

Demographics

Gender		N	%	Current Class Load		N	%
Female		424	71.26%	Full-time		579	96.18%
Male		171	28.74%	Part-time		23	3.82%
Total		595	100.00%	Total		602	100.00%
No Response		11		No Response		4	
Age				Class Level			
		N	%			N	%
18 and under		80	13.70%	Freshman		162	27.00%
19 to 24		453	77.57%	Sophomore		150	25.00%
25 to 34		33	5.65%	Junior		142	23.67%
35 to 44		13	2.23%	Senior		134	22.33%
45 and over		5	0.86%	Special student		1	0.17%
Total		584	100.00%	Graduate/Professional		4	0.67%
No Response		22		Other class level		7	1.17%
Ethnicity/Race				Current GPA			
		N	%			N	%
Alaskan Native		1	0.17%	No credits earned		5	0.84%
American Indian		9	1.52%	1.99 or below		10	1.68%
Asian		11	1.85%	2.0 - 2.49		76	12.73%
Black/African-American		91	15.35%	2.5 - 2.99		159	26.63%
Hispanic or Latino (and Puerto Rican)		23	3.88%	3.0 - 3.49		191	31.99%
Native Hawaiian or Pacific Islander		0	0.00%	3.5 or above		156	26.13%
White/Caucasian		425	71.67%	Total		597	100.00%
Multi-racial		22	3.71%	No Response		9	
Other race		11	1.85%	Educational Goal			
Total		593	100.00%			N	%
No Response		13		Associate degree		21	3.50%
Current Enrollment Status				Bachelor's degree		519	86.50%
		N	%	Master's degree		30	5.00%
Day		578	97.80%	Doctorate or professional degree		23	3.83%
Evening		11	1.86%	Certification (initial/renewal)		1	0.17%
Weekend		2	0.34%	Self-improvement/pleasure		1	0.17%
Total		591	100.00%	Job-related training		2	0.33%
No Response		15		Other educational goal		3	0.50%
				Total		600	100.00%
				No Response		6	

Demographics

Employment			Plan to Transfer		
	N	%		N	%
Full-time off campus	52	8.71%	Yes I plan to transfer	66	11.30%
Part-time off campus	251	42.04%	No I do not plan to transfer	518	88.70%
Full-time on campus	21	3.52%	Total	584	100.00%
Part-time on campus	80	13.40%	No Response	22	
Not employed	193	32.33%			
Total	597	100.00%			
No Response	9				
Current Residence			Organization Memberships		
	N	%		N	%
Residence hall	187	31.86%	No organization memberships	275	47.25%
Fraternity/Sorority	1	0.17%	One or two organization memberships	227	39.00%
Own house	73	12.44%	Three or four organization memberships	62	10.65%
Rent room or apt off campus	105	17.89%	Five or more organization memberships	18	3.09%
Parent's home	209	35.60%	Total	582	100.00%
Other residence	12	2.04%	No Response	24	
Total	587	100.00%			
No Response	19				
Residence Classification			Tuition Source		
	N	%		N	%
In-state	553	94.85%	Scholarships	142	24.78%
Out-of-state	22	3.77%	Financial aid	246	42.93%
International (not U.S. citizen)	8	1.37%	Family contributions	118	20.59%
Total	583	100.00%	Self support	52	9.08%
No Response	23		Other tuition source	15	2.62%
			Total	573	100.00%
			No Response	33	
Institution Was My			Institution Question		
	N	%		N	%
1st choice	351	60.31%	Campus item - Answer 1	0	0.00%
2nd choice	163	28.01%	Campus item - Answer 2	0	0.00%
3rd choice or lower	68	11.68%	Campus item - Answer 3	0	0.00%
Total	582	100.00%	Campus item - Answer 4	0	0.00%
No Response	24		Campus item - Answer 5	1	100.00%
			Campus item - Answer 6	0	0.00%
			Total	1	100.00%
			No Response	605	
Did Transfer Here					
	N	%			
Yes transferred here	88	15.12%			
No did not transfer here	494	84.88%			
Total	582	100.00%			
No Response	24				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 21. My academic advisor is knowledgeable about requirements in my major.
- 4. The content of the courses within my major is valuable.
- 3. The campus is safe and secure for all students.
- 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.
- 1. The campus staff are caring and helpful.
- 44. On the whole, the campus is well-maintained.
- 31. Students are made to feel welcome here.
- 10. My academic advisor helps me set goals to work toward.

