



OKLAHOMA CITY COMMUNITY COLLEGE

**OCCC  
Noel Levitz Student Satisfaction Inventory  
Spring 2015**

**Prepared by the  
Office of Institutional Effectiveness**



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## **Executive Summary**

### **Overview**

This is the second administration of the Noel Levitz Student Satisfaction Inventory. Spring 2013 was the first time the survey was administered. Students who were enrolled in classes offered on campus were sent emails with a link to access the survey. Thirteen percent of the student population or 1,238 students completed the survey which was a response rate of 3 percentage points higher than previous surveys. There were a total of 112 questions.

### **Areas to Celebrate**

Eight of the ten OCCC satisfaction rated items which were identified as statistically significant from the previous year were increases. The question on academic support services adequately meeting the needs of students experienced the largest statistically significant difference at the 0.01 level. The other seven items were significant at the 0.05 level.

Three of the eight items improved the level of satisfaction to such an extent that they were no longer in the bottom ten satisfaction list including a) my academic advisor is approachable, b) this campus provides effective support services for displaced homemakers, and c) parking space is adequate.

Of the top ten satisfaction rated items at OCCC, all were above 6.18 on a seven point scale with a well-maintained campus rated the highest at 6.42. Of the list of ten items which had the smallest gaps between the students' level of importance and their level of satisfaction, the gaps ranged between -0.15 for child care available on campus to 0.29 for adequate computer labs. The smaller the gap between the student's level of importance and level of satisfaction, the more satisfied the student is with the item.

The results showed that all 70 satisfaction questions were statistically significantly higher than the national ratings. The two largest differences were 0.97 for amount of student parking space and child care facilities are available on campus at 0.94.

Noel Levitz collapsed most of the survey questions into 12 major categories. The highest student-rated category based on their level of satisfaction was academic services which were comprised of the library, tutoring, study areas etc. This item recorded a satisfaction rating of 6.15 which compared favorably to the national satisfaction of 5.62.

OCCC developed ten questions using the level of importance and satisfaction ratings. The two items with the smallest gap between the level of importance and satisfaction included campus buildings are clearly marked and enrollment steps are easy to navigate.

There were six items which asked student's how satisfied they were with the campus demonstrating a commitment to meeting the needs of various student populations. All six were statistically significantly higher than the national level of satisfaction. These satisfaction items were rated very high on a seven point scale with the low being 5.99 for commuters to a high of 6.20 for students with disabilities.

When asked about the importance of the factors guiding their decision to attend OCCC, students overwhelmingly chose cost as their number one factor. All of these levels of importance were higher than the national levels with one exception – the opportunity to play sports.

The ratings of how the College experience met student's expectations were higher than the national results with the average of 5.21 at OCCC on a seven point scale compared to 4.86 at the national level. Students' overall satisfaction with their experience was 5.91 compared to 5.51 at the national level. Finally, when asked whether they would enroll again at OCCC if they had an opportunity to do it over, students rated this item 6.27 compared to the national rating of 5.74.

This was the first year OCCC requested a comparison to a group of seven other colleges. The satisfaction of these two comparison areas were statistically positive within all 70 questions. OCCC's commitment to the various populations was higher within all six areas. All three of the additional questions regarding student's college experience, overall satisfaction, and would they enroll if they had to do it over again, scored higher for OCCC compared to the other seven colleges.

### **Areas for Potential Further Review**

The one area that reported a statistically significant decrease in the level of OCCC satisfaction of 2015 compared to the 2013 survey was there are convenient ways of paying my school bills. There have been several changes made to the billing process in the past year which may have had an impact on students' level of satisfaction. Students no longer receive paper copies in the mail. All bills are sent to their emails. Students must now pay for the cost of using their credit cards to pay their bills. So if the credit card company charges the College 4% to offer their service, the student must pay this fee.

The five areas with the lowest level of satisfaction included: I am notified early if doing poorly in my class (5.16), academic advisor helps me set goals (5.37), child care is available on campus (5.38), academic advisor is concerned about my success (5.40), and internships are provided to my degree program (5.44).

Within the collapsed 12 categories, the lowest student-rated category based on their level of satisfaction was advising/counseling comprised primarily of academic advisor questions. This item had a satisfaction rating of 5.64 which improved since the last survey from 5.54.

The six items which had a gap between importance and satisfaction greater than 0.95 in 2015 included:

1. Students are notified early if doing poorly in a class (1.29 Gap).
2. Steps for financial aid are explained (1.03 Gap).
3. My academic advisor is concerned about my success (0.99 Gap).
4. Staff explained consequences of taking placement test (0.97 Gap).
5. I received adequate information from my academic advisor to select a program (0.96 Gap).
6. Financial aid counselors are helpful (0.96 Gap).

## **Noel Levitz Student Satisfaction Inventory**

### **INTRODUCTION**

This is the second time the Noel Levitz Student Satisfaction Inventory was administered. The College used the Community/Junior/Technical College Form A survey. There were 208 colleges within the national survey pool with 185,186 total student records of the Fall 2011 through spring 2014, 12,708 of these students were from the selected seven community colleges. The results of this survey will be used to celebrate the accomplishments of the various departments, identify potential areas of improvement, conduct further research, and if necessary make changes to the various services across campus.

### **METHODOLOGY**

In the Spring Semester of 2015 (April 11 through April 27), OCCC conducted the Noel Levitz Student Satisfaction Inventory. The survey was administered online. Prior to the survey, faculty received several emails and announcements that the survey would be sent to their students and that they should be reminding students to complete the survey. Three emails were sent to all students who were enrolled in at least one class which was offered on campus. Students who were taking solely online courses or were at other locations were not surveyed. This was the first year that we offered five \$100 checks to five of the participants in a random drawing.

### **LIMITATIONS**

One of the most significant limitations was a problem with the link. Some students could not access the link because it had extra spaces in it. Upon correcting the issue, the email went out without the student's name which caused students to not take the survey seriously. Another issue was an overlap of another College-wide survey. Though minor, the faculty and students were unclear about the differences.

### **RESULTS**

There were 1,238 or 33.8% more respondents than the last survey. The response represented 13% of those who were surveyed. This percent response represented a greater number of students at the College. In the previous year we had a 10% response rate. There were 70 questions in which students had an opportunity to evaluate their level of importance and satisfaction with various services or attributes. Ten questions were developed by OCCC which were primarily focused on the "onboarding" process of students entering the College. Six questions related to the commitment the College had to various accommodations to special needs or student attributes. Nine questions reviewed the importance of various factors in the student's decision to enroll. The final three questions asked about the student's College experience, overall satisfaction and if they had to do it all over would they enroll in the College again. There were 13 demographic questions and one question asking about the student's intention of completing courses at OCCC.

### **Demographics**

A summary of the demographic information is included in the chart on the next page. Detailed results are included in Appendix A.

	<b>OCCC Student Population</b>	<b>OCCC Survey Respondents</b>
1. Female	58%	71%
2. Under the age of 25	62%	51%
3. Ethnicity		
a. White	53%	58%
b. Hispanic	14%	12%
c. African-American/Black	10%	8%
d. Native American	4%	6%
e. Asian	7%	9%
4. Took day classes	57%	68%
5. Full-time	36%	57%
6. Had an associate degree as their educational goal	48%	60%
7. At the college one year or less	52%	33%
8. Neither parent attended college	55%	48%

Other data included:

70% Employed

75% Identified OCCC as their first choice

9% Identified themselves as disabled



## OCCC RESULTS COMPARED TO THE NATIONAL RESULTS

### Overall Satisfaction of the 70 Rated Questions

The satisfaction results of the 70 questions were statistically significantly positive for OCCC compared to the national results. The detailed results are available in Appendix B. The sections which follow summarize the data.

### Top Ten Satisfaction Differences between OCCC and National Results

The chart below compares the top ten items based on the largest differences between OCCC student levels of satisfaction compared to the national student level of satisfaction. All ten of the ratings by OCCC students were statistically significantly higher than the national ratings. When comparing the top ten items from 2013 to 2015, nine of the top ten items were the same. The table below depicts the order of the ten items with the greatest mean difference starting at the top of the list. The items that are bolded and underlined represent unique items in each year.

**Top Ten Satisfaction Differences – OCCC vs National**

2015	Satis Gap	2013	Satis Gap
The amount of student parking space on campus is adequate.	0.97***	The amount of student parking space on campus is adequate.	1.07***
Child care facilities are available on campus.	0.94***	Personnel in the Veterans' Services programs are helpful.	1.04***
Personnel in the Veterans' Services programs are helpful.	0.88***	Security staff respond quickly in emergencies.	0.95***
Security staff respond quickly in emergencies.	0.87***	There are a sufficient number of study areas on campus.	0.82***
<b><u>This campus provides effective support services for displaced homemakers.</u></b>	0.72***	Security staff are helpful.	0.81***
Parking lots are well-lighted and secure.	0.72***	Parking lots are well-lighted and secure.	0.81***
I generally know what's happening on campus.	0.72***	The career services office provides students with the help they need to get a job.	0.80***
Security staff are helpful.	0.64***	<b><u>Computer labs are adequate and accessible.</u></b>	0.80***
The career services office provides students with the help they need to get a job.	0.64***	I generally know what's happening on campus.	0.79***
There are a sufficient number of study areas on campus.	0.62***	Child care facilities are available on campus.	0.68***

\*\*\* Difference statistically significant at the .001 level

**Bold/Underline** are unique to the list.

### Bottom Ten Satisfaction Differences between OCCC and National Results

The chart on the next page compares the bottom ten satisfaction rated items which had the least difference between OCCC students and national student respondents. Although these differences represented the smallest difference between OCCC and the national level of satisfaction, all of them were statistically significantly higher than the national satisfaction numbers. The lowest gap was students are notified early in the term if they are doing poorly in a class. The items that are bolded and underlined represent unique items to each year.

### Bottom Ten Satisfaction Differences – OCCC vs National

2015	Satis Gap	2013	Satis Gap
Financial aid counselors are helpful.	0.29***	<b><u>Nearly all classes deal with practical experiences and applications.</u></b>	0.37***
<b><u>There are convenient ways of paying my school bill.</u></b>	0.26***	The quality of instruction I receive in most of my classes is excellent.	0.36***
My academic advisor helps me set goals to work toward.	0.24***	Adequate financial aid is available for most students.	0.34***
<b><u>Faculty provide timely feedback about student progress in a course.</u></b>	0.24***	Students are notified early in the term if they are doing poorly in a class.	0.34***
My academic advisor is concerned about my success as an individual.	0.23***	<b><u>The personnel involved in registration are helpful.</u></b>	0.29***
My academic advisor is knowledgeable about my program requirements.	0.23***	My academic advisor helps me set goals to work toward.	0.26***
The quality of instruction I receive in most of my classes is excellent.	0.22***	My academic advisor is knowledgeable about my program requirements.	0.23***
Adequate financial aid is available for most students.	0.17**	Financial aid counselors are helpful.	0.22***
My academic advisor is approachable.	0.14**	My academic advisor is concerned about my success as an individual.	0.21***
Students are notified early in the term if they are doing poorly in a class.	0.14*	My academic advisor is approachable.	0.03

\* Difference statistically significant at the .05 level

\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

**Bold/Underline** are unique to the list.

### Institutional Summary by Twelve Categories

The institutional summary provides a twelve-item summary of the 70 importance/satisfaction questions as well as the six satisfaction questions regarding the College's commitment to meeting the needs of various student populations. (Appendix C for the detail) The chart is presented in terms of the highest level of OCCC's student satisfaction ratings. When comparing OCCC student level of satisfaction to the national student level of satisfaction, all twelve items were statistically significantly positive. The highest satisfaction rated item of 6.15 was academic services which included the labs, study areas, library, etc. This item for OCCC students also had the lowest gap between the level of importance and the level of satisfaction. The lowest satisfaction rated item of 5.64 was academic advising/counseling which was primarily comprised of academic advisor questions.

