

## **Quality Improvement and Assessment Report 2012-2013**

### **Division of Enrollment Management and Student Success**

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#### **Vision Statement**

The Division of Enrollment Management and Student Success is dedicated to building and maintaining a rich learning environment supporting the academic and personal success of all students at Southeast Missouri State University. (See [Enrollment Management and Student Success Website](#))

#### **Vision in Service to University Priorities**

Southeast Missouri State University aims to be the University of First Choice. Priority I of the University's Strategic Plan ((Academics and Student Experience) is particularly relevant to the vision, goals, and functions of the Division of Enrollment Management and Student Success.

In the words of Priority I,

“The University must provide to its students a supportive, student-centered environment that challenges them, treats them with dignity, and helps them to grow and succeed.”

The Division of Enrollment Management and Student success is committed to helping create an environment which is student-centered, respectful of student dignity, and contributes to their academic and personal success.

The University is an AQIP institution committed to quality improvement in its mission, organization, and processes. Enrollment Management and Student Success supports the University's commitment to quality improvement and planning by regularly monitoring key processes and outcomes indicative of the Division's contributions to this environment and employing the Plan-Do-Study-Act cycle in its quality improvement efforts.

The Division of Enrollment Management and Student Success in its commitment to building and maintaining a rich learning environment understands that it should endeavor where possible to support the program objectives of University Studies. It does so in a variety of informal and formal contexts. For example: The University's speakers for the University's annual speakers series are chosen so as to provide opportunities for critical thinking (US Objective 2), to gain an understanding of the human experience and the ability to relate it to the present (US Objective 4), to support the integration of the breadth and diversity of knowledge and experience (US Objective 6), and to function responsibly in one's natural, social, and political environment. Leadership development, whether for students in the Division's leadership programs, for students in Student Government, or for leaders in Greek Life, focuses specifically on critical thinking, the ability to make informed, intelligent value decisions (US Objective 8), the ability to communicate effectively (US Objective 3), and the ability to function responsibly in one's social environment. Training for student tutors requires development of the ability to locate and gather information (US Objective 1), the ability to communicate effectively, and the ability to function responsibly in one's social environment. In its recruitment of international students and through special international programs, the Division aims to build an environment in which students will have the opportunity to develop their understanding of various cultures and their interrelationships. Educational Access Programs provide direct support for the development of

students' ability to locate and gather information, reason, and analyze and works with students from various cultures and cultural backgrounds to strengthen their understanding of how to succeed in a diverse society. Each of the twelve goals of the Division is tied to one or more University Studies Objectives as indicated in the second set of parentheses following each goal.

The Division's Quality Improvement and Assessment Initiative is based on three categories of performance: Institutional Environment Indicators, Program Process and Outcomes Indicators, Division Action Projects related to twelve goals as follows:

1. To provide academic and support services for students contributing to their academic success. (NSSE 1J, NSSE 7D, NSSE 10B, B8b, B10, B14) (USO: 1,2,3)
2. To provide extra-curricular opportunities for students to develop skills of civic engagement, community involvement, and leadership. (NSSE 1K, NSSE 7B, NSSE 11I, NSSE 11M, NSSE 11O, GS31, GS32, GS37, B3, B4) (USO: 7, 9)
3. To provide support for career mentoring. (NSSE 1O, NSSE 7A, NSSE 11B, GS24, GS36, B6, B7) (USO: 1, 2, 6)
4. To provide an environment in which students have opportunities to develop the ability to work within an ethnically, culturally and politically diverse society. (NSSE 1U, NSSE 6D, NSSE 6E, NSSE 6F, NSSE 10C, NSSE 11L, GS23, EM Indicator C, 11iv) (USO 9)
5. To provide an open environment in which students have opportunities draw upon and develop their spirituality and moral sensibilities. (NSSE 1V, NSSE 6C, NSSE 11N, NSSE 11P) (USO 7)
6. To encourage students to develop their appreciation of the arts and broaden their cultural and political horizons through attendance at University sponsored artistic, cultural, and political events. (NSSE 6A, NSSE 10F, B5) (USO: 8)
7. To support the development of healthy lifestyles for students through good nutrition, physical activity, recreation, and self-understanding. (NSSE 6B, GS17, GS22, GS27, B1, B2, B8a, B9, B16, B17) (USO: 9)
8. To assist students in developing healthy personal relationships and achieving a balance between extra-curricular and academic activities contributing to their personal and academic success. (NSSE 8A, NSSE 8B, NSSE 8C, NSSE 9D, NSSE 10D, NSSE 10E, NSSE 11H, 11J, 11K, GS 15, GS23, B4, B5, B15, B19iii, B19iv) (USO: 9)
9. To assist students in developing skills of financial responsibility. (GS10, B21, CDS) (USO: 9)
10. To recruit students who are likely to take full advantage of all that Southeast has to offer and thereby succeed academically and personally. (CIRP, EM Indicator B, EM Indicator D, B12)

