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OKLAHOMA CITY COMMUNITY COLLEGE

**American College Testing (ACT)  
Student Opinion Survey Results  
July 2008**

**Prepared by  
Office of Institutional Effectiveness**

# Student Opinion Survey

## INTRODUCTION

The ACT Student Opinion Survey has been administered at Oklahoma City Community College every other year since 1996. The results of this survey are analyzed to determine the areas which need to be addressed. This analysis is used to develop plans to improve various services across the campus.

## METHODOLOGY

Faculty administered the survey in class to a stratified random sample of classes based on meeting time and type of class (remedial, technical/occupational, university parallel). This technique provides a sample of students which reflects the College's on-campus credit student population. The Survey was administered during the last week of February 2008.

## RESULTS

There were 1016 survey forms completed in the Spring of 2008. This response represented 8% of the total credit student population for the semester. This response rate was similar to the Spring of 2006 in which there were 1002 usable survey forms.

### Demographics

The demographic information included the following:

- 44% under the age of 21
- 59% white, 9% Hispanic, 8% black, 8% Asian, and 6% Native American
- 53% females
- 73% unmarried
- 75% working (23% working 31 to 40 hrs a week and 16% working over 40 hrs a week)
- 64% enrolled full-time
- 66% taking day classes
- 49% intend to transfer and 33% intend to obtain an associate degree
- 30% entered directly from High School and 28% entered after working a period of time
- 71% OCCC was first choice
- 77% would choose OCCC again
- Top five reasons for attending
  1. Low cost
  2. Offered the courses I wanted
  3. Could work while attending
  4. Good chance of personal success
  5. Convenient location

The overall impression of the quality of Education at OCCC included 88% of the students who selected good or excellent.

### OCCC Compared to the National Norm

The survey was divided into seven categories including college services, academic, admissions, rules and regulations, admissions, facilities, and general. This information is included in

Appendix A. OCCC also asked 30 additional questions. These detailed results are in Appendix B. Appendix C includes student comments with people's names redacted.

Historically, the College has identified the items in which the results were statistically significant between the College average and the national norm. This year's results are presented in Table I. There were 21 items on the list in 2008 that were statistically higher than the national norm including academic calendar, athletic facilities, attitude of teaching staff, availability of courses, cafeteria/food services, class size, classroom facilities, college media, computer services, condition of buildings and grounds, flexibility in designing program, laboratories, library/learning resources center, OCCC in general, opportunities for involvement in College activities, parking facilities and services, racial harmony, rules governing student conduct, student union, study areas, and variety of courses offered. Of these 21 items, there were seven on the list in 2008 but not 2006. These seven included the academic calendar, attitude of teach staff, availability of courses, classroom facilities, racial harmony, rules governing student conduct, and variety of courses offered.

**Table I**  
**Positive Statistical Significance**  
**2008 OCCC Compared to the National Norm**

2008	2006	2004	2002	2000	Item
√		√	√	√	Academic calendar
√	√	√	√	√	Athletic facilities
√		√	√		Attitude of teaching staff
√			√	√	<b>Availability of courses</b>
√	√	√	√	√	Cafeteria/Food services
√	√	√	√	√	<b>Class size</b>
√		√		√	<b>Classroom facilities</b>
√	√	√	√	√	<b>College media</b>
√	√	√	√	√	<b>Computer services</b>
√	√	√			<b>Condition of buildings and grounds</b>
√	√	√	√	√	<b>Flexibility in designing program</b>
√	√	√	√	√	<b>Laboratories</b>
√	√	√	√	√	Library/learning resources center
√	√	√	√	√	<b>OCCC in general</b>
√	√	√			Opportunities for involvement in College activities
√	√			√	<b>Parking facilities and services</b>
√		√	√		<b>Racial harmony</b>
√			√		Rules governing student conduct
√	√	√	√	√	<b>Student Union</b>
√	√	√	√	√	<b>Study areas</b>
√			√	√	<b>Variety of courses offered</b>

Difference statistically significant at the .001 level

There were four items in which the College decreases declined statistically significantly when compared to the national norm. These items are identified in Table II and include financial aid information provided before enrolling, industrial arts/shop facilities, quality of instruction in the

student's major, and student employment services. Two new ones on the list were industrial arts/shop facilities and quality of instruction in the student's major.

**Table II**  
**Negative Statistical Significance**  
**2008 OCCC Compared to the National Norm**

2008	2006	2004	2002	2000	Item
√	√	√	√	√	Financial aid information provided before enrolling
√					Industrial arts / shop facilities
√					Quality of instruction in the student's major
√	√	√			Student employment services

There were also several items which were on the charts in 2006 but not in 2008. There were seven items which increased statistically from 2004 to 2006 but not from 2006 to 2008. These items included business/training facilities, college bookstore, testing/grading system, value of the information provided by your advisor, accuracy of college information you received prior to enrolling, opportunities for student employment, and general admissions and entry procedures. There was one item which reflected a negative statistical significance for the previous five times that the survey was administered but not from 2006 to 2008. This item was financial aid services.

**OCCC 2006 Compared to 2008**

The College also received statistical significance tests on changes which occurred within the College from 2006 to 2008. There were two items which increased significantly including financial aid services and classrooms. The statistical difference between the ratings of classroom facilities in 2006 compared to 2008 was significant to the .001 level.

There were five items that decreased significantly including cafeteria/food services, College Bookstore, parking facilities and services, library/learning resources center, and the testing/grading system.