Challenges

- 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.
- 36. The quality of instruction I receive in most of my classes is excellent.
- 41. Tuition paid is a worthwhile investment.
- 32. Faculty provide timely feedback about my academic progress.
- 8. Financial aid awards are announced in time to be helpful in college planning.
- 12. The amount of student parking space on campus is adequate.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Four-Year Publics Form B

- 21. My academic advisor is knowledgeable about requirements in my major.
- 4. The content of the courses within my major is valuable.
- 3. The campus is safe and secure for all students.
- 17. There are sufficient courses within my program of study available each term.
- 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.
- 1. The campus staff are caring and helpful.
- 31. Students are made to feel welcome here.
- 10. My academic advisor helps me set goals to work toward.
- 2. Registration processes and procedures are convenient.

Lower Satisfaction vs. National Four-Year Publics Form B

- 41. Tuition paid is a worthwhile investment.
- 22. This campus provides online access to services I need.

Institutional Summary
Scales: In Order of Importance

Scale	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising Effectiveness	6.41	5.64 / 1.16	0.77	6.41	5.35 / 1.38	1.06	0.29 ***
Instructional Effectiveness	6.40	5.39 / 1.05	1.01	6.43	5.38 / 1.10	1.05	0.01
Registration Effectiveness	6.37	5.11 / 1.18	1.26	6.40	5.05 / 1.28	1.35	0.06
Safety and Security	6.34	4.96 / 1.17	1.38	6.32	4.93 / 1.26	1.39	0.03
Student Centeredness	6.31	5.42 / 1.11	0.89	6.31	5.15 / 1.27	1.16	0.27 ***
Campus Climate	6.30	5.44 / 1.03	0.86	6.29	5.33 / 1.12	0.96	0.11 *
Campus Services	6.16	5.47 / 1.04	0.69	6.23	5.42 / 1.09	0.81	0.05
Recruitment and Financial Aid Effectiveness	6.12	5.19 / 1.19	0.93	6.11	5.04 / 1.30	1.07	0.15 **
Campus Life	6.05	4.80 / 1.33	1.25	6.05	4.77 / 1.43	1.28	0.03

* 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 24877 records.

Institutional Summary
Items: In Order of Importance

Item	Nicholls State University - 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.	6.62	5.98 / 1.35	0.64	6.57	5.69 / 1.60	0.88	0.29 ***
4. The content of the courses within my major is valuable.	6.59	5.65 / 1.31	0.94	6.57	5.48 / 1.42	1.09	0.17 **
23. I am able to register for classes I need with few conflicts.	6.58	5.15 / 1.60	1.43	6.58	5.01 / 1.77	1.57	0.14
3. The campus is safe and secure for all students.	6.55	5.86 / 1.16	0.69	6.54	5.71 / 1.39	0.83	0.15 **
17. There are sufficient courses within my program of study available each term.	6.53	5.12 / 1.67	1.41	6.53	4.96 / 1.75	1.57	0.16 *
36. The quality of instruction I receive in most of my classes is excellent.	6.53	5.34 / 1.45	1.19	6.59	5.44 / 1.43	1.15	-0.10
41. Tuition paid is a worthwhile investment.	6.53	5.03 / 1.66	1.50	6.53	5.18 / 1.66	1.35	-0.15 *
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.49	5.75 / 1.32	0.74	6.46	5.74 / 1.40	0.72	0.01
24. I receive the help I need to apply my academic major to my career goals.	6.48	5.56 / 1.38	0.92	6.49	5.37 / 1.55	1.12	0.19 **
32. Faculty provide timely feedback about my academic progress.	6.45	5.11 / 1.55	1.34	6.46	5.20 / 1.57	1.26	-0.09
14. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.26 / 1.47	1.18	6.47	5.26 / 1.57	1.21	0.00
16. My academic advisor is available when I need help.	6.41	5.75 / 1.42	0.66	6.45	5.45 / 1.65	1.00	0.30 ***
56. Cost as factor in decision to enroll.	6.41			6.35			
1. The campus staff are caring and helpful.	6.40	5.65 / 1.24	0.75	6.37	5.38 / 1.42	0.99	0.27 ***
22. This campus provides online access to services I need.	6.40	5.51 / 1.48	0.89	6.45	5.73 / 1.39	0.72	-0.22 ***

