



McNeese State University
Excellence with a Personal Touch

To: Coordinator Planned Giving,
McNeese Foundation
From: Office of Institutional Research,
Box 92215 MSU, ext. 5509

Outriders Survey

Attached are the results from the Outriders (McNeese Retiree Association) survey, conducted July 2011. The response rate was 56 percent.

The survey was sent to the list of 108 former or retired McNeese employees whose names were on file with the foundation.

The global indicators are listed first, followed by the individual average values. Comments handwritten by respondents in the "comments" section were typed by the Office of Institutional Research for purposes of anonymity.

Coordinator Planned Giving

Outriders Satisfaction Survey ()



Overall indicators

Global Index



av.=4.77
dev.=0.7

Questions (α = 0.98)

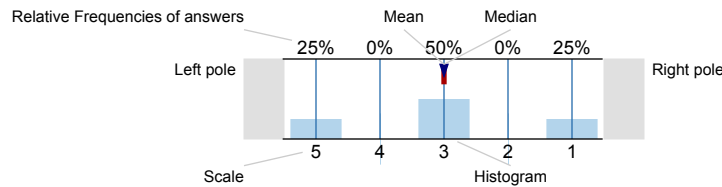


av.=4.77
dev.=0.7

Survey Results

Legend

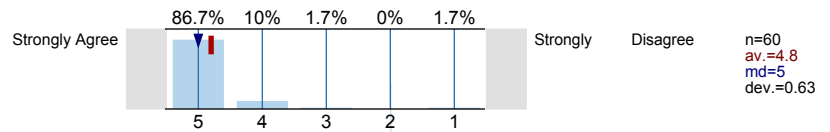
Question text



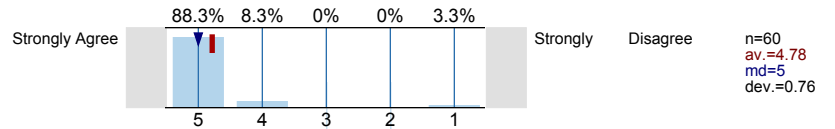
n=Amount
av.=Mean
md=Median
dev.=Std. Dev.
ab.=Abstention

Questions

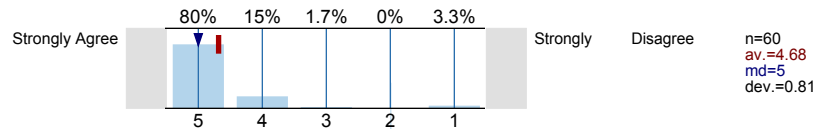
1. The McNeese Foundation staff demonstrates professionalism in verbal communication, including telephone contact and/or face-to-face visits.



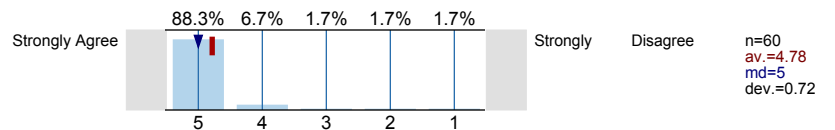
2. The McNeese Foundation staff demonstrates professionalism in written communication, including correspondence letters, print materials, and/or e-mails.



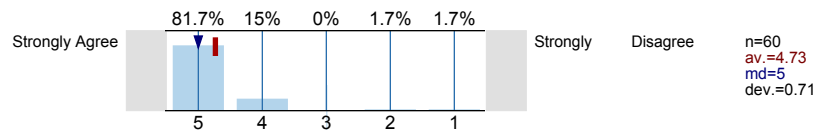
3. The McNeese Foundation staff demonstrates attention to detail.



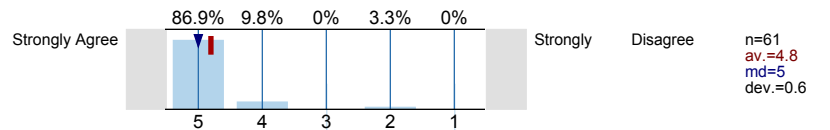
4. The McNeese Foundation staff demonstrates professionalism in working with the Outriders.



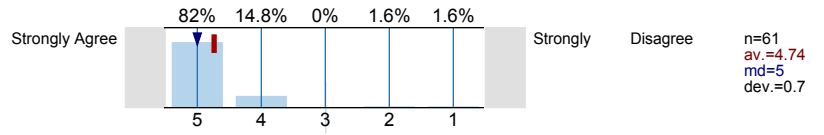
5. The McNeese Foundation plans activities that are appropriate for retired employees.



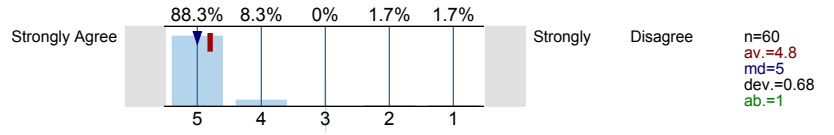
6. The dues charged to join the Outriders association are reasonable.