## **APPENDICES**



## Appendix A Student Response by Category

### College Services

OCCC 2006	OCCC <sup>1</sup> 2008	Natl <sup>2</sup> 2008	Item
4.50	4.50	3.99	Day care services
4.40	4.37	4.27*	Computer services
4.44	4.36*	4.28*	Library/learning resources center
4.09	4.23	4.07	College-sponsored social activities
4.12	4.11	4.09	Recreational and intramural programs
4.06	4.06	4.13	College-sponsored tutorial services
4.22	4.05	4.14	Cultural programs and activities
4.04	4.03	4.02	Student health services
4.03	4.00	4.06	Veterans' services
3.80	3.95	3.91	College orientation program
4.17	3.88	3.88	Resident Hall programs
3.65	3.82*	3.88	Financial Aid services
3.81	3.82	3.88	Vocational guidance/career planning
3.74	3.80	3.91	Credit by examination program
3.90	3.80	3.89	Personal counseling services
3.94	3.75*	3.65*	Cafeteria/Food services
3.71	3.72	3.78	Academic advising/course planning
3.68	3.58*	3.32*	Parking facilities and services
3.42	3.53	3.87*	Student employment services
3.33	3.31	3.62	Job placement services

### Academic

OCCC 2006	OCCC 2008	Natl 2008	Item
4.38	4.37	4.22*	Class size
4.21	4.21	4.15*	Attitude of teaching staff
4.09	4.07	4.01*	Variety of courses offered
4.10	4.07	3.95*	Flexibility in designing program
4.03	4.00	4.00	Course content in major
4.04	3.99	4.06*	Quality of instruction in major
4.01	3.97	3.98	Challenge offered by your program
4.01	3.94*	3.91	Testing/grading system
3.91	3.90	3.95	Preparation for occupation
3.90	3.88	3.89	Instructor out of class availability
3.76	3.77	3.76	Value of advisor information
3.75	3.74	3.74	Availability of advisor

<sup>1</sup> The \* represents a statistically significant change at OCCC from 2006 to 2008

<sup>2</sup> The \* represents a statistically significant change at OCCC in 2008 compared to the National norm in 2008



### Admissions

OCCC 2006	OCCC 2008	Natl 2008	Item
4.05	4.00	3.97	College Catalog/Admission publications
3.96	3.90	3.88	General admissions/entry procedures
3.92	3.88	3.86	Information accuracy received before enrolling
3.89	3.81	3.77	College staff assistance
3.60	3.60	3.69*	Financial aid information provided before enrolling

### Rules and Regulations

OCCC 2006	OCCC 2008	Natl 2008	Item
3.94	3.94	3.88*	Rules governing student conduct
3.87	3.91	3.89	Personal security/safety
3.64	3.62	3.60	Academic probation and suspension
3.65	3.58	3.56	Student voice in college policies
3.50	3.46	3.47	Use of student activity fees

### Facilities

OCCC 2006	OCCC 2008	Natl 2008	Item
4.10	4.13	3.98*	Condition of buildings and grounds
4.05	4.10	3.96*	Study areas
3.95	4.07*	3.95*	Classrooms
3.99	4.00	3.85*	Laboratories
3.96	3.94	3.94	Business-Training facilities
3.95	3.92	3.77*	Student Union
3.90	3.79*	3.73	College Bookstore
3.72	3.71	3.64*	Athletic facilities
3.58	3.54	3.64*	Industrial arts/shop
3.35	3.34	3.30	Availability of student housing

### Registration

OCCC 2006	OCCC 2008	Natl 2008	Item
4.00	4.01	3.95*	Academic calendar
3.91	3.89	3.86	General registration procedures
3.80	3.79	3.80	Billing and fee payment
3.75	3.74	3.59*	Availability of courses

### General

<b>OCCC 2006</b>	<b>OCCC 2008</b>	<b>Natl 2008</b>	<b>Item</b>
4.20	4.22	4.08*	This college in general
3.95	4.01	3.92*	Racial harmony
3.81	3.75	3.57*	College media
3.71	3.75	3.67*	Opportunities for involvement in College activities
3.70	3.69	3.66	Concern for you as an individual
3.71	3.68	3.71	Attitude of nonteaching faculty
3.56	3.60	3.54	Opportunities for student employment
3.48	3.47	3.49	Student government



## Appendix B Additional Questions

1. Did you begin college at this college or elsewhere?
 

595	61.2%	A. Began Here at OCCC
126	13.0%	B. Began Elsewhere at a different 2-year college
251	25.8%	C. Began at a 4-year college
972	100.0%	
  
2. When do you plan to take classes at this college again?
 

89	9.2%	A. I will accomplish my goals during this term and will not be returning to OCCC.
46	4.7%	B. I have no current plan to return to OCCC
679	69.9%	C. Next semester
43	4.4%	D. Within the next 12 months
114	11.7%	E. Uncertain
971	100.0%	
  
3. How many classes are you presently taking at other institutions?
 

762	78.6%	A. None
34	3.5%	B. One class
46	4.7%	C. 2 classes
41	4.2%	D. 3 classes
86	8.9%	E. 4 classes or more
969	100.0%	
  
4. Do you believe attending new student orientation positively contributed to your success as a student?
 

117	12.1%	A. Yes, it was definitely helpful.
144	14.9%	B. Yes, it was somewhat helpful.
58	6.0%	C. No, it was not helpful.
650	67.1%	D. I did not attend new student orientation.
969	100.0%	
  
5. Which is most likely to attract your attention to attend a campus activity or event? Chose only one.
 

312	32.5%	A. Flyers and Posters
54	5.6%	B. Pioneer (school newspaper)
41	4.3%	C. Monthly Activities Calendar
87	9.1%	D. Banners
118	12.3%	E. College web site
81	8.4%	F. College faculty, or staff
237	24.7%	G. Other Students
30	3.1%	H. Other Ways (specify in comment section)
960	100.0%	

