

Demographics

Position	N	%	Employment	N	%
Faculty	42	34.43%	Full-time	111	92.50%
Administration	13	10.66%	Part-time	9	7.50%
Staff	67	54.92%	Temporary	0	0.00%
Board member/trustee	0	0.00%	Total	120	100.00%
Total	122	100.00%	No Response	6	
No Response	4				
			Tenure Status	N	%
Gender	N	%	Tenured	12	15.19%
Female	79	65.29%	Tenure-track	10	12.66%
Male	34	28.10%	Non-tenure track	53	67.09%
Prefer not to respond	8	6.61%	Other tenure status	4	5.06%
Total	121	100.00%	Total	79	100.00%
No Response	5		No Response	47	
			Teaching Assignment	N	%
Ethnicity/Race	N	%	Credit courses	38	65.52%
Alaskan Native	0	0.00%	Non-credit courses	9	15.52%
American Indian	1	0.82%	Both credit and non-credit courses	3	5.17%
Asian	1	0.82%	Other teaching assignment	8	13.79%
Black/African-American	108	88.52%	Total	58	100.00%
Hispanic or Latino (and Puerto Rican)	1	0.82%	No Response	68	
Native Hawaiian or Pacific Islander	0	0.00%			
White/Caucasian	5	4.10%	Rank	N	%
Multi-racial	3	2.46%	Professor	5	9.62%
Other race	3	2.46%	Associate professor	7	13.46%
Total	122	100.00%	Assistant professor	12	23.08%
No Response	4		Instructor/lecturer	21	40.38%
			Adjunct	7	13.46%
Years Employed	N	%	Total	52	100.00%
Less than 1 year	15	12.40%	No Response	74	
1-5 years	36	29.75%			
6-10 years	26	21.49%			
11-20 years	28	23.14%			
More than 20 years	16	13.22%			
Total	121	100.00%			
No Response	5				

Demographics

Campus	N	%
Main	74	62.71%
Metro	40	33.90%
Aerospace	4	3.39%
Campus item - Answer 4	0	0.00%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	0	0.00%
Total	118	100.00%
No Response	8	

Institution Question 2	N	%
Campus item 2 - Answer 1	0	0%
Campus item 2 - Answer 2	0	0%
Campus item 2 - Answer 3	0	0%
Campus item 2 - Answer 4	0	0%
Campus item 2 - Answer 5	0	0%
Campus item 2 - Answer 6	0	0%
Total	0	100.00%
No Response	126	

Group Code	N	%
1000: Dental Hygiene	1	0.90%
1200: Healthcare Access Associate	1	0.90%
1300: Criminal Justice	1	0.90%
1400: Human Services	3	2.70%
1500: Child Development	1	0.90%
1700: Business Management	2	1.80%
1800: General Studies	4	3.60%
1900: Biology	2	1.80%
2000: Health Information Technology	1	0.90%
2200: Airframe and Powerplant	3	2.70%
2400: Computer Networking Technology	2	1.80%
2500: Nursing	7	6.31%
2600: Other	77	69.37%
3000: Medical Laboratory Technician	2	1.80%
4000: Radiologic Technology	2	1.80%
5000: Respiratory Therapy	2	1.80%
Total	111	100.00%
No Response	15	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 15. Financial aid counseling is available if students need it.
- 13. The campus is safe and secure for all students.
- 18. Computer labs are adequate and accessible.
- 36. Tuition paid is a worthwhile investment.
- 11. Counseling services are available if students need them.
- 4. Security staff respond quickly to calls for assistance.
- 27. Tutoring services are readily available.

Challenges

- 20. Students are made to feel welcome here.
- 19. Registration processes and procedures are convenient.
- 24. The equipment in the lab facilities is kept up to date.
- 40. There are sufficient courses within each program of study available each term.
- 5. Financial aid awards are announced in time to be helpful in college planning.
- 22. Academic advisors are knowledgeable about transfer requirements of other schools.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Community Colleges IPS Form A&B

- 15. Financial aid counseling is available if students need it.
- 20. Students are made to feel welcome here.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 19. Registration processes and procedures are convenient.
- 14. Academic advisors are knowledgeable about program requirements.
- 16. Advisors help students apply their program of study to career goals.
- 23. This institution helps students identify resources to finance their education.
- 36. Tuition paid is a worthwhile investment.
- 24. The equipment in the lab facilities is kept up to date.
- 27. Tutoring services are readily available.
- 40. There are sufficient courses within each program of study available each term.
- 5. Financial aid awards are announced in time to be helpful in college planning.
- 8. The quality of instruction students receive in most of their classes is excellent.
- 1. The campus staff are caring and helpful.
- 3. Academic advisors are available when students need help.