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Institutional Summary
Items: In Order of Importance

Item	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
25. I am able to take care of college-related business at times that are convenient for me.	6.40	5.35 / 1.40	1.05	6.36	5.29 / 1.50	1.07	0.06
44. On the whole, the campus is well-maintained.	6.37	5.71 / 1.28	0.66	6.34	5.69 / 1.44	0.65	0.02
31. Students are made to feel welcome here.	6.36	5.69 / 1.31	0.67	6.33	5.47 / 1.51	0.86	0.22 ***
59. Future career opportunities as factor in decision to enroll.	6.33			6.30			
2. Registration processes and procedures are convenient.	6.32	5.19 / 1.47	1.13	6.39	5.03 / 1.65	1.36	0.16 *
8. Financial aid awards are announced in time to be helpful in college planning.	6.32	5.11 / 1.59	1.21	6.19	5.02 / 1.68	1.17	0.09
10. My academic advisor helps me set goals to work toward.	6.32	5.65 / 1.49	0.67	6.36	5.29 / 1.76	1.07	0.36 ***
28. Security staff respond quickly to calls for assistance.	6.31	5.18 / 1.52	1.13	6.33	5.29 / 1.59	1.04	-0.11
5. Administrators are available to hear students' concerns.	6.28	5.36 / 1.35	0.92	6.27	5.03 / 1.59	1.24	0.33 ***
12. The amount of student parking space on campus is adequate.	6.28	3.77 / 1.98	2.51	6.23	3.78 / 2.10	2.45	-0.01
38. I receive ongoing feedback about progress toward my academic goals.	6.28	5.19 / 1.46	1.09	6.26	4.96 / 1.62	1.30	0.23 ***
45. Student activity fees are put to good use.	6.24	4.34 / 1.85	1.90	6.22	4.61 / 1.84	1.61	-0.27 ***
34. There are adequate services to help me decide upon a career.	6.23	5.21 / 1.47	1.02	6.26	5.12 / 1.59	1.14	0.09
18. Parking lots are well-lighted and secure.	6.22	5.04 / 1.60	1.18	6.18	5.04 / 1.68	1.14	0.00
35. I seldom get the "run-around" when seeking information on this campus.	6.20	4.96 / 1.65	1.24	6.26	4.70 / 1.84	1.56	0.26 ***
42. Students are free to express their ideas on this campus.	6.20	5.47 / 1.33	0.73	6.25	5.47 / 1.51	0.78	0.00

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Institutional Summary
Items: In Order of Importance