6. What type of campus activity would you be most interested in?
- |     |        |   |
|-----|--------|---|
| 61  | 6.5%   | A. Leadership programs such as student organization involvement and leadership related workshops.                                   |
| 189 | 20.2%  | B. Social/entertainment, such as bands, tie-dye t-shirts and coffee houses.   |
| 154 | 16.4%  | C. Sports related, such as intramural teams or the aquatic and wellness center.   |
| 65  | 6.9%   | D. Students success strategies, such as study skills, transfer preparation and test taking strategy workshops.                      |
| 57  | 6.1%   | E. Cultural events, such as Hispanic Heritage Month, American Indian Celebrations or Black History Month lectures and performances. |
| 257 | 27.4%  | F. Presentation related to your field of study.   |
| 31  | 3.3%   | G. Presentations for personal benefit, such as budgeting, job seeking skills or depression.   |
| 76  | 8.1%   | H. Family events, such as the Halloween Carnival or a children's concert.   |
| 47  | 5.0%   | I. Community service projects.  |
| 937 | 100.0% |   |
7. What would be the most likely reason for you to withdraw from class or from this college?
- |     |        |   |
|-----|--------|---|
| 464 | 49.1%  | A. Transfer to a 4-year college or university |
| 166 | 17.6%  | B. Lack of finances                           |
| 86  | 9.1%   | C. Caring for dependents                      |
| 56  | 5.9%   | D. Not prepared for college-level work        |
| 173 | 18.3%  | E. Working full-time                          |
| 945 | 100.0% |   |
8. At OCCC, what does the term "advisor" mean to you? Chose only one.
- |     |        |   |
|-----|--------|---|
| 430 | 44.7%  | A. An advisor or counselor in Advising & Career Services                    |
| 140 | 14.5%  | B. Any <u>staff</u> member who gives me advice about my academic progress   |
| 130 | 13.5%  | C. My faculty advisor   |
| 157 | 16.3%  | D. Any <u>faculty</u> member who gives me advice about my academic progress |
| 106 | 11.0%  | E. Unsure   |
| 963 | 100.0% |   |
9. What do you see as the main purpose for the academic advising process?
- |     |        |                                 |
|-----|--------|---------------------------------|
| 120 | 12.5%  | A. Scheduling classes           |
| 15  | 1.6%   | B. Learning about college       |
| 160 | 16.6%  | C. Creating a plan for a major  |
| 60  | 6.2%   | D. Creating a plan for a career |
| 565 | 58.7%  | E. All of the above             |
| 42  | 4.4%   | F. Other                        |
| 962 | 100.0% |                                 |
10. From whom do you receive most of your academic advisement?
- |     |        |  |
|-----|--------|--|
| 218 | 22.5%  | A. An advisor/counselor in Advising & Career Services                                  |
| 129 | 13.3%  | B. My faculty advisor  |
| 52  | 5.4%   | C. A faculty member who is <u>not</u> my assigned advisor                              |
| 36  | 3.7%   | D. A staff member who is <u>not</u> an advisor/counselor in Advising & Career Services |
| 55  | 5.7%   | E. A fellow student  |
| 79  | 8.2%   | F. The college catalog and/or website  |
| 296 | 30.6%  | G. Myself  |
| 34  | 3.5%   | H. Former student  |
| 68  | 7.0%   | I. Other   |
| 967 | 100.0% |  |

11. Regarding Academic & Career Services, how satisfied are you with the information and guidance provided by the advisors/counselors?
- |     |        |  |
|-----|--------|--|
| 175 | 18.5%  | A. Very satisfied  |
| 397 | 42.0%  | B. Satisfied   |
| 80  | 8.5%   | C. Dissatisfied  |
| 54  | 5.7%   | D. Very Dissatisfied   |
| 106 | 11.2%  | E. I do not have an advisor/counselor                                  |
| 133 | 14.1%  | F. I do not use the Advising & Career Services (skip to questions #13) |
| 945 | 100.0% |  |
12. I primarily use Advising & Career Services for:
- |     |        |  |
|-----|--------|--|
| 320 | 37.7%  | A. Enrollment each semester  |
| 124 | 14.6%  | B. Education and career goal guidance                                      |
| 19  | 2.2%   | C. Educational Support (for example: supplemental instruction or tutoring) |
| 52  | 6.1%   | D. Understanding transfer issues   |
| 209 | 24.6%  | E. A combination of all of the above                                       |
| 125 | 14.7%  | F. Other   |
| 849 | 100.0% |  |
13. If you have a faculty advisor, how many times will you visit your faculty advisor this year?
- |     |        |   |
|-----|--------|---|
| 229 | 24.2%  | A. None   |
| 209 | 22.1%  | B. 1 time   |
| 244 | 25.8%  | C. 2-3 times  |
| 77  | 8.1%   | D. 4 or more times  |
| 66  | 7.0%   | E. I have not declared a major and do not have a faculty advisor yet. |
| 120 | 12.7%  | F. I have declared a major and do not have a faculty advisor.         |
| 945 | 100.0% |   |
14. If you did not fill out the Free Application for Federal Student Aid (FAFSA), what was the main reason you did not? Mark only one response.
- |     |        |   |
|-----|--------|---|
| 30  | 4.2%   | A. Did not want to provide sensitive, personal information (such as tax or immigration information) |
| 55  | 7.7%   | B. The form was too complex or complicated to fill out.   |
| 210 | 29.4%  | C. Did not think I would qualify for financial aid  |
| 124 | 17.4%  | D. Did not need any financial aid.  |
| 295 | 41.3%  | E. Other  |
| 714 | 100.0% |   |
15. If you did not fill out the FAFSA because you thought that you would not qualify for financial aid, what was the main reason you thought you would not receive any financial aid? Mark only one response.
- |     |        |  |
|-----|--------|--|
| 196 | 29.3%  | A. My income and/or family's income or savings are too much for me to qualify for financial aid. |
| 38  | 5.7%   | B. I would not qualify for financial aid due to the number of credit hours I am taking.          |
| 51  | 7.6%   | C. I would not qualify for financial aid due to poor grades.                                     |
| 41  | 6.1%   | D. Someone told me I would not be eligible.  |
| 344 | 51.3%  | E. Other   |
| 670 | 100.0% |  |
16. From what source did you receive your initial financial aid information? Choose only one.
- |     |        |                                  |
|-----|--------|----------------------------------|
| 208 | 22.4%  | A. High School Counselors        |
| 73  | 7.8%   | B. OCCC Recruitment & Admissions |
| 251 | 27.0%  | C. OCCC Financial Aid Office     |
| 32  | 3.4%   | D. OCCC Orientation Program      |
| 366 | 39.4%  | E. Other                         |
| 930 | 100.0% |                                  |
17. How did you find out that the college provides services for students with disabilities?