Higher Importance vs. National Community Colleges IPS Form A&B

- 15. Financial aid counseling is available if students need it.
- 19. Registration processes and procedures are convenient.
- 16. Advisors help students apply their program of study to career goals.
- 18. Computer labs are adequate and accessible.
- 23. This institution helps students identify resources to finance their education.
- 11. Counseling services are available if students need them.
- 27. Tutoring services are readily available.
- 40. There are sufficient courses within each program of study available each term.
- 5. Financial aid awards are announced in time to be helpful in college planning.

Institutional Summary
Scales: In Order of Importance

Scale	Southern University in Shreveport-Louisiana			National Community Colleges IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
Admissions and Financial Aid Effectiveness	6.70	4.95 / 1.37	1.75	6.49	5.40 / 1.00	1.09	-0.45 ***
Campus Climate	6.69	4.92 / 1.29	1.77	6.55	5.76 / 0.89	0.79	-0.84 ***
Academic Advising Effectiveness	6.68	4.93 / 1.49	1.75	6.54	5.47 / 1.03	1.07	-0.54 ***
Student Centeredness	6.67	4.54 / 1.59	2.13	6.53	5.68 / 0.95	0.85	-1.14 ***
Safety and Security	6.65	5.13 / 1.25	1.52	6.51	5.61 / 0.96	0.90	-0.48 ***
Instructional Effectiveness	6.63	4.88 / 1.44	1.75	6.53	5.71 / 0.95	0.82	-0.83 ***
Registration Effectiveness	6.63	4.91 / 1.39	1.72	6.40	5.59 / 1.03	0.81	-0.68 ***
Campus Services	6.62	5.16 / 1.16	1.46	6.43	5.67 / 0.93	0.76	-0.51 ***

* 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 11191 records.

Institutional Summary

Items: In Order of Importance

Item	Southern University in Shreveport-Louisiana			National Community Colleges IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
15. Financial aid counseling is available if students need it.	6.84	5.20 / 1.66	1.64	6.56	5.75 / 1.24	0.81	-0.55 ***
13. The campus is safe and secure for all students.	6.79	5.67 / 1.27	1.12	6.71	5.86 / 1.24	0.85	-0.19
20. Students are made to feel welcome here.	6.78	4.74 / 1.93	2.04	6.66	6.03 / 1.11	0.63	-1.29 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.75	5.06 / 1.65	1.69	6.69	5.76 / 1.24	0.93	-0.70 ***
19. Registration processes and procedures are convenient.	6.75	4.57 / 2.16	2.18	6.51	5.53 / 1.45	0.98	-0.96 ***
14. Academic advisors are knowledgeable about program requirements.	6.74	5.07 / 1.71	1.67	6.67	5.63 / 1.42	1.04	-0.56 ***
16. Advisors help students apply their program of study to career goals.	6.74	5.09 / 1.67	1.65	6.46	5.43 / 1.32	1.03	-0.34 *
18. Computer labs are adequate and accessible.	6.73	5.49 / 1.60	1.24	6.49	5.72 / 1.42	0.77	-0.23
23. This institution helps students identify resources to finance their education.	6.72	5.00 / 1.73	1.72	6.44	5.56 / 1.32	0.88	-0.56 ***
36. Tuition paid is a worthwhile investment.	6.72	5.74 / 1.47	0.98	6.68	6.25 / 0.98	0.43	-0.51 ***
11. Counseling services are available if students need them.	6.71	5.66 / 1.34	1.05	6.46	5.69 / 1.37	0.77	-0.03
4. Security staff respond quickly to calls for assistance.	6.70	5.72 / 1.28	0.98	6.64	5.80 / 1.44	0.84	-0.08
5. Financial aid awards are announced in time to be helpful in college planning.	6.69	4.49 / 1.77	2.20	6.50	5.32 / 1.49	1.18	-0.83 ***
8. The quality of instruction students receive in most of their classes is excellent.	6.69	4.98 / 1.72	1.71	6.72	5.72 / 1.15	1.00	-0.74 ***
24. The equipment in the lab facilities is kept up to date.	6.69	4.64 / 1.89	2.05	6.54	5.55 / 1.43	0.99	-0.91 ***

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National Group Means are based on 11191 records.