		OCCC			National			Satisfaction Gap
		Import	Satis	Gap	Import	Satis	Gap	
1. Academic services	2013	6.43	<b>6.15</b>	0.28	6.09	5.51	0.58	0.64***
	2015	6.43	<b>6.15</b>	0.28	6.14	5.62	0.52	0.53***
2. Responsiveness to diverse populations	2013		<b>6.06</b>			5.52		0.54***
	2015		<b>6.07</b>			5.60		0.47***

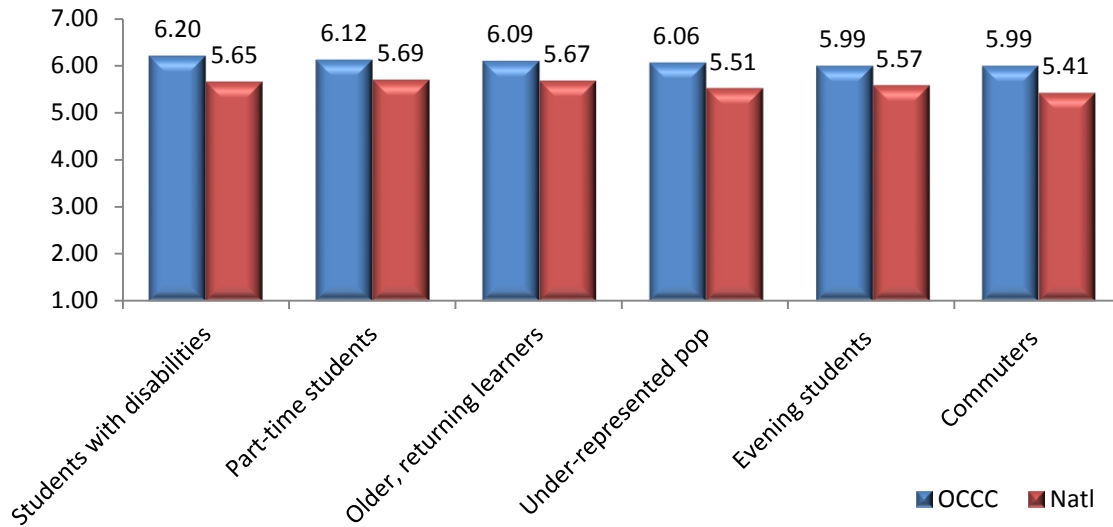
		OCCC			National			Satisfaction Gap
		Import	Satis	Gap	Import	Satis	Gap	
3. Safety and security	2013	6.44	<b>5.91</b>	0.53	6.05	5.06	0.99	0.85***
	2015	6.46	<b>5.97</b>	0.49	6.10	5.23	0.87	0.74***
4. Registrations effectiveness	2013	6.47	<b>5.95</b>	0.52	6.20	5.46	0.74	0.49***
	2015	6.47	<b>5.94</b>	0.53	6.24	5.53	0.71	0.41***
5. Student centeredness	2013	6.32	<b>5.90</b>	0.42	6.02	5.41	0.61	0.49***
	2015	6.35	<b>5.94</b>	0.41	6.08	5.48	0.60	0.46***
6. Campus climate	2013	6.33	<b>5.88</b>	0.45	6.01	5.34	0.67	0.54***
	2015	6.35	<b>5.92</b>	0.43	6.08	5.43	0.65	0.49***
7. Service excellence	2013	6.32	<b>5.85</b>	0.47	6.00	5.31	0.69	0.54***
	2015	6.33	<b>5.88</b>	0.45	6.06	5.40	0.66	0.48***
8. Instructional effectiveness	2013	6.50	<b>5.88</b>	0.62	6.22	5.44	0.78	0.44***
	2015	6.52	<b>5.86</b>	0.66	6.27	5.51	0.76	0.35***
9. Campus support services	2013	6.03	<b>5.70</b>	0.33	5.51	5.00	0.51	0.70***
	2015	6.07	<b>5.77</b>	0.30	5.60	5.11	0.49	0.66***
10. Concern for the individual	2013	6.44	<b>5.71</b>	0.73	6.12	5.25	0.87	0.46***
	2015	6.42	<b>5.75</b>	0.67	6.18	5.34	0.84	0.41***
11. Admissions and financial aid	2013	6.40	<b>5.62</b>	0.78	6.09	5.19	0.90	0.43***
	2015	6.42	<b>5.67</b>	0.75	6.16	5.30	0.86	0.37***
12. Academic advising/counseling	2013	6.48	<b>5.54</b>	0.94	6.18	5.23	0.95	0.31***
	2015	6.44	<b>5.64</b>	0.80	6.24	5.32	0.92	0.32***

\*\*\* Difference statistically significant at the .001 level

### Satisfaction with a Commitment to Various Populations

There were six items which asked student's how satisfied they were that the campus demonstrates a commitment to meeting the needs of various student populations. All six items for the College were statistically significantly above the national satisfaction rates. The item on students with disabilities was the highest rated item although the range in responses was quite close with 6.20 for the highest to 5.99 the lowest for evening students and commuters. By using a seven point scale, it is evident that students agree that OCCC is committed to these various populations.

### Institution's Commitment FY 2015



### Importance Factors in Deciding to Enroll Here

There were nine questions which asked students to determine how important certain factors were in their decision to enroll at the College. All but one, opportunity to play sports, was the least important to OCCC students than students in the national comparison group. The cost was the highest rated area of importance with a 6.48 rating out of 7 points.

	Year	OCCC Importance	National Importance	Difference
Cost as factor in decision to enroll.	2013	<b>6.41</b>	6.31	0.10
	2015	<b>6.48</b>	6.34	0.14
Financial aid as factor in decision to enroll.	2013	<b>6.18</b>	6.03	0.15
	2015	<b>6.19</b>	6.09	0.10
Academic reputation as factor in decision to enroll.	2013	<b>6.09</b>	5.85	0.24
	2015	<b>6.14</b>	5.91	0.23
Personalized attention prior to enrollment as factor in decision to enroll.	2013	<b>5.63</b>	5.38	0.25
	2015	<b>5.70</b>	5.44	0.26

	Year	OCCC Importance	National Importance	Difference
Geographic setting as factor in decision to enroll.	2013	<b>5.84</b>	5.48	0.36
	2015	<b>5.68</b>	5.56	0.12
Size of institution as factor in decision to enroll.	2013	<b>5.43</b>	5.19	0.24
	2015	<b>5.45</b>	5.21	0.24
Campus appearance as factor in decision to enroll.	2013	<b>5.39</b>	5.22	0.17
	2015	<b>5.37</b>	5.24	0.13
Recommendations from family/friends as factor in decision to enroll.	2013	<b>5.10</b>	4.91	0.19
	2015	<b>5.24</b>	4.95	0.29
Opportunity to play sports as factor in decision to enroll.	2013	<b>3.27</b>	3.53	-0.26
	2015	<b>3.36</b>	3.52	-0.16

### Three Overall Questions

There were three overall questions asked of the students. The first question asked how the students' College experience met their expectations. On a scale of 1 to 7, the average for the College was 5.21 which was 0.35 points higher than the national level. Sixty-seven percent of the OCCC students identified better than expected compared to the national percentage of 54%. Below is a table of the results.

	OCCC	National	Gap
So far, how has your college experience met your expectations?			
Average	5.21	4.86	0.35***
1=Much worse than expected	0%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	4%	6%	
4=About what I expected	25%	34%	
5=Better than I expected	28%	25%	
6=Quite a bit better than I expected	16%	13%	
7=Much better than expected	23%	16%	

The second question concerned the students' overall satisfaction with their College experience. On a scale of 1 to 7, the average for the College was 5.91 which was 0.40 points higher than the national level of satisfaction. Below is the distribution of the various responses. Note that the satisfied response rate for the College was 87% compared to 78% for the national student population.

	OCCC	National	Gap
Rate your overall satisfaction with your experience here thus far.			
Average	5.91	5.51	0.40***
1=Not satisfied at all	0%	1%	
2=Not very satisfied	1%	2%	
3=Somewhat dissatisfied	2%	5%	
4=Neutral	6%	10%	
5=Somewhat satisfied	12%	16%	
6=Satisfied	42%	40%	
7=Very satisfied	33%	22%	

The third question asked the students if they had to do it over would they enroll at OCCC again. On a scale of 1 to 7, the average for the College was 6.27 which was 0.53 points higher than the national level. Below is a table of the various responses. Note that the yes items for the College was 91% compared to 80% for the national student population.

	OCCC	National	Gap
All in all, if you had to do it over, would you enroll here again?			
Average	6.27	5.74	0.53***
1=Definitely not	0%	2%	
2=Probably not	2%	4%	
3=Maybe not	1%	3%	
4=I don't know	3%	8%	
5=Maybe yes	7%	10%	
6=Probably yes	27%	30%	
7=Definitely yes	57%	40%	

## OCCC COMPARED TO SELECTED COMMUNITY COLLEGES

### Overview

This is the first year OCCC took an opportunity to compare the data to a group of seven other two-year colleges. These colleges, with a participation of 12,708 students, included Brookhaven College, TX, Cincinnati State Technical and Community College OH, Clark College, WA, Grand Rapids Community College, MI, Kalamazoo Valley Community College, MI, Pulaski Technical College, AR, and Richland College, TX.

### Top Ten Satisfaction Differences between OCCC and the Comparison Colleges

The chart below compares the top ten items based on the largest differences between OCCC student levels of satisfaction compared to the comparison student level of satisfaction. All ten of the ratings by OCCC students were statistically significantly higher than the national ratings. When comparing the top ten items, with the amount of student parking space on campus being adequate as the largest gap of 1.48. This gap was expected because the colleges selected were in urban areas. The second largest gap of 0.95 was the personnel in the Veterans' Services programs are helpful. The table below depicts the order of the ten items with the greatest mean difference starting at the top of the list.

	OCCC			Comparison Colleges			Satis Gap
	Import	Satis	Perf Gap	Import	Satis	Perf Gap	
1. The amount of student parking space on campus is adequate.	6.44	5.66	0.78	6.22	4.18	2.04	<b>1.48***</b>
2. Personnel in the Veterans' Services programs are helpful.	5.97	5.70	0.27	4.86	4.75	0.11	<b>0.95***</b>
3. Child care facilities are available on campus.	5.23	5.38	-0.15	4.40	4.48	-0.08	<b>0.90***</b>
4. I generally know what's happening on campus.	5.97	5.88	0.09	5.51	4.99	0.52	<b>0.89***</b>
5. Parking lots are well-lighted and secure.	6.48	6.05	0.43	6.14	5.17	0.97	<b>0.88***</b>
6. Security staff respond quickly in emergencies.	6.50	6.03	0.47	6.05	5.16	0.89	<b>0.87***</b>
7. This campus provides effective support services for displaced homemakers.	5.93	5.62	0.31	5.15	4.85	0.30	<b>0.77***</b>
8. The career services office provides students with the help they need to get a job.	6.31	5.74	0.57	5.86	5.04	0.82	<b>0.70***</b>
9. The campus is safe and secure for all students.	6.67	6.30	0.37	6.33	5.61	0.72	<b>0.69***</b>
10. New student orientation services help students adjust to college.	6.20	5.98	0.22	5.82	5.30	0.52	<b>0.68***</b>

### Bottom Ten Satisfaction Differences between OCCC and the Comparison Colleges

The chart on the next page compares the bottom ten satisfaction rated items which had the least difference between OCCC student respondents and the comparison respondents. Although these differences represented the smallest difference between OCCC and the comparison level of satisfaction, all of them were statistically significantly higher than the

comparison group satisfaction numbers. The lowest gap was my academic advisor is approachable at a gap of 0.22 followed closely by my academic advisor helps me set goals to work toward at 0.24.

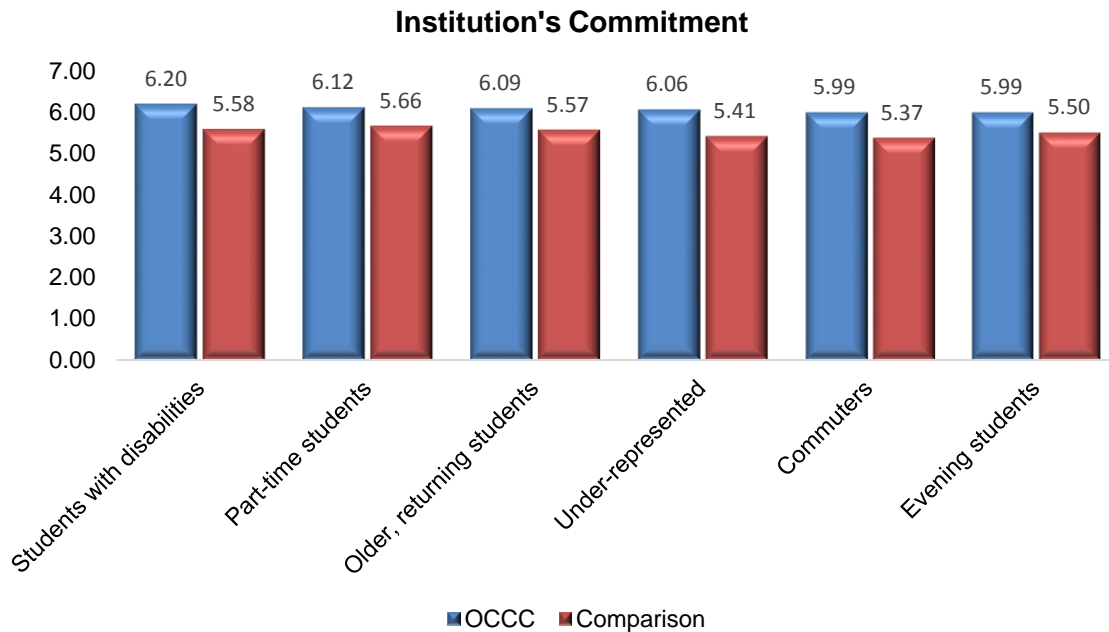
#### **Bottom Ten Satisfaction Differences - OCCC vs Comparison Colleges**

	OCCC			Comparison Colleges			Satis Gap
	Import	Satis	Perf Gap	Import	Satis	Perf Gap	
1. My academic advisor is approachable.	6.39	5.63	0.76	6.21	5.41	0.80	<b>0.22***</b>
2. My academic advisor helps me set goals to work toward.	6.31	5.37	0.94	6.05	5.13	0.92	<b>0.24***</b>
3. Adequate financial aid is available for most students.	6.48	5.54	0.94	6.22	5.28	0.94	<b>0.26***</b>
4. Students are notified early in the term if they are doing poorly in a class.	6.45	5.16	1.29	6.13	4.88	1.25	<b>0.28***</b>
5. The quality of instruction I receive in most of my classes is excellent.	6.69	5.85	0.84	6.4	5.57	0.83	<b>0.28***</b>
6. Faculty provide timely feedback about student progress in a course.	6.55	5.61	0.94	6.2	5.30	0.90	<b>0.31***</b>
7. Classes are scheduled at times that are convenient for me.	6.64	5.82	0.82	6.44	5.49	0.95	<b>0.33***</b>
8. My academic advisor is concerned about my success as an individual.	6.39	5.40	0.99	6.08	5.06	1.02	<b>0.34***</b>
9. My academic advisor is knowledgeable about my program requirements.	6.55	5.71	0.84	6.29	5.37	0.92	<b>0.34***</b>
10. There are convenient ways of paying my school bill.	6.48	5.88	0.60	6.14	5.53	0.61	<b>0.35***</b>

#### **Satisfaction with a Commitment to Various Populations**

Of the six areas addressing the satisfaction with the various populations, OCCC students were satisfied at a statistically significantly higher level than the students in the comparison group. Although evening students were rated the lowest at 5.99, this average was higher than the comparison group of 5.50.