Item	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
6. Billing policies are reasonable.	6.18	4.77 / 1.61	1.41	6.26	4.86 / 1.67	1.40	-0.09
15. Computer labs are adequate and accessible.	6.17	5.66 / 1.35	0.51	6.28	5.54 / 1.51	0.74	0.12
43. Mentors are available to guide my life and career goals.	6.17	5.29 / 1.43	0.88	6.10	5.10 / 1.60	1.00	0.19 **
27. This institution helps me identify resources to finance my education.	6.16	5.10 / 1.62	1.06	6.17	4.91 / 1.68	1.26	0.19 **
57. Financial assistance as factor in decision to enroll.	6.16			6.13			
39. Student disciplinary procedures are fair.	6.14	5.29 / 1.52	0.85	6.14	5.23 / 1.58	0.91	0.06
58. Academic reputation as factor in decision to enroll.	6.09			6.08			
30. There is an adequate selection of food available on campus.	6.07	4.71 / 1.83	1.36	6.07	4.46 / 1.96	1.61	0.25 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.29 / 1.44	0.77	6.07	5.18 / 1.56	0.89	0.11
11. Financial aid counseling is available if I need it.	6.04	5.20 / 1.46	0.84	6.10	5.14 / 1.61	0.96	0.06
61. Distance from campus as factor in decision to enroll.	6.04			5.94			
7. Admissions staff provide personalized attention prior to enrollment.	6.02	5.25 / 1.40	0.77	6.02	4.97 / 1.62	1.05	0.28 ***
9. Library resources and services are adequate.	6.01	5.60 / 1.31	0.41	6.20	5.59 / 1.47	0.61	0.01
13. Living conditions in the residence halls are comfortable.	5.99	4.88 / 1.64	1.11	5.94	4.78 / 1.71	1.16	0.10
20. Tutoring services are readily available.	5.95	5.44 / 1.39	0.51	6.01	5.43 / 1.50	0.58	0.01
26. Counseling services are available if I need them.	5.87	5.43 / 1.37	0.44	5.98	5.44 / 1.43	0.54	-0.01

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Institutional Summary
Items: In Order of Importance

Item	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
37. There is a strong commitment to diversity on this campus.	5.87	5.40 / 1.43	0.47	5.78	5.36 / 1.50	0.42	0.04
29. Faculty use a variety of technology and media in the classroom.	5.79	5.53 / 1.23	0.26	5.95	5.56 / 1.40	0.39	-0.03
60. Personal recommendations as factor in decision to enroll.	5.72			5.74			
19. Residence hall staff are concerned about me as an individual.	5.70	4.84 / 1.60	0.86	5.67	4.85 / 1.67	0.82	-0.01
62. Information on the campus Web site as factor in decision to enroll.	5.59			5.59			
63. Campus visits as factor in decision to enroll.	5.45			5.36			
46. Campus item 1							
47. Campus item 2							
48. Campus item 3							
49. Campus item 4							
50. Campus item 5							
51. Campus item 6							
52. Campus item 7							
53. Campus item 8							
54. Campus item 9							
55. Campus item 10							

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Institutional Summary

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

Scale/Item	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.41	5.64 / 1.16	0.77	6.41	5.35 / 1.38	1.06	0.29 ***
10. My academic advisor helps me set goals to work toward.	6.32	5.65 / 1.49	0.67	6.36	5.29 / 1.76	1.07	0.36 ***
16. My academic advisor is available when I need help.	6.41	5.75 / 1.42	0.66	6.45	5.45 / 1.65	1.00	0.30 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.62	5.98 / 1.35	0.64	6.57	5.69 / 1.60	0.88	0.29 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.28	5.19 / 1.46	1.09	6.26	4.96 / 1.62	1.30	0.23 ***