Institutional Summary

Items: In Order of Importance

Item	Southern University in Shreveport-Louisiana			National Community Colleges IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
27. Tutoring services are readily available.	6.69	5.33 / 1.53	1.36	6.52	5.93 / 1.25	0.59	-0.60 ***
40. There are sufficient courses within each program of study available each term.	6.69	4.84 / 1.87	1.85	6.50	5.41 / 1.43	1.09	-0.57 ***
1. The campus staff are caring and helpful.	6.67	4.97 / 1.72	1.70	6.59	5.92 / 1.10	0.67	-0.95 ***
3. Academic advisors are available when students need help.	6.67	4.85 / 1.70	1.82	6.53	5.41 / 1.36	1.12	-0.56 ***
51. Cost as a factor to enroll	6.67			6.43			
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.65	5.12 / 1.60	1.53	6.51	5.47 / 1.36	1.04	-0.35 *
22. Academic advisors are knowledgeable about transfer requirements of other schools.	6.65	4.74 / 1.70	1.91	6.42	5.30 / 1.47	1.12	-0.56 ***
25. Faculty provide timely feedback about students' academic progress.	6.65	4.91 / 1.68	1.74	6.57	5.68 / 1.22	0.89	-0.77 ***
28. This campus provides online access to services students need.	6.65	5.06 / 1.71	1.59	6.40	5.74 / 1.31	0.66	-0.68 ***
39. On the whole, the campus is well-maintained.	6.64	4.83 / 1.82	1.81	6.47	5.92 / 1.34	0.55	-1.09 ***
2. Classes are scheduled at times that are convenient for students.	6.63	5.05 / 1.64	1.58	6.40	5.67 / 1.25	0.73	-0.62 ***
33. Administrators are available to hear students' concerns.	6.63	4.94 / 1.81	1.69	6.36	5.76 / 1.33	0.60	-0.82 ***
21. The amount of student parking space on campus is adequate.	6.62	4.17 / 2.19	2.45	6.27	5.30 / 1.70	0.97	-1.13 ***
29. There are convenient ways for students to pay their school bill.	6.62	5.36 / 1.52	1.26	6.38	5.76 / 1.28	0.62	-0.40 **
35. Students receive ongoing feedback about progress toward their academic goals.	6.62	4.89 / 1.77	1.73	6.46	5.55 / 1.28	0.91	-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 11191 records.

Institutional Summary

Items: In Order of Importance

Item	Southern University in Shreveport-Louisiana			National Community Colleges IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
7. Admissions staff provide personalized attention prior to enrollment.	6.61	5.02 / 1.49	1.59	6.41	5.45 / 1.39	0.96	-0.43 **
9. Students are able to register for the classes they need with few conflicts.	6.61	4.44 / 1.83	2.17	6.42	5.30 / 1.41	1.12	-0.86 ***
52. Financial assistance as a factor to enroll	6.61			6.46			
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.60	4.83 / 1.87	1.77	6.46	5.78 / 1.26	0.68	-0.95 ***
37. Students seldom get the "run-around" when seeking information on this campus.	6.60	3.51 / 2.25	3.09	6.52	4.95 / 1.68	1.57	-1.44 ***
26. There are adequate services to help students decide upon a career.	6.54	4.68 / 1.81	1.86	6.35	5.35 / 1.43	1.00	-0.67 ***
32. Students are able to take care of college-related business at times that are convenient.	6.54	5.21 / 1.57	1.33	6.37	5.75 / 1.28	0.62	-0.54 ***
31. Faculty use a variety of technology and media in the classroom.	6.53	4.78 / 1.78	1.75	6.25	5.82 / 1.14	0.43	-1.04 ***
30. The assessment and course placement procedures are reasonable.	6.51	4.84 / 1.68	1.67	6.35	5.55 / 1.34	0.80	-0.71 ***
38. Most classes deal with practical experiences and applications.	6.50	4.74 / 1.72	1.76	6.23	5.63 / 1.21	0.60	-0.89 ***
10. Parking lots are well-lighted and secure.	6.49	5.01 / 1.76	1.48	6.43	5.50 / 1.50	0.93	-0.49 ***
6. Library resources and services are adequate.	6.48	5.54 / 1.50	0.94	6.34	5.86 / 1.25	0.48	-0.32 **
54. Future career opportunities as a factor to enroll	6.25			6.20			
53. Academic reputation as a factor to enroll	6.11			5.91			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 11191 records.

