

McNeese Foundation Donor Satisfaction Survey

	2009		2010		2011		2012	
1. I am aware that the McNeese Foundation operates as a 501(c)(3), not-for-profit organization with its own board of directors and by-laws and is a totally separate entity from University operations.	n=75		n=52		n = 143		n=64	
	No.	%	No.	%	No.	%	No.	%
Yes	67	89.3%	49	94.2%	124	86.7%	60	93.8%
No	8	10.7%	3	5.8%	19	13.3%	4	6.3%

	2009		2010		2011		2012	
2. I am well informed regarding the Foundation's efforts to support McNeese State University in achieving its educational mission.	n=68 Avg. 4.43							
	No.	%	No.	%	No.	%	No.	%
Strongly Agree							39	57.4%
Agree							21	30.9%
Neutral							6	8.8%
Disagree							2	2.9%
Strongly Disagree							0	0.0%

	2009		2010		2011		2012	
3. The McNeese Foundation is an effective steward of my donor dollars.	n=67 Avg. 4.51 Ab.=1							
	No.	%	No.	%	No.	%	No.	%
Strongly Agree							42	62.7%
Agree							19	28.4%
Neutral							4	6.0%
Disagree							2	3.0%
Strongly Disagree							0	0.0%

	2009		2010		2011		2012	
4. Membership benefits in the McNeese Foundation encourage my continued support.	n=67 Avg. 3.93							
	No.	%	No.	%	No.	%	No.	%
Strongly Agree							25	37.3%
Agree							19	28.4%
Neutral							17	25.4%
Disagree							5	7.5%
Strongly Disagree							1	1.5%

5. The McNeese Foundation should host an annual recognition event for its members.	n=66 Avg. 3.47									
	No.	%	No.	%	No.	%	No.	%	No.	%
Strongly Agree	14	21.2%								
Agree	21	31.8%								
Neutral	20	30.3%								
Disagree	4	6.1%								
Strongly Disagree	7	10.6%								

6. The McNeese Foundation staff demonstrates professionalism in verbal communication, including telephone and/or face-to-face visits.	n=67 Avg. 4.54 Ab.=2		n=48 Avg. 4.33 Ab. = 3		n=129 Avg. 4.34 Ab. = 13		n=64 Avg. 4.5 Ab.=3	
	No.	%	No.	%	No.	%	No.	%
Strongly Agree	45	67.2%	24	50.0%	73	56.6%	40	62.5%
Agree	13	19.4%	16	33.3%	34	26.4%	18	28.1%
Neutral	9	13.4%	8	16.7%	17	13.2%	4	6.3%
Disagree	0	0.0%	0	0.0%	3	2.3%	2	3.1%
Strongly Disagree	0	0.0%	0	0.0%	2	1.6%	0	0.0%

7. The McNeese Foundation staff demonstrates professionalism in written communication, including correspondence, print materials, and/or e-mails.	n=72 Avg. 4.63 Ab.=2		n=51 Avg. 4.45		n=139 Avg. 4.51 Ab. = 4		n=66 Avg. 4.64 Ab.=1	
	No.	%	No.	%	No.	%	No.	%
Strongly Agree	50	69.4%	29	56.9%	87	62.6%	47	71.2%
Agree	18	25.0%	17	33.3%	39	28.1%	14	21.2%
Neutral	3	4.2%	4	7.8%	11	7.9%	5	7.6%
Disagree	1	1.4%	1	2.0%	1	0.7%	0	0.0%
Strongly Disagree	0	0.0%	0	0.0%	1	0.7%	0	0.0%

8. The McNeese Foundation staff demonstrates attention to detail.	n=72 Avg. 4.39 Ab.=2		n=49 Avg. 4.33 Ab. = 2		n=136 Avg. 4.21 Ab. = 7		n=66 Avg. 4.55 Ab.=1	
	No.	%	No.	%	No.	%	No.	%
Strongly Agree	39	54.2%	24	49.0%	64	47.1%	41	62.1%
Agree	23	31.9%	17	34.7%	42	30.9%	20	30.3%
Neutral	9	12.5%	8	16.3%	25	18.4%	5	7.6%
Disagree	1	1.4%	0	0.0%	4	2.9%	0	0.0%
Strongly Disagree	0	0.0%	0	0.0%	1	0.7%	0	0.0%

9. Providing financial support to ensure student success is important with regards to: Academics	n=74 Avg. 3.82		n=51 Avg. 3.82		n=139 Avg. 3.71		n=68 Avg. 3.84	
	No.	%	No.	%	No.	%	No.	%
4 Very Important	61	82.4%	42	82.4%	100	71.9%	59	86.8%
3	13	17.6%	9	17.6%	38	27.3%	8	11.8%
2	0	0.0%	0	0.0%	0	0.0%	0	0.0%
1 Unsure	0	0.0%	0	0.0%	1	0.7%	1	1.5%

9. Providing financial support to ensure student success is important with regards to: Athletics	n=71 Avg. 2.82		n=49 Avg. 2.69		n=134 Avg. 2.81		n=65 Avg. 2.88	
	No.	%	No.	%	No.	%	No.	%
4 Very Important	4	5.6%	5	10.2%	26	19.4%	14	21.5%
3	38	53.5%	26	53.1%	64	47.8%	33	50.8%
2	27	38.0%	16	32.7%	36	26.9%	14	21.5%
1 Unsure	2	2.8%	2	4.1%	8	6.0%	4	6.2%