11. To retain students and see them through to a timely graduation. (EM Indicator D, 11i, B18, B20)
12. Provide support for the appropriate use of data in planning and decision-making, both in the division and institution-wide. (B13)
13. Identify and address the needs of certain sub groups, such as non-traditional students, veterans and active military, ethnic minorities, and students with disabilities. (USO: 5, 9)

**Edits and Updates:** 2012-2013 document updated July 30, 2012.

**Goal One: To provide academic and support services for students contributing to their academic success**

1. In your experience at Southeast during the current school year, about how often have you tutored or taught other students? (paid or voluntary)

Academic Year	2006	2009	2012
FR: Southeast	1.59	1.58	
FR: Benchmark	1.70 **	1.66 *	
SN: Southeast	1.83	1.78	
SN: Benchmark	1.91	1.80	

Source: NSSE 1 J

Key: 1=Never, 2=Sometimes, 3=Often, 4=Very often

2. Have you done or do you plan to do work on a research project with a faculty member outside of course or program requirements before you graduate from Southeast?

Academic Year	2006	2009	2012
FR: Southeast	.03	.05	
FR: Benchmark	.05	.06	
SN: Southeast	.17	.16	
SN: Benchmark	.21	.19	

Source: NSSE 7 D

Key: 0=have not decided, do not plan to do, plan to do; 1=done. Thus, the mean is the proportion responding "done" among all valid respondents

3. To what extent does Southeast provide the support you need to help you succeed academically?

Academic Year	2006	2009	2012
FR: Southeast	2.93	2.94	
FR: Benchmark	2.96	3.03 **	
SN: Southeast	2.82	2.99	
SN: Benchmark	2.83	2.87 ***	

Source: NSSE 10 B

1=Very little, 2=Some, 3=Quite a bit, 4=Very much

4. Disability Services

Academic Year	2010	2011	2012
Number of students enrolled with self-reported disabilities	176	212	237
Disability services satisfaction indicator*	85%	No data	No Data
Categories of disabilities (number in each)	ADD/ADHD – 57	ADD/ADHD – 70	ADD/ADHD – 61
	Learning – 44	Learning – 57	Learning – 71
	Physical – 43	Physical – 38	Physical – 47
	Psychiatric – 15	Psychiatric – 23	Psychiatric – 24
	Visual – 10	Visual – 11	Visual – 10

	Hearing – 3 TBI – 1 Spectrum Disorder – 3 Cognitive - 0	Hearing – 4 TBI – 4 Spectrum Disorder – 4 Cognitive - 1	Hearing – 8 TBI – 6 Spectrum Disorder – 6 Cognitive - 4
Number of accommodations provided**	626	711	813

Source: *Counseling & Disability Services report*

## 5. Academic Support Centers/Learning Assistance Programs

Academic Year	2011	2012
Academic Improvement Plan Contacts (Headcount & (Contacts))	52 (88)	56 (248)
Academic Enhancement Program Contacts (Headcount & (Contacts))	19 (138)	18 (166)
Supplemental Instruction Headcount (Headcount & (Number of Sessions))	316 (149)	308 (257)
Tutorial Services Headcount and (Hours)	399 (3,730.5)	706 (2,947.25)
College Success Plan Headcount and (Contacts Completed)	2 (16)	18 (59)
College Success Seminars (Headcount and (Number of Seminar Sessions))	272 (29)	480 (25)

Source: *Educational Access Programs report*

## 6. McNair Scholars Program

Academic Year	2009 - 2010	2010 - 2011	2011 - 2012
Research and Scholarly Activities (95%)	100% (14 completed/12 in progress)	100% (12/12)	100% (12/12)
Baccalaureate Degree Attainment (80%)	100%	72% (5/7 of new participants served in 2007-2008 cohort)	90% (9/10 of new participants served in 2008-2009 cohort)
Graduate School Enrollment (40%)	43% (6/14)	58% (7/12)	Data available after fall 2012
PhD Attainment (15%) within 10 years - 2013	First Reporting 2013	First Reporting due in 2013	First Reporting due in 2013

Source: *Educational Access Programs report*

## Goal Two: To provide extra-curricular opportunities for students to develop skills of civic engagement, community involvement, and leadership

1. In your experience at Southeast during the current school year, about how often have you participated in a community-based project (e.g., service learning) as part of a regular course?