Institutional Summary
Items: In Order of Importance

Item	Southern University in Shreveport-Louisiana			National Community Colleges IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
57. Information on the campus Web site as a factor to enroll	6.09			5.72			
55. Personal recommendations as a factor to enroll	6.03			5.67			
56. Distance from campus as a factor to enroll	5.99			6.16			
58. Campus visits as a factor to enroll	5.65			5.57			
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

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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 IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.68	4.93 / 1.49	1.75	6.54	5.47 / 1.03	1.07	-0.54 ***
3. Academic advisors are available when students need help.	6.67	4.85 / 1.70	1.82	6.53	5.41 / 1.36	1.12	-0.56 ***
14. Academic advisors are knowledgeable about program requirements.	6.74	5.07 / 1.71	1.67	6.67	5.63 / 1.42	1.04	-0.56 ***
16. Advisors help students apply their program of study to career goals.	6.74	5.09 / 1.67	1.65	6.46	5.43 / 1.32	1.03	-0.34 *
22. Academic advisors are knowledgeable about transfer requirements of other schools.	6.65	4.74 / 1.70	1.91	6.42	5.30 / 1.47	1.12	-0.56 ***
35. Students receive ongoing feedback about progress toward their academic goals.	6.62	4.89 / 1.77	1.73	6.46	5.55 / 1.28	0.91	-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 11191 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 IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	6.70	4.95 / 1.37	1.75	6.49	5.40 / 1.00	1.09	-0.45 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.69	4.49 / 1.77	2.20	6.50	5.32 / 1.49	1.18	-0.83 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.61	5.02 / 1.49	1.59	6.41	5.45 / 1.39	0.96	-0.43 **
15. Financial aid counseling is available if students need it.	6.84	5.20 / 1.66	1.64	6.56	5.75 / 1.24	0.81	-0.55 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.65	5.12 / 1.60	1.53	6.51	5.47 / 1.36	1.04	-0.35 *
23. This institution helps students identify resources to finance their education.	6.72	5.00 / 1.73	1.72	6.44	5.56 / 1.32	0.88	-0.56 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 11191 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 IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
CAMPUS CLIMATE	6.69	4.92 / 1.29	1.77	6.55	5.76 / 0.89	0.79	-0.84 ***
1. The campus staff are caring and helpful.	6.67	4.97 / 1.72	1.70	6.59	5.92 / 1.10	0.67	-0.95 ***
13. The campus is safe and secure for all students.	6.79	5.67 / 1.27	1.12	6.71	5.86 / 1.24	0.85	-0.19
20. Students are made to feel welcome here.	6.78	4.74 / 1.93	2.04	6.66	6.03 / 1.11	0.63	-1.29 ***
33. Administrators are available to hear students' concerns.	6.63	4.94 / 1.81	1.69	6.36	5.76 / 1.33	0.60	-0.82 ***
36. Tuition paid is a worthwhile investment.	6.72	5.74 / 1.47	0.98	6.68	6.25 / 0.98	0.43	-0.51 ***
37. Students seldom get the "run-around" when seeking information on this campus.	6.60	3.51 / 2.25	3.09	6.52	4.95 / 1.68	1.57	-1.44 ***
39. On the whole, the campus is well-maintained.	6.64	4.83 / 1.82	1.81	6.47	5.92 / 1.34	0.55	-1.09 ***