### Importance Factor in Deciding to Enroll Here

Cost was anticipated to be the highest level of importance at OCCC with 6.48 on a 7-point scale compared to 6.37 with the comparison group. As expected the importance of the opportunity to play sports was lower for OCCC students than the comparison group.

### Importance of Decision to Enroll

	OCCC Importance	Comparison Importance	Gap
Cost as factor in decision to enroll.	6.48	6.37	0.11
Financial aid as factor in decision to enroll.	6.19	6.03	0.16
Academic reputation as factor in decision to enroll.	6.14	5.81	0.33
Personalized attention prior to enrollment as factor in decision to enroll.	5.70	5.29	0.41
Geographic setting as factor in decision to enroll.	5.68	5.48	0.20
Size of institution as factor in decision to enroll.	5.45	5.10	0.35
Campus appearance as factor in decision to enroll.	5.37	5.24	0.13
Recommendations from family/friends as factor in decision to enroll.	5.24	4.91	0.33
Opportunity to play sports as factor in decision to enroll.	3.36	3.54	-0.18

### Three Overall Questions

OCCC students rated how their experience at the College met their expectations much higher than the comparison group. In addition, 67% of the OCCC students and 54% of the comparison group identified better than expected.

	OCCC	Comparison	Gap
So far, how has your college experience met your expectations?			
Average	5.21	4.88	0.33
1=Much worse than expected	0%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	4%	5%	
4=About what I expected	25%	36%	
5=Better than I expected	28%	25%	
6=Quite a bit better than I expected	16%	13%	
7=Much better than expected	23%	16%	

Similarly the average for the overall rating of the student's experience was also well above the comparison group with 5.91 for OCCC and 5.50 for the comparison group. Eighty-seven percent of OCCC students rated this item satisfied compared to 77% of the comparison group.

	OCCC	Comparison	Gap
Rate your overall satisfaction with your experience here thus far.			
Average	5.91	5.50	0.41
1=Not satisfied at all	0%	0%	
2=Not very satisfied	1%	1%	
3=Somewhat dissatisfied	2%	5%	
4=Neutral	6%	12%	
5=Somewhat satisfied	12%	17%	
6=Satisfied	42%	41%	
7=Very satisfied	33%	20%	

Students were asked if they had to do it over, would then enroll here again. The results were positive with 6.27 the mean on a seven point scale compared to 5.82 for the comparison group. Ninety-one percent of the OCCC students checked yes compared to 82% of the comparison group.

	OCCC	Comparison	Gap
All in all, if you had to do it over, would you enroll here again?			
Average	6.27	5.82	0.45
1=Definitely not	0%	1%	
2=Probably not	2%	3%	
3=Maybe not	1%	3%	
4=I don't know	3%	8%	
5=Maybe yes	7%	11%	
6=Probably yes	27%	31%	
7=Definitely yes	57%	40%	

## OCCC Results

### Overview

The review of OCCC data only provides a slightly different perspective of the results than when the data was compared to the national. The College's results in terms of the level of satisfaction continues to shine, however, there are some items in which there are large differences between the level of importance and the level of satisfaction. If there are some types of changes we could implement to close these gaps, student persistence, retention and graduation may be impacted.

### OCCC Statistically Significant Changes in Satisfaction from 2013 to 2015

With the administration of the second Student Satisfaction Inventory, an opportunity was available to compare the level of satisfaction from 2013 to 2015. This statistical analysis identified nine questions in which the satisfaction levels were statistically significant. Eight of the nine items were positive. The question on academic support services adequately meeting the needs of students experienced the largest statistical significant difference at the 0.01 level. The other seven items were significant at the 0.05 level.

The one area that reported a decrease in the level of satisfaction from the 2013 survey which was statistically significant to the 0.01 level was there are convenient ways of paying my school bills. There have been several changes made to the billing process which are students' students no longer receive paper copies in the mail, all bills are sent to their emails, students must now pay for the cost of using their credit cards to pay their bills. So if the credit card company charges the College 4% to offer their service, the student must pay this fee.

Interestingly, there are three of the items that were in the bottom ten lowest satisfaction rated items in 2013 but in 2015 these same items were statistically significantly improved and were not on the list. This change indicates that Student Services implemented changes which had an impact on the following questions 1) my academic advisor is approachable, 2) this campus provides effective support services for displaced homemakers, and 3) the amount of student parking space on campus is adequate (these are italicized in the table below). Several of these improved to such an extent that they dropped off of the bottom ten satisfaction list including my academic advisor is approachable, this campus provides effective support services for displaced homemakers, and parking space is adequate.

	Year	Import	Satis	Perf Gap	Satis Dif
1. Child care facilities are available on campus.	2013	5.14	5.12	0.02	<b>0.26*</b>
	2015	5.23	5.38	-0.15	
2. <i>This campus provides effective support services for displaced homemakers.</i>	2013	5.94	5.40	0.54	<b>0.22*</b>
	2015	5.93	5.62	0.31	
3. Academic support services adequately meets the needs of students.	2013	6.40	5.77	0.63	<b>0.19**</b>
	2015	6.46	5.96	0.50	
4. <i>My academic advisor is approachable.</i>	2013	6.50	5.45	1.05	<b>0.18*</b>
	2015	6.39	5.63	0.76	

	Year	Imp	Satis	Perf Gap	Satis Dif
5. Financial aid counselors are helpful.	2013	6.45	5.30	1.15	<b>0.17*</b>
	2015	6.43	5.47	0.96	
6. <i>The amount of student parking space on campus is adequate.</i>	2013	6.44	5.49	0.95	<b>0.17*</b>
	2015	6.44	5.66	0.78	
7. The student center is a comfortable place for students to spend their leisure time.	2013	6.03	5.82	0.21	<b>0.16*</b>
	2015	6.15	5.98	0.17	
8. Admissions counselors respond to prospective students' unique needs and requests.	2013	6.33	5.65	0.68	<b>0.15*</b>
	2015	6.36	5.80	0.56	
9. There are convenient ways of paying my school bill.	2013	6.42	6.06	0.36	<b>-0.18**</b>
	2015	6.48	5.88	0.60	

\* Difference statistically significant at the .05 level

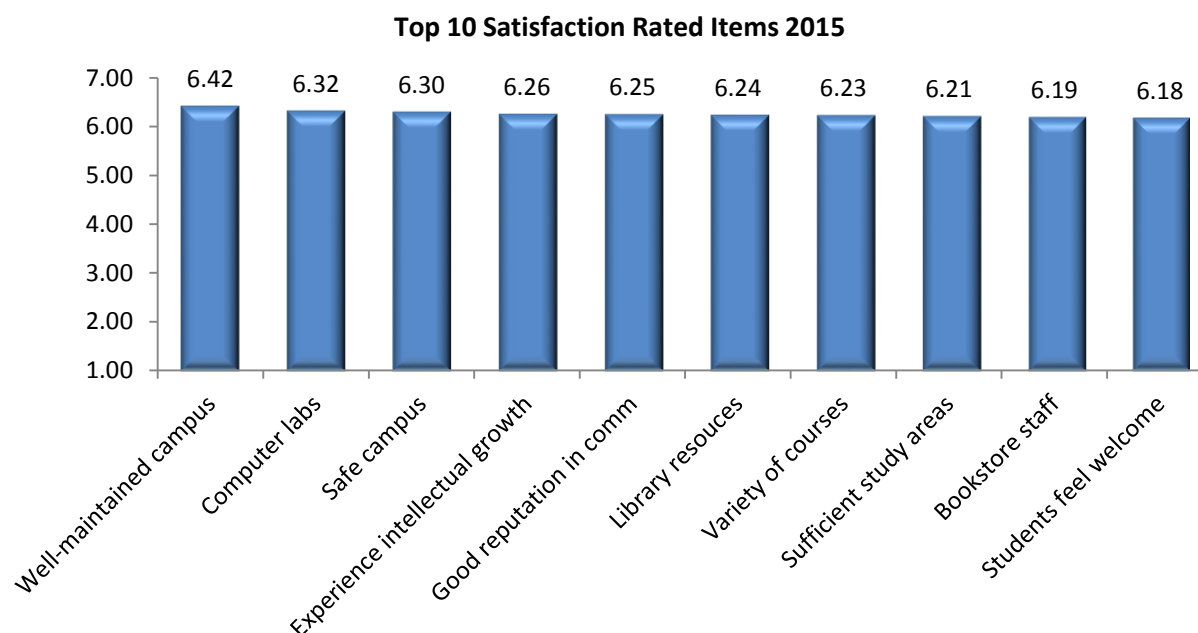
\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

*Italic items moved out of the 2013 10 lowest categories.*

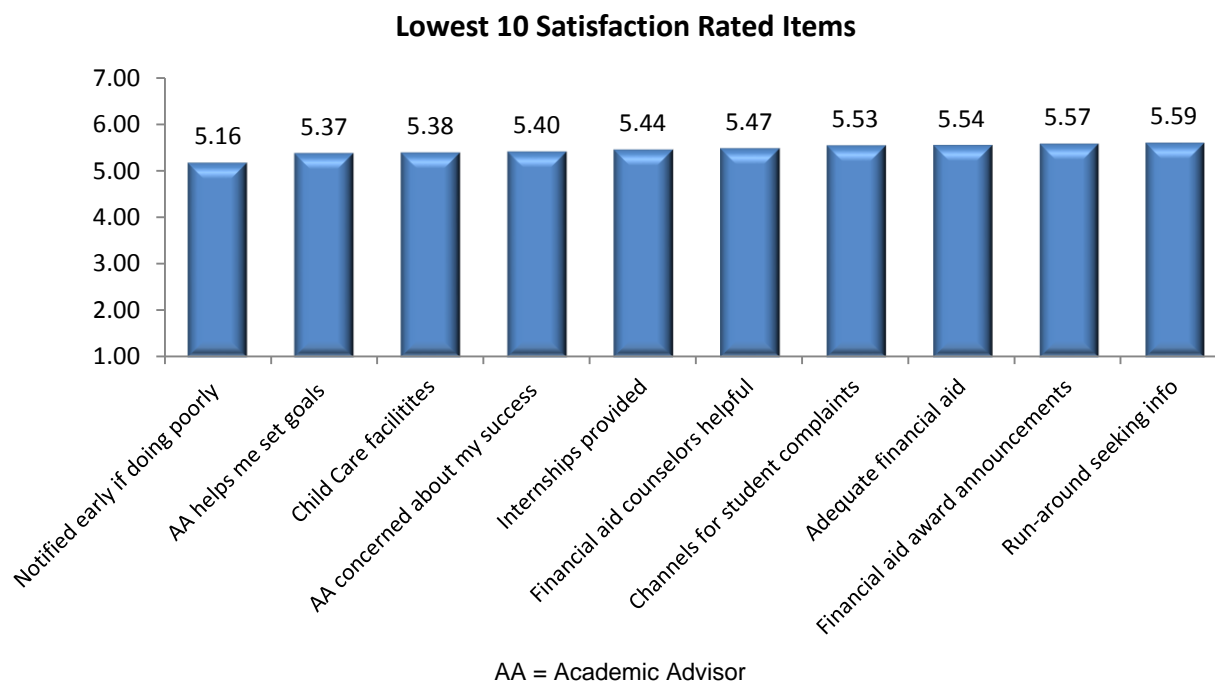
### OCCC Top Ten Questions of Satisfaction

The top ten areas of satisfaction appear below. In 2013, they were also in the top ten. The scale used in this survey was 1=not satisfied at all to 7=very satisfied. Each of the top ten were above 6.17 which is a positive reflection of how the students view the College. The highest rated item was the College campus was well maintained at 6.42.



### OCCC Lowest Ten Questions of Satisfaction

The ten lowest rated satisfaction questions are identified in the following chart. Seven of the ten items identified were the same items as in FY2013. The three that are new to the list include adequate financial aid, financial aid award announcements are timely, and I receive the run-around when seeking information. The lowest satisfaction rated item was that the student is notified early if doing poorly at 5.16.



### OCCC Smallest Ten Performance Gaps

When a student identifies a level of satisfaction that is close to how he/she rated the importance of that question, the results indicate that overall the student is satisfied with the item. The smallest gap was the availability of child care facilities on campus with a gap of -0.15 indicating that the satisfaction level was higher than the level of importance. This gap was followed by 0.09 for the campus is well-maintained and students generally know what's happening on campus.

