

Demographics

Gender	N	%	Current Class Load	N	%
Female	537	75.21%	Full-time	604	84.24%
Male	177	24.79%	Part-time	113	15.76%
Total	714	100.00%	Total	717	100.00%
No Response	30		No Response	27	

Age	N	%	Class Level	N	%
18 and under	105	14.83%	1 year or less	370	51.97%
19 to 24	308	43.50%	2 years	235	33.01%
25 to 34	189	26.69%	3 years	69	9.69%
35 to 44	74	10.45%	4 or more years	38	5.34%
45 and over	32	4.52%	Total	712	100.00%
Total	708	100.00%	No Response	32	
No Response	36				

Ethnicity/Race	N	%	Current GPA	N	%
Alaskan Native	1	0.14%	No credits earned	144	20.37%
American Indian	5	0.70%	1.99 or below	16	2.26%
Asian	18	2.51%	2.0 - 2.49	80	11.32%
Black/African-American	560	78.10%	2.5 - 2.99	144	20.37%
Hispanic or Latino (and Puerto Rican)	9	1.26%	3.0 - 3.49	212	29.99%
Native Hawaiian or Pacific Islander	1	0.14%	3.5 or above	111	15.70%
White/Caucasian	68	9.48%	Total	707	100.00%
Multi-racial	14	1.95%	No Response	37	
Other race	41	5.72%			
Total	717	100.00%			
No Response	27				

Current Enrollment Status	N	%	Educational Goal	N	%
Day	629	89.09%	Associate degree	505	71.63%
Evening	73	10.34%	Vocational/technical program	9	1.28%
Weekend	4	0.57%	Transfer to another institution	92	13.05%
Total	706	100.00%	Certification (initial/renewal)	32	4.54%
No Response	38		Self-improvement/pleasure	11	1.56%
			Job-related training	14	1.99%
			Other educational goal	42	5.96%
			Total	705	100.00%
			No Response	39	

Demographics

Group Code	N	%
0001	65	10.91%
0002	9	1.51%
0003	7	1.17%
0004	67	11.24%
0005	21	3.52%
0006	7	1.17%
0007	6	1.01%
0008	5	0.84%
0009	7	1.17%
0010	1	0.17%
0011	5	0.84%
0012	2	0.34%
0013	31	5.20%
0014	15	2.52%
0015	3	0.50%
0016	5	0.84%
0017	34	5.70%
0018	45	7.55%
0019	16	2.68%
0020	5	0.84%
0021	2	0.34%
0022	1	0.17%
0025	220	36.91%
0026	9	1.51%
0078	1	0.17%
0166	1	0.17%
0224	1	0.17%
1123	1	0.17%
1218	1	0.17%
3004	1	0.17%
4240	1	0.17%
5555	1	0.17%
Total	596	100.00%
No Response	148	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. The quality of instruction I receive in most of my classes is excellent.
- 13. The campus is safe and secure for all students.
- 2. Classes are scheduled at times that are convenient for me.
- 20. Students are made to feel welcome here.
- 14. My academic advisor is knowledgeable about my program requirements.
- 18. Computer labs are adequate and accessible.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 28. This campus provides online access to services I need.

Challenges

- 19. Registration processes and procedures are convenient.
- 15. Financial aid counseling is available if I need it.
- 23. This institution helps me identify resources to finance my education.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Community Colleges Form B - Southern

- 8. The quality of instruction I receive in most of my classes is excellent.
- 13. The campus is safe and secure for all students.
- 2. Classes are scheduled at times that are convenient for me.
- 20. Students are made to feel welcome here.
- 14. My academic advisor is knowledgeable about my program requirements.
- 18. Computer labs are adequate and accessible.
- 19. Registration processes and procedures are convenient.
- 9. I am able to register for the classes I need with few conflicts.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 36. Tuition paid is a worthwhile investment.
- 1. The campus staff are caring and helpful.
- 32. I am able to take care of college-related business at times that are convenient for me.
- 16. My advisor helps me apply my program of study to career goals.
- 3. My academic advisor is available when I need help.
- 40. There are sufficient courses within my program of study available each term.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 25. Faculty provide timely feedback about my academic progress.
- 33. Administrators are available to hear students' concerns.
- 22. My academic advisor is knowledgeable about transfer requirements of other schools.