397	42.3%	A. Course syllabus
80	8.5%	B. Web site
156	16.6%	C. Student handbook or catalog
76	8.1%	D. From other students
76	8.1%	E. I've seen or visited the office
153	16.3%	F. I did not know the college provides services for students with disabilities.
938	100.0%	

18. What is the highest academic credential that your father earned?

111	11.5%	A. Not a high school graduate
262	27.2%	B. High school diploma or GED
171	17.8%	C. Some college, did not complete degree
69	7.2%	D. Associate's degree
169	17.6%	E. Bachelor's degree
62	6.4%	F. Master's degree/1st professional
36	3.7%	G. Doctorate
82	8.5%	H. Unknown
962	100.0%	

19. What is the highest academic credential that your mother earned?

99	10.3%	A. Not a high school graduate
287	30.0%	B. High school diploma or GED
205	21.4%	C. Some college, did not complete degree
91	9.5%	D. Associate's degree
147	15.3%	E. Bachelor's degree
68	7.1%	F. Master's degree/1st professional
13	1.4%	G. Doctorate
48	5.0%	H. Unknown
958	100.0%	

20. About how many hours do you spend in a typical 7-day week providing care for dependents living with you (parents, children, spouse, etc.)?

443	46.3%	A. None
121	12.7%	B. 1 to 5 hours
99	10.4%	C. 6 to 10 hours
73	7.6%	D. 11 to 20 hours
41	4.3%	E. 21 to 30 hours
179	18.7%	F. More than 30 hours
956	100.0%	

21. About how many hours do you spend in a typical 7-day week working for pay?

217	22.7%	A. None
49	5.1%	B. 1 to 5 hours
60	6.3%	C. 6 to 10 hours
130	13.6%	D. 11 to 20 hours
182	19.1%	E. 21 to 30 hours
316	33.1%	F. More than 30 hours
954	100.0%	

- 22 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in writing clearly and effectively?
- |     |        |                       |
|-----|--------|-----------------------|
| 318 | 33.3%  | A. Greatly improved   |
| 383 | 40.1%  | B. Somewhat improved  |
| 116 | 12.1%  | C. Little improvement |
| 54  | 5.7%   | D. No improvement     |
| 84  | 8.8%   | E. Not applicable     |
| 955 | 100.0% |                       |
- 23 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in thinking critically and analytically?
- |     |        |                       |
|-----|--------|-----------------------|
| 296 | 31.0%  | A. Greatly improved   |
| 436 | 45.6%  | B. Somewhat improved  |
| 119 | 12.4%  | C. Little improvement |
| 48  | 5.0%   | D. No improvement     |
| 57  | 6.0%   | E. Not applicable     |
| 956 | 100.0% |                       |
- 24 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in solving numerical problems?
- |     |        |                       |
|-----|--------|-----------------------|
| 263 | 27.5%  | A. Greatly improved   |
| 358 | 37.5%  | B. Somewhat improved  |
| 155 | 16.2%  | C. Little improvement |
| 82  | 8.6%   | D. No improvement     |
| 97  | 10.2%  | E. Not applicable     |
| 955 | 100.0% |                       |
- 25 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in speaking clearly and effectively?
- |     |        |                       |
|-----|--------|-----------------------|
| 212 | 22.2%  | A. Greatly improved   |
| 359 | 37.6%  | B. Somewhat improved  |
| 149 | 15.6%  | C. Little improvement |
| 110 | 11.5%  | D. No improvement     |
| 125 | 13.1%  | E. Not applicable     |
| 955 | 100.0% |                       |
- 26 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in using computing and information technology?
- |     |        |                       |
|-----|--------|-----------------------|
| 208 | 21.9%  | A. Greatly improved   |
| 323 | 34.1%  | B. Somewhat improved  |
| 144 | 15.2%  | C. Little improvement |
| 134 | 14.1%  | D. No improvement     |
| 139 | 14.7%  | E. Not applicable     |
| 948 | 100.0% |                       |
- 27 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in understanding people of other racial and ethnic backgrounds?
- |     |        |                       |
|-----|--------|-----------------------|
| 188 | 19.7%  | A. Greatly improved   |
| 251 | 26.3%  | B. Somewhat improved  |
| 195 | 20.4%  | C. Little improvement |
| 142 | 14.9%  | D. No improvement     |
| 178 | 18.7%  | E. Not applicable     |
| 954 | 100.0% |                       |



28. When needing to do research for a class at OCCC, where do you usually look first?

265	27.9%	A. OCCC Library
63	6.6%	B. Textbooks
20	2.1%	C. Public Library
556	58.6%	D. Internet (via Google or other free web page)
45	4.7%	E. Other
949	100.0%	

29. If you have completed any developmental courses, at what level would you rate the effectiveness in preparing you for subsequent courses?

