.04	4	0.02	6	Y	N	Y	3.96	4	4.06	3	4.02	3	
20	MASS TRANSIT	3.81	13	0.26	1	Y	Y	Y	3.58	18	3.29	21	3.40	20	
21	PARKING FACILITIES & SVCS	2.28	23	(0.01)	4	N	N	Y	2.42	23	2.34	23	2.21	23	
22	VETERANS SERVICES	4.14	3	(0.11)	2	Y	Y	Y	3.96	4	4.01	4	3.96	4	
23	DAY CARE	4.40	1	0.70	1	Y	Y	Y	3.68	17	3.90	7	3.71	17	
	Average	3.74		(0.01)		13	11	15	3.70		3.71		3.68		
	Average Excluding 23/20*	3.71													
	* Items excluded/services not provided														

ACT Student Opinion Survey
College Services Trend Data

		2003-2004													
College Services		Nicholls					Above ? (Y/N)			National Norms		State AVGS		ULS AVGS	
Item #	Item Text	Avg	Rank	Change	ULS Rank	State Rank	National	State	ULS	Avg	Rank	Avg	Rank	Avg	Rank
1	ACADEMIC ADVISING	3.87	12	0.06	2	2	Y	Y	Y	3.73	15	3.76	16	3.82	11
2	PERSONAL COUNSELING SVCS	4.12	2	0.31	1	1	Y	Y	Y	3.83	9	3.82	9	3.93	6
3	CAREER PLANNING SVCS	3.98	7	0.08	1	1	Y	Y	Y	3.73	15	3.78	13	3.84	9
4	JOB PLACEMENT SVCS	3.45	20	(0.10)	4	7	N	Y	Y	3.51	18	3.41	20	3.40	20
5	REC & INTRAMURAL PGMS & SVCS	3.92	8	0.12	6	8	N	N	N	4.04	1	4.08	2	4.07	2
6	LIBRARY FACILITIES & SVCS	4.10	5	0.11	6	9	Y	N	N	4.03	2	4.13	1	4.13	1
7	STUDENT HEALTH SVCS	3.87	12	0.08	4	7	Y	Y	Y	3.76	12	3.81	11	3.73	15
8	STUDENT HEALTH INSURANCE PGM	3.54	19	0.30	3	6	Y	Y	Y	3.39	20	3.46	18	3.47	18
9	SPONSORED TUTORIAL SVCS	4.11	4	0.19	1	1	Y	Y	Y	3.85	8	3.83	8	3.84	8
10	FINANCIAL AID SVCS	3.64	16	0.08	7	10	N	N	N	3.73	15	3.72	17	3.73	15
11	STUDENT EMPLOYMENT SVCS	3.78	14	(0.10)	5	8	N	N	N	3.83	9	3.79	12	3.79	13
12	RESIDENCE HALL SVCS & PGMS	3.21	22	0.02	1	4	N	Y	Y	3.32	21	2.95	22	2.94	22
13	FOOD SVCS	3.45	20	0.02	4	8	Y	Y	Y	3.26	22	3.43	19	3.35	21
14	SPONSORED SOCIAL ACTIVITIES	3.89	11	0.12	3	5	Y	Y	Y	3.81	11	3.82	9	3.80	12
15	CULTURAL PROGRAMS	3.90	10	0.26	3	4	Y	Y	Y	3.87	7	3.84	7	3.83	10
16	ORIENTATION PROG	3.58	17	0.02	7	13	N	N	N	3.75	13	3.77	14	3.78	14
17	CREDIT-BY EXAM PROG.	3.92	8	0.02	4	7	N	N	Y	3.97	3	3.93	4	3.90	7
18	HONORS PROGRAMS	4.12	2	0.23	1	2	Y	Y	Y	3.91	6	3.92	5	3.96	5
19	COMPUTER SERVICES	4.02	6	0.05	3	6	Y	N	Y	3.92	4	4.03	3	4.02	3
20	MASS TRANSIT	3.55	18	0.67	4	7	Y	Y	Y	3.48	19	3.33	21	3.46	19
21	PARKING FACILITIES & SVCS	2.29	23	(0.04)	1	5	N	Y	Y	2.43	23	2.22	23	2.08	23
22	VETERANS SERVICES	4.25	1	0.55	1	2	Y	Y	Y	3.92	4	3.91	6	4.00	4
23	DAY CARE	3.70	15	0.90	3	6	N	N	Y	3.74	14	3.77	14	3.58	17
	Average	3.75		0.17	2	4	14	15	18	3.69		3.67		3.67	
	Average Excluding 23/20*	3.76													
	* Items excluded/services not provided														

