

SOUTHERN UNIVERSITY AND A&M COLLEGE AT BATON ROUGE

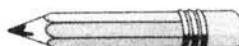
GRADUATING STUDENT SURVEY

**CS 3.11.3
EVIDENCE 7**

Congratulations upon completion of your degree requirements at Southern University. I know that you take pride in your accomplishment and want to help further improve the education experiences enjoyed by those who follow you. To gather information concerning your Southern experience, this brief questionnaire is provided for your completion. It asks for information about yourself and your plans after graduation, as well as the extent to which you are satisfied with Southern in general, university services, and your specific degree program. Your answers will remain confidential and will be used to improve your Alma Mater's academic programs and educational support services. Please complete and return this questionnaire. Thank you.

RIGHT

WRONG



USE NO. 2 PENCIL ONLY

BIOGRAPHICAL/ENROLLMENT DATA Indicate only one response for each item by marking the appropriate oval.

| | | | | | | | |
|--|---|--|--|--|---|---|---|
| 1. Gender <input type="radio"/> Female <input type="radio"/> Male | 2. Race <input type="radio"/> Black <input type="radio"/> White <input type="radio"/> Other | 3. Citizenship <input type="radio"/> US <input type="radio"/> Other | 4. Residence <input type="radio"/> Louisiana <input type="radio"/> Non-resident | 5. Current Age <input type="radio"/> 22 or under <input type="radio"/> 23 - 25 <input type="radio"/> 26 - 28 | <input type="radio"/> 29 - 31 <input type="radio"/> 32 - 34 <input type="radio"/> 35 or older | 6. Current Status <input type="radio"/> Undergraduate <input type="radio"/> Graduate | 11. MAJOR CODE (see attached) |
|--|---|--|--|--|---|---|---|

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| 7A. (Undergraduate Students Only) While pursuing this degree, did you: <input type="radio"/> Originally enroll at SUBR <input type="radio"/> Transfer from 2-yr college <input type="radio"/> Transfer from university | 8. Number of years in attendance at Southern University <input type="radio"/> One <input type="radio"/> Two <input type="radio"/> Three <input type="radio"/> Four <input type="radio"/> Five <input type="radio"/> Six <input type="radio"/> More than six | 9. Please estimate your cumulative GPA upon completion of this Degree <input type="radio"/> 3.75 - 4.00 <input type="radio"/> 3.50 - 3.74 <input type="radio"/> 3.25 - 3.49 <input type="radio"/> 3.00 - 3.24 <input type="radio"/> 2.75 - 2.99 <input type="radio"/> 2.50 - 2.74 <input type="radio"/> 2.25 - 2.49 <input type="radio"/> 2.00 - 2.24 | 10. Student I.D. Number <table border="1" style="width: 100%; text-align: center;"> <tr><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> <tr><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr> </table> | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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|--|--|---|---|
| 7B. (Graduate Students Only) Undergraduate Degree From: <input type="radio"/> Southern University <input type="radio"/> Another Institution (Specify) _____ | 12. Number of semesters you have lived in Southern Residence Halls <input type="radio"/> None <input type="radio"/> One <input type="radio"/> Two <input type="radio"/> Three <input type="radio"/> Four <input type="radio"/> Five <input type="radio"/> More than five | 13. Are you active in SU Student Organizations? <input type="radio"/> Yes <input type="radio"/> No | 14. Average number of hours employed per week during the past year: <input type="radio"/> None <input type="radio"/> 1 - 10 <input type="radio"/> 11 - 20 <input type="radio"/> 21 - 30 <input type="radio"/> 31 - 40 <input type="radio"/> More than 40 |
|--|--|---|---|

PLANS FOLLOWING GRADUATION Indicate only one response for each item by marking the appropriate oval.

| | |
|--|---|
| 15. What are your immediate plans following graduation? <input type="radio"/> I plan to continue working in the same job I had before graduation <input type="radio"/> I plan to work in a job I recently obtained <input type="radio"/> I am currently looking for a job <input type="radio"/> I don't plan to work outside the home <input type="radio"/> I plan to continue my education before working <input type="radio"/> Undecided at this time | 17A. Did you use the Office of Career Services? <input type="radio"/> Yes <input type="radio"/> No |
|--|---|

| | |
|--|--|
| 16. If you are going to continue working at the same job, or are starting a new one, please answer the following: A. To what extent is your job related to your major area of study? <input type="radio"/> Directly related <input type="radio"/> Somewhat related <input type="radio"/> Not related B. What is your yearly salary range? <input type="radio"/> \$10,000 - \$19,999 <input type="radio"/> \$20,000 - \$29,999 <input type="radio"/> \$30,000 - \$39,999 <input type="radio"/> \$40,000 - \$49,999 <input type="radio"/> \$50,000 or more C. Employer: _____ D. Location: <input type="radio"/> Louisiana - Baton Rouge <input type="radio"/> Louisiana - Other (please indicate city) _____ <input type="radio"/> Alabama <input type="radio"/> Arkansas <input type="radio"/> Florida <input type="radio"/> Georgia <input type="radio"/> Mississippi <input type="radio"/> Texas <input type="radio"/> Other (please indicate state) _____ | 17B. If you answered yes to 17A, did the Office of Career Services help you obtain employment? <input type="radio"/> Yes <input type="radio"/> No 17C. If you used the Office of Career Services, please rate your satisfaction: <input type="radio"/> Very Satisfied <input type="radio"/> Satisfied <input type="radio"/> Neutral <input type="radio"/> Unsatisfied <input type="radio"/> Very Unsatisfied 17D. If you did not use Career Services, please state the reason: <input type="radio"/> Did not know about Career Services <input type="radio"/> Did not think Career Services could help me <input type="radio"/> Not seeking employment at this time <input type="radio"/> Already had a job <input type="radio"/> Other 18. Have you engaged in a co-op or internship? <input type="radio"/> Yes, voluntarily <input type="radio"/> Yes, mandatory for my program <input type="radio"/> No |
|--|--|

ADDITIONAL EDUCATION PLANS Indicate only one response for each item by marking the appropriate oval.

| | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|---|
| 19. Do you plan to seek additional education? <input type="radio"/> Yes, I have been accepted to graduate school. <input type="radio"/> Yes, in the future. <input type="radio"/> No, I do not plan to seek additional education. <input type="radio"/> Undecided at this time. | 21. Where do you plan to attend graduate school? (See Attached.) <table border="1" style="width: 100%; text-align: center;"> <tr><td>0</td><td>1</td></tr> <tr><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td></tr> <tr><td>6</td><td>7</td></tr> <tr><td>8</td><td>9</td></tr> </table> | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 0 | 1 | | | | | | | | | | |
| 2 | 3 | | | | | | | | | | |
| 4 | 5 | | | | | | | | | | |
| 6 | 7 | | | | | | | | | | |
| 8 | 9 | | | | | | | | | | |

| | | | | | | | | | | | |
|--|--|---|---|---|---|---|---|---|---|---|---|
| 20. If you plan to continue your education, what is the highest degree you plan to earn? <input type="radio"/> Master's Degree <input type="radio"/> Specialist's Degree (e.g., Ed.S.) <input type="radio"/> Professional Degree (e.g., Medicine, Law, Theology) <input type="radio"/> Doctoral Degree (e.g., Ph.D., Ed.D.) | <table border="1" style="width: 100%; text-align: center;"> <tr><td>0</td><td>1</td></tr> <tr><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td></tr> <tr><td>6</td><td>7</td></tr> <tr><td>8</td><td>9</td></tr> </table> | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 0 | 1 | | | | | | | | | | |
| 2 | 3 | | | | | | | | | | |
| 4 | 5 | | | | | | | | | | |
| 6 | 7 | | | | | | | | | | |
| 8 | 9 | | | | | | | | | | |

EDUCATIONAL EXPERIENCE AT SOUTHERN UNIVERSITY

For each of the following items which apply, please indicate the extent of your agreement with the statement as it describes your experience at Southern University at Baton Rouge.

Within my degree program or because of my experiences at Southern University, I

| | Not Applicable | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|--|-------------------|-------------------|-------|---------|----------|----------------------|
| 22. Felt academically challenged. | (0) | (5) | (4) | (3) | (2) | (1) |
| 23. Developed the ability to write effectively. | (0) | (5) | (4) | (3) | (2) | (1) |
| 24. Felt adequately prepared for graduate study in my major field. | (0) | (5) | (4) | (3) | (2) | (1) |
| 25. Was prepared to assume the responsibilities of my chosen profession. | (0) | (5) | (4) | (3) | (2) | (1) |
| 26. Developed the ability to express myself effectively through speaking. | (0) | (5) | (4) | (3) | (2) | (1) |
| 27. Developed multicultural and global perspectives. | (0) | (5) | (4) | (3) | (2) | (1) |
| 28. Acquired a basic knowledge in the liberal arts (humanities, social sciences, and natural sciences). | (0) | (5) | (4) | (3) | (2) | (1) |
| 29. Would recommend to others that they study within the same program at SU. | (0) | (5) | (4) | (3) | (2) | (1) |
| 30. Would recommend Southern University to prospective students. | (0) | (5) | (4) | (3) | (2) | (1) |

GENERAL SATISFACTION WITH UNIVERSITY ENVIRONMENT AND SERVICES

Please indicate your level of satisfaction with each of the following University environmental conditions and services which you may have used or directly experienced.

Environment and Services

| | N/A or Did not Use | Very Satisfied | Satisfied | Neutral | Unsatisfied | Very Unsatisfied |
|---|-----------------------|-------------------|-----------|---------|-------------|---------------------|
| Academic Services: | | | | | | |
| 31. Academic Advising in Department | (0) | (5) | (4) | (3) | (2) | (1) |
| 32. Departmental Computer Services | (0) | (5) | (4) | (3) | (2) | (1) |
| 33. John B. Cade Library | (0) | (5) | (4) | (3) | (2) | (1) |
| 34. Library Services within Professional Schools/Academic Units | (0) | (5) | (4) | (3) | (2) | (1) |
| 35. Computer Center Services | (0) | (5) | (4) | (3) | (2) | (1) |
| 36. Recognition and Promotion of Cultural Diversity | (0) | (5) | (4) | (3) | (2) | (1) |
| 37. Bookstore | (0) | (5) | (4) | (3) | (2) | (1) |
| 38. Graduate School Office | (0) | (5) | (4) | (3) | (2) | (1) |
| 39. International Student Advisory Services | (0) | (5) | (4) | (3) | (2) | (1) |
| Administrative Services: | | | | | | |
| 40. Admissions | (0) | (5) | (4) | (3) | (2) | (1) |
| 41. Registration | (0) | (5) | (4) | (3) | (2) | (1) |
| 42. Fee Payment Process | (0) | (5) | (4) | (3) | (2) | (1) |
| 43. Bursar Office Services | (0) | (5) | (4) | (3) | (2) | (1) |
| 44. Financial Aid Processed in Timely Manner | (0) | (5) | (4) | (3) | (2) | (1) |
| 45. University Police Department | (0) | (5) | (4) | (3) | (2) | (1) |
| 46. Overall Campus Safety and Security | (0) | (5) | (4) | (3) | (2) | (1) |
| 47. Parking | (0) | (5) | (4) | (3) | (2) | (1) |
| 48. Overall Classroom Conditions | (0) | (5) | (4) | (3) | (2) | (1) |
| 49. Condition and maintenance of University Grounds | (0) | (5) | (4) | (3) | (2) | (1) |
| 50. Graduation check-out instructions and procedures | (0) | (5) | (4) | (3) | (2) | (1) |
| Student Affairs: | | | | | | |
| 51. Intramural and Recreational Programs | (0) | (5) | (4) | (3) | (2) | (1) |
| 52. Intramural and Recreational Facilities | (0) | (5) | (4) | (3) | (2) | (1) |
| 53. Residence Life and Housing Services | (0) | (5) | (4) | (3) | (2) | (1) |
| 54. Smith-Brown Memorial Student Union | (0) | (5) | (4) | (3) | (2) | (1) |
| 55. Student Newspaper | (0) | (5) | (4) | (3) | (2) | (1) |
| 56. Student Yearbook | (0) | (5) | (4) | (3) | (2) | (1) |
| 57. Student Health Services | (0) | (5) | (4) | (3) | (2) | (1) |
| 58. University Counseling Center | (0) | (5) | (4) | (3) | (2) | (1) |
| 59. Health Education and Awareness Programs | (0) | (5) | (4) | (3) | (2) | (1) |
| 60. Cafeteria Food Services | (0) | (5) | (4) | (3) | (2) | (1) |
| 61. Student Union food Services | (0) | (5) | (4) | (3) | (2) | (1) |

COMMENTS

Please feel free to add your written comments in the space provided below and return this form.