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

National Group Means are based on 11191 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 IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
CAMPUS SERVICES	6.62	5.16 / 1.16	1.46	6.43	5.67 / 0.93	0.76	-0.51 ***
6. Library resources and services are adequate.	6.48	5.54 / 1.50	0.94	6.34	5.86 / 1.25	0.48	-0.32 **
11. Counseling services are available if students need them.	6.71	5.66 / 1.34	1.05	6.46	5.69 / 1.37	0.77	-0.03
18. Computer labs are adequate and accessible.	6.73	5.49 / 1.60	1.24	6.49	5.72 / 1.42	0.77	-0.23
24. The equipment in the lab facilities is kept up to date.	6.69	4.64 / 1.89	2.05	6.54	5.55 / 1.43	0.99	-0.91 ***
26. There are adequate services to help students decide upon a career.	6.54	4.68 / 1.81	1.86	6.35	5.35 / 1.43	1.00	-0.67 ***
27. Tutoring services are readily available.	6.69	5.33 / 1.53	1.36	6.52	5.93 / 1.25	0.59	-0.60 ***
28. This campus provides online access to services students need.	6.65	5.06 / 1.71	1.59	6.40	5.74 / 1.31	0.66	-0.68 ***
30. The assessment and course placement procedures are reasonable.	6.51	4.84 / 1.68	1.67	6.35	5.55 / 1.34	0.80	-0.71 ***

* 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 11191 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 IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.63	4.88 / 1.44	1.75	6.53	5.71 / 0.95	0.82	-0.83 ***
8. The quality of instruction students receive in most of their classes is excellent.	6.69	4.98 / 1.72	1.71	6.72	5.72 / 1.15	1.00	-0.74 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.75	5.06 / 1.65	1.69	6.69	5.76 / 1.24	0.93	-0.70 ***
25. Faculty provide timely feedback about students' academic progress.	6.65	4.91 / 1.68	1.74	6.57	5.68 / 1.22	0.89	-0.77 ***
31. Faculty use a variety of technology and media in the classroom.	6.53	4.78 / 1.78	1.75	6.25	5.82 / 1.14	0.43	-1.04 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.60	4.83 / 1.87	1.77	6.46	5.78 / 1.26	0.68	-0.95 ***
38. Most classes deal with practical experiences and applications.	6.50	4.74 / 1.72	1.76	6.23	5.63 / 1.21	0.60	-0.89 ***
40. There are sufficient courses within each program of study available each term.	6.69	4.84 / 1.87	1.85	6.50	5.41 / 1.43	1.09	-0.57 ***

* 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 11191 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 IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.63	4.91 / 1.39	1.72	6.40	5.59 / 1.03	0.81	-0.68 ***
2. Classes are scheduled at times that are convenient for students.	6.63	5.05 / 1.64	1.58	6.40	5.67 / 1.25	0.73	-0.62 ***
9. Students are able to register for the classes they need with few conflicts.	6.61	4.44 / 1.83	2.17	6.42	5.30 / 1.41	1.12	-0.86 ***
19. Registration processes and procedures are convenient.	6.75	4.57 / 2.16	2.18	6.51	5.53 / 1.45	0.98	-0.96 ***
29. There are convenient ways for students to pay their school bill.	6.62	5.36 / 1.52	1.26	6.38	5.76 / 1.28	0.62	-0.40 **
32. Students are able to take care of college-related business at times that are convenient.	6.54	5.21 / 1.57	1.33	6.37	5.75 / 1.28	0.62	-0.54 ***

* 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 11191 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 IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
SAFETY AND SECURITY	6.65	5.13 / 1.25	1.52	6.51	5.61 / 0.96	0.90	-0.48 ***
4. Security staff respond quickly to calls for assistance.	6.70	5.72 / 1.28	0.98	6.64	5.80 / 1.44	0.84	-0.08
10. Parking lots are well-lighted and secure.	6.49	5.01 / 1.76	1.48	6.43	5.50 / 1.50	0.93	-0.49 ***
13. The campus is safe and secure for all students.	6.79	5.67 / 1.27	1.12	6.71	5.86 / 1.24	0.85	-0.19
21. The amount of student parking space on campus is adequate.	6.62	4.17 / 2.19	2.45	6.27	5.30 / 1.70	0.97	-1.13 ***

* 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 11191 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 IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
STUDENT CENTEREDNESS	6.67	4.54 / 1.59	2.13	6.53	5.68 / 0.95	0.85	-1.14 ***
1. The campus staff are caring and helpful.	6.67	4.97 / 1.72	1.70	6.59	5.92 / 1.10	0.67	-0.95 ***
20. Students are made to feel welcome here.	6.78	4.74 / 1.93	2.04	6.66	6.03 / 1.11	0.63	-1.29 ***
33. Administrators are available to hear students' concerns.	6.63	4.94 / 1.81	1.69	6.36	5.76 / 1.33	0.60	-0.82 ***
37. Students seldom get the "run-around" when seeking information on this campus.	6.60	3.51 / 2.25	3.09	6.52	4.95 / 1.68	1.57	-1.44 ***

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National Group Means are based on 11191 records.