	OCCC 2015		
	Importance	Satisfaction	Gap
1. Child care facilities are available on campus.	5.23	5.38	-0.15
2. On the whole, the campus is well-maintained.	6.51	6.42	0.09
3. I generally know what's happening on campus.	5.97	5.88	0.09
4. This institution has a good reputation within the community.	6.37	6.25	0.12
5. There are a sufficient number of study areas on campus.	6.38	6.21	0.17
6. The student center is a comfortable place for students to spend their leisure time.	6.15	5.98	0.17
7. Most students feel a sense of belonging here.	5.98	5.81	0.17
8. Bookstore staff are helpful.	6.37	6.19	0.18
9. Computer labs are adequate and accessible.	6.52	6.32	0.20
10. Library staff are helpful and approachable.	6.34	6.13	0.21

### OCCC Largest Ten Performance Gaps

The largest performance gaps are significant because the results provide an insight into the student's expectations. The level of importance is based on a 1-7 point scale with 1=not important at all and 7=very important. Similarly, the level of satisfaction is based on a 1-7 point scale with 1=not at all satisfied and 7=very satisfied. The larger the gap, the more important it is to address what could be causing the difference. The item which had the largest gap was students are notified early in the term if they are doing poorly in class. In 2013 the gap for this item was 1.14 compared to 1.29 in 2015.

	OCCC		
	Importance	Satisfaction	Gap
1. Students are notified early in the term if they are doing poorly in a class.	6.45	5.16	<b>1.29</b>
2. My academic advisor is concerned about my success as an individual.	6.39	5.40	<b>0.99</b>
3. Financial aid counselors are helpful.	6.43	5.47	<b>0.96</b>
4. Faculty provide timely feedback about student progress in a course.	6.55	5.61	<b>0.94</b>
5. Adequate financial aid is available for most students.	6.48	5.54	<b>0.94</b>
6. My academic advisor helps me set goals to work toward.	6.31	5.37	<b>0.94</b>
7. Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.57	<b>0.90</b>
8. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.50	5.62	<b>0.88</b>
9. I seldom get the "run-around" when seeking information on this campus.	6.44	5.59	<b>0.85</b>
10. The quality of instruction I receive in most of my classes is excellent.	6.69	5.85	<b>0.84</b>

### Institutional Summary by Twelve Categories

The institutional summary provides a twelve-item summary of the 70 importance/satisfaction questions as well as the six satisfaction questions regarding the College's commitment to meeting the needs of various student populations. (Appendix C for the detail) The chart is presented in terms of the highest level of OCCC's student satisfaction ratings. The highest satisfaction rated item of 6.15 was academic services which included the labs, study areas, library, etc. The lowest satisfaction rated item of 5.64 was academic advising/counseling which was primarily comprised of academic advisor questions.

	Year	OCCC		
		Importance	Satisfaction	Gap
1. Academic services	2013	6.43	<b>6.15</b>	0.28
	2015	6.43	<b>6.15</b>	0.28
2. Responsiveness to diverse populations	2013		<b>6.06</b>	
	2015		<b>6.07</b>	

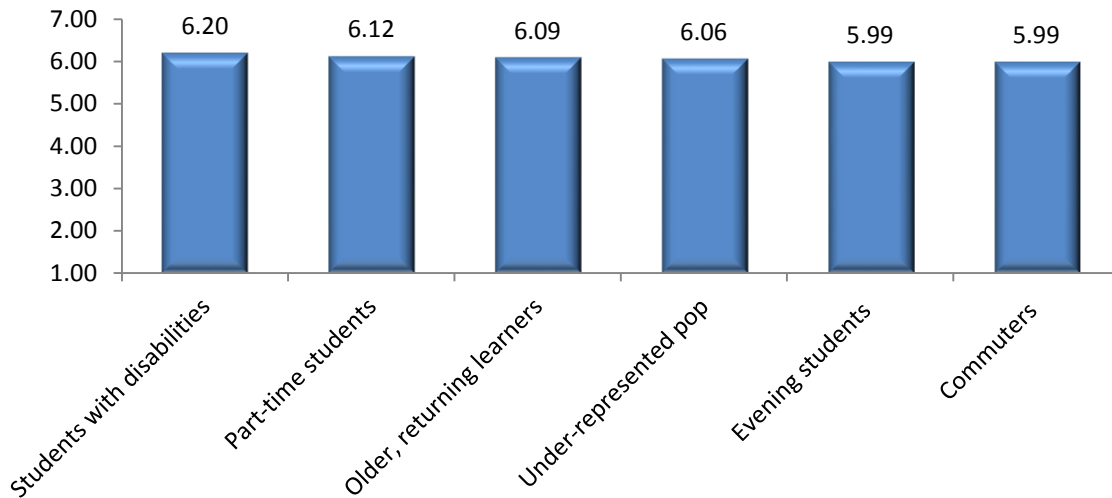
		OCCC		
	Year	Importance	Satisfaction	Gap
3. Safety and security	2013	6.44	<b>5.91</b>	0.53
	2015	6.46	<b>5.97</b>	0.49
4. Registrations effectiveness	2013	6.47	<b>5.95</b>	0.52
	2015	6.47	<b>5.94</b>	0.53
5. Student centeredness	2013	6.32	<b>5.90</b>	0.42
	2015	6.35	<b>5.94</b>	0.41
6. Campus climate	2013	6.33	<b>5.88</b>	0.45
	2015	6.35	<b>5.92</b>	0.43
7. Service excellence	2013	6.32	<b>5.85</b>	0.47
	2015	6.33	<b>5.88</b>	0.45
8. Instructional effectiveness	2013	6.50	<b>5.88</b>	0.62
	2015	6.52	<b>5.86</b>	0.66
9. Campus support services	2013	6.03	<b>5.70</b>	0.33
	2015	6.07	<b>5.77</b>	0.30
10. Concern for the individual	2013	6.44	<b>5.71</b>	0.73
	2015	6.42	<b>5.75</b>	0.67
11. Admissions and financial aid	2013	6.40	<b>5.62</b>	0.78
	2015	6.42	<b>5.67</b>	0.75
12. Academic advising/counseling	2013	6.48	<b>5.54</b>	0.94
	2015	6.44	<b>5.64</b>	0.80

\*\*\* Difference statistically significant at the .001 level

### Satisfaction with a Commitment to Various Populations

There were six items which asked student's how satisfied they were with the College's commitment to meeting the needs of various student populations. The lowest rated item was 5.99 which by using a seven point scale, it is evident that students agree OCCC is committed to these various populations.

**Institution's Commitment FY 2015**



### OCCC Questions

There were ten campus questions the College developed for the survey. These questions were specifically designed with the assistance of Education Advisory Board (EAB). This company provided us with questions which could address the basic services associated with “onboarding” students. Onboarding is a term used to describe the processes students use to enroll in an educational institution from completing the application and financial aid, to the selection of courses. The ratings of importance as well as the level of satisfaction were quite high. The smallest gaps between the level of importance and satisfaction were campus buildings were clearly marked (0.37) and enrollment steps at OCCC are easy to navigate (0.41). There were three items that had relatively large gaps. These items were staff explained the steps for federal financial aid (1.03), staff encouraged me to study for the placement test explaining the consequences (0.97), and my advisor provided me with information to pick an academic program (0.96).

	Importance	Satisfaction	Gap
1. Campus buildings are clearly marked with the offices and services located inside.	6.46	6.09	<b>0.37</b>
2. I would describe the enrollment steps at OCCC as easy to navigate.	6.51	6.10	<b>0.41</b>
3. Based on my needs, I received information on support services such as tutoring, disability services, transportation, etc.	6.41	5.96	<b>0.45</b>
4. New students are provided with an overview of the enrollment process at the time of their application submission.	6.38	5.89	<b>0.49</b>
5. The placement assessment environment did not prevent me from completing the assessment to the best of my ability.	6.37	5.88	<b>0.49</b>
6. Adequate online & hardcopy resources were available to understand and complete required enrollment and registration steps.	6.46	5.97	<b>0.49</b>



	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
7. My advisor gave me time to share personal info when we discussed my major, first-semester schedule, and enrollment status.	6.35	5.47	<b>0.88</b>
8. My advisor provided me with adequate information to select an academic program that fits my personal interests & career goals.	6.48	5.52	<b>0.96</b>
9. Staff encouraged me to study for the placement test by explaining the consequences of the results before taking the exam.	6.29	5.32	<b>0.97</b>
10. Staff explained the steps to apply for and receive federal financial aid.	6.48	5.45	<b>1.03</b>

OCCC also added two Demographic Questions regarding the student's intention on what their goal was in completing courses at OCCC and whether their parents attended college. The first question posed was: I intend to complete the following at OCCC:

<b>Number</b>	<b>Percent</b>	<b>Question Response</b>
830	74.1%	An Associate Degree
40	3.6%	A Certificate
220	19.7%	Class(es) to transfer to another college
15	1.3%	Class(es) for personal interest
15	1.3%	Class(es) for job development
<b>1120</b>	<b>100%</b>	<b>Total</b>

The majority of students were interested in completing a degree with 74% followed by completing classes to transfer to another college 20%.

The second question asked if either of their parents attended college. Fifty percent said yes, 48% said no and 2% did not know.



## SUMMARY OF COMMENTS

There were over 500 comments received from students. As expected there were a variety of comments. There were approximately 380 positive comments and 160 negative comments. Below is a summary of those comments.

1. ~200 general positive comments such as “I chose OCCC because of all the online classes they offer.” “I feel OCCC is my second home 😊.” “I have enjoyed my return to academia.” “I have had a wonderful experience here.” “I love this campus, people are very friendly.” “The campus as a whole has great rapport and seems to strive for excellence . . . I am very pleased and hope to see continual growth in this campus and send my daughter here in 12 years when she is graduated from high school.” “The institution is very good and I have recommended it to all my friends and family.” “This College is the bomb diggity.”
  - a. 58 indicated that they were pleased/happy/thankful/glad they attended.
  - b. 34 indicated that the College experience was good/great/excellent.
  - c. 31 indicated the faculty and staff were helpful.
  - d. 28 loved OCCC.
  - e. 16 would recommend the College to others.
2. 53 faculty comments
  - a. Of the 30 positive comments, most were general such as “So far, I have been extremely impressed with the faculty.” “The professors are knowledgeable, caring, helpful and very kind. They really care for the students’ success.” “I am pleased with the teaching styles and overall care of my teachers.” “All of my professors have been amazing. I love them all!” and “Professors are very understanding.”
  - b. Of the 23 negative comments, 12 were based on course delivery such as “It would be important if faculty take into consideration student differences as they teach a course,” “if you don’t know it, I don’t know what I can do, it’s all in the slides, study the slides,” and “Improve the quality of their lectures.”
3. 32 advising comments
  - a. 29 comments were negative.
    - i. 8 students said they had to wait too long to see an advisor. “It is ridiculous that you have to physically stand in line to get through to an advisor.” “Need to not have the lines at the Advising Office.”
    - ii. 6 students said they were not assigned an advisor. “I couldn’t tell you who my advisor is.” “I have never been assigned an advisor.”
4. 22 financial aid comments
  - a. 17 comments were negative such as “The time between financial aid awards and disbursement is very taxing and stressful,” “I would like to see private areas, as well as an assigned individual advisor to consult with for Financial Aid.”
  - b. 5 comments focused on available funds “OCCC brings more than 40 years of educational excellence and affordability to the area. OCCC students have access to scholarships and financial aid. I will definitely refer my friends to enroll here.”
5. 20 academic program comments
  - a. 7 comments were positive and five of the six were within the health professions.
  - b. 5 comments were negative regarding the nursing programs.

- c. 4 comments addressed the problem of transferring credits.
- 6. 20 course comments
  - a. 8 students wanted more specific classes such as fashion design, foreign language, and clinical laboratory science program.
  - b. 8 students asked for more class times such as “more Saturday classes,” and “more classes offered during all sessions not just in the fall or spring.”
- 7. 16 lab comments
  - a. 9 negative comments included comments such as “I graduate next month and just found out about the business lab.”
  - b. 7 positive comments included comments such as “Thank you for having the biology, chemistry, language, writing, and math centers.”
- 8. 15 maintenance comments including 7 positive comments on the overall appearance of the College such as “everything is neat and tidy” and 7 negative comments such as “I believe the building needs some updating in carpet and restrooms.”

## **CONCLUSIONS**

Overall the College results when compared to the national and the comparison group were very positive with the satisfaction ratings of all 70 questions statistically significantly higher for OCCC. Of the twelve categories identified by Noel Levitz, the highest student-rated category based on their level of satisfaction was academic services which were comprised of the library, tutoring, study areas, etc.

When comparing OCCC developed questions, the three items with the smallest gap between the level of importance and satisfaction were child care facilities are available on campus, the campus is well-maintained, and I generally know what's happening on campus.

The six items regarding student satisfaction with how the campus demonstrated a commitment to meeting the needs of various student populations were all statistically significantly higher than the national and comparison groups' level of satisfaction.

Students were very satisfied with the College overall and would enroll here if they had to do it all over again. These two items were statistically significantly greater than the national group.

The six areas College staff may want to explore further include those items which had relatively large gaps between the level of importance and the level of satisfaction in 2015. These include students are notified early if they are doing poorly in class (1.29 gap), steps for financial aid are explained (1.03), my academic advisor is concerned about my success (0.99), consequences of taking the placement test are explained (0.97), I have received adequate information from my advisor to select a program (0.96), and financial aid counselors are helpful (0.96).