Academic Year	2006	2009	2012
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FR: Southeast	1.50	1.47
FR: Benchmark	1.46	1.54 *
SN: Southeast	1.73	1.75
SN: Benchmark	1.68	1.68 *

Source: NSSE 1 K

Key: 1=Never, 2=Sometimes, 3=Often, 4=Very often

2. Have you done or do you plan to do Community service or volunteer work before you graduate from Southeast?

Academic Year	2006	2009	2012
FR: Southeast	.35	.36	
FR: Benchmark	.35	.38	
SN: Southeast	.54	.55	
SN: Benchmark	.61	.59 *	

Source: NSSE 7 B

Key: 0=Have not decided, Do not plan to do, Plan to do; 1=Done

3. To what extent has your experience at Southeast contributed to your knowledge, skills, and personal development in voting in local, state, or national elections?

Academic Year	2006	2009	2012
FR: Southeast	1.90	2.35	
FR: Benchmark	1.90	2.61 ***	
SN: Southeast	2.02	2.23	
SN: Benchmark	1.98	2.27	

NSSE: 11 I

Key: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much

4. To what extent has your experience at Southeast contributed to your knowledge, skills, and personal development in solving complex real-world problems?

Academic Year	2006	2009	2012
FR: Southeast	2.54	2.67	
FR: Benchmark	2.52	2.68	
SN: Southeast	2.68	2.81	
SN: Benchmark	2.67	2.73 *	

NSSE: 11 M

Key: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much

5. To what extent has your experience at Southeast contributed to your knowledge, skills, and personal development in contributing to the welfare of your community?

Academic Year	2006	2009	2012
FR: Southeast	2.24	2.32	
FR: Benchmark	2.23	2.43 **	
SN: Southeast	2.35	2.45	
SN: Benchmark	2.27	2.37 *	

NSSE: 11 O

Key: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much

6. Overall how satisfied are you with the following:

Academic Year	2007	2009	2010	2011	2012
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Student voice in college politics	57.7 (32.6)	32.7 (54.5)	32.4 (55.7)	37.6 (51.8)	302. (56.7)
Student government	60.9 (30.3)	32.8 (60)	33 (60.7)	38.5 (51.4)	33 (58.7)
Respect, acceptance and treatment by residents of Cape Girardeau	83.3 (6.7)	78.5 (10.9)	63.6 (16.8)	73.6 (12.1)	71.8 (17.4)

*Source: GSS 31, 32, & 37, IR Key: Percent satisfied or very satisfied (percent not relevant)*

## 7. Pre/Post Test Results for Emerging Leaders

Academic Year	Spring 2011	Spring 2012
Pre-Post test results: Item 1		No data to date.
Pre-Post test results: Item 2		No data to date.

*Source: Campus Life report*

## 8. Participation and Retention

Academic Year	Spring 2011 Emerging Leaders	Fall 2011 Presidential Leadership Academy
Number of students participating in leadership program	30	No data to date.
Completion rates	25	No data to date.

*Source: Campus Life report*

## 9. GPA Greek organizations

Calendar Year	2007	2008	2009	2010	2011
Panhellenic	3.15	3.14	3.16	3.19	
IFC	2.83	2.88	2.877	2.93	
NPHC	2.37	2.61	2.68	2.45	

*Source: Campus Life report*

## 10. Status levels in the Greek accreditation process

Calendar Year	2012	2013
% in good standing	No data to date.	No data to date.

*Source: Campus Life report*

## 11. Number and Ratio of Greeks to Non Greeks

Academic Year	2008-09	2009-10	2010-11	2011-12	2012-13
Number of Greeks	1049	1025	1067		
Percent undergraduate	12.98	12.01	11.95		

that is Greek

Source: *Campus Life report*

**Goal Three: To provide support for career development, internship opportunities, and job seeking**

1. Have you done or do you plan to do a practicum, internship, field experience, co-op experience, or clinical assignment before you graduate from your institution?

Academic Year	2006	2009	2012
FR: Southeast	.06	.06	
FR: Benchmark	.08	.07 *	
SN: Southeast	.55	.52	
SN: Benchmark	.54	.52	

Source: *NSSE 7 A*

Key: 0=have not decided, do not plan to do, plan to do; 1=done. Thus, the mean is the proportion responding "done" among all valid respondents

2. To what extent has your experience at this institution contributed to your knowledge, skills, and personal development in acquiring job or work-related knowledge and skills?