Institutional Summary
Scales: In Order of Importance

Scale	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.37	5.22 / 1.27	1.15	6.55	5.82 / 1.08	0.73	-0.60 ***
Campus Climate	6.34	5.06 / 1.32	1.28	6.48	5.85 / 1.06	0.63	-0.79 ***
Student Centeredness	6.33	4.97 / 1.44	1.36	6.43	5.70 / 1.23	0.73	-0.73 ***
Academic Advising Effectiveness	6.32	5.19 / 1.41	1.13	6.45	5.59 / 1.36	0.86	-0.40 ***
Instructional Effectiveness	6.30	5.25 / 1.27	1.05	6.47	5.82 / 1.06	0.65	-0.57 ***
Safety and Security	6.26	4.85 / 1.37	1.41	6.40	5.63 / 1.19	0.77	-0.78 ***
Campus Services	6.23	5.23 / 1.23	1.00	6.35	5.87 / 1.01	0.48	-0.64 ***
Admissions and Financial Aid Effectiveness	6.21	4.67 / 1.49	1.54	6.35	5.50 / 1.33	0.85	-0.83 ***

* 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 22127 records.

Institutional Summary
Items: In Order of Importance

Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The quality of instruction I receive in most of my classes is excellent.	6.51	5.56 / 1.47	0.95	6.66	5.89 / 1.31	0.77	-0.33 ***
13. The campus is safe and secure for all students.	6.49	5.49 / 1.52	1.00	6.60	6.04 / 1.22	0.56	-0.55 ***
54. Future career opportunities as factor in decision to enroll.	6.49			6.49			
2. Classes are scheduled at times that are convenient for me.	6.47	5.67 / 1.52	0.80	6.62	5.78 / 1.39	0.84	-0.11 *
20. Students are made to feel welcome here.	6.47	5.38 / 1.63	1.09	6.49	6.02 / 1.31	0.47	-0.64 ***
51. Cost as factor in decision to enroll.	6.45			6.56			
14. My academic advisor is knowledgeable about my program requirements.	6.43	5.45 / 1.63	0.98	6.59	5.78 / 1.55	0.81	-0.33 ***
18. Computer labs are adequate and accessible.	6.41	5.55 / 1.63	0.86	6.42	6.06 / 1.27	0.36	-0.51 ***
9. I am able to register for the classes I need with few conflicts.	6.39	5.21 / 1.70	1.18	6.61	5.75 / 1.46	0.86	-0.54 ***
19. Registration processes and procedures are convenient.	6.39	5.04 / 1.77	1.35	6.53	5.82 / 1.43	0.71	-0.78 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.37	5.36 / 1.68	1.01	6.48	5.98 / 1.32	0.50	-0.62 ***
52. Financial assistance as factor in decision to enroll.	6.37			6.36			
36. Tuition paid is a worthwhile investment.	6.36	5.18 / 1.78	1.18	6.59	5.94 / 1.37	0.65	-0.76 ***
1. The campus staff are caring and helpful.	6.34	5.20 / 1.67	1.14	6.46	5.84 / 1.32	0.62	-0.64 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.34	5.17 / 1.67	1.17	6.49	5.80 / 1.40	0.69	-0.63 ***
3. My academic advisor is available when I need help.	6.33	5.32 / 1.64	1.01	6.38	5.66 / 1.56	0.72	-0.34 ***

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National Group Means are based on 22127 records.