## **APPENDICES**





## Appendix A Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>
Female	792	70.8%
Male	327	29.2%
Total	1119	100%
No Response	119	

<b>Age</b>	<b>N</b>	<b>%</b>
18 and under	78	7.0%
19 to 24	492	43.8%
25 to 34	311	27.7%
35 to 44	158	14.1%
45 and over	84	7.5%
Total	1123	100%
No Response	115	

<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>
African-American	92	8.2%
American Indian/Alaskan Native	67	6.0%
Asian or Pacific Islander	97	8.7%
Caucasian/White	647	58.0%
Hispanic	134	12.0%
Other race	30	2.7%
Race - Prefer not to respond	49	4.4%
Total	1116	100%
No Response	122	

<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>
Day	763	68.2%
Evening	334	29.8%
Weekend	22	2.0%
Total	1119	100%
No Response	119	

<b>Current Class Load</b>	<b>N</b>	<b>%</b>
Full-time	632	56.6%
Part-time	484	43.4%
Total	1116	100%
No Response	122	

<b>Class Level</b>	<b>N</b>	<b>%</b>
1 year or less	368	33.0%
2 years	460	41.3%
3 years	146	13.1%
4 or more years	141	12.6%
Total	1115	100%
No Response	123	

<b>Current GPA</b>	<b>N</b>	<b>%</b>
No credits earned	60	5.5%
1.99 or below	20	1.8%
2.0 - 2.49	100	9.1%
2.5 - 2.99	205	18.7%
3.0 - 3.49	323	29.4%
3.5 or above	390	35.5%
Total	1098	100%
No Response 140		

<b>Educational Goal</b>	<b>N</b>	<b>%</b>
Associate degree	668	59.9%
Vocational/technical program	16	1.4%
Transfer to another institution	316	28.3%
Certification (initial / renewal)	36	3.2%
Self-improvement/pleasure	16	1.4%
Job-related training	17	1.5%
Other educational goal	46	4.13%
Total	1115	100%
No Response 123		

<b>Employment</b>	<b>N</b>	<b>%</b>
Full-time off campus	370	33.2%
Part-time off campus	294	26.4%
Full-time on campus	31	2.8%
Part-time on campus	84	7.6%
Not employed	334	30.0%
Total	1113	100%
No Response 125		

<b>Current Residence</b>	<b>N</b>	<b>%</b>
Residence hall	3	0.3%
Own house	329	29.8%
Rent room or apt off campus	317	28.7%
Parent's home	362	32.8%
Other residence	93	8.4%
Total	1104	100%
No Response 134		

<b>Residence Classification</b>	<b>N</b>	<b>%</b>
In-state	1016	95.5%
Out-of-state	35	3.2%
International (not U.S. citizen)	48	4.4%
Total	1099	100%
No Response 139		

<b>Disabilities</b>	<b>N</b>	<b>%</b>
Yes - Disability	93	8.5%
No - Disability	1008	91.6%
Total	1101	100%
No Response 137		

<b>Institution Was My</b>	<b>N</b>	<b>%</b>
1st choice	831	75.0%
2nd choice	233	21.0%
3rd choice or lower	44	4.0%
Total	1108	100%
No Response	130	

<b>I intend to complete the following at OCCC</b>	<b>N</b>	<b>%</b>
An associate degree	830	74.1%
A certificate	40	3.6%
Class(es) to transfer to another college	220	19.6%
Class(es) for personal interest	15	1.3%
Class(es) for job development	150	1.3%
Total	1120	100%
No Response	118	

<b>Did either of your parents attend college?</b>	<b>N</b>	<b>%</b>
Yes	562	50.0%
No	543	48.3%
Don't know	19	1.7%
Total	1124	100%
No Response	114	



**Appendix B**  
**Results by Question – OCCC versus National Information**

	Year	OCCC			National			Satis Gap
		Import	Satis	Perf Gap	Import	Satis	Perf Gap	
1. Most students feel a sense of belonging here.	2013	5.89	5.76	0.13	5.53	5.33	0.20	0.43***
	2015	5.98	5.81	0.17	5.62	5.38	0.24	0.43***
2. Faculty care about me as an individual.	2013	6.38	5.77	0.61	6.00	5.39	0.61	0.38***
	2015	6.33	5.76	0.57	6.07	5.45	0.62	0.31***
3. The quality of instruction in the vocational/technical programs is excellent.	2013	6.43	5.82	0.61	6.08	5.42	0.66	0.40***
	2015	6.37	5.81	0.56	6.15	5.47	0.68	0.34***
4. Security staff are helpful.	2013	6.12	5.84	0.28	5.59	5.03	0.56	0.81***
	2015	6.19	5.83	0.36	5.69	5.19	0.50	0.64***
5. The personnel involved in registration are helpful.	2013	6.42	5.64	0.78	6.21	5.35	0.86	0.29***
	2015	6.37	5.75	0.62	6.25	5.41	0.84	0.34***
6. My academic advisor is approachable.	2013	6.50	5.45	1.05	6.26	5.42	0.84	0.03
	2015	6.39	5.63	0.76	6.30	5.49	0.81	0.14**
7. Adequate financial aid is available for most students.	2013	6.45	5.62	0.83	6.27	5.28	0.99	0.34***
	2015	6.48	5.54	0.94	6.31	5.37	0.94	0.17**
8. Classes are scheduled at times that are convenient for me.	2013	6.65	5.88	0.77	6.45	5.49	0.96	0.39***
	2015	6.64	5.82	0.82	6.47	5.52	0.95	0.30****
9. Internships or practical experiences are provided to my degree/certificate program.	2013	6.24	5.45	0.79	5.93	5.00	0.93	0.45***
	2015	6.19	5.44	0.75	6.00	5.09	0.91	0.35***
10. Child care facilities are available on campus.	2013	5.14	5.12	0.02	4.52	4.44	0.08	0.68***
	2015	5.23	5.38	-0.15	4.54	4.44	0.10	0.94***

	Year	OCCC			National			Satis Gap
		Import	Satis	Perf Gap	Import	Satis	Perf Gap	
11. Security staff respond quickly in emergencies.	2013	6.48	5.96	0.52	5.95	5.01	0.94	0.95***
	2015	6.50	6.03	0.47	6.03	5.16	0.87	0.87***
12. My academic advisor helps me set goals to work toward.	2013	6.34	5.30	1.04	6.04	5.04	1.00	0.26***
	2015	6.31	5.37	0.94	6.10	5.13	0.97	0.24***
13. Financial aid awards are announced to students in time to be helpful in college planning.	2013	6.45	5.56	0.89	6.13	4.98	1.15	0.58***
	2015	6.47	5.57	0.90	6.19	5.11	1.08	0.46***
14. Library resources and services are adequate.	2013	6.49	6.30	0.19	6.15	5.66	0.49	0.64***
	2015	6.45	6.24	0.21	6.19	5.75	0.44	0.49***
15. I am able to register for classes I need with few conflicts.	2013	6.63	6.00	0.63	6.38	5.39	0.99	0.61***
	2015	6.61	5.93	0.68	6.42	5.47	0.95	0.46***
16. The college shows concern for students as individuals.	2013	6.40	5.67	0.73	6.12	5.13	0.99	0.54***
	2015	6.41	5.74	0.67	6.17	5.21	0.96	0.53***
17. Personnel in the Veterans' Services programs are helpful.	2013	5.82	5.69	0.13	4.80	4.65	0.15	1.04***
	2015	5.97	5.70	0.27	5.03	4.82	0.21	0.88***
18. The quality of instruction I receive in most of my classes is excellent.	2013	6.71	5.96	0.75	6.44	5.60	0.84	0.36***
	2015	6.69	5.85	0.84	6.48	5.63	0.85	0.22***
19. This campus provides effective support services for displaced homemakers.	2013	5.94	5.40	0.54	5.18	4.79	0.39	0.61***
	2015	5.93	5.62	0.31	5.30	4.90	0.40	0.72***
20. Financial aid counselors are helpful.	2013	6.45	5.30	1.15	6.13	5.08	1.05	0.22***
	2015	6.43	5.47	0.96	6.19	5.18	1.01	0.29***

		OCCC			National			Satis Gap
	Year	Import	Satis	Perf Gap	Import	Satis	Perf Gap	
21. There are a sufficient number of study areas on campus.	2013	6.35	6.26	0.09	6.03	5.44	0.59	0.82***
	2015	6.38	6.21	0.17	6.09	5.59	0.50	0.62***
22. People on this campus respect and are supportive of each other.	2013	6.34	5.96	0.38	6.00	5.32	0.68	0.64***
	2015	6.34	5.95	0.39	6.07	5.44	0.63	0.51***
23. Faculty are understanding of students' unique life circumstances.	2013	6.49	5.75	0.74	6.16	5.26	0.90	0.49***
	2015	6.51	5.73	0.78	6.22	5.35	0.87	0.38***
24. Parking lots are well-lighted and secure.	2013	6.50	5.99	0.51	6.13	5.18	0.95	0.81***
	2015	6.48	6.05	0.43	6.16	5.33	0.83	0.72***
25. My academic advisor is concerned about my success as an individual.	2013	6.41	5.28	1.13	6.15	5.07	1.08	0.21***
	2015	6.39	5.40	0.99	6.20	5.17	1.03	0.23***
26. Library staff are helpful and approachable.	2013	6.35	6.22	0.13	5.98	5.59	0.39	0.63***
	2015	6.34	6.13	0.21	6.04	5.70	0.34	0.43***
27. The campus staff are caring and helpful.	2013	6.39	5.94	0.45	6.09	5.49	0.60	0.45***
	2015	6.43	5.97	0.46	6.15	5.58	0.57	0.39***
28. It is an enjoyable experience to be a student on this campus.	2013	6.42	6.06	0.36	6.17	5.54	0.63	0.52***
	2015	6.44	6.07	0.37	6.22	5.60	0.62	0.47***
29. Faculty are fair and unbiased in their treatment of individual students.	2013	6.59	5.94	0.65	6.27	5.42	0.85	0.52***
	2015	6.55	5.94	0.61	6.32	5.50	0.82	0.44***
30. The career services office provides students with the help they need to get a job.	2013	6.31	5.76	0.55	5.93	4.96	0.97	0.80***
	2015	6.31	5.74	0.57	6.00	5.10	0.90	0.64***

	Year	OCCC			National			Satis Gap
		Imp	Satis	Perf Gap	Imp	Satis	Perf Gap	
31. The campus is safe and secure for all students.	2013	6.65	6.26	0.39	6.33	5.63	0.70	0.63***
	2015	6.67	6.30	0.37	6.38	5.75	0.63	0.55***
32. My academic advisor is knowledgeable about my program requirements.	2013	6.60	5.63	0.97	6.33	5.40	0.93	0.23***
	2015	6.55	5.71	0.84	6.38	5.48	0.90	0.23***
33. Admissions counselors accurately portray the campus in their recruiting practices.	2013	6.24	5.78	0.46	5.82	5.17	0.65	0.61***
	2015	6.29	5.80	0.49	5.90	5.28	0.62	0.52***
34. Computer labs are adequate and accessible.	2013	6.53	6.37	0.16	6.21	5.57	0.64	0.80***
	2015	6.52	6.32	0.20	6.25	5.73	0.52	0.59***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	2013	6.47	5.91	0.56	6.19	5.44	0.75	0.47***
	2015	6.46	5.91	0.55	6.25	5.51	0.74	0.40***
36. Students are made to feel welcome on this campus.	2013	6.47	6.15	0.32	6.18	5.62	0.56	0.53***
	2015	6.49	6.18	0.31	6.24	5.70	0.54	0.48***
37. Faculty take into consideration student differences as they teach a course.	2013	6.34	5.67	0.67	6.09	5.25	0.84	0.42***
	2015	6.38	5.66	0.72	6.14	5.32	0.82	0.34***
38. The student center is a comfortable place for students to spend their leisure time.	2013	6.03	5.82	0.21	5.72	5.28	0.44	0.54***
	2015	6.15	5.98	0.17	5.79	5.40	0.39	0.58***
39. The amount of student parking space on campus is adequate.	2013	6.44	5.49	0.95	6.20	4.42	1.78	1.07***
	2015	6.44	5.66	0.78	6.21	4.69	1.52	0.97***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	2013	6.52	5.53	0.99	6.19	5.15	1.04	0.38***
	2015	6.50	5.62	0.88	6.24	5.24	1.00	0.38***



	Year	OCCC			National			Satis Gap
		Import	Satis	Perf Gap	Import	Satis	Perf Gap	
41. Admissions staff are knowledgeable.	2013	6.45	5.81	0.64	6.19	5.43	0.76	0.38***
	2015	6.48	5.85	0.63	6.25	5.50	0.75	0.35***
42. The equipment in the lab facilities is kept up to date.	2013	6.48	6.03	0.45	6.16	5.48	0.68	0.55***
	2015	6.45	6.10	0.35	6.20	5.56	0.64	0.54***
43. Class change (drop/add) policies are reasonable.	2013	6.45	6.10	0.35	6.13	5.50	0.63	0.60***
	2015	6.45	6.11	0.34	6.18	5.59	0.59	0.52***
44. I generally know what's happening on campus.	2013	5.96	5.83	0.13	5.57	5.04	0.53	0.79***
	2015	5.97	5.88	0.09	5.63	5.16	0.47	0.72***
45. This institution has a good reputation within the community.	2013	6.39	6.24	0.15	6.07	5.66	0.41	0.58***
	2015	6.37	6.25	0.12	6.12	5.72	0.40	0.53***
46. Faculty provide timely feedback about student progress in a course.	2013	6.59	5.68	0.91	6.22	5.29	0.93	0.39***
	2015	6.55	5.61	0.94	6.28	5.37	0.91	0.24***
47. There are adequate services to help me decide upon a career.	2013	6.44	5.76	0.68	6.08	5.22	0.86	0.54***
	2015	6.42	5.75	0.67	6.13	5.31	0.82	0.44***
48. Counseling staff care about students as individuals.	2013	6.45	5.85	0.60	6.07	5.22	0.85	0.63***
	2015	6.42	5.93	0.49	6.14	5.34	0.80	0.59***
49. Admissions counselors respond to prospective students' unique needs and requests.	2013	6.33	5.65	0.68	6.00	5.21	0.79	0.44***
	2015	6.36	5.80	0.56	6.07	5.31	0.76	0.49***
50. Tutoring services are readily available.	2013	6.38	5.98	0.40	6.04	5.50	0.54	0.48***
	2015	6.39	6.03	0.36	6.11	5.60	0.51	0.43***
51. There are convenient ways of paying my school bill.	2013	6.42	6.06	0.36	6.18	5.52	0.66	0.54***
	2015	6.48	5.88	0.60	6.24	5.62	0.62	0.26***