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Institutional Summary

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

Scale/Item	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.30	5.44 / 1.03	0.86	6.29	5.33 / 1.12	0.96	0.11 *
3. The campus is safe and secure for all students.	6.55	5.86 / 1.16	0.69	6.54	5.71 / 1.39	0.83	0.15 **
5. Administrators are available to hear students' concerns.	6.28	5.36 / 1.35	0.92	6.27	5.03 / 1.59	1.24	0.33 ***
31. Students are made to feel welcome here.	6.36	5.69 / 1.31	0.67	6.33	5.47 / 1.51	0.86	0.22 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.20	4.96 / 1.65	1.24	6.26	4.70 / 1.84	1.56	0.26 ***
37. There is a strong commitment to diversity on this campus.	5.87	5.40 / 1.43	0.47	5.78	5.36 / 1.50	0.42	0.04
41. Tuition paid is a worthwhile investment.	6.53	5.03 / 1.66	1.50	6.53	5.18 / 1.66	1.35	-0.15 *
42. Students are free to express their ideas on this campus.	6.20	5.47 / 1.33	0.73	6.25	5.47 / 1.51	0.78	0.00
44. On the whole, the campus is well-maintained.	6.37	5.71 / 1.28	0.66	6.34	5.69 / 1.44	0.65	0.02

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National Group Means are based on 24877 records.

Institutional Summary

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

Scale/Item	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	6.05	4.80 / 1.33	1.25	6.05	4.77 / 1.43	1.28	0.03
13. Living conditions in the residence halls are comfortable.	5.99	4.88 / 1.64	1.11	5.94	4.78 / 1.71	1.16	0.10
19. Residence hall staff are concerned about me as an individual.	5.70	4.84 / 1.60	0.86	5.67	4.85 / 1.67	0.82	-0.01
30. There is an adequate selection of food available on campus.	6.07	4.71 / 1.83	1.36	6.07	4.46 / 1.96	1.61	0.25 **
39. Student disciplinary procedures are fair.	6.14	5.29 / 1.52	0.85	6.14	5.23 / 1.58	0.91	0.06
45. Student activity fees are put to good use.	6.24	4.34 / 1.85	1.90	6.22	4.61 / 1.84	1.61	-0.27 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 24877 records.

Institutional Summary

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

Scale/Item	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.16	5.47 / 1.04	0.69	6.23	5.42 / 1.09	0.81	0.05
9. Library resources and services are adequate.	6.01	5.60 / 1.31	0.41	6.20	5.59 / 1.47	0.61	0.01
15. Computer labs are adequate and accessible.	6.17	5.66 / 1.35	0.51	6.28	5.54 / 1.51	0.74	0.12
20. Tutoring services are readily available.	5.95	5.44 / 1.39	0.51	6.01	5.43 / 1.50	0.58	0.01
22. This campus provides online access to services I need.	6.40	5.51 / 1.48	0.89	6.45	5.73 / 1.39	0.72	-0.22 ***
24. I receive the help I need to apply my academic major to my career goals.	6.48	5.56 / 1.38	0.92	6.49	5.37 / 1.55	1.12	0.19 **
26. Counseling services are available if I need them.	5.87	5.43 / 1.37	0.44	5.98	5.44 / 1.43	0.54	-0.01
34. There are adequate services to help me decide upon a career.	6.23	5.21 / 1.47	1.02	6.26	5.12 / 1.59	1.14	0.09
43. Mentors are available to guide my life and career goals.	6.17	5.29 / 1.43	0.88	6.10	5.10 / 1.60	1.00	0.19 **

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

National Group Means are based on 24877 records.

Institutional Summary

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

Scale/Item	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.40	5.39 / 1.05	1.01	6.43	5.38 / 1.10	1.05	0.01
4. The content of the courses within my major is valuable.	6.59	5.65 / 1.31	0.94	6.57	5.48 / 1.42	1.09	0.17 **
14. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.26 / 1.47	1.18	6.47	5.26 / 1.57	1.21	0.00
17. There are sufficient courses within my program of study available each term.	6.53	5.12 / 1.67	1.41	6.53	4.96 / 1.75	1.57	0.16 *
29. Faculty use a variety of technology and media in the classroom.	5.79	5.53 / 1.23	0.26	5.95	5.56 / 1.40	0.39	-0.03
32. Faculty provide timely feedback about my academic progress.	6.45	5.11 / 1.55	1.34	6.46	5.20 / 1.57	1.26	-0.09
36. The quality of instruction I receive in most of my classes is excellent.	6.53	5.34 / 1.45	1.19	6.59	5.44 / 1.43	1.15	-0.10
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.49	5.75 / 1.32	0.74	6.46	5.74 / 1.40	0.72	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 24877 records.