Institutional Summary

Items: In Sequential Order

Item	Southern University in Shreveport-Louisiana			National Community Colleges IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.67	4.97 / 1.72	1.70	6.59	5.92 / 1.10	0.67	-0.95 ***
2. Classes are scheduled at times that are convenient for students.	6.63	5.05 / 1.64	1.58	6.40	5.67 / 1.25	0.73	-0.62 ***
3. Academic advisors are available when students need help.	6.67	4.85 / 1.70	1.82	6.53	5.41 / 1.36	1.12	-0.56 ***
4. Security staff respond quickly to calls for assistance.	6.70	5.72 / 1.28	0.98	6.64	5.80 / 1.44	0.84	-0.08
5. Financial aid awards are announced in time to be helpful in college planning.	6.69	4.49 / 1.77	2.20	6.50	5.32 / 1.49	1.18	-0.83 ***
6. Library resources and services are adequate.	6.48	5.54 / 1.50	0.94	6.34	5.86 / 1.25	0.48	-0.32 **
7. Admissions staff provide personalized attention prior to enrollment.	6.61	5.02 / 1.49	1.59	6.41	5.45 / 1.39	0.96	-0.43 **
8. The quality of instruction students receive in most of their classes is excellent.	6.69	4.98 / 1.72	1.71	6.72	5.72 / 1.15	1.00	-0.74 ***
9. Students are able to register for the classes they need with few conflicts.	6.61	4.44 / 1.83	2.17	6.42	5.30 / 1.41	1.12	-0.86 ***
10. Parking lots are well-lighted and secure.	6.49	5.01 / 1.76	1.48	6.43	5.50 / 1.50	0.93	-0.49 ***
11. Counseling services are available if students need them.	6.71	5.66 / 1.34	1.05	6.46	5.69 / 1.37	0.77	-0.03
12. Faculty are fair and unbiased in their treatment of individual students.	6.75	5.06 / 1.65	1.69	6.69	5.76 / 1.24	0.93	-0.70 ***
13. The campus is safe and secure for all students.	6.79	5.67 / 1.27	1.12	6.71	5.86 / 1.24	0.85	-0.19
14. Academic advisors are knowledgeable about program requirements.	6.74	5.07 / 1.71	1.67	6.67	5.63 / 1.42	1.04	-0.56 ***
15. Financial aid counseling is available if students need it.	6.84	5.20 / 1.66	1.64	6.56	5.75 / 1.24	0.81	-0.55 ***

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Institutional Summary

Items: In Sequential Order

Item	Southern University in Shreveport-Louisiana			National Community Colleges IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
16. Advisors help students apply their program of study to career goals.	6.74	5.09 / 1.67	1.65	6.46	5.43 / 1.32	1.03	-0.34 *
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.65	5.12 / 1.60	1.53	6.51	5.47 / 1.36	1.04	-0.35 *
18. Computer labs are adequate and accessible.	6.73	5.49 / 1.60	1.24	6.49	5.72 / 1.42	0.77	-0.23
19. Registration processes and procedures are convenient.	6.75	4.57 / 2.16	2.18	6.51	5.53 / 1.45	0.98	-0.96 ***
20. Students are made to feel welcome here.	6.78	4.74 / 1.93	2.04	6.66	6.03 / 1.11	0.63	-1.29 ***
21. The amount of student parking space on campus is adequate.	6.62	4.17 / 2.19	2.45	6.27	5.30 / 1.70	0.97	-1.13 ***
22. Academic advisors are knowledgeable about transfer requirements of other schools.	6.65	4.74 / 1.70	1.91	6.42	5.30 / 1.47	1.12	-0.56 ***
23. This institution helps students identify resources to finance their education.	6.72	5.00 / 1.73	1.72	6.44	5.56 / 1.32	0.88	-0.56 ***
24. The equipment in the lab facilities is kept up to date.	6.69	4.64 / 1.89	2.05	6.54	5.55 / 1.43	0.99	-0.91 ***
25. Faculty provide timely feedback about students' academic progress.	6.65	4.91 / 1.68	1.74	6.57	5.68 / 1.22	0.89	-0.77 ***
26. There are adequate services to help students decide upon a career.	6.54	4.68 / 1.81	1.86	6.35	5.35 / 1.43	1.00	-0.67 ***
27. Tutoring services are readily available.	6.69	5.33 / 1.53	1.36	6.52	5.93 / 1.25	0.59	-0.60 ***
28. This campus provides online access to services students need.	6.65	5.06 / 1.71	1.59	6.40	5.74 / 1.31	0.66	-0.68 ***
29. There are convenient ways for students to pay their school bill.	6.62	5.36 / 1.52	1.26	6.38	5.76 / 1.28	0.62	-0.40 **
30. The assessment and course placement procedures are reasonable.	6.51	4.84 / 1.68	1.67	6.35	5.55 / 1.34	0.80	-0.71 ***

