

**NACA/EBI Benchmarking Satisfaction Survey**  
**Texas State University – San Marcos**  
**LBJ Student Center**

April 2007 Summary

Sample = N=300 Student Organization Executive Officers

Response = 110 (36.7%)

The survey was administered throughout the month of April, 2007. Students received an initial email with a hyperlink to the survey and 3 reminders to complete the survey before it closed.

Survey measured 15 Factors for Program Effectiveness on a scale of 1-7. **The target rating is at least 5.5 on the scale.** The Factors and their respective mean rating are as follows.

Factor 1	Organization Advisor	4.67
Factor 2	Leadership Training	4.12
Factor 3	Interpersonal Competence	5.93
Factor 4	Intrapersonal Competence	6.03
Factor 5	Collaboration Among Leaders	5.79
Factor 6	Collaboration Among Members	5.59
Factor 7	Effective Leadership	5.12
Factor 8	Self Knowledge	6.06
Factor 9	Diverse Populations	5.94
Factor 10	Practical Competencies: Contracts and Budgets	5.13
Factor 11	Practical Competencies: Management	5.91
Factor 12	Principled Dissent	5.60
Factor 13	Cognitive Complexity	5.94
Factor 14	Outcome	5.63
Factor 15	Overall Program Evaluation	6.14

**Top Priority Factors:** No factors fell into this category. Department will continue to focus on leadership development of organization officers and members.

**Recommendation:** Maintain or Improve in Self Knowledge, Cognitive Complexity and Principled Dissent. These factors have a high impact on Overall Program Effectiveness. Current performance is already excellent, but attention must not wane on these factors.

**Action Plan:** Increase opportunities for leadership development and for collaboration within programs to emphasize skill development. Provide advisors with more networking and training opportunities.