Southern University and A&M College At Baton Rouge

Graduating Student Survey 2012-2013 Evaluation



**Prepared by
Office of Planning, Assessment and Institutional Research (Pair)
A. C. Blanks Hall**

Graduating Student Survey: Summer 2012, Fall 2012 and Spring 2013

| Satisfaction with Academic Services Total: All students | N/A or Did not use | | Very Satisfied | | Satisfied | | Neutral | | Unsatisfied | | Very unsatisfied | |
|--|-----------------------|-------|----------------|------|-----------|------|---------|-------|-------------|-------|------------------|-------|
| | Number | % | Number | % | Number | % | Number | % | Number | % | Number | % |
| 31. Academic advising in dept. | 84 | 9.3% | 23 | 2.6% | 60 | 6.7% | 140 | 15.6% | 312 | 34.7% | 281 | 31.2% |
| 32. Departmental computer services | 127 | 14.1% | 44 | 4.9% | 57 | 6.3% | 188 | 20.8% | 312 | 34.6% | 174 | 19.3% |
| 33. John B Cade Library | 49 | 5.5% | 17 | 1.9% | 15 | 1.7% | 156 | 17.4% | 391 | 43.5% | 270 | 30.1% |
| 34. Library Services within Prof. Schools/Academic Units | 171 | 19.1% | 16 | 1.8% | 19 | 2.1% | 195 | 21.8% | 320 | 35.7% | 175 | 19.5% |
| 35. Computer Center services | 142 | 15.8% | 17 | 1.9% | 24 | 2.7% | 193 | 21.5% | 336 | 37.5% | 184 | 20.5% |
| 36. Recognition/Promotion of Cultural Diversity | 179 | 20.1% | 18 | 2.0% | 22 | 2.5% | 194 | 21.7% | 323 | 36.2% | 156 | 17.5% |
| 37. Bookstore | 30 | 3.4% | 20 | 2.2% | 37 | 4.2% | 188 | 21.1% | 398 | 44.7% | 217 | 24.4% |
| 38. Graduate School office | 295 | 33.0% | 17 | 1.9% | 22 | 2.5% | 185 | 20.7% | 241 | 26.9% | 135 | 15.1% |
| 39. International Student Advisory services | 418 | 46.5% | 14 | 1.6% | 9 | 1.0% | 183 | 20.4% | 182 | 20.3% | 92 | 10.2% |

Graduating Student Survey: Summer 2012, Fall 2012 and Spring 2013

| Satisfaction with Academic Services Undergraduate | N/A or Did not use | | Very Satisfied | | Satisfied | | Neutral | | Unsatisfied | | Very unsatisfied | |
|--|-----------------------|-------|----------------|-------|-----------|-------|---------|-------|-------------|-------|------------------|-------|
| | Number | % | Number | % | Number | % | Number | % | Number | % | Number | % |
| 31. Academic advising in dept. | 3 | 17.6% | 1 | 5.9% | 2 | 11.8% | 0 | 0.0% | 3 | 17.6% | 8 | 47.1% |
| 32. Departmental computer services | 3 | 17.6% | 2 | 11.8% | 1 | 5.9% | 1 | 5.9% | 3 | 17.6% | 7 | 41.2% |
| 33. John B Cade Library | 1 | 5.9% | 1 | 5.9% | 0 | 0.0% | 0 | 0.0% | 8 | 47.1% | 7 | 41.2% |
| 34. Library Services within Prof. Schools/Academic Units | 1 | 5.9% | 1 | 5.9% | 0 | 0.0% | 2 | 11.8% | 6 | 35.3% | 7 | 41.2% |
| 35. Computer Center services | 1 | 5.9% | 1 | 5.9% | 0 | 0.0% | 3 | 17.6% | 5 | 29.4% | 7 | 41.2% |
| 36. Recognition/Promotion of Cultural Diversity | 1 | 5.9% | 1 | 5.9% | 1 | 5.9% | 2 | 11.8% | 5 | 29.4% | 7 | 41.2% |
| 37. Bookstore | 1 | 5.9% | 2 | 11.8% | 0 | 0.0% | 0 | 0.0% | 8 | 47.1% | 6 | 35.3% |
| 38. Graduate School office | 5 | 29.4% | 1 | 5.9% | 0 | 0.0% | 1 | 5.9% | 3 | 17.6% | 7 | 41.2% |
| 39. International Student Advisory services | 6 | 35.3% | 1 | 5.9% | 0 | 0.0% | 1 | 5.9% | 3 | 17.6% | 6 | 35.3% |

| Satisfaction with Academic Services Graduate | N/A or Did not use | | Very Satisfied | | Satisfied | | Neutral | | Unsatisfied | | Very unsatisfied | |
|--|-----------------------|-------|----------------|------|-----------|------|---------|-------|-------------|-------|------------------|-------|
| | Number | % | Number | % | Number | % | Number | % | Number | % | Number | % |
| 31. Academic advising in dept. | 27 | 12.1% | 2 | .9% | 11 | 4.9% | 41 | 18.4% | 81 | 36.3% | 61 | 27.4% |
| 32. Departmental computer services | 39 | 17.5% | 10 | 4.5% | 10 | 4.5% | 51 | 22.9% | 80 | 35.9% | 33 | 14.8% |
| 33. John B Cade Library | 20 | 9.0% | 4 | 1.8% | 3 | 1.4% | 49 | 22.1% | 94 | 42.3% | 52 | 23.4% |
| 34. Library Services within Prof. Schools/Academic Units | 47 | 21.4% | 5 | 2.3% | 4 | 1.8% | 52 | 23.6% | 78 | 35.5% | 34 | 15.5% |
| 35. Computer Center services | 46 | 20.7% | 1 | .5% | 5 | 2.3% | 58 | 26.1% | 80 | 36.0% | 32 | 14.4% |
| 36. Recognition/Promotion of Cultural Diversity | 52 | 23.4% | 0 | 0.0% | 6 | 2.7% | 56 | 25.2% | 76 | 34.2% | 32 | 14.4% |
| 37. Bookstore | 13 | 5.9% | 1 | .5% | 7 | 3.2% | 49 | 22.3% | 97 | 44.1% | 53 | 24.1% |
| 38. Graduate School office | 3 | 1.4% | 9 | 4.1% | 13 | 5.9% | 49 | 22.4% | 92 | 42.0% | 53 | 24.2% |
| 39. International Student Advisory services | 90 | 41.1% | 4 | 1.8% | 2 | .9% | 47 | 21.5% | 54 | 24.7% | 22 | 10.0% |