Academic Year	2006	2009	2012
FR: Southeast	2.80	2.86	
FR: Benchmark	2.68 *	2.82	
SN: Southeast	3.09	3.15	
SN: Benchmark	3.05	3.05 **	

Source: *NSSE 11 B*

Key: 1=very little, 2=some, 3=quite a bit, 4=very much

4. Overall how satisfied are you with the following:

Academic Year	2007	2009	2010	2011	2012
Career-planning services	61.5 (23.8)	43.4 (22.7)	40.9 (27.4)	55.4 (14.4)	48.1 (22.4)
Experiential learning	86.4 (6.7)	81.2 (7.5)	79.7 (9.8)	76.9 (13.2)	76.9 (11.1)

Source: *GSS 24, & 36, IR*

Key: Percent satisfied or very satisfied (percent not relevant)

**Goal Four: To provide an environment in which students can develop the ability to work within an ethnically, culturally and politically diverse society**

1. In your experience at Southeast during the current school year, about how often have you had serious conversations with students of a different race or ethnicity than your own?

Academic Year	2006	2009	2012
FR: Southeast	2.46	2.47	
FR: Benchmark	2.48	2.40	
SN: Southeast	2.40	2.52	



SN: Benchmark	2.56	2.50 **
<i>Source: NSSE 11 U      Key: 1=Never, 2=Sometimes, 3=Often, 4=Very often</i>		

2. During the current school year, about how often have you examined the strengths and weaknesses of your own views on a topic or issue?

Academic Year	2006	2009	2012
FR: Southeast	2.56	2.60	
FR: Benchmark	2.52	2.53 *	
SN: Southeast	2.61	2.73	
SN: Benchmark	2.60	2.66 *	
<i>Source: NSSE 6 D      Key: 1=Never, 2=Sometimes, 3=Often, 4=Very often</i>			

3. During the current school year, about how often have you tried to better understand someone else's views by imagining how an issue looks from his or her perspective?

Academic Year	2006	2009	2012
FR: Southeast	2.69	2.73	
FR: Benchmark	2.69	2.71	
SN: Southeast	2.77	2.87	
SN: Benchmark	2.75	2.81	
<i>Source: NSSE 6 E      Key: 1=Never, 2=Sometimes, 3=Often, 4=Very often</i>			

4. During the current school year, about how often have you learned something that changed the way you understand an issue or concept?

Academic Year	2006	2009	2012
FR: Southeast	2.69	2.80	
FR: Benchmark	2.70	2.79	
SN: Southeast	2.75	2.89	
SN: Benchmark	2.74	2.85	
<i>Source: NSSE 6 F      Key: 1=Never, 2=Sometimes, 3=Often, 4=Very often</i>			

5. To what extent does your institution emphasize encouraging contact among students from different economic, social, and racial or ethnic backgrounds?

Academic Year	2006	2009	2012
FR: Southeast	2.49	2.65	
FR: Benchmark	2.52	2.69	
SN: Southeast	2.29	2.53	
SN: Benchmark	2.27	2.44 *	
<i>Source: NSSE 10 C      Key: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much</i>			

6. To what extent has your experience at Southeast contributed to your knowledge, skills, and personal development in understanding people of other racial and ethnic backgrounds?

Academic Year	2006	2009	2012
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FR: Southeast	2.53	2.63
FR: Benchmark	2.47	2.64
SN: Southeast	2.29	2.61
SN: Benchmark	2.43	2.55

Source: NSSE 11 L      Key: 1=Never, 2=Sometimes, 3=Often, 4=Very often

## 7. Diversity

Academic Year	2007	2008	2009	2010	2011
Caucasian	82.3	79.8	80.9	79.7	78.7
African American	7.9	7.2	7.4	7.8	8.1
Asian	.6	.5	.6	.5	.5
Native American	.5	.5	.4	.5	.5
Hispanic	11	1.2	1.3	1.3	1.4
Non-Resident Aliens	1.9	2.9	3.1	4.6	6.4

Source: IR, 4<sup>th</sup> week fall census      Key: percent

## 8. Educational Access Programs Outcomes

Academic Year	2010	2011	2012
Retention rates of students in EAP programs	76%	78%	81% (estimated)
Number of minority mentee placements (new and returning)	34	41	33
Number of matching merit and partnership awards	102	115	129

### Cultural Awareness and Educational Programs

**48** Academic Support Center/University-Wide Activities

**(751 Student Contacts)**

### Student and Staff Program Contacts

- Monthly online contacts
- 8-week grade checks
- Meeting with GA/Coordinator

**(1051 Contacts)**

Number of Cultural Awareness Programs and (Attendance)      11 (411)

18 (671) including special group meetings and activities

Source: EAP report

**Goal Five: To provide an open environment in which students have an opportunity draw upon and develop their spirituality and moral sensibilities**

1. In your experience at Southeast during the current school year, about how often have you had serious conversations with students who are very different from you in terms of their religious beliefs, political opinions, or personal values?