Institutional Summary
Items: In Order of Importance

Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. My advisor helps me apply my program of study to career goals.	6.33	5.22 / 1.76	1.11	6.46	5.60 / 1.65	0.86	-0.38 ***
40. There are sufficient courses within my program of study available each term.	6.33	5.26 / 1.62	1.07	6.57	5.65 / 1.53	0.92	-0.39 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.31	5.34 / 1.64	0.97	6.51	5.84 / 1.43	0.67	-0.50 ***
25. Faculty provide timely feedback about my academic progress.	6.30	5.05 / 1.73	1.25	6.51	5.66 / 1.47	0.85	-0.61 ***
33. Administrators are available to hear students' concerns.	6.30	5.01 / 1.83	1.29	6.39	5.57 / 1.56	0.82	-0.56 ***
53. Academic reputation as factor in decision to enroll.	6.30			6.25			
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.26	5.06 / 1.72	1.20	6.42	5.53 / 1.62	0.89	-0.47 ***
15. Financial aid counseling is available if I need it.	6.25	4.74 / 1.89	1.51	6.41	5.69 / 1.56	0.72	-0.95 ***
23. This institution helps me identify resources to finance my education.	6.25	4.66 / 1.90	1.59	6.43	5.43 / 1.68	1.00	-0.77 ***
26. There are adequate services to help me decide upon a career.	6.25	5.09 / 1.66	1.16	6.36	5.59 / 1.48	0.77	-0.50 ***
28. This campus provides online access to services I need.	6.25	5.35 / 1.61	0.90	6.51	6.10 / 1.21	0.41	-0.75 ***
29. There are convenient ways of paying my school bill.	6.25	4.97 / 1.76	1.28	6.47	5.98 / 1.35	0.49	-1.01 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.24	3.96 / 2.14	2.28	6.39	5.32 / 1.74	1.07	-1.36 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.24	4.91 / 1.80	1.33	6.38	5.38 / 1.66	1.00	-0.47 ***
24. The equipment in the lab facilities is kept up to date.	6.23	4.89 / 1.84	1.34	6.42	5.84 / 1.37	0.58	-0.95 ***

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National Group Means are based on 22127 records.

Institutional Summary
Items: In Order of Importance

Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
39. On the whole, the campus is well-maintained.	6.23	4.90 / 1.77	1.33	6.44	6.13 / 1.18	0.31	-1.23 ***
27. Tutoring services are readily available.	6.22	5.23 / 1.59	0.99	6.32	5.86 / 1.40	0.46	-0.63 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.19	5.09 / 1.67	1.10	6.26	5.56 / 1.53	0.70	-0.47 ***
21. The amount of student parking space on campus is adequate.	6.19	3.87 / 2.16	2.32	6.41	5.14 / 1.90	1.27	-1.27 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.19	4.26 / 2.01	1.93	6.39	5.34 / 1.73	1.05	-1.08 ***
30. The assessment and course placement procedures are reasonable.	6.18	5.13 / 1.62	1.05	6.35	5.79 / 1.35	0.56	-0.66 ***
6. Library resources and services are adequate.	6.17	5.34 / 1.52	0.83	6.27	6.01 / 1.23	0.26	-0.67 ***
10. Parking lots are well-lighted and secure.	6.17	4.81 / 1.90	1.36	6.31	5.70 / 1.48	0.61	-0.89 ***
4. Security staff respond quickly to calls for assistance.	6.16	5.25 / 1.53	0.91	6.27	5.63 / 1.44	0.64	-0.38 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.15	4.92 / 1.70	1.23	6.24	5.50 / 1.54	0.74	-0.58 ***
31. Faculty use a variety of technology and media in the classroom.	6.14	5.04 / 1.70	1.10	6.16	5.88 / 1.28	0.28	-0.84 ***
38. Most classes deal with practical experiences and applications.	6.13	5.15 / 1.56	0.98	6.38	5.81 / 1.29	0.57	-0.66 ***
57. Information on the campus Web site as factor in decision to enroll.	6.13			6.09			
11. Counseling services are available if I need them.	6.12	5.25 / 1.54	0.87	6.09	5.69 / 1.43	0.40	-0.44 ***
56. Distance from campus as factor in decision to enroll.	6.12			6.32			

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 *** Difference statistically significant at the .001 level

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Institutional Summary
Items: In Order of Importance

Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
55. Personal recommendations as factor in decision to enroll.	6.08			6.06			
58. Campus visits as factor in decision to enroll.	5.77			5.69			
41. Campus item 1							
42. Campus item 2							
43. Campus item 3							
44. Campus item 4							
45. Campus item 5							
46. Campus item 6							
47. Campus item 7							
48. Campus item 8							
49. Campus item 9							
50. Campus item 10							

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

National Group Means are based on 22127 records.