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National Group Means are based on 11191 records.

Institutional Summary

Items: In Sequential Order

Item	Southern University in Shreveport-Louisiana			National Community Colleges IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
31. Faculty use a variety of technology and media in the classroom.	6.53	4.78 / 1.78	1.75	6.25	5.82 / 1.14	0.43	-1.04 ***
32. Students are able to take care of college-related business at times that are convenient.	6.54	5.21 / 1.57	1.33	6.37	5.75 / 1.28	0.62	-0.54 ***
33. Administrators are available to hear students' concerns.	6.63	4.94 / 1.81	1.69	6.36	5.76 / 1.33	0.60	-0.82 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.60	4.83 / 1.87	1.77	6.46	5.78 / 1.26	0.68	-0.95 ***
35. Students receive ongoing feedback about progress toward their academic goals.	6.62	4.89 / 1.77	1.73	6.46	5.55 / 1.28	0.91	-0.66 ***
36. Tuition paid is a worthwhile investment.	6.72	5.74 / 1.47	0.98	6.68	6.25 / 0.98	0.43	-0.51 ***
37. Students seldom get the "run-around" when seeking information on this campus.	6.60	3.51 / 2.25	3.09	6.52	4.95 / 1.68	1.57	-1.44 ***
38. Most classes deal with practical experiences and applications.	6.50	4.74 / 1.72	1.76	6.23	5.63 / 1.21	0.60	-0.89 ***
39. On the whole, the campus is well-maintained.	6.64	4.83 / 1.82	1.81	6.47	5.92 / 1.34	0.55	-1.09 ***
40. There are sufficient courses within each program of study available each term.	6.69	4.84 / 1.87	1.85	6.50	5.41 / 1.43	1.09	-0.57 ***
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 IPS Form A&B			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
47. Campus item 7							
48. Campus item 8							
49. Campus item 9							
50. Campus item 10							
51. Cost as a factor to enroll	6.67			6.43			
52. Financial assistance as a factor to enroll	6.61			6.46			
53. Academic reputation as a factor to enroll	6.11			5.91			
54. Future career opportunities as a factor to enroll	6.25			6.20			
55. Personal recommendations as a factor to enroll	6.03			5.67			
56. Distance from campus as a factor to enroll	5.99			6.16			
57. Information on the campus Web site as a factor to enroll	6.09			5.72			
58. Campus visits as a factor to enroll	5.65			5.57			

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Institutional Summary

Summary Items

Summary Item	Southern University in Shreveport-Louisiana	National Community Colleges IPS Form A&B	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.19	Average: 4.82	-0.63
1=Much worse than expected	4%	0%	
2=Quite a bit worse than I expected	0%	0%	
3=Worse than I expected	17%	4%	
4=About what I expected	49%	37%	
5=Better than I expected	14%	35%	
6=Quite a bit better than I expected	4%	12%	
7=Much better than expected	9%	9%	
Rate your overall satisfaction with your experience here thus far.	Average: 4.70	Average: 5.60	-0.90
1=Not satisfied at all	1%	0%	
2=Not very satisfied	9%	1%	
3=Somewhat dissatisfied	11%	4%	
4=Neutral	16%	7%	
5=Somewhat satisfied	30%	21%	
6=Satisfied	19%	49%	
7=Very satisfied	11%	15%	
All in all, if you had to do it over, would you enroll here again?	Average: 4.83	Average: 5.79	-0.96
1=Definitely not	3%	0%	
2=Probably not	11%	2%	
3=Maybe not	7%	2%	
4=I don't know	14%	7%	
5=Maybe yes	23%	12%	
6=Probably yes	21%	47%	
7=Definitely yes	19%	27%	