Academic Year	2006	2009	2012
FR: Southeast	2.61	2.56	
FR: Benchmark	2.68	2.61	
SN: Southeast	2.54	2.63	
SN: Benchmark	2.71	2.64 ***	

Source: NSSE 6 V      Key: 1=Never, 2=Sometimes, 3=Often, 4=Very often

2. During the current school year, about how often have you participated in activities to enhance your spirituality (worship, meditation, prayer, etc.)?

Academic Year	2006	2009	2012
FR: Southeast	2.17	2.10	
FR: Benchmark	2.09	2.04	
SN: Southeast	2.31	2.33	
SN: Benchmark	2.14 **	2.08 ***	

Source: NSSE 6 C      Key: 1=Never, 2=Sometimes, 3=Often, 4=Very often

3. To what extent has your experience at Southeast contributed to your knowledge, skills, and personal development in developing a personal code of values and ethics?

Academic Year	2006	2009	2012
FR: Southeast	2.57	2.63	
FR: Benchmark	2.43 **	2.62	
SN: Southeast	2.65	2.73	
SN: Benchmark	2.47 **	2.56 ***	

NSSE: 11 N      Key: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much

4. To what extent has your experience at Southeast contributed to your knowledge, skills, and personal development in developing a deepened sense of spirituality?

Academic Year	2006	2009	2012
FR: Southeast	2.01	2.14	
FR: Benchmark	1.95	2.05 *	
SN: Southeast	1.96	2.04	
SN: Benchmark	1.72 ***	1.77 ***	

NSSE: 11 P      Key: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much

**Goal Six: To encourage students to develop an appreciation of the arts and broaden their cultural and political horizons through attendance at University sponsored artistic, cultural, and political events**

1. During the current school year, about how often have you attended an art exhibit, play, dance, music, theatre or other performance?

Academic Year	2006	2009	2012
FR: Southeast	1.90	2.07	
FR: Benchmark	2.00 *	2.16 *	
SN: Southeast	1.76	1.93	
SN: Benchmark	1.86 *	1.98	

Source: NSSE 6 A Key: 1=Never, 2=Sometimes, 3=Often, 4=Very often

2. To what extent does Southeast emphasize attending campus events and activities (special speakers, cultural performances, athletic events, etc.)?

Academic Year	2006	2009	2012
FR: Southeast	2.54	2.61	
FR: Benchmark	2.71 ***	2.86 ***	
SN: Southeast	2.40	2.60	
SN: Benchmark	2.44	2.58	

Source: NSSE 10 F Key: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much

3. Campus Life: Student Activities and Events

Academic Year	2010/2011	2011/2012
Number of student organizations	145	152
Membership numbers for student organizations (as submitted by organizations)	Under development	
Number of events sponsored by SAC and SGA and Speakers Series	42	41
Attendance at events sponsored by SAC and SGA and speakers Series (Scanned)	13,354	13,619

Source: Campus Life report

**Goal Seven: To support the development of healthy lifestyles for students through good nutrition, physical activity, recreation, and self-understanding**

1. During the current school year, about how often have you exercised or participated in physical fitness activities?

Academic Year	2006	2009	2012
FR: Southeast	2.70	2.70	
FR: Benchmark	2.83 *	2.87 ***	
SN: Southeast	2.61	2.68	
SN: Benchmark	2.73 *	2.73	

NSSE: 6 B Key: 1=Never, 2=Sometimes, 3=Often, 4=Very often

2. Health, Recreation, and Counseling Services

Academic Year	2007	2009	2010	2011	2012
Food Services	60.7 (15.8)	47.8 (26.7)	46.8 (29.8)	50.6 (23.0)	43.8 (33.2)
Student health services	72.1 (18.8)	48.4 (37.3)	46.8 (39.2)	51.7 (35.0)	49.6 (39.2)
Personal counseling	55.1 (36.9)	24.5 (63.8)	24.1 (65.7)	34.4 (59.1)	30.7 (58.2)
Recreational opportunities	83.3 (10.7)	70.2 (23.2)	68.3 (25.9)	73.7 (21.1)	64.3 (30.8)

*Source: GSS 17, 22, 27, & 18*    *Key: Percent generally or very satisfied (Percent not relevant)*

### 3. Recreation Services

Academic Year	2008	2008	2010	2011	2012
Total Participation (duplicated head count)	362,176	481,850	517,113	534,260	543,234
Structured programs participation (duplicated head count)	31,333	32,816	37,789	34,912	34,750
Notable satisfaction survey item	96.8%	96.6%	99.4%	96.4%	99.5%

*Source: Recreation Services report*

### 4. Recreation Services: Wellness

Academic Year	2008	2009	2010	2011	2012
Personal training participation	538	279	257	628	789
Attendance at wellness events (duplicated counts)	1112	2877	5100	4886	4,454