Institutional Summary

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

Scale/Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.32	5.19 / 1.41	1.13	6.45	5.59 / 1.36	0.86	-0.40 ***
3. My academic advisor is available when I need help.	6.33	5.32 / 1.64	1.01	6.38	5.66 / 1.56	0.72	-0.34 ***
14. My academic advisor is knowledgeable about my program requirements.	6.43	5.45 / 1.63	0.98	6.59	5.78 / 1.55	0.81	-0.33 ***
16. My advisor helps me apply my program of study to career goals.	6.33	5.22 / 1.76	1.11	6.46	5.60 / 1.65	0.86	-0.38 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.26	5.06 / 1.72	1.20	6.42	5.53 / 1.62	0.89	-0.47 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.24	4.91 / 1.80	1.33	6.38	5.38 / 1.66	1.00	-0.47 ***

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

National Group Means are based on 22127 records.

Institutional Summary

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

Scale/Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	6.21	4.67 / 1.49	1.54	6.35	5.50 / 1.33	0.85	-0.83 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.24	3.96 / 2.14	2.28	6.39	5.32 / 1.74	1.07	-1.36 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.19	5.09 / 1.67	1.10	6.26	5.56 / 1.53	0.70	-0.47 ***
15. Financial aid counseling is available if I need it.	6.25	4.74 / 1.89	1.51	6.41	5.69 / 1.56	0.72	-0.95 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.15	4.92 / 1.70	1.23	6.24	5.50 / 1.54	0.74	-0.58 ***
23. This institution helps me identify resources to finance my education.	6.25	4.66 / 1.90	1.59	6.43	5.43 / 1.68	1.00	-0.77 ***

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

National Group Means are based on 22127 records.

Institutional Summary

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

Scale/Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.34	5.06 / 1.32	1.28	6.48	5.85 / 1.06	0.63	-0.79 ***
1. The campus staff are caring and helpful.	6.34	5.20 / 1.67	1.14	6.46	5.84 / 1.32	0.62	-0.64 ***
13. The campus is safe and secure for all students.	6.49	5.49 / 1.52	1.00	6.60	6.04 / 1.22	0.56	-0.55 ***
20. Students are made to feel welcome here.	6.47	5.38 / 1.63	1.09	6.49	6.02 / 1.31	0.47	-0.64 ***
33. Administrators are available to hear students' concerns.	6.30	5.01 / 1.83	1.29	6.39	5.57 / 1.56	0.82	-0.56 ***
36. Tuition paid is a worthwhile investment.	6.36	5.18 / 1.78	1.18	6.59	5.94 / 1.37	0.65	-0.76 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.19	4.26 / 2.01	1.93	6.39	5.34 / 1.73	1.05	-1.08 ***
39. On the whole, the campus is well-maintained.	6.23	4.90 / 1.77	1.33	6.44	6.13 / 1.18	0.31	-1.23 ***

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

National Group Means are based on 22127 records.

Institutional Summary

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

Scale/Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.23	5.23 / 1.23	1.00	6.35	5.87 / 1.01	0.48	-0.64 ***
6. Library resources and services are adequate.	6.17	5.34 / 1.52	0.83	6.27	6.01 / 1.23	0.26	-0.67 ***
11. Counseling services are available if I need them.	6.12	5.25 / 1.54	0.87	6.09	5.69 / 1.43	0.40	-0.44 ***
18. Computer labs are adequate and accessible.	6.41	5.55 / 1.63	0.86	6.42	6.06 / 1.27	0.36	-0.51 ***
24. The equipment in the lab facilities is kept up to date.	6.23	4.89 / 1.84	1.34	6.42	5.84 / 1.37	0.58	-0.95 ***
26. There are adequate services to help me decide upon a career.	6.25	5.09 / 1.66	1.16	6.36	5.59 / 1.48	0.77	-0.50 ***
27. Tutoring services are readily available.	6.22	5.23 / 1.59	0.99	6.32	5.86 / 1.40	0.46	-0.63 ***
28. This campus provides online access to services I need.	6.25	5.35 / 1.61	0.90	6.51	6.10 / 1.21	0.41	-0.75 ***
30. The assessment and course placement procedures are reasonable.	6.18	5.13 / 1.62	1.05	6.35	5.79 / 1.35	0.56	-0.66 ***

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

National Group Means are based on 22127 records.