Graduating Student Survey: Summer 2012, Fall 2012 and Spring 2013

| Satisfaction with Administrative Services Total: All students | N/A or Did not use | | Very Satisfied | | Satisfied | | Neutral | | Unsatisfied | | Very unsatisfied | |
|--|-----------------------|------|----------------|-------|-----------|-------|---------|-------|-------------|-------|------------------|-------|
| | Number | % | Number | % | Number | % | Number | % | Number | % | Number | % |
| 40. Admissions | 25 | 2.8% | 58 | 6.4% | 82 | 9.1% | 197 | 21.8% | 394 | 43.5% | 149 | 16.5% |
| 41. Registration | 8 | .9% | 99 | 11.0% | 124 | 13.8% | 192 | 21.4% | 341 | 37.9% | 135 | 15.0% |
| 42. Fee payment process | 11 | 1.2% | 94 | 10.4% | 125 | 13.9% | 218 | 24.2% | 328 | 36.4% | 124 | 13.8% |
| 43. Bursar Office services | 66 | 7.4% | 73 | 8.2% | 65 | 7.3% | 229 | 25.7% | 332 | 37.2% | 127 | 14.2% |
| 44. Financial Aid processed in timely manner | 40 | 4.4% | 188 | 20.9% | 149 | 16.6% | 173 | 19.2% | 239 | 26.6% | 111 | 12.3% |
| 45. University Police Dept | 37 | 4.1% | 141 | 15.7% | 100 | 11.1% | 236 | 26.3% | 273 | 30.4% | 111 | 12.4% |
| 46. Overall campus safety/security | 23 | 2.6% | 75 | 8.4% | 99 | 11.1% | 247 | 27.7% | 320 | 35.8% | 129 | 14.4% |
| 47. Parking | 15 | 1.7% | 227 | 25.6% | 176 | 19.8% | 167 | 18.8% | 216 | 24.4% | 86 | 9.7% |
| 48. Overall classroom conditions | 8 | .9% | 57 | 6.4% | 122 | 13.6% | 234 | 26.1% | 346 | 38.6% | 130 | 14.5% |
| 49. Condition/maintenance of University grounds | 9 | 1.0% | 54 | 6.0% | 114 | 12.7% | 253 | 28.2% | 336 | 37.4% | 132 | 14.7% |
| 50. Graduation check-out instructions/procedure | 7 | .8% | 60 | 6.7% | 75 | 8.4% | 246 | 27.6% | 345 | 38.7% | 159 | 17.8% |

Graduating Student Survey: Summer 2012, Fall 2012 and Spring 2013

| Satisfaction with Administrative Services Undergraduate | N/A or Did not use | | Very Satisfied | | Satisfied | | Neutral | | Unsatisfied | | Very unsatisfied | |
|--|-----------------------|-------|----------------|-------|-----------|-------|---------|-------|-------------|-------|------------------|-------|
| | Number | % | Number | % | Number | % | Number | % | Number | % | Number | % |
| 40. Admissions | 1 | 5.9% | 1 | 5.9% | 2 | 11.8% | 0 | 0.0% | 6 | 35.3% | 7 | 41.2% |
| 41. Registration | 1 | 5.9% | 1 | 5.9% | 4 | 23.5% | 0 | 0.0% | 5 | 29.4% | 6 | 35.3% |
| 42. Fee payment process | 1 | 5.9% | 1 | 5.9% | 2 | 11.8% | 4 | 23.5% | 4 | 23.5% | 5 | 29.4% |
| 43. Bursar Office services | 1 | 6.3% | 1 | 6.3% | 2 | 12.5% | 4 | 25.0% | 5 | 31.3% | 3 | 18.8% |
| 44. Financial Aid processed in timely manner | 1 | 6.3% | 4 | 25.0% | 2 | 12.5% | 1 | 6.3% | 4 | 25.0% | 4 | 25.0% |
| 45. University Police Dept | 2 | 12.5% | 2 | 12.5% | 0 | 0.0% | 2 | 12.5% | 5 | 31.3% | 5 | 31.3% |
| 46. Overall campus safety/security | 1 | 5.9% | 1 | 5.9% | 2 | 11.8% | 2 | 11.8% | 6 | 35.3% | 5 | 29.4% |
| 47. Parking | 1 | 5.9% | 3 | 17.6% | 2 | 11.8% | 1 | 5.9% | 5 | 29.4% | 5 | 29.4% |
| 48. Overall classroom conditions | 1 | 6.3% | 0 | 0.0% | 1 | 6.3% | 1 | 6.3% | 7 | 43.8% | 6 | 37.5% |
| 49. Condition/maintenance of University grounds | 1 | 5.9% | 1 | 5.9% | 1 | 5.9% | 2 | 11.8% | 7 | 41.2% | 5 | 29.4% |
| 50. Graduation check-out instructions/procedure | 1 | 5.9% | 2 | 11.8% | 0 | 0.0% | 3 | 17.6% | 6 | 35.3% | 5 | 29.4% |

| Satisfaction with Administrative Services Graduate | N/A or Did not use | | Very Satisfied | | Satisfied | | Neutral | | Unsatisfied | | Very unsatisfied | |
|---|-----------------------|------|----------------|-------|-----------|-------|---------|-------|-------------|-------|------------------|-------|
| | Number | % | Number | % | Number | % | Number | % | Number | % | Number | % |
| 40. Admissions | 8 | 3.6% | 11 | 5.0% | 27 | 12.2% | 41 | 18.6% | 94 | 42.5% | 40 | 18.1% |
| 41. Registration | 0 | 0.0% | 18 | 8.1% | 26 | 11.7% | 43 | 19.4% | 95 | 42.8% | 40 | 18.0% |
| 42. Fee payment process | 2 | .9% | 16 | 7.3% | 27 | 12.3% | 50 | 22.7% | 90 | 40.9% | 35 | 15.9% |
| 43. Bursar Office services | 16 | 7.3% | 12 | 5.5% | 18 | 8.2% | 52 | 23.7% | 85 | 38.8% | 36 | 16.4% |
| 44. Financial Aid processed in timely manner | 15 | 6.8% | 22 | 10.0% | 30 | 13.6% | 50 | 22.6% | 74 | 33.5% | 30 | 13.6% |
| 45. University Police Dept | 12 | 5.5% | 20 | 9.2% | 22 | 10.1% | 65 | 30.0% | 70 | 32.3% | 28 | 12.9% |
| 46. Overall campus safety/security | 6 | 2.7% | 15 | 6.8% | 19 | 8.7% | 64 | 29.2% | 84 | 38.4% | 31 | 14.2% |
| 47. Parking | 5 | 2.3% | 32 | 14.5% | 49 | 22.3% | 50 | 22.7% | 61 | 27.7% | 23 | 10.5% |
| 48. Overall classroom conditions | 0 | 0.0% | 12 | 5.4% | 21 | 9.5% | 58 | 26.2% | 96 | 43.4% | 34 | 15.4% |
| 49. Condition/maintenance of University grounds | 0 | 0.0% | 10 | 4.6% | 24 | 11.0% | 67 | 30.7% | 83 | 38.1% | 34 | 15.6% |
| 50. Graduation check-out instructions/procedure | 0 | 0.0% | 14 | 6.4% | 18 | 8.3% | 66 | 30.3% | 85 | 39.0% | 35 | 16.1% |