*Source: Recreation Services report*

### 5. Alcohol and Substance Abuse Prevention Program

Academic Year	2008	2009	2010	2011	2012
Number and percentage of student conduct alcohol cases per year (% is based on total number of student conduct cases)	105 (38%)	159 (45%)	143 (51%)	196 (60%)	
Number and percentage of student conduct drug cases per year	7 (3%)	7 (2%)	33 (12%)	27 (8%)	

Percentage of students who have not used marijuana in the past year (MCHBS)	NA	82%	84%	81%
Number completing online alcohol education program (not including student conduct sanctions)	NA	NA	749 (AlcoholEdu)	534 (MSB)
Percentage of binge drinkers (MCHBS – 2 hour definition)	24.8	34.9	31.8	32.2
Percentage who used designated drivers (MCHBS – Always or 100%)	32.1	38.5	53.7	47.5

*Source: Alcohol and Substance Abuse Committee*

#### 6. Campus Health Clinic (Southeast Health)

Fiscal Year	2008/2009	2009/2010	2010/2011
Patient count (student)	3299	3864	3923
Patient count (faculty/staff)	505	126	135
Number of outreach programs		38	41

*Source: Southeast Health*

#### 7. Counseling and Disability Services: Counseling

Academic Year	2010	2011	2012
Utilization numbers	454	509	537
Crisis numbers	32	60	53
General satisfaction indicator	66.2% satisfied	89.1% satisfied	98.1% satisfied
Counseling category issue	Depression – 48	Depression - 56	Depression - 60

*Source: Counseling and Disability Services*

#### 8. Dining Services

Academic Year	2010	2011	2012
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Number of meal contracts	2,652	2,858	2,821
Total meals consumed retail dining venues	439,288	515,952	542,779
Total meals consumed residential dining venues	270,489	269,445	303,339
General satisfaction indicator (EBI Survey)	4.52	4.40	4.43
General satisfaction indicator (Chartwells Retail Dining survey)	72.5	72.5	72
General satisfaction indicator (Chartwells Residential Dining survey)	62	57	59

Source: Chartwells

**Goal Eight: To provide an environment in which students develop healthy personal relationships and a balance between extra-curricular and academic activities contributing to their personal and academic success**

1. Quality of relationships with other students

Academic Year	2006	2009	2012
FR: Southeast	5.49	5.39	
FR: Benchmark	5.50	5.47	
SN: Southeast	5.67	5.65	
SN: Benchmark	5.62	5.56	

Source: NSSE 8 A *1=unfriendly, unsupportive, sense of alienation to 7=friendly, supportive, sense of belonging*

2. Relationships with faculty members

Academic Year	2006	2009	2012
FR: Southeast	5.26	5.07	
FR: Benchmark	5.08 **	5.13	
SN: Southeast	5.41	5.48	
SN: Benchmark	5.34	5.32 **	

Source: NSSE 8 B *1=unfriendly, unsupportive, sense of alienation to 7=friendly, supportive, sense of belonging*

3. Relationships with administrative personnel and Offices

Academic Year	2006	2009	2012
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FR: Southeast	4.57	4.67
FR: Benchmark	4.54	4.80 *
SN: Southeast	4.58	4.76
SN: Benchmark	4.40 *	4.66

Source: NSSE 8 C      1=unfriendly, unsupportive, sense of alienation to 7=friendly, supportive, sense of belonging

4. About how many hours do you spend in a typical 7-day week participating in co-curricular activities (organizations, campus publications, student government, fraternity or sorority, intercollegiate or intramural sports, etc.)?

Academic Year	2006	2009	2012
FR: Southeast	2.20	2.20	
FR: Benchmark	2.26	2.36 **	
SN: Southeast	2.13	2.10	
SN: Benchmark	2.20	2.09	

Source: NSSE 9 D      Key: 1=0 hrs/wk, 2=1-5 hrs/wk, 3=6-10 hrs/wk, 4=11-15 hrs/wk, 5=16-20 hrs/wk, 6=21-25 hrs/wk, 7=26-30 hrs/wk, 8=more than 30 hrs/wk

5. To what extent does Southeast emphasize helping you cope with your non-academic responsibilities (work, family, etc.)?