232	24.7%	A. Very Helpful
272	29.0%	B. Somewhat Helpful
39	4.2%	C. Not at all Helpful
396	42.2%	D. Did not take any developmental courses
939	100.0%	

30. How valuable were the mathematics course(es) you took at OCCC?

371	39.0%	A. Very valuable
300	31.5%	B. Somewhat valuable
95	10.0%	C. Not valuable
185	19.5%	D. I have not taken any mathematics courses at OCCC.
951	100.0%	

## Appendix C

### Comments

#### Academics

1. I wish there were more of an agricultural program here.
2. As far as my department, film, my instructors are awesome, and the film department head, . . . , was very helpful in all aspects. . . . has been awesome too! I do wish film students like me could be able to check out equipment for personal projects, like a music video I shot today. That's why I am here, so using the equipment would be nice, but I was denied access to a camera, because it was not school related. I just think they should be happy to have a person on campus that actually wants to make things happen. Overall I love it here.
3. CLEP tests are not accurate when graded by professors. Example: English Comp I. I tested out of it twice only to be failed by essay. I know how to write an essay.
4. The new requirements of wasting time in SCL 1001 have me unwilling to change majors, so I will leave here without my associate's degree.
5. My current courses/instructors are great. Would be nice if the eight week early/late courses had more availability in the evenings, because most jobs are in daytime.
6. Absolute ... when in-classroom courses have on-line homework (course campus)
7. Offer more evening classes
8. All my professors except 1 have been great here @OCCC. It has been an excellent experience for me as an adult student.
9. Why doesn't OCCC have finals week. Almost every college in the state has one class during last week of school, but OCCC doesn't. Some class I have two test during the final week. When it comes to two Engineering classes, 6 tests on the last week is over whelming.
10. Very happy with all instruction during my duration of study at OCCC EMS program. I am currently in PC III. I am very satisfied with my investment.
11. I would like to see more classes offered that taught areas important to Game Design, such as 3D focused classes. Also, I would like to see more Art courses offered in a wider variety of times (including 3D courses).
12. This semester (Spring 08) did not have a lot of evening classes. I work during the day and all the classes I needed were in the morning. I was to do my schooling here for two years but now am on my fourth year. If it is a two year college offer classes that will make a student attend 2 yrs. Classes like Success in College cost money and why is it mandatory? If you keep on coming up with classes to make students stay in school it is a waste of time and money, that some of us are working hard for. We want to graduate and go to other schools but it becomes impossible when new mandatory classes keep coming up.
13. New math lab is wonderful. I also love the communications lab in the library. Would like to see more science tutoring available. The science lab is great; I need help with the class, too.
14. OCCC College made it easy for me to come back to college after 17 years. My professor has made a difference in my enthusiasm for learning.

15. OCCC has been offering credit courses at the Wayne Mid-America Vo-Tech that has been very helpful and convenient for me. I work in Purcell, Ok, and live in Wayne. The evening classes have been such a blessing for me. Thank you so much.
16. This college is great but could use work in the math programs. If you make it hard for students to get math credits they will just quit trying.
17. The film production course attracted me to this school.
18. It is to the professor make sure nice and great to get along with. Like the professor I had he was total jerk his name was . . . , he was a moron.
19. My instructors are the best. I really enjoy my classes.
20. . . . is very hard to understand. Math for Tech careers.
21. I hope the classes stay the same but we need more material for the engineering lab so we can be in the same level as the other schools.
22. The engineering department, physics, mathematics as well as the professors have helped so much, they are awesome.
23. Great thanks! Professor is excellent.
24. Lack of tutors at science related areas.
25. This school in general is pretty good, nice size classrooms teachers know you by name.
26. More foreign languages like Japanese!
27. Seems that there are not enough conservative teachers. Liberal teachers seem to feel out who is conservative and beat up on them, if their view does not meet up with their liberal view. I think this should be addressed; after all, we all have view points to be respected, whether we agree or disagree.
28. More courses in Aviation Management that transfers to a four year university.
29. . . . is very helpful and she really knows what she is talking about.
30. I haven't attended this college long enough to judge it by a whole, but the two experiences that I have had have been negative and are as follows: A teacher, . . . , went ballistic the week of finals, she didn't let anyone finish their presentation, and told some groups (in front of class), she didn't think we'd pass the presentation. And also the lab assistants in the science lab aren't my mother or father and don't need to act like it. They told me I could call to schedule labs, and when I did they told me I couldn't and I told them that it was due the next day and they said well you should not have waited until the day before it was due. Their jobs are to help and instruct.
31. Some classes should require below 80% in a test, but pharmacology did not which makes me fail it. After I did all that was expected of me.
32. In the Arts program specifically this school excels with their staff in terms of knowledge, instructing, and overall quality. . . . and . . . are leading an exceptional program.
33. A suggestion is to offer even more online and night classes. Greatly improved since 2000 though.
34. I am very impressed with my online courses. The biggest positive at OCCC is the faculty. My teachers have been extremely knowledgeable, patient, respectful, and professional.
35. I wish there were more of my major classes offered at more flexible times.
36. Look to expand the Science courses offered (e.g. Geology). Engineering program, offers numerous courses. Only 1-2 geology courses offered. Geology is a growing field and a high-demand degree should offer more courses in the field.

37. I have had more than one professor who is consistently late for class; and another who assumes the entire class doesn't care about writing in Comp. II.

#### Advising

1. Academic Advisement needs improvement in the area of communication to students what is necessary and what courses transfer to 4 year colleges. This should be done with all new students.
2. I personally think that every student should be told who their faculty advisor is especially for those enrolled in the medical assisting program here. That would be extremely helpful.
3. I wish I had more help picking my major.
4. I have not spoken to an advisor here this time, but I have met with one at UCO last fall one time.
5. Advisors do a good job of putting together schedules that run together so that you have little "dead" time between classes and you can go on with your day when you are done. Also, OCCC offers good advising towards transferring to a 4 year college such as OU.
6. When I met my faculty advisor for the first time, he basically told me that because of my lack of interest for science, I would not be a good candidate for my preferred career, despite the fact that I already have job experience in that field. I think, as a faculty advisor, one should encourage and help reach the goals of the person he/she is helping.
7. I think every student whether they have declared a major or not, should have an assigned advisor. The advisor should be responsible for staying in contact with his/her students throughout the semester.
8. The advisors didn't help me at all. They kept sending me to different people.
9. The advising center responded to my request for an appointment after almost a month and I had to figure things out on my own.
10. The advisors should be more educated and qualified to give career guidance.
11. My advisor has not given me much help- I've learned more from other students.
12. I would strongly recommend adding more staff in registration/advising desk, because there is usually only one person there with a long line.
13. People need more info regarding the availability and role of their advisor. I was not aware of them until recently. The mailer sent out when I was assigned an advisor was vague and uninformative.
14. I have used the advising services twice, and was not given any advice as to what courses I could take to achieve the degree I wanted. The advisor I spoke to simply was not knowledgeable. I would only suggest improvements in the area of the student advisors and making various services that available known to students.