Graduating Student Survey: Summer 2012, Fall 2012 and Spring 2013

| Satisfaction with Student Affairs Services Total: All students | N/A or Did not use | | Very Satisfied | | Satisfied | | Neutral | | Unsatisfied | | Very unsatisfied | | |
|---|-----------------------|-------|----------------|------|-----------|------|---------|-------|----------------------|-------|------------------|-------|--------------|
| | Number | % | Number | % | Number | % | Number | % | Number | % | Number | % | |
| 51. Intramural/recreational programs | 333 | 36.8% | 30 | 3.3% | 27 | 3.0% | 192 | 21.2% | 582 64.3% 219 | 24.2% | 103 | 11.4% | 322 35.6% |
| 52. Intramural/recreational facilities | 334 | 36.9% | 36 | 4.0% | 40 | 4.4% | 193 | 21.3% | 603 66.6% 212 | 23.5% | 89 | 9.8% | 301 33.3% |
| 53. Residence Life/Housing services | 257 | 28.6% | 33 | 3.7% | 42 | 4.7% | 222 | 24.7% | 554 61.7% 249 | 27.7% | 95 | 10.6% | 344 38.3% |
| 54. Smith-Brown Memorial Student Union | 129 | 14.4% | 19 | 2.1% | 25 | 2.8% | 204 | 22.8% | 331 33.10% 354 | 39.6% | 164 | 18.3% | |
| 55. Student newspaper | 143 | 15.9% | 18 | 2.0% | 21 | 2.3% | 201 | 22.4% | 317 | 35.3% | 198 | 22.0% | |
| 56. Student yearbook | 267 | 29.7% | 35 | 3.9% | 35 | 3.9% | 206 | 22.9% | 242 | 26.9% | 115 | 12.8% | |
| 57. Student health services | 201 | 22.4% | 16 | 1.8% | 23 | 2.6% | 203 | 22.7% | 284 | 31.7% | 169 | 18.9% | |
| 58. University Counseling Center | 325 | 36.0% | 15 | 1.7% | 19 | 2.1% | 187 | 20.7% | 228 | 25.3% | 128 | 14.2% | |
| 59. Health Education/Awareness programs | 245 | 27.3% | 16 | 1.8% | 12 | 1.3% | 203 | 22.6% | 273 | 30.4% | 149 | 16.6% | |
| 60. Cafeteria Food Services | 192 | 21.3% | 43 | 4.8% | 41 | 4.6% | 222 | 24.7% | 271 | 30.1% | 131 | 14.6% | |
| 61. Student Union Food Services | 135 | 15.1% | 17 | 1.9% | 28 | 3.1% | 213 | 23.8% | 334 | 37.3% | 169 | 18.9% | |

Graduating Student Survey: Summer 2012, Fall 2012 and Spring 2013

| Satisfaction with Student Affairs Services Undergraduate | N/A or Did not use | | Very Satisfied | | Satisfied | | Neutral | | Unsatisfied | | Very unsatisfied | |
|---|-----------------------|-------|----------------|------|-----------|------|---------|-------|-------------|-------|------------------|-------|
| | Number | % | Number | % | Number | % | Number | % | Number | % | Number | % |
| 51. Intramural/recreational programs | 5 | 29.4% | 1 | 5.9% | 0 | 0.0% | 1 | 5.9% | 4 | 23.5% | 6 | 35.3% |
| 52. Intramural/recreational facilities | 5 | 29.4% | 1 | 5.9% | 0 | 0.0% | 1 | 5.9% | 4 | 23.5% | 6 | 35.3% |
| 53. Residence Life/Housing services | 4 | 23.5% | 1 | 5.9% | 0 | 0.0% | 1 | 5.9% | 5 | 29.4% | 6 | 35.3% |
| 54. Smith-Brown Memorial Student Union | 3 | 18.8% | 1 | 6.3% | 0 | 0.0% | 1 | 6.3% | 5 | 31.3% | 6 | 37.5% |
| 55. Student newspaper | 3 | 17.6% | 1 | 5.9% | 0 | 0.0% | 0 | 0.0% | 7 | 41.2% | 6 | 35.3% |
| 56. Student yearbook | 4 | 25.0% | 0 | 0.0% | 0 | 0.0% | 2 | 12.5% | 5 | 31.3% | 5 | 31.3% |
| 57. Student health services | 5 | 29.4% | 1 | 5.9% | 0 | 0.0% | 2 | 11.8% | 4 | 23.5% | 5 | 29.4% |
| 58. University Counseling Center | 5 | 29.4% | 1 | 5.9% | 0 | 0.0% | 1 | 5.9% | 5 | 29.4% | 5 | 29.4% |
| 59. Health Education/Awareness programs | 3 | 17.6% | 1 | 5.9% | 0 | 0.0% | 2 | 11.8% | 5 | 29.4% | 6 | 35.3% |
| 60. Cafeteria Food Services | 3 | 17.6% | 1 | 5.9% | 0 | 0.0% | 1 | 5.9% | 6 | 35.3% | 6 | 35.3% |
| 61. Student Union Food Services | 3 | 18.8% | 0 | 0.0% | 0 | 0.0% | 1 | 6.3% | 6 | 37.5% | 6 | 37.5% |