Institutional Summary

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

Scale/Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.30	5.25 / 1.27	1.05	6.47	5.82 / 1.06	0.65	-0.57 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.51	5.56 / 1.47	0.95	6.66	5.89 / 1.31	0.77	-0.33 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.31	5.34 / 1.64	0.97	6.51	5.84 / 1.43	0.67	-0.50 ***
25. Faculty provide timely feedback about my academic progress.	6.30	5.05 / 1.73	1.25	6.51	5.66 / 1.47	0.85	-0.61 ***
31. Faculty use a variety of technology and media in the classroom.	6.14	5.04 / 1.70	1.10	6.16	5.88 / 1.28	0.28	-0.84 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.37	5.36 / 1.68	1.01	6.48	5.98 / 1.32	0.50	-0.62 ***
38. Most classes deal with practical experiences and applications.	6.13	5.15 / 1.56	0.98	6.38	5.81 / 1.29	0.57	-0.66 ***
40. There are sufficient courses within my program of study available each term.	6.33	5.26 / 1.62	1.07	6.57	5.65 / 1.53	0.92	-0.39 ***

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

National Group Means are based on 22127 records.

Institutional Summary

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

Scale/Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.37	5.22 / 1.27	1.15	6.55	5.82 / 1.08	0.73	-0.60 ***
2. Classes are scheduled at times that are convenient for me.	6.47	5.67 / 1.52	0.80	6.62	5.78 / 1.39	0.84	-0.11 *
9. I am able to register for the classes I need with few conflicts.	6.39	5.21 / 1.70	1.18	6.61	5.75 / 1.46	0.86	-0.54 ***
19. Registration processes and procedures are convenient.	6.39	5.04 / 1.77	1.35	6.53	5.82 / 1.43	0.71	-0.78 ***
29. There are convenient ways of paying my school bill.	6.25	4.97 / 1.76	1.28	6.47	5.98 / 1.35	0.49	-1.01 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.34	5.17 / 1.67	1.17	6.49	5.80 / 1.40	0.69	-0.63 ***

* 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 22127 records.

Institutional Summary

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

Scale/Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.26	4.85 / 1.37	1.41	6.40	5.63 / 1.19	0.77	-0.78 ***
4. Security staff respond quickly to calls for assistance.	6.16	5.25 / 1.53	0.91	6.27	5.63 / 1.44	0.64	-0.38 ***
10. Parking lots are well-lighted and secure.	6.17	4.81 / 1.90	1.36	6.31	5.70 / 1.48	0.61	-0.89 ***
13. The campus is safe and secure for all students.	6.49	5.49 / 1.52	1.00	6.60	6.04 / 1.22	0.56	-0.55 ***
21. The amount of student parking space on campus is adequate.	6.19	3.87 / 2.16	2.32	6.41	5.14 / 1.90	1.27	-1.27 ***

* 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 22127 records.

Institutional Summary

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

Scale/Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.33	4.97 / 1.44	1.36	6.43	5.70 / 1.23	0.73	-0.73 ***
1. The campus staff are caring and helpful.	6.34	5.20 / 1.67	1.14	6.46	5.84 / 1.32	0.62	-0.64 ***
20. Students are made to feel welcome here.	6.47	5.38 / 1.63	1.09	6.49	6.02 / 1.31	0.47	-0.64 ***
33. Administrators are available to hear students' concerns.	6.30	5.01 / 1.83	1.29	6.39	5.57 / 1.56	0.82	-0.56 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.19	4.26 / 2.01	1.93	6.39	5.34 / 1.73	1.05	-1.08 ***