Institutional Summary

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

Scale/Item	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID EFFECTIVENESS	6.12	5.19 / 1.19	0.93	6.11	5.04 / 1.30	1.07	0.15 **
7. Admissions staff provide personalized attention prior to enrollment.	6.02	5.25 / 1.40	0.77	6.02	4.97 / 1.62	1.05	0.28 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.32	5.11 / 1.59	1.21	6.19	5.02 / 1.68	1.17	0.09
11. Financial aid counseling is available if I need it.	6.04	5.20 / 1.46	0.84	6.10	5.14 / 1.61	0.96	0.06
27. This institution helps me identify resources to finance my education.	6.16	5.10 / 1.62	1.06	6.17	4.91 / 1.68	1.26	0.19 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.29 / 1.44	0.77	6.07	5.18 / 1.56	0.89	0.11

* 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 24877 records.

Institutional Summary

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

Scale/Item	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.37	5.11 / 1.18	1.26	6.40	5.05 / 1.28	1.35	0.06
2. Registration processes and procedures are convenient.	6.32	5.19 / 1.47	1.13	6.39	5.03 / 1.65	1.36	0.16 *
6. Billing policies are reasonable.	6.18	4.77 / 1.61	1.41	6.26	4.86 / 1.67	1.40	-0.09
23. I am able to register for classes I need with few conflicts.	6.58	5.15 / 1.60	1.43	6.58	5.01 / 1.77	1.57	0.14
25. I am able to take care of college-related business at times that are convenient for me.	6.40	5.35 / 1.40	1.05	6.36	5.29 / 1.50	1.07	0.06

* 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 24877 records.

Institutional Summary

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

Scale/Item	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.34	4.96 / 1.17	1.38	6.32	4.93 / 1.26	1.39	0.03
3. The campus is safe and secure for all students.	6.55	5.86 / 1.16	0.69	6.54	5.71 / 1.39	0.83	0.15 **
12. The amount of student parking space on campus is adequate.	6.28	3.77 / 1.98	2.51	6.23	3.78 / 2.10	2.45	-0.01
18. Parking lots are well-lighted and secure.	6.22	5.04 / 1.60	1.18	6.18	5.04 / 1.68	1.14	0.00
28. Security staff respond quickly to calls for assistance.	6.31	5.18 / 1.52	1.13	6.33	5.29 / 1.59	1.04	-0.11

* 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 24877 records.

Institutional Summary

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

Scale/Item	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.31	5.42 / 1.11	0.89	6.31	5.15 / 1.27	1.16	0.27 ***
1. The campus staff are caring and helpful.	6.40	5.65 / 1.24	0.75	6.37	5.38 / 1.42	0.99	0.27 ***
5. Administrators are available to hear students' concerns.	6.28	5.36 / 1.35	0.92	6.27	5.03 / 1.59	1.24	0.33 ***
31. Students are made to feel welcome here.	6.36	5.69 / 1.31	0.67	6.33	5.47 / 1.51	0.86	0.22 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.20	4.96 / 1.65	1.24	6.26	4.70 / 1.84	1.56	0.26 ***

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

National Group Means are based on 24877 records.