	Year	OCCC			National			Satis Gap
		Import	Satis	Perf Gap	Import	Satis	Perf Gap	
52. This school does whatever it can to help me reach my educational goals.	2013	6.51	5.76	0.75	6.24	5.27	0.97	0.49***
	2015	6.52	5.84	0.68	6.29	5.35	0.94	0.49***
53. The assessment and course placement procedures are reasonable.	2013	6.36	5.86	0.50	6.06	5.37	0.69	0.49***
	2015	6.42	5.95	0.47	6.12	5.47	0.65	0.48***
54. Faculty are interested in my academic problems.	2013	6.37	5.64	0.73	6.05	5.21	0.84	0.43***
	2015	6.40	5.69	0.71	6.11	5.29	0.82	0.40***
55. Academic support services adequately meet the needs of students.	2013	6.40	5.77	0.63	6.04	5.31	0.73	0.46***
	2015	6.46	5.96	0.50	6.12	5.41	0.71	0.55***
56. The business office is open during hours which are convenient for most students.	2013	6.36	5.86	0.50	6.05	5.43	0.62	0.43***
	2015	6.37	5.96	0.41	6.11	5.52	0.59	0.44***
57. Administrators are approachable to students.	2013	6.35	5.80	0.55	6.05	5.33	0.72	0.47***
	2015	6.39	5.91	0.48	6.12	5.43	0.69	0.48***
58. Nearly all of the faculty are knowledgeable in their fields.	2013	6.60	6.11	0.49	6.36	5.71	0.65	0.40***
	2015	6.64	6.13	0.51	6.40	5.78	0.62	0.35***
59. New student orientation services help students adjust to college.	2013	6.13	5.90	0.23	5.84	5.29	0.55	0.61***
	2015	6.20	5.98	0.22	5.91	5.38	0.53	0.60***
60. Billing policies are reasonable.	2013	6.40	5.90	0.50	6.09	5.38	0.71	0.52***
	2015	6.50	5.92	0.58	6.16	5.48	0.68	0.44***
61. Faculty are usually available after class and during office hours.	2013	6.50	6.10	0.40	6.23	5.64	0.59	0.46***
	2015	6.52	6.06	0.46	6.27	5.72	0.55	0.34***

	Year	OCCC			National			Satis Gap
		Import	Satis	Perf Gap	Import	Satis	Perf Gap	
62. Bookstore staff are helpful.	2013	6.37	6.20	0.17	6.06	5.60	0.49	0.60***
	2015	6.37	6.19	0.18	6.11	5.67	0.44	0.52***
63. I seldom get the "run-around" when seeking information on this campus.	2013	6.44	5.57	0.87	6.07	5.10	0.97	0.47***
	2015	6.44	5.59	0.85	6.13	5.16	0.97	0.43***
64. Nearly all classes deal with practical experiences and applications.	2013	6.36	5.81	0.55	6.10	5.44	0.66	0.37***
	2015	6.41	5.82	0.59	6.16	5.51	0.65	0.31***
65. Students are notified early in the term if they are doing poorly in a class.	2013	6.39	5.25	1.14	6.19	4.91	1.28	0.34***
	2015	6.45	5.16	1.29	6.22	5.02	1.20	0.14*
66. Program requirements are clear and reasonable.	2013	6.56	6.00	0.56	6.29	5.55	0.74	0.45***
	2015	6.58	6.01	0.57	6.35	5.63	0.72	0.38***
67. Channels for expressing student complaints are readily available.	2013	6.26	5.42	0.84	5.95	4.91	1.04	0.51***
	2015	6.33	5.53	0.80	6.01	5.00	1.01	0.53***
68. On the whole, the campus is well-maintained.	2013	6.46	6.37	0.09	6.20	5.83	0.37	0.54***
	2015	6.51	6.42	0.09	6.25	5.91	0.34	0.51***
69. There is a good variety of courses provided on this campus.	2013	6.56	6.25	0.31	6.33	5.65	0.68	0.60***
	2015	6.60	6.23	0.37	6.36	5.71	0.65	0.52***
70. I am able to experience intellectual growth here.	2013	6.60	6.25	0.35	6.35	5.76	0.59	0.49***
	2015	6.65	6.26	0.39	6.41	5.84	0.57	0.42***

\* Difference statistically significant at the .05 level

\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

### Satisfaction with a Commitment to:

	Year	OCCC Satisfaction	National Satisfaction	Gap
81. Part-time students?	2013	6.07	5.63	0.44***
	2015	6.12	5.69	0.43***
82. Evening students?	2013	6.06	5.53	0.53***
	2015	5.99	5.57	0.42***
83. Older, returning learners?	2013	6.08	5.60	0.48***
	2015	6.09	5.67	0.42***
84. Under-represented populations?	2013	6.05	5.42	0.63***
	2015	6.06	5.51	0.55***
85. Commuters?	2013	5.98	5.41	0.57***
	2015	5.99	5.49	0.50***
86. Students with disabilities?	2013	6.17	5.54	0.63***
	2015	6.20	5.65	0.55***

### Importance of Decision to Enroll

	Year	OCCC Import	National Import	Gap
87. Cost as factor in decision to enroll.	2013	6.41	6.31	0.10
	2015	6.48	6.34	0.14
88. Financial aid as factor in decision to enroll.	2013	6.18	6.03	0.15
	2015	6.19	6.09	0.10
89. Academic reputation as factor in decision to enroll.	2013	6.09	5.85	0.24
	2015	6.14	5.91	0.23
90. Size of institution as factor in decision to enroll.	2013	5.43	5.19	0.24
	2015	5.45	5.21	0.24
91. Opportunity to play sports as factor in decision to enroll.	2013	3.27	3.53	-0.26
	2015	3.36	3.52	-0.16
92. Recommendations from family/friends as factor in decision to enroll.	2013	5.10	4.91	0.19
	2015	5.24	4.95	0.29
93. Geographic setting as factor in decision to enroll.	2013	5.84	5.48	0.36
	2015	5.68	5.56	0.12
94. Campus appearance as factor in decision to enroll.	2013	5.39	5.22	0.17
	2015	5.37	5.24	0.13
95. Personalized attention prior to enrollment as factor in decision to enroll.	2013	5.63	5.38	0.25
	2015	5.70	5.44	0.26

	Year	OCCC	National	Gap
<b>So far, how has your college experience met your expectations?</b>				
Average	2013	5.21	4.82	0.39***
	2015	5.21	4.86	0.35***
1=Much worse than expected	2013	1%	1%	
	2015	0%	1%	
2=Quite a bit worse than I expected	2013	0%	1%	
	2015	1%	1%	
3=Worse than I expected	2013	3%	6%	
	2015	4%	6%	
4=About what I expected	2013	28%	36%	
	2015	25%	34%	
5=Better than I expected	2013	28%	25%	
	2015	28%	25%	
6=Quite a bit better than I expected	2013	13%	12%	
	2015	16%	13%	
7=Much better than expected	2013	24%	15%	
	2015	23%	16%	
<b>Rate your overall satisfaction with your experience here thus far.</b>				
Average	2013	5.93	5.46	0.47***
	2015	5.91	5.51	0.40***
1=Not satisfied at all	2013	0%	1%	
	2015	0%	1%	
2=Not very satisfied	2013	1%	2%	
	2015	1%	2%	
3=Somewhat dissatisfied	2013	3%	5%	
	2015	2%	5%	
4=Neutral	2013	5%	11%	
	2015	6%	10%	
5=Somewhat satisfied	2013	11%	17%	
	2015	12%	16%	
6=Satisfied	2013	41%	40%	
	2015	42%	40%	
7=Very satisfied	2013	35%	20%	
	2015	33%	22%	

	Year	OCCC	National	Gap
<b>All in all, if you had to do it over, would you enroll here again?</b>				
Average	2013	6.33	5.72	0.61***
	2015	6.27	5.74	0.53***
1=Definitely not	2013	0%	2%	
	2015	0%	2%	
2=Probably not	2013	1%	4%	
	2015	2%	4%	
3=Maybe not	2013	1%	3%	
	2015	1%	3%	
4=I don't know	2013	3%	8%	
	2015	3%	8%	
5=Maybe yes	2013	4%	10%	
	2015	7%	10%	
6=Probably yes	2013	27%	31%	
	2015	27%	30%	
7=Definitely yes	2013	60%	39%	
	2015	57%	40%	





### Appendix C Institutional Category Summary

		OCCC			National			Satis Gap
		Import	Satis	Gap	Import	Satis	Gap	
1. Student Centeredness (Questions 1, 16, 27, 28, 36, 57)	2013	6.32	5.90	0.42	6.02	5.41	0.61	0.49***
	2015	6.35	5.94	0.41	6.08	5.48	0.60	0.46***
2. Instructional Effectiveness (Questions 2, 18, 23, 29, 37, 46, 54, 58, 61, 64, 65, 66, 69, 70)	2013	6.50	5.88	0.62	6.22	5.44	0.78	0.44***
	2015	6.52	5.86	0.66	6.27	5.51	0.76	0.35***
3. Responsiveness to Diverse Populations (Questions 81, 82, 83, 84, 85, 86)	2013		6.06			5.52		0.54***
	2015		6.07			5.60		0.47***
4. Campus Support Services (Questions 10, 17, 19, 30, 38, 47, 59)	2013	6.03	5.70	0.33	5.51	5.00	0.51	0.70***
	2015	6.07	5.77	0.30	5.60	5.11	0.49	0.66***
5. Safety and Security (Questions 4, 11, 24, 31, 39)	2013	6.44	5.91	0.53	6.05	5.06	0.99	0.85***
	2015	6.46	5.97	0.49	6.10	5.23	0.87	0.74***
6. Academic Advising/Counseling (Questions 6, 12, 25, 32, 40, 48, 52)	2013	6.48	5.54	0.94	6.18	5.23	0.95	0.31***
	2015	6.44	5.64	0.80	6.24	5.32	0.92	0.32***
7. Admissions and Financial Aid (Questions 7, 13, 20, 33, 41, 49)	2013	6.40	5.62	0.78	6.09	5.19	0.90	0.43***
	2015	6.42	5.67	0.75	6.16	5.30	0.86	0.37***
8. Academic Services (Questions 14, 21, 26, 34, 42, 50, 55)	2013	6.43	6.15	0.28	6.09	5.51	0.58	0.64***
	2015	6.43	6.15	0.28	6.14	5.62	0.52	0.53***

		OCCC			National			Satis Gap
		Import	Satis	Gap	Import	Satis	Gap	
9. Registration Effectiveness (Questions 5, 8, 15, 35, 43, 51, 56, 60, 62)	2013	6.47	5.95	0.52	6.20	5.46	0.74	0.49***
	2015	6.47	5.94	0.53	6.24	5.53	0.71	0.41***
10. Service Excellence (Questions 5, 22, 26, 27, 44, 57, 62, 63, 67)	2013	6.32	5.85	0.47	6.00	5.31	0.69	0.54***
	2015	6.33	5.88	0.45	6.06	5.40	0.66	0.48***
11. Concern for the Individual (Questions 2, 16, 25, 29, 48)	2013	6.44	5.71	0.73	6.12	5.25	0.87	0.46***
	2015	6.42	5.75	0.67	6.18	5.34	0.84	0.41***
12. Campus Climate (Questions 1, 2, 16, 22, 27, 28, 31, 36, 44, 45, 52, 57, 59, 63, 67)	2013	6.33	5.88	0.45	6.01	5.34	0.67	0.54***
	2015	6.35	5.92	0.43	6.08	5.43	0.65	0.49***

\*\*\* Difference statistically significant at the .001 level

## APPENDIX D

### OCCC Compared to Seven Selected 2-Year Colleges

Brookhaven College, TX, Cincinnati State Technical and Community College OH, Clark College, WA, Grand Rapids Community College, MI, Kalamazoo Valley Community College, MI, Pulaski Technical College, AR, and Richland College, TX (12,708 respondents)

		OCCC			Comparison Colleges			Satis Gap
	Year	Import	Satis	Perf Gap	Import	Satis	Perf Gap	
1. Most students feel a sense of belonging here.	2015	5.98	5.81	0.17	5.50	5.31	0.19	0.50***
2. Faculty care about me as an individual.	2015	6.33	5.76	0.57	5.94	5.37	0.57	0.39***
3. The quality of instruction in the vocational/technical programs is excellent.	2015	6.37	5.81	0.56	6.00	5.38	0.62	0.43***
4. Security staff are helpful.	2015	6.19	5.83	0.36	5.72	5.19	0.53	0.64***
5. The personnel involved in registration are helpful.	2015	6.37	5.75	0.62	6.14	5.35	0.79	0.40***
6. My academic advisor is approachable.	2015	6.39	5.63	0.76	6.21	5.41	0.80	0.22***
7. Adequate financial aid is available for most students.	2015	6.48	5.54	0.94	6.22	5.28	0.94	0.26***
8. Classes are scheduled at times that are convenient for me.	2015	6.64	5.82	0.82	6.44	5.49	0.95	0.33***
9. Internships or practical experiences are provided to my degree/certificate program.	2015	6.19	5.44	0.75	5.85	4.91	0.94	0.53***
10. Child care facilities are available on campus.	2015	5.23	5.38	-0.15	4.40	4.48	-0.08	0.90***
11. Security staff respond quickly in emergencies.	2015	6.50	6.03	0.47	6.05	5.16	0.89	0.87***
12. My academic advisor helps me set goals to work toward.	2015	6.31	5.37	0.94	6.05	5.13	0.92	0.24***
13. Financial aid awards are announced to students in time to be helpful in college planning.	2015	6.47	5.57	0.90	6.12	5.06	1.06	0.51***