ACT Student Opinion Survey
College Services Trend Data

		2002-2003												
College Services		Nicholls				Above ? (Y/N)			National Norms		State AVGS		ULS AVGS	
Item #	Item Text	Avg	Rank	ULS Rank	State Rank	National	State	ULS	Avg	Rank	Avg	Rank	Avg	Rank
1	ACADEMIC ADVISING	3.81	8	5	6	Y	Y	N	3.75	15	3.79	12	3.81	11
2	PERSONAL COUNSELING SVCS	3.81	8	7	10	N	N	N	3.82	10	3.82	10	3.88	7
3	CAREER PLANNING SVCS	3.90	4	3	3	Y	Y	Y	3.77	14	3.76	15	3.83	9
4	JOB PLACEMENT SVCS	3.55	17	2	2	N	Y	Y	3.60	18	3.45	18	3.44	18
5	REC & INTRAMURAL PGMS & SVCS	3.80	10	7	10	N	N	N	4.03	1	4.02	2	4.01	2
6	LIBRARY FACILITIES & SVCS	3.99	1	6	9	N	N	N	4.00	2	4.08	1	4.06	1
7	STUDENT HEALTH SVCS	3.79	11	4	7	N	N	Y	3.79	12	3.83	8	3.78	15
8	STUDENT HEALTH INSURANCE PGM	3.24	19	7	12	N	N	N	3.43	20	3.43	19	3.38	19
9	SPONSORED TUTORIAL SVCS	3.92	3	2	2	Y	Y	Y	3.86	8	3.82	10	3.83	10
10	FINANCIAL AID SVCS	3.56	15	7	10	N	N	N	3.72	17	3.70	17	3.69	16
11	STUDENT EMPLOYMENT SVCS	3.88	7	5	7	Y	Y	Y	3.86	8	3.85	7	3.86	8
12	RESIDENCE HALL SVCS & PGMS	3.19	20	1	3	N	Y	Y	3.31	21	2.98	22	2.94	22
13	FOOD SVCS	3.43	18	3	5	Y	Y	Y	3.24	22	3.37	20	3.30	20
14	SPONSORED SOCIAL ACTIVITIES	3.77	12	5	9	N	N	N	3.80	11	3.79	12	3.79	13
15	CULTURAL PROGRAMS	3.64	14	8	13	N	N	N	3.88	7	3.83	8	3.79	14
16	ORIENTATION PROG	3.56	15	8	13	N	N	N	3.78	13	3.79	12	3.80	12
17	CREDIT-BY EXAM PROG.	3.90	4	4	5	N	N	Y	3.94	3	3.90	6	3.88	6
18	HONORS PROGRAMS	3.89	6	6	10	N	N	N	3.90	5	3.95	4	3.97	3
19	COMPUTER SERVICES	3.97	2	5	8	Y	N	N	3.90	5	3.98	3	3.97	3
20	MASS TRANSIT	2.88	21	8	13	N	N	N	3.46	19	3.34	21	3.24	21
21	PARKING FACILITIES & SVCS	2.33	23	1	4	N	Y	Y	2.47	23	2.21	23	2.03	23
22	VETERANS SERVICES	3.70	13	6	10	N	N	N	3.93	4	3.94	5	3.89	5
23	DAY CARE	2.80	22	7	12	N	N	N	3.73	16	3.73	16	3.54	17
	Average	3.58		7	12	6	8	9	3.69		3.67		3.64	
	Average Excluding 23/20*	3.65												
	* Items excluded/services not provided													