Institutional Summary

Items: In Sequential Order

Item	Nicholls State University - 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.	6.40	5.65 / 1.24	0.75	6.37	5.38 / 1.42	0.99	0.27 ***
2. Registration processes and procedures are convenient.	6.32	5.19 / 1.47	1.13	6.39	5.03 / 1.65	1.36	0.16 *
3. The campus is safe and secure for all students.	6.55	5.86 / 1.16	0.69	6.54	5.71 / 1.39	0.83	0.15 **
4. The content of the courses within my major is valuable.	6.59	5.65 / 1.31	0.94	6.57	5.48 / 1.42	1.09	0.17 **
5. Administrators are available to hear students' concerns.	6.28	5.36 / 1.35	0.92	6.27	5.03 / 1.59	1.24	0.33 ***
6. Billing policies are reasonable.	6.18	4.77 / 1.61	1.41	6.26	4.86 / 1.67	1.40	-0.09
7. Admissions staff provide personalized attention prior to enrollment.	6.02	5.25 / 1.40	0.77	6.02	4.97 / 1.62	1.05	0.28 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.32	5.11 / 1.59	1.21	6.19	5.02 / 1.68	1.17	0.09
9. Library resources and services are adequate.	6.01	5.60 / 1.31	0.41	6.20	5.59 / 1.47	0.61	0.01
10. My academic advisor helps me set goals to work toward.	6.32	5.65 / 1.49	0.67	6.36	5.29 / 1.76	1.07	0.36 ***
11. Financial aid counseling is available if I need it.	6.04	5.20 / 1.46	0.84	6.10	5.14 / 1.61	0.96	0.06
12. The amount of student parking space on campus is adequate.	6.28	3.77 / 1.98	2.51	6.23	3.78 / 2.10	2.45	-0.01
13. Living conditions in the residence halls are comfortable.	5.99	4.88 / 1.64	1.11	5.94	4.78 / 1.71	1.16	0.10
14. Faculty are fair and unbiased in their treatment of individual students.	6.44	5.26 / 1.47	1.18	6.47	5.26 / 1.57	1.21	0.00
15. Computer labs are adequate and accessible.	6.17	5.66 / 1.35	0.51	6.28	5.54 / 1.51	0.74	0.12
16. My academic advisor is available when I need help.	6.41	5.75 / 1.42	0.66	6.45	5.45 / 1.65	1.00	0.30 ***

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National Group Means are based on 24877 records.

Institutional Summary

Items: In Sequential Order

Item	Nicholls State University - 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.	6.53	5.12 / 1.67	1.41	6.53	4.96 / 1.75	1.57	0.16 *
18. Parking lots are well-lighted and secure.	6.22	5.04 / 1.60	1.18	6.18	5.04 / 1.68	1.14	0.00
19. Residence hall staff are concerned about me as an individual.	5.70	4.84 / 1.60	0.86	5.67	4.85 / 1.67	0.82	-0.01
20. Tutoring services are readily available.	5.95	5.44 / 1.39	0.51	6.01	5.43 / 1.50	0.58	0.01
21. My academic advisor is knowledgeable about requirements in my major.	6.62	5.98 / 1.35	0.64	6.57	5.69 / 1.60	0.88	0.29 ***
22. This campus provides online access to services I need.	6.40	5.51 / 1.48	0.89	6.45	5.73 / 1.39	0.72	-0.22 ***
23. I am able to register for classes I need with few conflicts.	6.58	5.15 / 1.60	1.43	6.58	5.01 / 1.77	1.57	0.14
24. I receive the help I need to apply my academic major to my career goals.	6.48	5.56 / 1.38	0.92	6.49	5.37 / 1.55	1.12	0.19 **
25. I am able to take care of college-related business at times that are convenient for me.	6.40	5.35 / 1.40	1.05	6.36	5.29 / 1.50	1.07	0.06
26. Counseling services are available if I need them.	5.87	5.43 / 1.37	0.44	5.98	5.44 / 1.43	0.54	-0.01
27. This institution helps me identify resources to finance my education.	6.16	5.10 / 1.62	1.06	6.17	4.91 / 1.68	1.26	0.19 **
28. Security staff respond quickly to calls for assistance.	6.31	5.18 / 1.52	1.13	6.33	5.29 / 1.59	1.04	-0.11
29. Faculty use a variety of technology and media in the classroom.	5.79	5.53 / 1.23	0.26	5.95	5.56 / 1.40	0.39	-0.03
30. There is an adequate selection of food available on campus.	6.07	4.71 / 1.83	1.36	6.07	4.46 / 1.96	1.61	0.25 **
31. Students are made to feel welcome here.	6.36	5.69 / 1.31	0.67	6.33	5.47 / 1.51	0.86	0.22 ***

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

National Group Means are based on 24877 records.