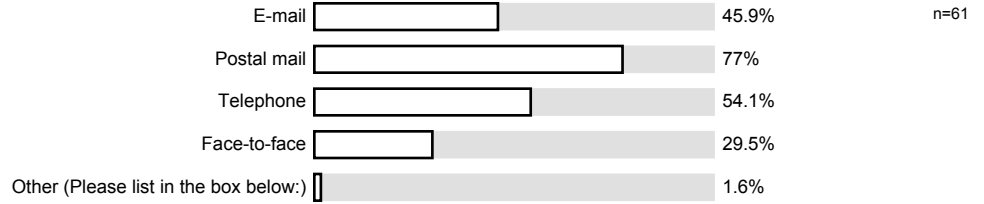
7. The *Dispatch from the Outriders* biannual newsletter is an informative publication.



9. The Outriders association strengthens the connection between McNeese State University and retired faculty/staff.



10. I prefer to communicate with the McNeese foundation through: (check all that apply)

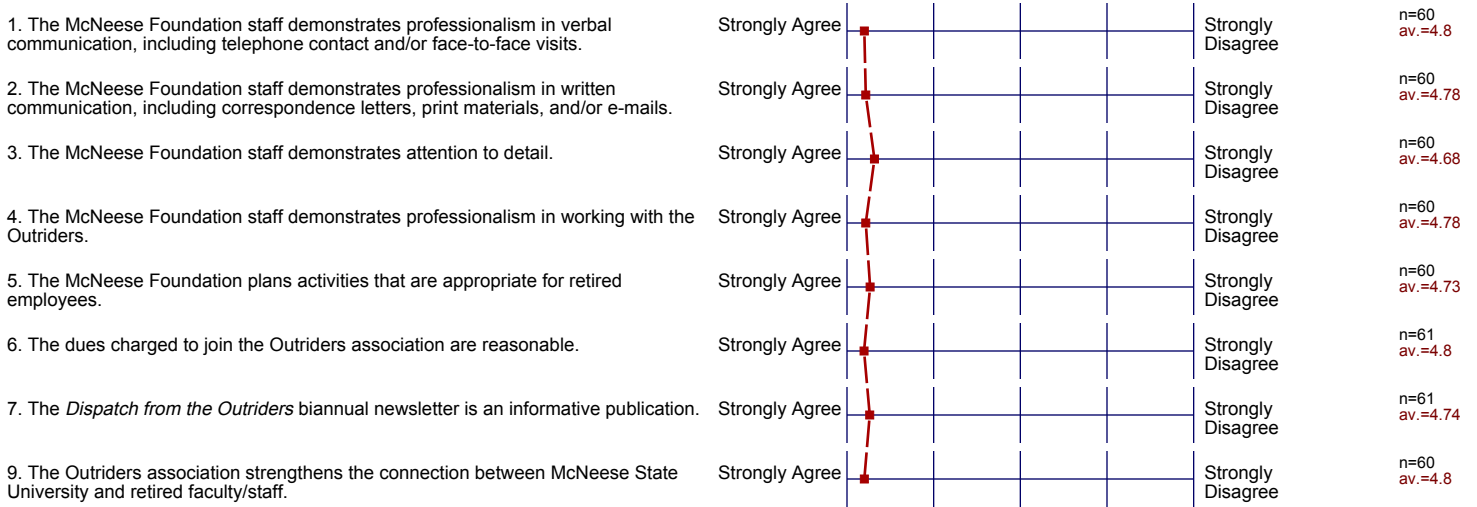


11. The Outriders website [www.mcneesefoundation.org/outriders] is (check all that apply):



Profile

Subunit: **McNeese Foundation**
 Name of the instructor: **Coordinator Planned Giving**
 Name of the course: **Outriders Satisfaction Survey**
 (Name of the survey)



Comments Report

Questions

12. Please let us know how we can better serve you:

- I am very satisfied with the Outriders group.
- I have absolutely no complaints. The staff does an excellent job.
- Keep up the excellent work!!
- Love all that you do for us - true McNeese spirit! Thanks for keeping us informed, involved, and "inside" although we've become "Outriders." Keep up the good work!
- Make it easier to access parking tag for MSU parking
- Marianne and Jennifer have done a marvelous job with Outriders. They are always upbeat and pleasant and always ready to listen and help when needed. We really appreciate their efforts to help the group!
- Thank you for all you do!
- This organization, as we recently found out, is unique among colleges and universities in LA. Because of that, just about everything that it does is breaking ground. In my opinion, it has surpassed all expectations that I had. Also, it needs to be said, that the Outriders success is not possible without the help of the Foundation. That "help" is primarily Marianne White and Jennifer Pitre! Thanks Richard for allowing them to do this.
- We had such a good time at our first event - We have just become members. Joe Cash
- We very much enjoy the social gatherings. I think the Christmas party could be a little longer. So many good friends to visit with in a short time.