| Satisfaction with Student Affairs Services Graduate | N/A or Did not use | | Very Satisfied | | Satisfied | | Neutral | | Unsatisfied | | Very unsatisfied | |
|--|-----------------------|-------|----------------|------|-----------|------|---------|-------|-------------|-------|------------------|-------|
| | Number | % | Number | % | Number | % | Number | % | Number | % | Number | % |
| 51. Intramural/recreational programs | 94 | 42.3% | 1 | .5% | 4 | 1.8% | 55 | 24.8% | 49 | 22.1% | 19 | 8.6% |
| 52. Intramural/recreational facilities | 95 | 42.8% | 1 | .5% | 4 | 1.8% | 59 | 26.6% | 44 | 19.8% | 19 | 8.6% |
| 53. Residence Life/Housing services | 99 | 44.6% | 3 | 1.4% | 3 | 1.4% | 54 | 24.3% | 49 | 22.1% | 14 | 6.3% |
| 54. Smith-Brown Memorial Student Union | 66 | 30.1% | 1 | .5% | 4 | 1.8% | 58 | 26.5% | 65 | 29.7% | 25 | 11.4% |
| 55. Student newspaper | 63 | 29.0% | 1 | .5% | 3 | 1.4% | 52 | 24.0% | 65 | 30.0% | 33 | 15.2% |
| 56. Student yearbook | 81 | 36.7% | 6 | 2.7% | 4 | 1.8% | 53 | 24.0% | 55 | 24.9% | 22 | 10.0% |
| 57. Student health services | 74 | 34.1% | 3 | 1.4% | 3 | 1.4% | 51 | 23.5% | 54 | 24.9% | 32 | 14.7% |
| 58. University Counseling Center | 92 | 42.0% | 1 | .5% | 2 | .9% | 51 | 23.3% | 48 | 21.9% | 25 | 11.4% |
| 59. Health Education/Awareness programs | 89 | 40.6% | 2 | .9% | 1 | .5% | 57 | 26.0% | 48 | 21.9% | 22 | 10.0% |
| 60. Cafeteria Food Services | 83 | 37.9% | 4 | 1.8% | 5 | 2.3% | 49 | 22.4% | 56 | 25.6% | 22 | 10.0% |
| 61. Student Union Food Services | 73 | 33.8% | 1 | .5% | 3 | 1.4% | 56 | 25.9% | 56 | 25.9% | 27 | 12.5% |

Graduating Student Survey
Five-Year Comparison of Mean for Educational Experiences and University Environment and Services

| Within my degree Program or because of my experiences at Southern University | 2008-09 Mean | | | 2009-10 Mean | | | 2010-11 Mean | | | 2011-12 Mean | | | 2012-13 Mean | | |
|--|--------------|-------------|-------------|--------------|-------------|-------------|--------------|-------------|-------------|--------------|-------------|-------------|--------------|-------------|-------------|
| | Total | Undergrad | Graduate | Total | Undergrad | Graduate | Total | Undergrad | Graduate | Total | Undergrad | Graduate | Total | Undergrad | Graduate |
| 40. Admissions | 3.50 | 3.44 | 3.74 | 3.46 | 3.44 | 3.62 | 3.58 | 3.52 | 3.76 | 3.40 | 3.42 | 3.35 | 3.46 | 3.46 | 3.46 |
| 41. Registration | 3.04 | 2.91 | 3.43 | 3.01 | 2.91 | 3.42 | 3.25 | 3.14 | 3.57 | 3.13 | 3.09 | 3.18 | 3.29 | 3.22 | 3.51 |
| 42. Fee payment process | 3.07 | 2.97 | 3.39 | 3.00 | 2.92 | 3.34 | 3.22 | 3.12 | 3.49 | 3.07 | 2.99 | 3.22 | 3.26 | 3.19 | 3.43 |
| 43. Bursar Office services | 2.93 | 2.89 | 3.04 | 2.84 | 2.79 | 3.04 | 3.11 | 3.01 | 3.45 | 3.12 | 3.15 | 3.03 | 3.20 | 3.16 | 3.31 |
| 44. Financial Aid processed in timely manner | 2.60 | 2.50 | 2.90 | 2.61 | 2.48 | 3.10 | 2.85 | 2.76 | 3.15 | 2.59 | 2.53 | 2.73 | 2.80 | 2.70 | 3.07 |
| 45. University Police Dept | 2.82 | 2.78 | 2.95 | 2.71 | 2.65 | 2.94 | 2.94 | 2.93 | 2.95 | 2.95 | 2.96 | 2.91 | 3.00 | 2.95 | 3.13 |
| 46. Overall campus safety/security | 3.18 | 3.08 | 3.45 | 3.11 | 3.08 | 3.25 | 3.29 | 3.21 | 3.52 | 3.30 | 3.25 | 3.43 | 3.29 | 3.26 | 3.36 |
| 47. Parking | 2.31 | 2.12 | 2.85 | 2.23 | 2.10 | 2.71 | 2.60 | 2.46 | 3.04 | 2.64 | 2.55 | 2.90 | 2.68 | 2.58 | 2.90 |
| 48. Overall classroom conditions | 3.26 | 3.24 | 3.31 | 3.25 | 3.23 | 3.36 | 3.38 | 3.35 | 3.48 | 3.34 | 3.36 | 3.26 | 3.39 | 3.32 | 3.54 |
| 49. Condition/maintenance of University grounds | 3.41 | 3.34 | 3.62 | 3.35 | 3.33 | 3.46 | 3.42 | 3.39 | 3.53 | 3.35 | 3.34 | 3.36 | 3.39 | 3.35 | 3.49 |
| 50. Graduation check-out instructions/procedure | 3.48 | 3.43 | 3.61 | 3.51 | 3.55 | 3.43 | 3.55 | 3.52 | 3.65 | 3.53 | 3.57 | 3.40 | 3.50 | 3.50 | 3.50 |
| 51. Intramural/recreational programs | 2.32 | 2.43 | 2.00 | 2.16 | 2.21 | 1.96 | 2.35 | 2.46 | 1.97 | 2.24 | 2.39 | 1.78 | 2.27 | 2.31 | 2.09 |
| 52. Intramural/recreational facilities | 2.26 | 2.35 | 1.97 | 2.09 | 2.13 | 1.93 | 2.28 | 2.37 | 1.96 | 2.15 | 2.27 | 1.76 | 2.20 | 2.23 | 2.06 |
| 53. Residence Life/Housing services | 2.39 | 2.56 | 1.91 | 2.25 | 2.35 | 1.85 | 2.51 | 2.67 | 1.95 | 2.31 | 2.51 | 1.68 | 2.51 | 2.68 | 1.97 |
| 54. Smith-Brown Memorial Student Union | 3.10 | 3.36 | 2.38 | 3.06 | 3.30 | 2.23 | 3.22 | 3.45 | 2.46 | 3.18 | 3.44 | 2.35 | 3.26 | 3.48 | 2.59 |
| 55. Student newspaper | 3.31 | 3.59 | 2.47 | 3.33 | 3.53 | 2.59 | 3.33 | 3.53 | 2.69 | 3.17 | 3.42 | 2.44 | 3.25 | 3.42 | 2.71 |
| 56. Student yearbook | 3.05 | 3.32 | 2.25 | 2.90 | 3.11 | 2.11 | 2.70 | 2.83 | 2.28 | 2.45 | 2.58 | 2.02 | 2.52 | 2.58 | 2.28 |
| 57. Student health services | 2.81 | 3.01 | 2.22 | 2.85 | 3.02 | 2.19 | 2.99 | 3.17 | 2.41 | 2.76 | 2.96 | 2.13 | 2.96 | 3.12 | 2.48 |
| 58. University Counseling Center | 2.30 | 2.41 | 1.96 | 2.23 | 2.27 | 2.01 | 2.47 | 2.60 | 2.03 | 2.30 | 2.44 | 1.86 | 2.40 | 2.47 | 2.17 |
| 59. Health Education/Awareness programs | 2.63 | 2.84 | 2.02 | 2.62 | 2.80 | 1.94 | 2.83 | 3.03 | 2.19 | 2.71 | 2.95 | 2.01 | 2.77 | 2.95 | 2.18 |
| 60. Cafeteria Food Services | 2.71 | 2.89 | 2.22 | 2.69 | 2.84 | 2.15 | 2.89 | 3.10 | 2.20 | 2.74 | 2.95 | 2.10 | 2.81 | 2.98 | 2.26 |
| 61. Student Union Food Services | 2.97 | 3.23 | 2.23 | 2.99 | 3.20 | 2.22 | 3.19 | 3.45 | 2.35 | 3.15 | 3.44 | 2.30 | 3.23 | 3.47 | 2.47 |