Academic Year	2006	2009	2012
FR: Southeast	2.08	2.15	
FR: Benchmark	2.07	2.24 *	
SN: Southeast	1.89	2.07	
SN: Benchmark	1.79 *	1.92 ***	

Source: NSSE 10 D      Key: Key: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much

6. To what extent does Southeast emphasize providing the support you need to thrive socially?

Academic Year	2006	2009	2012
FR: Southeast	2.35	2.46	
FR: Benchmark	2.34	2.51	
SN: Southeast	2.11	2.29	
SN: Benchmark	2.06	2.19 **	

Source: NSSE 10 E      Key: Key: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much

7. To what extent has your experience at Southeast contributed to you working effectively with others?

Academic Year	2006	2009	2012
FR: Southeast	2.94	3.01	
FR: Benchmark	2.87	2.98	
SN: Southeast	3.16	3.13	
SN: Benchmark	3.10	3.11	

Source: NSSE 11 H      Key: Key: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much

8. To what extent has your experience at Southeast contributed to you learning effectively on your own?



Academic Year	2006	2009	2012
FR: Southeast	2.83	2.87	
FR: Benchmark	2.79	2.96 **	
SN: Southeast	2.92	3.02	
SN: Benchmark	2.90	2.97	

Source: NSSE 11 J

Key: Key: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much

#### 9. To what extent has your experience at Southeast contributed to your understanding yourself?

Academic Year	2006	2009	2012
FR: Southeast	2.67	2.77	
FR: Benchmark	2.58	2.75	
SN: Southeast	2.75	2.80	
SN: Benchmark	2.63 *	2.70 **	

Source: NSSE 11 K

Key: Key: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much

#### 10. How satisfied are you with?

Academic Year	2007	2009	2010	2011	2012
Social Life	85.6 (9.3)	71.4 (19.4)	69.4 (20.6)	76.4 (17.5)	67.3 (27.2)
Residence halls	65.3 (26.3)	38.9 (48.3)	38.7 (51.2)	55.3 (36.5)	45.9 (44.9)

Source: GSS 15 & 23

Key: Percent generally or very satisfied (Percent not relevant)

#### 10. Greek Academic Performance

Calendar Year	2007	2008	2009	2010	2011
Panhellenic	3.15	3.14	3.16	3.19	3.20
IFC	2.83	2.88	2.877	2.93	2.96
NPHC	2.37	2.61	2.68	2.45	2.51

Source: Campus Life report

#### 11. Student Activities and Events

Academic Year	2010/2011	2011/2012
Number of student organizations	145	152
Membership numbers for student organizations (as submitted by organizations)		
Number of events sponsored by SAC and SGA and Speakers Series	42	41
Attendance at events sponsored by SAC and SGA and speakers Series (Scanned)	13,354	13,619

Source: Campus Life report

#### 12. Student interaction with Student Conduct

Academic Year	2007	2008	2009	2010	2011	2012
Total number of cases	325	276	357	281	327	401
Number of cases successfully	0	1	0	1	4	3

appealed						
Number of cases adjudicated for violent behavior (Code Section 4)	15	11	15	11	16	19
Number of programs offered	11	15	16	15	17	18

*Source: Office of Student Conduct report*

### 13. Residential Students

Academic Year	2010	2011	2012
Occupancy rate	2,559 (2,549 budget)	2,765 (2,585 budget)	2,824 (2706 budget)
On v. Off Campus GPA			
Total Number of events and programs	916 (RA & Office)	973 (RA & Office)	786
Total number of participants	6,530	6,771	9882
Overall satisfaction indicator (EBI Survey)	5.18	5.06	4.88

*Source: Residence Life report*

### Goal Nine: To assist students in developing skills of financial responsibility

1. If you borrowed money to finance this degree, how long do you expect it will take to repay your obligations?

Academic Year	2007	2009	2010	2011	2012
9 years or more	16.2	24.7	24.0	20.6	21.4
Did not borrow any money	34.8	40.1	43.1	34.4	34.9

*Source: GSS 10*      *Key: Percent*

### 2. Financial Literacy Program

Fiscal Year	2010	2011
Number of students and family members in attendance at programs	1629	1733
Number and percent of students served in financial probation program	274 of 498 (55%) financial aid probation students with less than 30 hours participated	Not yet calculated

*Source: Educational Access Programs report*

### 3. Full-Time Undergraduates and Financial Aid Applications/Awards

Academic Year	2007	2008	2009	2010	2011
% Who Applied for need-based aid	71%	71%	73%	74%	78%
% of Aid applicants who demonstrated financial need	76%	74%	74%	74%	76%
% with need who received need-based aid	99%	97%	98%	99.7%	98%

% of all FT UG receiving a need-based grant or scholarship (may include non-need based scholarships)	40%	38%	45%	47%	52%
Average need-based grant or scholarship award	\$4,258	\$4,249	\$4,469	\$4,832	\$5,494
Average per-undergraduate-borrower cumulative principal borrowed (H5A)	\$16,291	\$16,217	\$17,426	\$18,236	\$21,156

Source: Student Financial Services

**Goal Ten: To recruit students who are likely to take full advantage of all that Southeast has to offer and thereby succeed academically and personally**