	Year	OCCC			Comparison Colleges			Satis Gap
		Import	Satis	Perf Gap	Import	Satis	Perf Gap	
14. Library resources and services are adequate.	2015	6.45	6.24	0.21	6.13	5.75	0.38	0.49***
15. I am able to register for classes I need with few conflicts.	2015	6.61	5.93	0.68	6.37	5.37	1.00	0.56***
16. The college shows concern for students as individuals.	2015	6.41	5.74	0.67	6.04	5.11	0.93	0.63***
17. Personnel in the Veterans' Services programs are helpful.	2015	5.97	5.70	0.27	4.86	4.75	0.11	0.95***
18. The quality of instruction I receive in most of my classes is excellent.	2015	6.69	5.85	0.84	6.40	5.57	0.83	0.28***
19. This campus provides effective support services for displaced homemakers.	2015	5.93	5.62	0.31	5.15	4.85	0.30	0.77***
20. Financial aid counselors are helpful.	2015	6.43	5.47	0.96	6.09	5.09	1.00	0.38***
21. There are a sufficient number of study areas on campus.	2015	6.38	6.21	0.17	6.07	5.58	0.49	0.63***
22. People on this campus respect and are supportive of each other.	2015	6.34	5.95	0.39	5.97	5.28	0.69	0.67***
23. Faculty are understanding of students' unique life circumstances.	2015	6.51	5.73	0.78	6.12	5.24	0.88	0.49***
24. Parking lots are well-lighted and secure.	2015	6.48	6.05	0.43	6.14	5.17	0.97	0.88***
25. My academic advisor is concerned about my success as an individual.	2015	6.39	5.40	0.99	6.08	5.06	1.02	0.34***
26. Library staff are helpful and approachable.	2015	6.34	6.13	0.21	5.97	5.66	0.31	0.47***

	Year	OCCC			Comparison Colleges			Satis Gap
		Import	Satis	Perf Gap	Import	Satis	Perf Gap	
27. The campus staff are caring and helpful.	2015	6.43	5.97	0.46	6.06	5.50	0.56	0.47***
28. It is an enjoyable experience to be a student on this campus.	2015	6.44	6.07	0.37	6.13	5.54	0.59	0.53***
29. Faculty are fair and unbiased in their treatment of individual students.	2015	6.55	5.94	0.61	6.24	5.46	0.78	0.48***
30. The career services office provides students with the help they need to get a job.	2015	6.31	5.74	0.57	5.86	5.04	0.82	0.70***
31. The campus is safe and secure for all students.	2015	6.67	6.30	0.37	6.33	5.61	0.72	0.69***
32. My academic advisor is knowledgeable about my program requirements.	2015	6.55	5.71	0.84	6.29	5.37	0.92	0.34***
33. Admissions counselors accurately portray the campus in their recruiting practices.	2015	6.29	5.80	0.49	5.74	5.17	0.57	0.63***
34. Computer labs are adequate and accessible.	2015	6.52	6.32	0.20	6.19	5.72	0.47	0.60***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	2015	6.46	5.91	0.55	6.18	5.45	0.73	0.46***
36. Students are made to feel welcome on this campus.	2015	6.49	6.18	0.31	6.15	5.60	0.55	0.58***
37. Faculty take into consideration student differences as they teach a course.	2015	6.38	5.66	0.72	6.06	5.22	0.84	0.44***
38. The student center is a comfortable place for students to spend their leisure time.	2015	6.15	5.98	0.17	5.71	5.35	0.36	0.63***

	Year	OCCC			Comparison Colleges			Satis Gap
		Import	Satis	Perf Gap	Import	Satis	Perf Gap	
39. The amount of student parking space on campus is adequate.	2015	6.44	5.66	0.78	6.22	4.18	2.04	1.48***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	2015	6.50	5.62	0.88	6.21	5.21	1.00	0.41***
41. Admissions staff are knowledgeable.	2015	6.48	5.85	0.63	6.14	5.44	0.70	0.41***
42. The equipment in the lab facilities is kept up to date.	2015	6.45	6.10	0.35	6.09	5.53	0.56	0.57***
43. Class change (drop/add) policies are reasonable.	2015	6.45	6.11	0.34	6.12	5.53	0.59	0.58***
44. I generally know what's happening on campus.	2015	5.97	5.88	0.09	5.51	4.99	0.52	0.89***
45. This institution has a good reputation within the community.	2015	6.37	6.25	0.12	6.00	5.59	0.41	0.66***
46. Faculty provide timely feedback about student progress in a course.	2015	6.55	5.61	0.94	6.20	5.30	0.90	0.31***
47. There are adequate services to help me decide upon a career.	2015	6.42	5.75	0.67	6.04	5.25	0.79	0.50***
48. Counseling staff care about students as individuals.	2015	6.42	5.93	0.49	6.06	5.27	0.79	0.66***
49. Admissions counselors respond to prospective students' unique needs and requests.	2015	6.36	5.80	0.56	5.95	5.22	0.73	0.58***
50. Tutoring services are readily available.	2015	6.39	6.03	0.36	6.05	5.55	0.50	0.48***
51. There are convenient ways of paying my school bill.	2015	6.48	5.88	0.60	6.14	5.53	0.61	0.35***

	Year	OCCC			Comparison Colleges			Satis Gap
		Import	Satis	Perf Gap	Import	Satis	Perf Gap	
52. This school does whatever it can to help me reach my educational goals.	2015	6.52	5.84	0.68	6.20	5.29	0.91	0.55***
53. The assessment and course placement procedures are reasonable.	2015	6.42	5.95	0.47	6.03	5.36	0.67	0.59***
54. Faculty are interested in my academic problems.	2015	6.40	5.69	0.71	6.00	5.20	0.80	0.49***
55. Academic support services adequately meet the needs of students.	2015	6.46	5.96	0.50	6.01	5.32	0.69	0.64***
56. The business office is open during hours which are convenient for most students.	2015	6.37	5.96	0.41	6.00	5.38	0.62	0.58***
57. Administrators are approachable to students.	2015	6.39	5.91	0.48	5.99	5.30	0.69	0.61***
58. Nearly all of the faculty are knowledgeable in their fields.	2015	6.64	6.13	0.51	6.31	5.66	0.65	0.47***
59. New student orientation services help students adjust to college.	2015	6.20	5.98	0.22	5.82	5.30	0.52	0.68***
60. Billing policies are reasonable.	2015	6.50	5.92	0.58	6.04	5.37	0.67	0.55***
61. Faculty are usually available after class and during office hours.	2015	6.52	6.06	0.46	6.17	5.61	0.56	0.45***
62. Bookstore staff are helpful.	2015	6.37	6.19	0.18	6.04	5.65	0.39	0.54***
63. I seldom get the "run-around" when seeking information on this campus.	2015	6.44	5.59	0.85	6.02	5.13	0.89	0.46***

	Year	OCCC			Comparison Colleges			Satis Gap
		Import	Satis	Perf Gap	Import	Satis	Perf Gap	
64. Nearly all classes deal with practical experiences and applications.	2015	6.41	5.82	0.59	6.05	5.37	0.68	0.45***
65. Students are notified early in the term if they are doing poorly in a class.	2015	6.45	5.16	1.29	6.13	4.88	1.25	0.28***
66. Program requirements are clear and reasonable.	2015	6.58	6.01	0.57	6.26	5.52	0.74	0.49***
67. Channels for expressing student complaints are readily available.	2015	6.33	5.53	0.80	5.87	4.94	0.93	0.59***
68. On the whole, the campus is well-maintained.	2015	6.51	6.42	0.09	6.16	5.82	0.34	0.60***
69. There is a good variety of courses provided on this campus.	2015	6.60	6.23	0.37	6.32	5.73	0.59	0.50***
70. I am able to experience intellectual growth here.	2015	6.65	6.26	0.39	6.35	5.78	0.57	0.48***

\* Difference statistically significant at the .05 level

\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

### Satisfaction with a Commitment to:

	Year	OCCC Satisfaction	Comparison Satisfaction	Gap
81. Part-time students?	2015	6.12	5.66	0.46***
82. Evening students?	2015	5.99	5.50	0.49***
83. Older, returning learners?	2015	6.09	5.57	0.52***
84. Under-represented populations?	2015	6.06	5.41	0.65***
85. Commuters?	2015	5.99	5.37	0.62***
86. Students with disabilities?	2015	6.20	5.58	0.62***



### Importance of Decision to Enroll

	Year	OSCC Importance	Comparison Importance	Gap
87. Cost as factor in decision to enroll.	2015	6.48	6.37	0.11
88. Financial aid as factor in decision to enroll.	2015	6.19	6.03	0.16
89. Academic reputation as factor in decision to enroll.	2015	6.14	5.81	0.33
90. Size of institution as factor in decision to enroll.	2015	5.45	5.10	0.35
91. Opportunity to play sports as factor in decision to enroll.	2015	3.36	3.54	-0.18
92. Recommendations from family/friends as factor in decision to enroll.	2015	5.24	4.91	0.33
93. Geographic setting as factor in decision to enroll.	2015	5.68	5.48	0.20
94. Campus appearance as factor in decision to enroll.	2015	5.37	5.24	0.13
95. Personalized attention prior to enrollment as factor in decision to enroll.	2015	5.70	5.29	0.41

	Year	OSCC	Comparison	Gap
<b>So far, how has your college experience met your expectations?</b>				
Average	2015	5.21	4.88	0.33
1=Much worse than expected	2015	0%	1%	
2=Quite a bit worse than I expected	2015	1%	1%	
3=Worse than I expected	2015	4%	5%	
4=About what I expected	2015	25%	36%	
5=Better than I expected	2015	28%	25%	
6=Quite a bit better than I expected	2015	16%	13%	
7=Much better than expected	2015	23%	16%	

	Year	OCCC	Comparison	Gap
<b>Rate your overall satisfaction with your experience here thus far.</b>				
<b>Average</b>	2015	5.91	5.50	0.41
1=Not satisfied at all	2015	0%	0%	
2=Not very satisfied	2015	1%	1%	
3=Somewhat dissatisfied	2015	2%	5%	
4=Neutral	2015	6%	12%	
5=Somewhat satisfied	2015	12%	17%	
6=Satisfied	2015	42%	41%	
7=Very satisfied	2015	33%	20%	
<b>All in all, if you had to do it over, would you enroll here again?</b>				
<b>Average</b>	2015	6.27	5.82	0.45
1=Definitely not	2015	0%	1%	
2=Probably not	2015	2%	3%	
3=Maybe not	2015	1%	3%	
4=I don't know	2015	3%	8%	
5=Maybe yes	2015	7%	11%	
6=Probably yes	2015	27%	31%	
7=Definitely yes	2015	57%	40%	

## Appendix E

### Results by Question – OCCC

	Year	Import	Satis	Perf Gap
1. Most students feel a sense of belonging here.	2013	5.89	5.76	0.13
	2015	5.98	5.81	0.17
2. Faculty care about me as an individual.	2013	6.38	5.77	0.61
	2015	6.33	5.76	0.57
3. The quality of instruction in the vocational/technical programs is excellent.	2013	6.43	5.82	0.61
	2015	6.37	5.81	0.56
4. Security staff are helpful.	2013	6.12	5.84	0.28
	2015	6.19	5.83	0.36
5. The personnel involved in registration are helpful.	2013	6.42	5.64	0.78
	2015	6.37	5.75	0.62
6. My academic advisor is approachable.	2013	6.50	5.45	1.05
	2015	6.39	<b>5.63*</b>	0.76
7. Adequate financial aid is available for most students.	2013	6.45	5.62	0.83
	2015	6.48	5.54	0.94
8. Classes are scheduled at times that are convenient for me.	2013	6.65	5.88	0.77
	2015	6.64	5.82	0.82
9. Internships or practical experiences are provided to my degree/certificate program.	2013	6.24	5.45	0.79
	2015	6.19	5.44	0.75
10. Child care facilities are available on campus.	2013	5.14	5.12	0.02
	2015	5.23	<b>5.38*</b>	-0.15
11. Security staff respond quickly in emergencies.	2013	6.48	5.96	0.52
	2015	6.50	6.03	0.47
12. My academic advisor helps me set goals to work toward.	2013	6.34	5.30	1.04
	2015	6.31	5.37	0.94
13. Financial aid awards are announced to students in time to be helpful in college planning.	2013	6.45	5.56	0.89
	2015	6.47	5.57	0.90
14. Library resources and services are adequate.	2013	6.49	6.30	0.19
	2015	6.45	6.24	0.21
15. I am able to register for classes I need with few conflicts.	2013	6.63	6.00	0.63
	2015	6.61	5.93	0.68