Green Top 15%
Red bottem 15%

Graduating Student Survey
Five-Year Comparison of Mean for Educational Experiences and University Environment and Services

| Within my degree Program or because of my experiences at Southern University | 2008-09 Mean | | | 2009-10 Mean | | | 2010-11 Mean | | | 2011-12 Mean | | | 2012-13 Mean | | |
|--|--------------|-----------|----------|--------------|-----------|----------|--------------|-----------|----------|--------------|-----------|----------|--------------|-----------|----------|
| | Total | Undergrad | Graduate | Total | Undergrad | Graduate | Total | Undergrad | Graduate | Total | Undergrad | Graduate | Total | Undergrad | Graduate |
| 22. Felt academically challenged | 3.97 | 3.92 | 4.08 | 3.92 | 3.89 | 4.01 | 3.95 | 3.95 | 3.99 | 3.98 | 4.00 | 3.92 | 3.99 | 3.97 | 3.99 |
| 23. Develop ability to write effectively | 4.11 | 4.10 | 4.13 | 4.10 | 4.12 | 4.05 | 4.12 | 4.11 | 4.15 | 4.11 | 4.15 | 3.99 | 4.09 | 4.07 | 4.09 |
| 24. Felt adequately prepared for grad study in field | 4.12 | 4.12 | 4.12 | 4.11 | 4.11 | 4.11 | 4.15 | 4.18 | 4.08 | 4.14 | 4.18 | 4.03 | 4.14 | 4.16 | 4.06 |
| 25. Prepared to assume responsibilities of chosen profession | 4.22 | 4.21 | 4.25 | 4.20 | 4.21 | 4.20 | 4.24 | 4.25 | 4.25 | 4.26 | 4.29 | 4.17 | 4.24 | 4.25 | 4.20 |
| 26. Develop ability to express self effectively through speaking | 4.17 | 4.15 | 4.24 | 4.22 | 4.22 | 4.23 | 4.20 | 4.21 | 4.20 | 4.25 | 4.28 | 4.12 | 4.21 | 4.24 | 4.11 |
| 27. Develop multicultural/global perspectives | 3.97 | 3.92 | 4.11 | 3.93 | 3.89 | 4.09 | 3.99 | 4.00 | 3.99 | 4.03 | 4.06 | 3.92 | 3.99 | 3.98 | 4.00 |
| 28. Acquired basic knowledge in liberal arts | 3.97 | 4.03 | 3.80 | 3.97 | 4.01 | 3.85 | 3.95 | 4.07 | 3.61 | 3.97 | 4.09 | 3.62 | 3.97 | 4.04 | 3.73 |
| 29. Would recommend to others to study within same prog. at SU | 4.08 | 4.08 | 4.07 | 3.98 | 3.98 | 4.01 | 4.04 | 4.05 | 4.04 | 4.07 | 4.08 | 4.00 | 4.06 | 4.09 | 3.98 |
| 30. Would recommend SU to perspective students | 3.95 | 3.92 | 4.02 | 3.83 | 3.78 | 4.04 | 3.86 | 3.84 | 3.97 | 3.89 | 3.88 | 3.87 | 3.97 | 3.98 | 3.92 |
| 31. Academic advising in dept | 3.52 | 3.54 | 3.47 | 3.48 | 3.54 | 3.38 | 3.53 | 3.60 | 3.34 | 3.55 | 3.57 | 3.48 | 3.57 | 3.61 | 3.48 |
| 32. Departmental computer services | 3.33 | 3.45 | 3.02 | 3.17 | 3.26 | 2.93 | 3.27 | 3.37 | 2.94 | 3.16 | 3.30 | 2.69 | 3.15 | 3.20 | 3.00 |
| 33. John B Cade Library | 3.73 | 3.88 | 3.31 | 3.75 | 3.85 | 3.40 | 3.84 | 3.93 | 3.53 | 3.76 | 3.83 | 3.54 | 3.82 | 3.90 | 3.57 |
| 34. Library Services within Prof. Schools/Academic Units | 3.23 | 3.36 | 2.88 | 3.16 | 3.22 | 2.97 | 3.30 | 3.36 | 3.09 | 3.19 | 3.23 | 3.09 | 3.12 | 3.15 | 2.96 |
| 35. Computer Center services | 3.34 | 3.52 | 2.86 | 3.32 | 3.47 | 2.85 | 3.42 | 3.57 | 2.97 | 3.25 | 3.39 | 2.86 | 3.25 | 3.32 | 3.00 |
| 36. Recognition/Promotion of Cultural Diversity | 3.21 | 3.27 | 3.05 | 3.14 | 3.19 | 2.96 | 3.18 | 3.25 | 2.94 | 3.14 | 3.14 | 3.08 | 3.04 | 3.08 | 2.90 |
| 37. Bookstore | 3.80 | 3.82 | 3.77 | 3.80 | 3.85 | 3.67 | 3.79 | 3.81 | 3.73 | 3.87 | 3.90 | 3.78 | 3.75 | 3.76 | 3.70 |
| 38. Graduate School office | 2.74 | 2.27 | 4.07 | 2.43 | 2.03 | 3.85 | 2.75 | 2.33 | 4.04 | 2.58 | 2.13 | 3.90 | 2.52 | 2.11 | 3.72 |
| 39. International Student Advisory services | 2.06 | 2.09 | 1.96 | 1.88 | 1.84 | 2.05 | 2.17 | 2.16 | 2.16 | 1.94 | 1.92 | 1.93 | 1.97 | 1.89 | 2.17 |