#### Bookstore

1. Cheaper books & better resale in bookstore
2. Sell books at COST!
3. The bookstore is overpriced.
4. Bookstore needs to be improved in terms of services and options of goods.

5. The college needs to improve the service and quality of the bookstore. About book store, much kinder attitude to the customers is needed, and more detailed, easy directions such as return policy need to be posted for the international student.
6. It's the prices of books when you return them you don't get that much money.
7. The bookstore should be open later. I and others work during the day and by the time we make it to the college, needing to get supplies or materials at the bookstore, it is already closed.
8. Reuse textbooks for more than one semester.

#### Cafeteria

1. Cafeteria needs to be improved in terms of services and options of goods.
2. The college needs to improve the service and quality of the cafeteria. At cafeteria, more choice and better quality with reasonable prices are needed because the customers are mostly students who usually don't have jobs.
3. The food selection only includes fried or junk food (besides the salad bar) and needs healthier choices. Milk in the vending machines is almost \$2 for a half pint. Way too expensive.
4. Though I like the smaller school environment, it does need to expand in the field of food. Lunch time comes around and you can be standing in line for 20-30 minutes waiting. I suggest having a building designed just for food services. Then students will have more options and there won't be as big of lines.
5. More healthy food options should be offered in the union and lower prices.
6. The cafeteria should be open for evening classes, especially since so many come straight from work.
7. I have eaten at the cafeteria on two occasions and have two suggestions; Provide a quiet area for those wishing to study while dining rather than socializing, and reevaluate cafeteria prices—they seem excessively high to me and with so many fast food/restaurants in the immediate area, I would opt to go out as opposed to eating here.
8. The cafeteria is way too expensive.
9. Prices at the cafeteria are unreasonable.
10. The cafeteria is overpriced.

#### Enrollment

1. I think this college is wonderful except for the enrollment/advising area. First they lost my application and I had to fill it out again. Also, I felt very rushed. The women in the advisement area did not know what classes were prerequisites to my classes. They did not know the classes that transferred from OU to here. I think this area of your college needs the most improvements. (This is the first place people come and should leave a good impression.)
2. The ladies who registered you for classes are very unfriendly and seem not to care.
3. All kinds of problems with enrollment, counselor never enrolled me, financial aid basically was kind of rude when I first tried to get information. They would seem to just want me to go home or get out of the line fast. I had a lot of questions and basically denied me. I would have liked to know this before \$2,500 Bursar Bill. Financial aid needs to answer more specific questions when people ask.

4. Not very satisfied with registration/enrollment. The person who helped me was very rude, not helpful, seemed impatient because wanting to go home. I work until 5 everyday so the hours I can come here are very limited and I am as well tired and would like courteous, professional and helpful staff.
5. The enrollment center is so helpful.
6. Enrollment should be a smooth uncomplicated process!

#### Financial Aid

1. The financial aid department at OCCC is very discouraging the staff is very belittling of students. The financial aid staff at OCCC to my experience has acted as if a hand out is what I am asking for instead of financial assistance to attend OCCC that will be repaying later.
2. Speed up the financial aid process at our college. Make sure all forms needed are given to student for counselor review.
3. It has been very difficult to untangle the financial aid information. In the 2 years I have attended, I have never seen an accounting of how my financial aid is spent. I also have never had or spoken with an advisor.
4. My federal aid was denied even though I am unemployed because of my past income, am I supposed to wait for 1 ½ to 2 yrs to seek retraining via college? I am paying nonresident tuition because my residence wasn't Oklahoma in the military computer system. I joined military in Georgia when father stationed there. I have no family or residence there. Just think people that complete military service should have a choice in their residency after discharge and that they should be considered residents at that state.
5. The financial department took 3 months to process my paperwork. It took me going into their office for them to even look at my paperwork (3 months later) I had to pay out of my own pocket and get fees charged to my account all because the people in the financial aid office do not know what they are doing. I don't think I'll come here next semester because I don't want to deal with them and I still don't have an advisor 8 weeks later.
6. International students not allowed for federal financial aid.
7. I find it hard to believe that I can't get a scholarship or a grant. I keep trying – maybe someday.
8. The financial aid seems to differ every semester even when my personal info hasn't changed for 10 yrs.
9. I do not agree with finance charges on payments.
10. Financial aid office is very disorganized. They do not fill paperwork the way it should be done. This financial aid office lost my transcript many times and they almost made me lose my grants from my tribe because they told me they sent it off and they did not. If I wouldn't have contacted my tribe when I did I would have lost it for the entire year.
11. The financial Aid offices are highly inconvenient; I have had problems with them repeatedly.
12. The financial aid department needs an over-haul. It took me calling NELNET and FASFA and visiting the dept. 2-3 times a week, for 7 weeks, to get them to do their jobs and process my student aid. I had no books for class during that period as well as it affected my grades. They blamed everyone at my old school, NELNET and FASFA- but my

research found out they just weren't doing their job and made me feel as if they did not care for me at all.