9. Providing financial support to ensure student success is important with regards to: Building Renovations	n=65 Avg. 3.22	
	No.	%
4 Very Important	25	38.5%
3	32	49.2%
2	5	7.7%
1 Unsure	3	4.6%

9. Providing financial support to ensure student success is important with regards to: Campus Appearance	n=64 Avg. 3.14	
	No.	%
4 Very Important	24	37.5%
3	30	46.9%
2	5	7.8%
1 Unsure	5	7.8%

9. Providing financial support to ensure student success is important with regards to: Faculty Research	n=65 Avg. 3.23	
	No.	%
4 Very Important	31	47.7%
3	22	33.8%
2	8	12.3%
1 Unsure	4	6.2%

9. Providing financial support to ensure student success is important with regards to: Scholarships	n=74 Avg. 3.66		n=50 Avg. 3.54		n=139 Avg. 3.61		n=67 Avg. 3.81	
	No.	%	No.	%	No.	%	No.	%
4 Very Important	52	70.3%	30	60.0%	90	64.7%	55	82.1%
3	20	27.0%	18	36.0%	45	32.4%	11	16.4%
2	1	1.4%	1	2.0%	3	2.2%	1	1.5%
1 Unsure	1	1.4%	1	2.0%	1	0.7%	0	0.0%

10. I participated in one or more strategic planning sessions to help shape the long-term vision and mission of McNeese State University.	n=64	
	No.	%
Yes	21	32.8%
No	43	67.2%

11. I will support McNeese State University in its 75th anniversary campaign in 2014.	n=60 Avg. 4.18 Ab.=2	
	No.	%
Strongly Agree	31	51.7%
Agree	15	25.0%
Neutral	10	16.7%
Disagree	2	3.3%
Strongly Disagree	2	3.3%

Questions with blackened areas in years 2009, 2010, and 2011 represent new questions introduced on the survey in 2012.

12. If McNeese could engage in an activity that would excite me into wanting to provide more of my time and/or resources, that activity(ies) would be:

- An on campus basketball, modern and state of the art.
- At least SOME financial support for the reestablishment of the McNeese Lake Charles Messiah Chorus which I understand is going to be soon reactivated.
- Begin an "I Am McNeese" campaign. Use yard signs/T-shirts with that slogan to emphasize the 5-parish effect the university has. Include ANYONE affected by McNeese (not just alumni). Especially include business.
- Booster support to help promote growth.
- Can't think of one!
- Efforts to recruit students out of the Beauregard and Vernon parish areas. Since Northwestern provides classes at Ft. Polk, we lose some market to NSU. DeRidder has been an area that provided students to McNeese as its primary college of education since the early 1950's. Do not lose this.
- I will be an occasional donor when I receive notification of special events. As a former teacher for 3 years at McNeese and now 93 years of age, I am still interested in higher education in Louisiana.
- I will continue to support the upgrading of the tennis facilities in honor of my late wife.
- I would like to see baseball have its own Athletic Banquet.
- If I am able.
- Less cronyism in the Athletic Dept. As many as 3 family members feeding from the McNeese trough.
- Looking into providing electricity to tailgate spots. Would be willing to head committee and do all leg work.
- More interaction w/ faculty/alumni.
- Planned involvement of Pre-K through 12 institutions throughout the 5 parishes.
- Tennis.
- Travel groups, recognition luncheon.
- Visual Arts.

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

- Besides above - all is good.
- Continue as you are.
- I am 85 (almost) 86. And not in good health. However, if I could be of help I would help!!
- Just keep us informed!
- McNeese has done exceptional job of keeping SWLA in forefront. Business, Educational and Marketing are of utmost importance for our progress in SWLA. Industry is very important to our success and is very generous to the University for their success.
- Move the band back to the student section (in the stands, not the Guam end zone)
- My name is BRUCE, not Brian. I am the public address announcer at home games.
- Not enough recognition and attention are given to the so-called small donors. The donors could add meaningful voice to the McNeese message, e.g., eliminating the law that mandates higher education being one of the only two areas where a cut in tax allocations is allowed. Bear in mind also, large donors more often than not were once small donors. A full page newspaper ad and mailing recognizing
- ALL the donors would be a nice start.
- Staff does a great job w/ publication - very informative. I'm soon to be a golden scholar - can you believe?
- The Foundation would be better served if it would help promote booster club participation. Currently approx. 350 fans belong to booster clubs accounting for about \$50,000/year. If, based on attendance at sporting events, the booster membership increase according to just 1,000 members - We could raise \$150,000 for MAF. I would hope someday the Foundation would see the benefit of booster clubs and support their efforts.

- The MSU Foundation needs to have more publicity in newspapers and on television about why it exists and what it actually supports.
- We feel that the Foundation leadership and staff do an excellent job of promoting McNeese through all different kinds of media. We are well aware of their activities, programs and events sponsored by the foundation. Keep up the good work!
- We love Richard Reid.
- We would find it interesting to know how the recipients continue with their education and their accomplishments.
- You do a great job. I love your staff.
- You're doing a fine job.