Green Top 15%
Red bottem 15%

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Southern University A&M College
Baton Rouge, LA 70813
Department of Landscaping Services/Grounds

PLANS FOR CORRECTIVE ACTION/IMPROVEMENT

Landscaping Services and Grounds has been identified as a critical unit within the Facilities department.

The importance of manicured lawns, beautiful flower beds, well-maintained trees, and shrubbery have long been embraced by the new administration.

Landscaping Services/Grounds will play a meaningful role in retention, recruitment, and morale in the future of the Southern University – Baton Rouge campus.

GOALS FOR CORRECTIVE ACTION PLAN

The Southern University Department of Landscaping Services/Grounds plans are to improve these unsatisfactory items:

- The Department of Landscaping Services/Grounds is planning to develop an online survey to get input from the students/staff.
- The Department of Landscaping Services/Grounds has identified several areas for beautification upgrades.
- The Department of Landscaping Services/Grounds is planning for increased safety by trimming trees to allow adequate light on all area of the campus grounds.
- The Department of Landscaping Services/Grounds is planning to upgrade and repair pedestrian sidewalks, and also repair streets throughout the campus.

C.S. 3.11.3 Physical Facilities

A survey was taken 2012-2013 from Graduating Seniors. The last survey reflected that the majority of Graduating Seniors were dissatisfied with the conditions of Grounds and Buildings Departments.

Scope:

The department is to provide a healthy, clean environment for all University employees, students and visitors. Maintenance specifications have been agreed upon for all areas including offices, classrooms, restrooms, break rooms, stairwells, and hallways. Our intent is to ensure that these standards of cleanliness is maintained on a daily basis and even surpassed when possible.

Plan for Corrective Action/Improvement - (Buildings)

- 1) It is our plan to notify each department that an inspection log is being placed in their buildings. The purpose of the inspection log is for occupants to site problems and list the problems in the buildings. Once the log sheet is complete it will be retrieved by the the Office of Facility Services to address the problems and implement corrective actions.
- 2) Have the building supervisors increase their daily inspections of buildings.

Scope:

It is the purpose of the Landscaping Services to enhance the natural beauty of the University areas by providing a high quality maintenance service to the University property. It is this department responsibility to see that this campus is welled-groomed, free of debris, remove dead trees and any other objects that would take away from the appearance of the campus. Also the department trim trees, plants flowers and scrubs and keep up the general appearance of the properties on campus.

Plan for Corrective Action/Improvement – (Grounds)

- 1) Create a beautification committee with the College of Agriculture//Horticulture Department
- 2) Upgrade sidewalks and repair streets with asphalt
- 3) Trim trees with excess over growth

**Southern University Baton Rouge
Residential Life and Housing Department**

Plan for Corrective Action/Improvement

Scope

This document provides guidance for establishing adequate processes for measurement, analysis and improvement within the residential areas as related to correction and/or corrective action for dissatisfaction based on data from graduating senior's survey for the 2012-2013 academic years from the Office of PAIRS.

Goal

Identify areas for improvement to help reverse the trend of dissatisfaction.

Correction/ Corrective action

Implement an annual survey for resident students to gain their perspectives on a variety of housing-related services and programs.

The purpose of the Residence Hall Surveys is to answer two important questions:

- What are student needs and levels of satisfaction with the programs and services offered by University Housing?
- To what extent does University Housing fulfill these expectations?

These surveys enable us to:

- Assess various aspects of our housing operation through the eyes of the students we serve
- Identify areas that require improvement to serve a continually changing demographic
- Utilize the benchmarking features of this instrument to compare our satisfaction levels with peer institutions
- Make immediate changes where feasible

**Southern University
Residential Life & Housing
Improvements/Upgrades/Renovations**

| Date | Description of Work Performed |
|---------|---|
| 8/2012 | Camera System Upgrade for S.V. Totty Hall Dormitory |
| 8/2012 | Camera System Upgrade for Camille Shade Hall Dormitory |
| 8/2012 | Camera System Upgrade for Boley Hall Dormitory |
| 1/2013 | Reupholster Furniture for the University Apartments |
| 11/2012 | Repairs to Apartment Building 100 |
| 1/2013 | Installation of baseboards in Boley Hall |
| 1/2013 | New Microwave/Refrigerator units for Residence Halls |
| 4/2013 | Renovation to the Residential Life and Housing Office |
| 4/2013 | Camera System Upgrade for Grandison Hall |
| 5/2013 | Camera System Upgrade for U.S. Jones Hall |
| 5/2013 | Upgrades/Repairs to emergency exit doors t Camille Shade, S.V. Totty & U.S. Jones Hall |
| 6/2013 | Total renovation of Reed Hall residential facility |
| 7/2013 | Total renovation of White Hall residential facility |
| 3/2014 | Power washed exterior brick walls of University Apartments |
| 4/2014 | Power washed and painted 1 st floor exterior hallways University Apartments |
| 4/2014 | Replaced old VCT tile in lobbies of dorms |
| 5/2014 | Professional detailing and waxing of dorms (summer months) |
| 10/2014 | New bedroom doors 1 st floor Grandison Hall (1 st phase) |
| 12/2014 | Major repairs to the chill water pipes in Boley Hall |
| 12/2014 | Renovated community bathrooms in White Hall |
| 12/2014 | Year- long upgrade to install new boiler heating system |
| 1/2015 | New roof on Wallace Bradford Hall |
| 2/2015 | Repairs to showers in Totty Hall |
| 4/2015 | Installed new entrance doors to residence halls |
| 4/2015 | Installed card access to all entrance dorms doors |
| 5/2015 | Power washed and painted 2nd ^t floor exterior hallways University Apartments |
| 6/2015 | New mattresses for residential dorms |

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