ACT Student Opinion Survey
College Services Trend Data

		2001-2002													
College Services		Nicholls				Above ? (Y/N)			National Norms		State AVGS		ULS AVGS		
Item #	Item Text	Avg	Rank	ULS Rank	State Rank	National	State	ULS	Avg	Rank	Avg	Rank	Avg	Rank	
1	ACADEMIC ADVISING	3.79	12	3	4	Y	Y	Y	3.76	14	3.73	14	3.77	12	
2	PERSONAL COUNSELING SVCS	3.86	8	2	4	Y	Y	Y	3.81	11	3.83	6	3.83	6	
3	CAREER PLANNING SVCS	3.75	13	4	5	N	Y	N	3.76	14	3.70	15	3.76	13	
4	JOB PLACEMENT SVCS	3.56	16	3	3	N	Y	Y	3.60	19	3.45	18	3.49	17	
5	REC & INTRAMURAL PGMS & SVCS	4.03	2	5	5	N	Y	N	4.05	1	4.00	1	4.07	1	
6	LIBRARY FACILITIES & SVCS	4.07	1	5	6	Y	Y	Y	3.98	2	3.99	2	4.01	2	
7	STUDENT HEALTH SVCS	3.73	14	4	6	N	N	Y	3.77	13	3.75	13	3.73	15	
8	STUDENT HEALTH INSURANCE PGM	3.38	20	3	5	Y	N	Y	3.36	21	3.38	20	3.36	20	
9	SPONSORED TUTORIAL SVCS	3.85	9	2	2	Y	Y	Y	3.82	9	3.76	12	3.75	14	
10	FINANCIAL AID SVCS	3.56	16	7	9	N	N	N	3.67	18	3.64	17	3.67	16	
11	STUDENT EMPLOYMENT SVCS	3.93	4	2	3	Y	Y	Y	3.87	5	3.77	11	3.81	9	
12	RESIDENCE HALL SVCS & PGMS	3.11	21	2	4	N	Y	Y	3.38	20	2.87	22	2.96	22	
13	FOOD SVCS	3.43	19	1	2	Y	Y	Y	3.19	22	3.23	21	3.16	21	
14	SPONSORED SOCIAL ACTIVITIES	3.85	9	4	6	Y	Y	Y	3.80	12	3.78	9	3.79	11	
15	CULTURAL PROGRAMS	3.87	7	6	9	N	Y	Y	3.87	5	3.83	6	3.82	7	
16	ORIENTATION PROG	3.45	18	8	13	N	N	N	3.76	14	3.78	10	3.80	10	
17	CREDIT-BY EXAM PROG.	3.89	5	4	5	Y	Y	Y	3.88	4	3.79	8	3.81	8	
18	HONORS PROGRAMS	3.85	9	5	9	N	N	N	3.87	5	3.90	5	3.87	5	
19	COMPUTER SERVICES	3.89	5	5	7	Y	N	N	3.84	8	3.91	3	3.94	4	
20	MASS TRANSIT	3.62	15	3	4	N	Y	Y	3.68	17	3.39	19	3.43	19	
21	PARKING FACILITIES & SVCS	2.38	23	2	4	N	Y	Y	2.47	23	2.20	23	2.14	23	
22	VETERANS SERVICES	3.96	3	4	6	Y	Y	Y	3.95	3	3.90	4	3.95	3	
23	DAY CARE	2.50	22	8	13	N	N	N	3.82	9	3.66	16	3.47	18	
	Average	3.62		5	8	11	16	16	3.69		3.62		3.62		
	Average Excluding 23/20*	3.68													
	* Items excluded/services not provided														

ACT Student Opinion Survey
College Services Trend Data

		2000-2001													
College Services		Nicholls				Above? (Y/N)			National Norms		State Averages		ULS Averages		
Item #	Item Text	Avg	Rank	ULS Rank	State Rank	National	State	ULS	Avg	Rank	Avg	Rank	Avg	Rank	
1	ACADEMIC ADVISING	3.85	11	1	1	Y	Y	Y	3.76	14	3.74	14	3.76	14	
2	PERSONAL COUNSELING SVCS	3.94	8	1	2	Y	Y	Y	3.81	11	3.81	9	3.81	8	
3	CAREER PLANNING SVCS	3.75	13	7	9	N	Y	N	3.76	14	3.75	13	3.81	10	
4	JOB PLACEMENT SVCS	3.32	21	7	10	N	N	N	3.60	19	3.55	17	3.57	17	
5	REC & INTRAMURAL PGMS & SVCS	4.13	3	3	3	Y	Y	Y	4.05	1	3.94	2	4.02	1	
6	LIBRARY FACILITIES & SVCS	4.17	2	2	3	Y	Y	Y	3.98	2	3.96	1	3.99	2	
7	STUDENT HEALTH SVCS	3.87	10	4	5	Y	Y	Y	3.77	13	3.73	15	3.72	15	
8	STUDENT HEALTH INSURANCE PGM	3.68	15	1	1	Y	Y	Y	3.36	21	3.27	19	3.33	19	
9	SPONSORED TUTORIAL SVCS	4.09	5	1	1	Y	Y	Y	3.82	9	3.77	12	3.76	13	
10	FINANCIAL AID SVCS	3.42	20	6	9	N	N	N	3.67	18	3.52	18	3.57	18	
11	STUDENT EMPLOYMENT SVCS	3.85	12	4	5	N	Y	N	3.87	5	3.83	8	3.87	6	
12	RESIDENCE HALL SVCS & PGMS	3.18	22	1	3	N	Y	Y	3.38	20	2.99	22	2.93	22	
13	FOOD SVCS	3.50	19	1	1	Y	Y	Y	3.19	22	3.18	21	3.14	20	
14	SPONSORED SOCIAL ACTIVITIES	3.92	9	1	2	Y	Y	Y	3.80	12	3.79	10	3.77	12	
15	CULTURAL PROGRAMS	4.05	6	1	2	Y	Y	Y	3.87	5	3.87	6	3.78	11	
16	ORIENTATION PROG	3.59	18	8	12	N	N	N	3.76	14	3.77	11	3.81	9	
17	CREDIT-BY EXAM PROG.	4.10	4	1	1	Y	Y	Y	3.88	4	3.84	7	3.85	7	
18	HONORS PROGRAMS	3.70	14	8	13	N	N	N	3.87	5	3.89	5	3.87	5	
19	COMPUTER SERVICES	3.97	7	4	6	Y	Y	Y	3.84	8	3.92	3	3.93	3	
20	MASS TRANSIT	3.62	17	1	2	N	Y	Y	3.68	17	3.23	20	3.05	21	
21	PARKING FACILITIES & SVCS	2.24	23	2	5	N	Y	Y	2.47	23	2.18	23	2.12	23	
22	VETERANS SERVICES	4.35	1	2	2	Y	Y	Y	3.95	3	3.91	4	3.92	4	
23	DAY CARE	3.67	16	5	7	N	Y	Y	3.82	9	3.64	16	3.59	16	
	Average	3.74		1	2	13	19	17	3.69		3.61		3.61		
	Average Excluding 23/20*	3.75													
	* Items excluded/services not provided														