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Institutional Summary

Items: In Sequential Order

Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.34	5.20 / 1.67	1.14	6.46	5.84 / 1.32	0.62	-0.64 ***
2. Classes are scheduled at times that are convenient for me.	6.47	5.67 / 1.52	0.80	6.62	5.78 / 1.39	0.84	-0.11 *
3. My academic advisor is available when I need help.	6.33	5.32 / 1.64	1.01	6.38	5.66 / 1.56	0.72	-0.34 ***
4. Security staff respond quickly to calls for assistance.	6.16	5.25 / 1.53	0.91	6.27	5.63 / 1.44	0.64	-0.38 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.24	3.96 / 2.14	2.28	6.39	5.32 / 1.74	1.07	-1.36 ***
6. Library resources and services are adequate.	6.17	5.34 / 1.52	0.83	6.27	6.01 / 1.23	0.26	-0.67 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.19	5.09 / 1.67	1.10	6.26	5.56 / 1.53	0.70	-0.47 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.51	5.56 / 1.47	0.95	6.66	5.89 / 1.31	0.77	-0.33 ***
9. I am able to register for the classes I need with few conflicts.	6.39	5.21 / 1.70	1.18	6.61	5.75 / 1.46	0.86	-0.54 ***
10. Parking lots are well-lighted and secure.	6.17	4.81 / 1.90	1.36	6.31	5.70 / 1.48	0.61	-0.89 ***
11. Counseling services are available if I need them.	6.12	5.25 / 1.54	0.87	6.09	5.69 / 1.43	0.40	-0.44 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.31	5.34 / 1.64	0.97	6.51	5.84 / 1.43	0.67	-0.50 ***
13. The campus is safe and secure for all students.	6.49	5.49 / 1.52	1.00	6.60	6.04 / 1.22	0.56	-0.55 ***
14. My academic advisor is knowledgeable about my program requirements.	6.43	5.45 / 1.63	0.98	6.59	5.78 / 1.55	0.81	-0.33 ***
15. Financial aid counseling is available if I need it.	6.25	4.74 / 1.89	1.51	6.41	5.69 / 1.56	0.72	-0.95 ***

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Institutional Summary
Items: In Sequential Order

Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. My advisor helps me apply my program of study to career goals.	6.33	5.22 / 1.76	1.11	6.46	5.60 / 1.65	0.86	-0.38 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.15	4.92 / 1.70	1.23	6.24	5.50 / 1.54	0.74	-0.58 ***
18. Computer labs are adequate and accessible.	6.41	5.55 / 1.63	0.86	6.42	6.06 / 1.27	0.36	-0.51 ***
19. Registration processes and procedures are convenient.	6.39	5.04 / 1.77	1.35	6.53	5.82 / 1.43	0.71	-0.78 ***
20. Students are made to feel welcome here.	6.47	5.38 / 1.63	1.09	6.49	6.02 / 1.31	0.47	-0.64 ***
21. The amount of student parking space on campus is adequate.	6.19	3.87 / 2.16	2.32	6.41	5.14 / 1.90	1.27	-1.27 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.26	5.06 / 1.72	1.20	6.42	5.53 / 1.62	0.89	-0.47 ***
23. This institution helps me identify resources to finance my education.	6.25	4.66 / 1.90	1.59	6.43	5.43 / 1.68	1.00	-0.77 ***
24. The equipment in the lab facilities is kept up to date.	6.23	4.89 / 1.84	1.34	6.42	5.84 / 1.37	0.58	-0.95 ***
25. Faculty provide timely feedback about my academic progress.	6.30	5.05 / 1.73	1.25	6.51	5.66 / 1.47	0.85	-0.61 ***
26. There are adequate services to help me decide upon a career.	6.25	5.09 / 1.66	1.16	6.36	5.59 / 1.48	0.77	-0.50 ***
27. Tutoring services are readily available.	6.22	5.23 / 1.59	0.99	6.32	5.86 / 1.40	0.46	-0.63 ***
28. This campus provides online access to services I need.	6.25	5.35 / 1.61	0.90	6.51	6.10 / 1.21	0.41	-0.75 ***
29. There are convenient ways of paying my school bill.	6.25	4.97 / 1.76	1.28	6.47	5.98 / 1.35	0.49	-1.01 ***
30. The assessment and course placement procedures are reasonable.	6.18	5.13 / 1.62	1.05	6.35	5.79 / 1.35	0.56	-0.66 ***