Institutional Summary
Items: In Sequential Order

Item	Nicholls State University - 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.	6.45	5.11 / 1.55	1.34	6.46	5.20 / 1.57	1.26	-0.09
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.06	5.29 / 1.44	0.77	6.07	5.18 / 1.56	0.89	0.11
34. There are adequate services to help me decide upon a career.	6.23	5.21 / 1.47	1.02	6.26	5.12 / 1.59	1.14	0.09
35. I seldom get the "run-around" when seeking information on this campus.	6.20	4.96 / 1.65	1.24	6.26	4.70 / 1.84	1.56	0.26 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.53	5.34 / 1.45	1.19	6.59	5.44 / 1.43	1.15	-0.10
37. There is a strong commitment to diversity on this campus.	5.87	5.40 / 1.43	0.47	5.78	5.36 / 1.50	0.42	0.04
38. I receive ongoing feedback about progress toward my academic goals.	6.28	5.19 / 1.46	1.09	6.26	4.96 / 1.62	1.30	0.23 ***
39. Student disciplinary procedures are fair.	6.14	5.29 / 1.52	0.85	6.14	5.23 / 1.58	0.91	0.06
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.49	5.75 / 1.32	0.74	6.46	5.74 / 1.40	0.72	0.01
41. Tuition paid is a worthwhile investment.	6.53	5.03 / 1.66	1.50	6.53	5.18 / 1.66	1.35	-0.15 *
42. Students are free to express their ideas on this campus.	6.20	5.47 / 1.33	0.73	6.25	5.47 / 1.51	0.78	0.00
43. Mentors are available to guide my life and career goals.	6.17	5.29 / 1.43	0.88	6.10	5.10 / 1.60	1.00	0.19 **
44. On the whole, the campus is well-maintained.	6.37	5.71 / 1.28	0.66	6.34	5.69 / 1.44	0.65	0.02
45. Student activity fees are put to good use.	6.24	4.34 / 1.85	1.90	6.22	4.61 / 1.84	1.61	-0.27 ***
46. Campus item 1							
47. Campus item 2							

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National Group Means are based on 24877 records.

Institutional Summary
Items: In Sequential Order

Item	Nicholls State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
48. Campus item 3							
49. Campus item 4							
50. Campus item 5							
51. Campus item 6							
52. Campus item 7							
53. Campus item 8							
54. Campus item 9							
55. Campus item 10							
56. Cost as factor in decision to enroll.	6.41			6.35			
57. Financial assistance as factor in decision to enroll.	6.16			6.13			
58. Academic reputation as factor in decision to enroll.	6.09			6.08			
59. Future career opportunities as factor in decision to enroll.	6.33			6.30			
60. Personal recommendations as factor in decision to enroll.	5.72			5.74			
61. Distance from campus as factor in decision to enroll.	6.04			5.94			
62. Information on the campus Web site as factor in decision to enroll.	5.59			5.59			
63. Campus visits as factor in decision to enroll.	5.45			5.36			

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National Group Means are based on 24877 records.

Institutional Summary

Summary Items

Summary Item	Nicholls State University - 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: 4.73 1% 2% 11% 32% 23% 14% 13%	Average: 4.58 2% 3% 10% 36% 23% 12% 11%	0.15
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: 5.41 0% 1% 7% 11% 19% 43% 16%	Average: 5.17 1% 4% 8% 13% 19% 38% 14%	0.24
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: 5.43 4% 6% 6% 8% 9% 29% 35%	Average: 5.21 4% 7% 6% 10% 12% 28% 29%	0.22