ACT Student Opinion Survey
College Services Trend Data

		1999-2000												
College Services		Nicholls				Above? (Y/N)			National Norms		State Averages		ULS Averages	
Item #	Item Text	Avg	Rank	ULS Rank	State Rank	National	State	ULS	Avg	Rank	Avg	Rank	Avg	Rank
1	ACADEMIC ADVISING	3.87	14	3	3	Y	Y	Y	3.74	15	3.78	12	3.83	12
2	PERSONAL COUNSELING SVCS	4.14	4	1	1	Y	Y	Y	3.79	11	3.87	7	3.93	5
3	CAREER PLANNING SVCS	3.94	11	2	3	Y	Y	Y	3.75	13	3.75	13	3.79	13
4	JOB PLACEMENT SVCS	3.69	16	2	4	Y	Y	Y	3.61	19	3.56	17	3.57	18
5	REC & INTRAMURAL PGMS & SVCS	3.91	12	7	8	N	N	N	4.07	1	3.93	2	4.03	1
6	LIBRARY FACILITIES & SVCS	4.09	6	2	3	Y	Y	Y	3.96	2	3.87	6	3.85	11
7	STUDENT HEALTH SVCS	3.67	18	6	9	N	N	N	3.75	13	3.72	15	3.72	15
8	STUDENT HEALTH INSURANCE PGM	3.61	19	1	2	Y	Y	Y	3.35	21	3.51	20	3.35	20
9	SPONSORED TUTORIAL SVCS	3.91	13	1	1	Y	Y	Y	3.85	5	3.73	14	3.78	14
10	FINANCIAL AID SVCS	3.71	15	5	7	Y	Y	Y	3.63	18	3.60	16	3.62	17
11	STUDENT EMPLOYMENT SVCS	3.96	10	2	3	Y	Y	Y	3.84	6	3.88	5	3.92	6
12	RESIDENCE HALL SVCS & PGMS	3.29	22	2	3	N	Y	Y	3.42	20	3.08	22	3.06	22
13	FOOD SVCS	3.43	21	2	4	Y	Y	Y	3.18	22	3.26	21	3.21	21
14	SPONSORED SOCIAL ACTIVITIES	4.01	7	1	1	Y	Y	Y	3.76	12	3.84	10	3.89	7
15	CULTURAL PROGRAMS	4.00	8	3	3	Y	Y	Y	3.84	6	3.83	11	3.89	8
16	ORIENTATION PROG	3.61	20	8	13	N	N	N	3.74	15	3.86	8	3.87	9
17	CREDIT-BY EXAM PROG.	3.68	17	8	13	N	N	N	3.82	9	3.88	4	3.87	10
18	HONORS PROGRAMS	4.12	5	2	2	Y	Y	Y	3.84	6	3.90	3	3.96	2
19	COMPUTER SERVICES	3.98	9	4	6	Y	Y	Y	3.80	10	3.94	1	3.95	3
20	MASS TRANSIT	4.36	2	1	1	Y	Y	Y	3.67	17	3.55	18	3.54	19
21	PARKING FACILITIES & SVCS	2.03	23	5	10	N	N	N	2.53	23	2.38	23	2.11	23
22	VETERANS SERVICES	4.28	3	1	1	Y	Y	Y	3.93	3	3.84	9	3.93	4
23	DAY CARE	4.50	1	1	1	Y	Y	Y	3.91	4	3.54	19	3.66	16
	Average	3.82		1	1	17	18	18	3.69		3.66		3.67	
	Average Excluding 23/20*	3.76												
	* Items excluded/services not provided													