1. Is this college your: 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> choice?

Academic Year	2002	2006	2008	2010	2012
Southeast	71.3%	71.9%	71.9%	74.2%	
Benchmark	67.5%	66.3%	69.0%	70.0%	

Source: IR & Admissions

Key: percent listing Southeast as first choice

2. Academic Preparedness of New First Time Students

Academic Year	2007	2008	2009	2010	2011
ACT	22.33	22.62	22.81	22.83	
HSGPA	3.195	3.3	3.26	3.305	
Percent meeting moderately selective guidelines	80%	85%	81%		

Source: IR & Admissions

3. Pre-Collegiate Programs

Years in which data was gathered	Programs	2000-2006	2006-2011	2010-2011
Number of Unduplicated students served=Total number of students in all programs	GEAR UP	1,041	785	394
	PREP & PAS		1497	672
	UB	49		
Number of students in dual enrollment / early college credit	GEAR UP	24	26	15
	PREP & PAS			
	UB			
Number of high school graduates	GEAR UP	482	125 (1 yr)	125
	PREP & PAS		588 (2 yrs)	298
	UB	49		
Number or Percent of students completing the FAFSA	GEAR UP			57%
	PREP & PAS			61%
	UB			
Number of students enrolled in college	GEAR UP	85	73 (pending)	73

	PREP & PAS		170	
	UB		15	
Number of college graduates	GEAR UP	51		
	PREP & PAS			
	UB	Unknown	Unknown	
Number of students enrolled to SE	GEAR UP	85	32	21
	PREP & PAS		201	52
	UB			

Source: Pre-Collegiate Programs report

### Goal Eleven: To retain students and see them through to a timely graduation

#### E. Retention and Graduation (Percent of First Time Cohort)

Academic Year	2007	2008	2009	2010	2011
First Year Fall to Fall Retention	71.6	74.1	69.4		
Six-Year Graduation	61.3	57.8	51.7		

Source: IR

Key: Percent

#### 2. Successful applications for graduation

Semester	Didn't Graduate-1st Pass	Didn't Graduate	Total # of Candidates
Spring 11	73	34	823
Fall 10	56	19	512
Summer 10	45	15	220
Spring 10	61	30	734
Fall 09	51	29	565
Summer 09	62	16	243
Spring 09	47	22	776
Fall 08	52	25	579
Summer 08	63	15	228
Spring 08	60	28	770
Fall 07	70	30	557
Summer 07	67	28	248
Spring 07	90	44	737
Fall 06	64	41	556
Summer 06	52	9	218

Source: Registrar's Office  
 Didn't Graduate-1st Pass - initial check after grades are posted revealed unmet requirements  
 Didn't Graduate - number of students with unmet requirements after deadline to submit information

#### 3. Student Support Services Student Performance

Academic Year	2009 - 2010	2010 - 2011	2012
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Persistence Rate (70%)	95%	84%	Data available after the close of the grant year (8/31)
Good Standing Rate (75%)	96%	93%	Data available after the close of the grant year (8/31)
Number of Students Graduating Each Year	26	14	Data available after the close of the grant year (8/31)
Number of students receiving financial assistance via SSS (Challenge Grant and EAP)	52 (40 SSS and 12 EAP Match)	40 (29 EAP Match and 11 SSS)	Data available after the close of the grant year (8/31)

*Source: Student Support Services report*

### **Goal Twelve: Provide support for the appropriate use of data in planning and decision-making, both in the division and institution-wide**

#### Satisfaction with Institutional Research

Academic Year	2005	2010	2012
Satisfaction with the professionalism of the IR Staff	96%	98%	
Satisfaction with the quality of information provided	86%	94%	
Satisfaction with the timeliness of responses	90%	94%	
Satisfaction with the utility of the webpage	59%	82%	

#### **Division Objectives 2013**

1. Enhance recruitment and support services to veteran and active military students through establishment of an Office of Veteran and Military Services; improved access to information about admissions, registration, and financial aid; support for student veteran and active military special activities; and relationship-building.
2. Revise the Student Code of Conduct to include procedures specific to student groups and organizations.
3. Design and offer an in-house professional development program for professional, clerical, and technical staff in the Division of Enrollment Management and Student Success.
4. Complete necessary groundwork to be fully prepared for accreditation of International Education Program in FY2014.
5. Achieve Level 2 Certification for all Learning Assistants (student tutors) across campus.

6. Collaborate with Academic Affairs to create transfer guides for top feeder programs at top feeder community colleges.
7. Complete the first cycle of the new Greek accreditation process.
8. Complete and begin implementation of the 2012-2016 Strategic Enrollment Management Plan.
9. Work with Human Resources to develop a comprehensive wellness program for students and employees.