

## Institutional Summary

Items: In Sequential Order

Item	All LSU Eunice Sites (n = 485)			LSUE (n = 430)			LSUA (n = 55)		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
1. The campus staff are caring and helpful.	6.36	5.90	0.46	6.37	5.91	0.46	6.30	5.80	0.50
2. Classes are scheduled at times that are convenient for me.	6.51	5.93	0.58	6.50	5.94	0.56	6.56	5.80	0.76
3. My academic advisor is available when I need help.	6.42	5.59	0.83	6.41	5.59	0.82	6.54	5.50	1.04
4. Security staff respond quickly to calls for assistance.	6.17	5.51	0.66	6.15	5.50	0.65	6.40	5.51	0.89
5. Financial aid awards are announced in time to be helpful in college planning.	6.40	5.39	1.01	6.39	5.41	0.98	6.51	5.27	1.24
6. Library resources and services are adequate.	6.23	6.03	0.20	6.21	6.04	0.17	6.38	5.98	0.40
7. Admissions staff provide personalized attention prior to enrollment.	6.08	5.51	0.57	6.05	5.52	0.53	6.32	5.40	0.92
8. The quality of instruction I receive in most of my classes is excellent.	6.52	5.72	0.80	6.52	5.70	0.82	6.57	5.85	0.72
9. I am able to register for the classes I need with few conflicts.	6.46	5.72	0.74	6.47	5.72	0.75	6.47	5.65	0.82
10. Parking lots are well-lighted and secure.	6.15	5.84	0.31	6.13	5.86	0.27	6.37	5.63	0.74
11. Counseling services are available if I need them.	5.93	5.50	0.43	5.88	5.50	0.38	6.34	5.46	0.88
12. Faculty are fair and unbiased in their treatment of individual students.	6.42	5.78	0.64	6.39	5.77	0.62	6.67	5.77	0.90
13. The campus is safe and secure for all students.	6.53	6.17	0.36	6.51	6.14	0.37	6.81	6.40	0.41

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14. My academic advisor is knowledgeable about my program requirements.	6.53	5.86	0.67	6.53	5.91	0.62	6.58	5.46	1.12
15. Financial aid counseling is available if I need it.	6.25	5.61	0.64	6.25	5.63	0.62	6.37	5.41	0.96
16. My advisor helps me apply my program of study to career goals.	6.44	5.66	0.78	6.43	5.69	0.74	6.55	5.34	1.21
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.12	5.59	0.53	6.12	5.63	0.49	6.18	5.20	0.98
18. Computer labs are adequate and accessible.	6.43	6.24	0.19	6.41	6.23	0.18	6.58	6.28	0.30
19. Registration processes and procedures are convenient.	6.41	5.95	0.46	6.40	5.95	0.45	6.51	5.92	0.59
20. Students are made to feel welcome here.	6.47	6.13	0.34	6.46	6.14	0.32	6.60	6.02	0.58
21. The amount of student parking space on campus is adequate.	6.29	5.34	0.95	6.31	5.46	0.85	6.11	4.41	1.70
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.43	5.67	0.76	6.43	5.72	0.71	6.47	5.26	1.21
23. This institution helps me identify resources to finance my education.	6.36	5.61	0.75	6.35	5.66	0.69	6.46	5.23	1.23
24. The equipment in the lab facilities is kept up to date.	6.34	5.87	0.47	6.33	5.91	0.42	6.47	5.53	0.94
25. Faculty provide timely feedback about my academic progress.	6.40	5.68	0.72	6.40	5.65	0.75	6.43	5.94	0.49

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26. There are adequate services to help me decide upon a career.	6.29	5.68	0.61	6.29	5.69	0.60	6.37	5.58	0.79
27. Tutoring services are readily available.	6.42	6.13	0.29	6.41	6.12	0.29	6.52	6.20	0.32
28. This campus provides online access to services I need.	6.47	6.13	0.34	6.47	6.10	0.37	6.46	6.38	0.08
29. There are convenient ways of paying my school bill.	6.47	5.79	0.68	6.46	5.82	0.64	6.58	5.63	0.95
30. The assessment and course placement procedures are reasonable.	6.29	5.79	0.50	6.27	5.79	0.48	6.48	5.81	0.67
31. Faculty use a variety of technology and media in the classroom.	6.03	5.74	0.29	6.03	5.73	0.30	6.02	5.83	0.19
32. I am able to take care of college-related business at times that are convenient for me.	6.44	5.80	0.64	6.46	5.80	0.66	6.35	5.87	0.48
33. Administrators are available to hear students' concerns.	6.37	5.67	0.70	6.38	5.69	0.69	6.31	5.49	0.82
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.50	5.93	0.57	6.52	5.93	0.59	6.31	5.92	0.39
35. I receive ongoing feedback about progress toward my academic goals.	6.30	5.36	0.94	6.30	5.35	0.95	6.31	5.42	0.89
36. Tuition paid is a worthwhile investment.	6.49	5.79	0.70	6.49	5.85	0.64	6.52	5.35	1.17
37. I seldom get the "run-around" when seeking information on this campus.	6.21	5.35	0.86	6.23	5.39	0.84	6.08	5.00	1.08

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38. Most classes deal with practical experiences and applications.	6.22	5.67	0.55	6.24	5.70	0.54	6.07	5.48	0.59
39. On the whole, the campus is well-maintained.	6.42	6.16	0.26	6.42	6.19	0.23	6.48	5.94	0.54
40. There are sufficient courses within my program of study available each term.	6.49	5.87	0.62	6.50	5.87	0.63	6.47	5.87	0.60
41. Student services staff are helpful and courteous.	6.40	5.83	0.57	6.41	5.86	0.55	6.37	5.67	0.70
42. The orientation program provides helpful information about campus life and access to services for new students.	6.34	5.92	0.42	6.32	5.92	0.40	6.54	6.00	0.54
43. The library staff is helpful and approachable.	6.28	6.03	0.25	6.28	6.08	0.20	6.26	5.72	0.54
44. The bookstore is adequately stocked with books and supplies to meet my needs.	6.42	6.09	0.33	6.42	6.07	0.35	6.49	6.26	0.23
45. Career information and job placement services are available if needed.	6.32	5.76	0.56	6.32	5.80	0.52	6.40	5.43	0.97
46. Housing on campus is adequate and available.	5.61	5.37	0.24	5.61	5.32	0.29	5.70	5.88	-0.18
47. The cafeteria food service is adequate to meet my needs.	6.09	5.47	0.62	6.14	5.49	0.65	5.64	5.24	0.40
48. Services for veterans and dependents are available if needed.	5.92	5.69	0.23	5.92	5.72	0.20	5.95	5.44	0.51
49. Extra-curricular and recreational activities are available and adequate.	5.87	5.68	0.19	5.83	5.71	0.12	6.17	5.38	0.79

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50. Student employment opportunities on campus are available to me.	6.01	5.70	0.31	6.01	5.75	0.26	6.05	5.22	0.83
51. Cost as factor in decision to enroll.	6.55			6.55			6.56		
52. Financial assistance as factor in decision to enroll.	6.34			6.31			6.53		
53. Academic reputation as factor in decision to enroll.	6.26			6.23			6.44		
54. Future career opportunities as factor in decision to enroll.	6.47			6.43			6.77		
55. Personal recommendations as factor in decision to enroll.	6.05			6.05			6.06		
56. Distance from campus as factor in decision to enroll.	6.20			6.17			6.38		
57. Information on the campus Web site as factor in decision to enroll.	5.94			5.92			6.13		
58. Campus visits as factor in decision to enroll.	5.80			5.79			6.02		