13. Financial Aid should be a smooth uncomplicated process!
14. I have found support staff (financial aid, testing center, etc.) to sometimes be rude or unhelpful.
15. You should give some scholarships for foreign students or at least reduce their tuition.
16. International student not allowed for federal financial aid??? Some internship programs denied for international students.
17. A change needs to be made when it comes to billing members of the military. It can take some time for the military to approve and pay for the tuition and fees. The college still bills service member with no regard to this fact. The military will not reimburse a soldier for anything they pay, but they are still responsible for meeting payment deadlines on time. There needs to be something in place to take this burden off those service members.
18. I think scholarship information should be more open, public, and have easier access.

#### Library

1. The main things I have not been satisfied about are the Microsoft Word program NOT being in the library and communication labs.
2. I checked out a book from the library and felt harassed by my choice of reading.
3. College should open library a bit late on Saturday.

#### Recreation

1. The workout facility needs to be expanded and improved.
2. I would like for the OCCC to account the students more in the aquatic center. There are around 30 lanes to swim in total and only 3 are available for people who are actual students. This shows me that OCCC does not care about student satisfaction but only cares about the various high schools swim teams.
3. None really, if I had to say one thing. I'd say building a tennis court or a build a building for ping pong & pool players would be nice.
4. I personally would like a larger gym in which to exercise. That is all I can think of.
5. This college is in desperate need of informal sports. If by any chance it already does; then there should be some flyers put up or something.

#### Security/Parking

1. The security is not very good when walking out to my car at night; very dark, never seen any security and feel like I have to run to my car.
2. Make sure all parking lot lights are on at night when students are still leaving the school.
3. Parking is lousy. The person who designed it (especially around arts and humanities) wasn't practical. There's no need for the loop. It's hard for me to leave in a hurry!
4. Parking is becoming an issue.
5. Better parking instead of so much grass & bushes, have closer parking spaces. Even if you get a close parking space now, you still have so far to walk.
6. Being a theater major I find myself at school late at night for rehearsals and there have been times where I had to walk to my car in complete darkness. I suggest that the

parking lights stay on at least until 0100. With this college being right off a highway, a woman walking to her car in complete darkness isn't very safe.

7. It would be nice if there was a sidewalk coming across the grassy knoll so the students aren't having to walk in the street or across the grass on the West/Northwest side of campus (when entering off 74<sup>th</sup> Street.) When the weather is bad it's not pleasant to walk through ice, wet grass, and mud, on the way to class. It would be beneficial to have a few more lights in the parking lot for evening class students to feel safer.
8. Parking at OCCC is terrible and the campus is not well lit enough at night for students to be safe walking to their cars.
9. Improvement in the number of security in the evening.
10. There should be a sidewalk down the middle of the median for students to walk down, verses walking on the roadway to/from the parking lot. It's dangerous.
11. There is no walkway from main entrance leading east to Western. I often walk in the road to and from my car. Needless to say there are differing levels of driving ability on campus and I felt safety is an issue when walking toward east parking lot.

#### Student Services

1. There are too many departments and too many "students" working in these departments. If a student working in a department does not know the answer to my question they ship me off to another department where I can wait in line again just to be told I am in the wrong department. I am more than a student I am also a customer. The customer service is terrible all throughout this campus. Is this what to expect from a community college?
2. For events I think a little of everything would help other non students to attend.
3. At OU, most information is sent by email, enroll, financial aid, news, courses, activities – we still not got at this point.
4. Quit sending letters to people with OHLAP telling them to come pay their tuition fees. It adds unnecessary student stress and clogs up the bursar's office with dumb questions.
5. You should give people from Africa their chance and not allow them to bring their High School transcript for them to enter college.

#### Testing

1. The testing area would be better if it was sound proof; I have trouble concentrating with lots of outside noise.
2. . . . who works in the testing center is rude, impatient, and walks into room making noise making it very hard to concentrate on my exams. I have had to put up with him for 3 semesters and I'm tired of it. I don't think students should have to put up with a jerk like that when it comes to our education here. People have complained about him before but nothing is ever done. Time for a change on yalls part. I put my comments down now you guys respect me and other student's education and take care of this problem.
3. The individual at the testing center to be more professional and courteous to students.
4. I've gone in often to take a test and most if not all of those people have NO customer service skills. I don't even receive a proper greeting. They laugh while taking a test and it is distracting. I dread going there because they put me in a bad mood.



5. The OCCC testing center is great. It is a quiet place to take exams. I just wish some of the staff would treat the students with a little more respect and kindness. We work hard and study for hours before testing. Being treated with respect and courtesy would allow testing to be a little less stressful.
6. Testing Center people often rude.
7. The attitude of employees in the testing center is condescending and rude at times. I understand that their job is to policy cheating activities. However they need to remember that they are providing a service to a customer. I had an employee tell me that he could care less if I came into the center. He gets paid the same.
8. Test Center needs major improvements. Staff not friendly or helpful, and sometimes disturbance.

#### Other

1. No student tuition fees.
2. Nice place to study!
3. Why do you need our social security number why not the student's I.D. number? This is a good place to learn just not a place for me.
4. I am in concurrent enrollment so this is the only class I have taken. That is why some of my answers are the way they are, not because I think it's a bad program.
5. Very satisfied with this college.
6. To be honest I feel as though about 95% of everything I've done here, I've already learned in high school. There's no challenge.
7. I am a 30-year-old married mother of four. OCCC has been an excellent school to start my college career. The night & weekend classes are awesome and the class size makes for an easy transition into college.
8. Offer daycare would be very helpful.
9. I am an international student and I've been a part of this college for more than a year now. I didn't see any questions related to international students or beneficial for them. I mean if I know OCCC has pretty much good numbers of international students, but still I like this school.
10. First college in the U.S.A. seems wonderful.
11. Please make campus more accessible to blind students. Please fix the Braille numbers (1<sup>st</sup> floor-indicates "M") no Braille on bathroom door.
12. OCCC serves a very important role for the progress of student education and I am satisfied with all the support and services which the college provided.
13. I love this college.
14. I feel that this college has a lot to offer and I feel very glad that I have attended classes here and received my degree. The staff at OCCC seems to genuinely care about the student's well-being and overall success. I always felt that my opinion mattered and that I learned a lot. I would only suggest improving the parking situation and adding more classes to the available courses.
15. Thanks a lot for supporting me, I am a re-turn student. I am still struggling with the language issues, but I am going to do better every time.
16. More free food, free normal coffee.