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Institutional Summary

Items: In Sequential Order

Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Faculty use a variety of technology and media in the classroom.	6.14	5.04 / 1.70	1.10	6.16	5.88 / 1.28	0.28	-0.84 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.34	5.17 / 1.67	1.17	6.49	5.80 / 1.40	0.69	-0.63 ***
33. Administrators are available to hear students' concerns.	6.30	5.01 / 1.83	1.29	6.39	5.57 / 1.56	0.82	-0.56 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.37	5.36 / 1.68	1.01	6.48	5.98 / 1.32	0.50	-0.62 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.24	4.91 / 1.80	1.33	6.38	5.38 / 1.66	1.00	-0.47 ***
36. Tuition paid is a worthwhile investment.	6.36	5.18 / 1.78	1.18	6.59	5.94 / 1.37	0.65	-0.76 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.19	4.26 / 2.01	1.93	6.39	5.34 / 1.73	1.05	-1.08 ***
38. Most classes deal with practical experiences and applications.	6.13	5.15 / 1.56	0.98	6.38	5.81 / 1.29	0.57	-0.66 ***
39. On the whole, the campus is well-maintained.	6.23	4.90 / 1.77	1.33	6.44	6.13 / 1.18	0.31	-1.23 ***
40. There are sufficient courses within my program of study available each term.	6.33	5.26 / 1.62	1.07	6.57	5.65 / 1.53	0.92	-0.39 ***
41. Campus item 1							
42. Campus item 2							
43. Campus item 3							
44. Campus item 4							
45. Campus item 5							
46. Campus item 6							

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Institutional Summary
Items: In Sequential Order

Item	Southern University in Shreveport-Louisiana			National Community Colleges Form B - Southern			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Campus item 7							
48. Campus item 8							
49. Campus item 9							
50. Campus item 10							
51. Cost as factor in decision to enroll.	6.45			6.56			
52. Financial assistance as factor in decision to enroll.	6.37			6.36			
53. Academic reputation as factor in decision to enroll.	6.30			6.25			
54. Future career opportunities as factor in decision to enroll.	6.49			6.49			
55. Personal recommendations as factor in decision to enroll.	6.08			6.06			
56. Distance from campus as factor in decision to enroll.	6.12			6.32			
57. Information on the campus Web site as factor in decision to enroll.	6.13			6.09			
58. Campus visits as factor in decision to enroll.	5.77			5.69			

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Institutional Summary

Summary Items

Summary Item	Southern University in Shreveport-Louisiana	National Community Colleges Form B - Southern	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.51	Average: 5.01	-0.50
1=Much worse than expected	3%	1%	
2=Quite a bit worse than I expected	3%	1%	
3=Worse than I expected	10%	5%	
4=About what I expected	40%	31%	
5=Better than I expected	20%	25%	
6=Quite a bit better than I expected	7%	13%	
7=Much better than expected	14%	20%	
Rate your overall satisfaction with your experience here thus far.	Average: 4.81	Average: 5.66	-0.85
1=Not satisfied at all	3%	1%	
2=Not very satisfied	5%	2%	
3=Somewhat dissatisfied	8%	4%	
4=Neutral	22%	9%	
5=Somewhat satisfied	19%	14%	
6=Satisfied	25%	41%	
7=Very satisfied	14%	26%	
All in all, if you had to do it over, would you enroll here again?	Average: 4.66	Average: 5.90	-1.24
1=Definitely not	7%	2%	
2=Probably not	12%	3%	
3=Maybe not	6%	2%	
4=I don't know	17%	6%	
5=Maybe yes	13%	9%	
6=Probably yes	21%	28%	
7=Definitely yes	21%	46%	