17. Since the question didn't really pinpoint my situation, I figured I might add that I am here primarily to rescue my GPA that, had I stayed at OSU-Stillwater, might have dropped below what is necessary for the financial aid I have. In short, it's easier and more convenient than OSU; it's only a temporary fix.
18. We should get something for taking the time to complete this. Like a free shirt or something.
19. Excellent school. I recommend it to my students as a way to start college experience.
20. So far this school has been great.
21. This college has been really great and extremely helpful. My only suggestion or request would be to lower the tuition.
22. I believe that this survey should be optional, because the small amount of time that we have here should be well spent learning what we came for.
23. Clean the air ducts, they are bad.
24. Most of the staff is very, very lazy or unorganized in the job.
25. Please reduce out-of-state jobs.
26. College fees must be decreased especially for international students.
27. I like the school overall, but this survey is too long.
28. I really enjoy attending OCCC, it makes me feel smart and that I have made a good decision for my family and future. I first attended after I graduated high school, and ended dropping out because of an illness. It's been two years and I am back and ready to go! My current GPA doesn't reflect the attitude I have about school. I am still making up the courses that I have failed and plan to ask for academic forgiveness. Thank you OCCC for all you do and have done for me.
29. I would like to say that this was one of the biggest decisions I've made in a long time and one of the best. The school and every one of my teachers I've had have been the best. Thank you OCCC.
30. I have only been here for a few months and I enjoy it because I feel like I am learning, and that is all that matters to me right now.
31. I am a new student here, so I don't know much that happens here or what the school offers or is involved in besides basic courses.
32. I find this college to be overall a good school. It's a good pace to attend in order to prepare you for a university.
33. OCCC is a good college and an excellent place to begin your college carrier, especially if someone plans to transfer to a larger university. The courses offered and tuition rates are an excellent way to take necessary coursed that can transfer to a larger school.
34. I have a Master's degree form OSU. I am here to obtain a degree in a different field and change careers.
35. This assessment is ridiculous. Don't take up 40 minutes of my class time to ask me if OCCC is racially harmonious, and what degree my father received.
36. I appreciate the hard work and life skills this college has taught me. I've made great friends and expanded my thinking abilities.
37. This is my first year to attend a college of any kind in my life so I am very excited but I also would like it to be known that overall OCCC has not in any way made that same excitement diminish only increase.

38. I really enjoy the fish tanks and coffee bar here. They provide a calm area to go unwind between classes. I have had a great experience here, and wish to say thank you. I first attended OU where everyone made it obvious that I was just a number, but I have never had that experience here. Thanks.
39. There needs to be an on campus facility beside the child development center for breastfeeding mothers to pump in between classes. This was such a huge inconvenience for me I was late to classes because I would have to drive to the CDC and try to find a parking spot.
40. If we pay the high cost of tuition, I feel that copiers and printers (with no printing limits) should be included in the tuition costs for the nursing department.

#### Responses to Individual Questions

1. Did you begin college at this college or elsewhere?
  - I choose Pre-Engineering as major for Associate in Science, but I don't see it on the diploma. How can people recognize what major I get when the diploma just writes "Associate in Science"
  
2. When do you plan to take classes at this college again?
  - Will this college can change to 4 years college?
  
5. Which is most likely to attract your attention to attend a campus activity or event?
  - The availability of the activity (times and place)
  - I think a little of everything would help attract more students to attend.
  - The classes and courses offered and classes that transfer to a 4-year college
  - I only attend when an instructor assigns me to. I usually don't have time and I live too far.
  - I am not interested in attending campus activities.
  - By a teacher making me aware. I usually go straight to class and do not pay much attention to posters. They usually don't stand out anyway.
  - Radio
  - If I was required to attend for assignment or bonus points do not have time to attend any extra activities.
  
7. What would be the most likely reason for you to withdraw from class or from this college?
  - If I go next semester it will be to a 4-year college unless finances prevent me from attending. I am too old to have to pay off student loans after I graduate.
  - I would be most likely to withdraw and never return due to the poor attitudes of instructors that I have ran into on multiple occasions. This institution should get rid of all the adjuncts and get teachers who want to teach!
  - And more work
  
10. From whom do you receive most of your academic advisement?
  - When I was working towards my associate's degree. 2003 graduate
  - I have not been assigned an advisor.
  - My advisor at the University of Oklahoma

14. If you did not fill out the FAFSA, what was the main reason you did not?
- I did apply
  - I filled out a FAFSA
  - I did fill out a FAFSA
  - Did not apply to me
  - FASFA poor grades, because my jobs never work with me. 30-40 hrs a week plus four classes is taxing/time consuming.
15. If you did not fill out the FAFSA because you thought that you would not qualify for financial aid, what was the main reason you thought would not receive any financial aid?
- I did apply
  - I did fill out a FAFSA
  - Did not apply to me
  - FASFA poor grades, because my jobs never work with me. 30-40 hrs a week plus four classes is taxing/time consuming.
16. From what source did you receive initial financial aid information?
- My family and high school counselors
  - Never had any source of financial aid
27. How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in understanding people of other racial and ethnic backgrounds?
- Very cultural place new world language center is awesome!
29. If you have completed any developmental courses, at what level would you rate the effectiveness in preparing you for subsequent courses?
- Did not apply to me
30. How valuable were the mathematics course(es) you took at OCCC?
- It was the professor