	Year	Import	Satis	Perf Gap
16. The college shows concern for students as individuals.	2013	6.40	5.67	0.73
	2015	6.41	5.74	0.67
17. Personnel in the Veterans' Services programs are helpful.	2013	5.82	5.69	0.13
	2015	5.97	5.70	0.27
18. The quality of instruction I receive in most of my classes is excellent.	2013	6.71	5.96	0.75
	2015	6.69	5.85	0.84
19. This campus provides effective support services for displaced homemakers.	2013	5.94	5.40	0.54
	2015	5.93	<b>5.62*</b>	0.31
20. Financial aid counselors are helpful.	2013	6.45	5.30	1.15
	2015	6.43	<b>5.47*</b>	0.96
21. There are a sufficient number of study areas on campus.	2013	6.35	6.26	0.09
	2015	6.38	6.21	0.17
22. People on this campus respect and are supportive of each other.	2013	6.34	5.96	0.38
	2015	6.34	5.95	0.39
23. Faculty are understanding of students' unique life circumstances.	2013	6.49	5.75	0.74
	2015	6.51	5.73	0.78
24. Parking lots are well-lighted and secure.	2013	6.50	5.99	0.51
	2015	6.48	6.05	0.43
25. My academic advisor is concerned about my success as an individual.	2013	6.41	5.28	1.13
	2015	6.39	5.40	0.99
26. Library staff are helpful and approachable.	2013	6.35	6.22	0.13
	2015	6.34	6.13	0.21
27. The campus staff are caring and helpful.	2013	6.39	5.94	0.45
	2015	6.43	5.97	0.46
28. It is an enjoyable experience to be a student on this campus.	2013	6.42	6.06	0.36
	2015	6.44	6.07	0.37
29. Faculty are fair and unbiased in their treatment of individual students.	2013	6.59	5.94	0.65
	2015	6.55	5.94	0.61
30. The career services office provides students with the help they need to get a job.	2013	6.31	5.76	0.55
	2015	6.31	5.74	0.57

	Year	Import	Satis	Perf Gap
31. The campus is safe and secure for all students.	2013	6.65	6.26	0.39
	2015	6.67	6.30	0.37
32. My academic advisor is knowledgeable about my program requirements.	2013	6.60	5.63	0.97
	2015	6.55	5.71	0.84
33. Admissions counselors accurately portray the campus in their recruiting practices.	2013	6.24	5.78	0.46
	2015	6.29	5.80	0.49
34. Computer labs are adequate and accessible.	2013	6.53	6.37	0.16
	2015	6.52	6.32	0.20
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	2013	6.47	5.91	0.56
	2015	6.46	5.91	0.55
36. Students are made to feel welcome on this campus.	2013	6.47	6.15	0.32
	2015	6.49	6.18	0.31
37. Faculty take into consideration student differences as they teach a course.	2013	6.34	5.67	0.67
	2015	6.38	5.66	0.72
38. The student center is a comfortable place for students to spend their leisure time.	2013	6.03	5.82	0.21
	2015	6.15	<b>5.98*</b>	0.17
39. The amount of student parking space on campus is adequate.	2013	6.44	5.49	0.95
	2015	6.44	<b>5.66*</b>	0.78
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	2013	6.52	5.53	0.99
	2015	6.50	5.62	0.88
41. Admissions staff are knowledgeable.	2013	6.45	5.81	0.64
	2015	6.48	5.85	0.63
42. The equipment in the lab facilities is kept up to date.	2013	6.48	6.03	0.45
	2015	6.45	6.10	0.35
43. Class change (drop/add) policies are reasonable.	2013	6.45	6.10	0.35
	2015	6.45	6.11	0.34
44. I generally know what's happening on campus.	2013	5.96	5.83	0.13
	2015	5.97	5.88	0.09
45. This institution has a good reputation within the community.	2013	6.39	6.24	0.15
	2015	6.37	6.25	0.12

	Year	Import	Satis	Perf Gap
46. Faculty provide timely feedback about student progress in a course.	2013	6.59	5.68	0.91
	2015	6.55	5.61	0.94
47. There are adequate services to help me decide upon a career.	2013	6.44	5.76	0.68
	2015	6.42	5.75	0.67
48. Counseling staff care about students as individuals.	2013	6.45	5.85	0.60
	2015	6.42	5.93	0.49
49. Admissions counselors respond to prospective students' unique needs and requests.	2013	6.33	5.65	0.68
	2015	6.36	<b>5.80*</b>	0.56
50. Tutoring services are readily available.	2013	6.38	5.98	0.40
	2015	6.39	6.03	0.36
51. There are convenient ways of paying my school bill.	2013	6.42	6.06	0.36
	2015	6.48	<b>5.88**</b>	0.60
52. This school does whatever it can to help me reach my educational goals.	2013	6.51	5.76	0.75
	2015	6.52	5.84	0.68
53. The assessment and course placement procedures are reasonable.	2013	6.36	5.86	0.50
	2015	6.42	5.95	0.47
54. Faculty are interested in my academic problems.	2013	6.37	5.64	0.73
	2015	6.40	5.69	0.71
55. Academic support services adequately meet the needs of students.	2013	6.40	5.77	0.63
	2015	6.46	<b>5.96**</b>	0.50
56. The business office is open during hours which are convenient for most students.	2013	6.36	5.86	0.50
	2015	6.37	5.96	0.41
57. Administrators are approachable to students.	2013	6.35	5.80	0.55
	2015	6.39	5.91	0.48
58. Nearly all of the faculty are knowledgeable in their fields.	2013	6.60	6.11	0.49
	2015	6.64	6.13	0.51
59. New student orientation services help students adjust to college.	2013	6.13	5.90	0.23
	2015	6.20	5.98	0.22
60. Billing policies are reasonable.	2013	6.40	5.90	0.50
	2015	6.50	5.92	0.58

	Year	Import	Satis	Perf Gap
61. Faculty are usually available after class and during office hours.	2013	6.50	6.10	0.40
	2015	6.52	6.06	0.46
62. Bookstore staff are helpful.	2013	6.37	6.20	0.17
	2015	6.37	6.19	0.18
63. I seldom get the "run-around" when seeking information on this campus.	2013	6.44	5.57	0.87
	2015	6.44	5.59	0.85
64. Nearly all classes deal with practical experiences and applications.	2013	6.36	5.81	0.55
	2015	6.41	5.82	0.59
65. Students are notified early in the term if they are doing poorly in a class.	2013	6.39	5.25	1.14
	2015	6.45	5.16	1.29
66. Program requirements are clear and reasonable.	2013	6.56	6.00	0.56
	2015	6.58	6.01	0.57
67. Channels for expressing student complaints are readily available.	2013	6.26	5.42	0.84
	2015	6.33	5.53	0.80
68. On the whole, the campus is well-maintained.	2013	6.46	6.37	0.09
	2015	6.51	6.42	0.09
69. There is a good variety of courses provided on this campus.	2013	6.56	6.25	0.31
	2015	6.60	6.23	0.37
70. I am able to experience intellectual growth here.	2013	6.60	6.25	0.35
	2015	6.65	6.26	0.39

\* Difference statistically significant at the .05 level

\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

### OCCC Items

	Importance	Satisfaction	Gap
1. I would describe the enrollment steps at OCCC as easy to navigate.	6.51	6.10	0.41
2. Based on my needs, I received information on support services such as tutoring, disability services, transportation, etc.	6.41	5.96	0.45
3. Campus buildings are clearly marked with the offices and services located inside.	6.46	6.09	0.37
4. New students are provided with an overview of the enrollment process at the time of their application submission.	6.38	5.89	0.49
5. Staff encouraged me to study for the placement test by explaining the consequences of the results before taking the exam.	6.29	5.32	0.97
6. The placement assessment environment did not prevent me from completing the assessment to the best of my ability.	6.37	5.88	0.49
7. My advisor gave me time to share personal info when we discussed my major, first-semester schedule, and enrollment status.	6.35	5.47	0.88
8. My advisor provided me with adequate information to select an academic program that fits my personal interests & career goals.	6.48	5.52	0.96
9. Staff explained the steps to apply for and receive federal financial aid.	6.48	5.45	1.03
10. Adequate online & hardcopy resources were available to understand and complete required enrollment and registration steps.	6.46	5.97	0.49

### Satisfaction with a Commitment to:

	Year	OCCC Satisfaction
81. Part-time students?	2013	6.07
	2015	6.12
82. Evening students?	2013	6.06
	2015	5.99
83. Older, returning learners?	2013	6.08
	2015	6.09
84. Under-represented populations?	2013	6.05
	2015	6.06
85. Commuters?	2013	5.98
	2015	5.99
86. Students with disabilities?	2013	6.17
	2015	6.20



### Importance of Decision to Enroll

	Year	OCCC Importance
87. Cost as factor in decision to enroll.	2013	6.41
	2015	6.48
88. Financial aid as factor in decision to enroll.	2013	6.18
	2015	6.19
89. Academic reputation as factor in decision to enroll.	2013	6.09
	2015	6.14
90. Size of institution as factor in decision to enroll.	2013	5.43
	2015	5.45
91. Opportunity to play sports as factor in decision to enroll.	2013	3.27
	2015	3.36
92. Recommendations from family/friends as factor in decision to enroll.	2013	5.10
	2015	5.24
93. Geographic setting as factor in decision to enroll.	2013	5.84
	2015	5.68
94. Campus appearance as factor in decision to enroll.	2013	5.39
	2015	5.37
95. Personalized attention prior to enrollment as factor in decision to enroll.	2013	5.63
	2015	5.70

	Year	OCCC
<b>So far, how has your college experience met your expectations?</b>		
Average	2013	5.21
	2015	5.21
1=Much worse than expected	2013	1%
	2015	0%
2=Quite a bit worse than I expected	2013	0%
	2015	1%
3=Worse than I expected	2013	3%
	2015	4%
4=About what I expected	2013	28%
	2015	25%
5=Better than I expected	2013	28%
	2015	28%
6=Quite a bit better than I expected	2013	13%
	2015	16%
7=Much better than expected	2013	24%
	2015	23%
<b>Rate your overall satisfaction with your experience here thus far.</b>		
Average	2013	5.93
	2015	5.91
1=Not satisfied at all	2013	0%
	2015	0%
2=Not very satisfied	2013	1%
	2015	1%
3=Somewhat dissatisfied	2013	3%
	2015	2%
4=Neutral	2013	5%
	2015	6%
5=Somewhat satisfied	2013	11%
	2015	12%
6=Satisfied	2013	41%
	2015	42%
7=Very satisfied	2013	35%
	2015	33%

	Year	OCCC
<b>All in all, if you had to do it over, would you enroll here again?</b>		
Average	2013	6.33
	2015	6.27
1=Definitely not	2013	0%
	2015	0%
2=Probably not	2013	1%
	2015	2%
3=Maybe not	2013	1%
	2015	1%
4=I don't know	2013	3%
	2015	3%
5=Maybe yes	2013	4%
	2015	7%
6=Probably yes	2013	27%
	2015	27%
7=Definitely yes	2013	60%
	2015	57%



**Appendix F**  
**List of Colleges Completing the Survey**  
Community, Junior and Technical Colleges (Form A)  
185,186 Student Records from 208 Institutions  
Data from fall 2011 through spring 2014

Allen Community College, KS	Lanier Technical College, GA
Anne Arundel Community College, MD	Laredo Community College, TX
Anoka - Ramsey Community College, MN	Lassen Community College, CA
Anoka Technical College, MN	LDS Business College, UT
Asheville - Buncombe Technical Community College, NC	Lincoln College - MCC, IL
Atlanta Technical College, GA	Lincoln Land Community College, IL
Augusta Technical College, GA	Little Priest Tribal College, NE
Aultman College of Nursing and Health Sciences, OH	Luzerne County Community College, PA
Bay de Noc Community College, MI	Madison Area Technical College, WI
Belmont College, OH	Manhattan Area Technical College, KS
Bevill State Community College, AL	Merritt College, CA
Bismarck State College, ND	Mesa Community College, AZ
Blackhawk Technical College, WI	Mesalands Community College, NM
Brazosport College, TX	Metropolitan Community College - Kansas City Administration Center, MO
Bristol Community College, MA	Mid - State Technical College, WI
Brookdale Community College, NJ	Mid Michigan Community College, MI
Brookhaven College (DCCCD), TX	Midland College, TX
Bucks County Community College, PA	Minnesota State College - Southeast Technical, MN
Burlington County College, NJ	Mississippi Gulf Coast Community College, MS
Butler Community College, KS	Mitchell Technical Institute, SD
Butler County Community College, PA	Montcalm Community College, MI
Cape Cod Community College, MA	Montgomery County Community College, PA
Carl Sandburg College, IL	Murray State College, OK
Cascadia Community College, WA	Muskegon Community College, MI
Central New Mexico Community College, NM	Navarro College, TX
Centralia College, WA	New Mexico Junior College, NM
Chandler - Gilbert Community College, AZ	New Mexico State University at Alamogordo, NM
Chatfield College, OH	New Mexico State University at Carlsbad, NM
Chattahoochee Technical College, GA	North Arkansas College, AR
Cincinnati State Technical and Community College, OH	North Dakota State College of Science, ND
Clark College, WA	North Hennepin Community College, MN
Clinton College, SC	Northeast Community College, NE
Cloud County Community College, KS	Northeast Lakeview College, TX
Coffeyville Community College, KS	Northeast Mississippi Community College, MS
	Northeastern Junior College, CO

College of Central Florida, FL	Northern Maine Community College, ME
College of DuPage, IL	Northern Marianas College, MP
College of Southern Nevada, NV	Northern Wyoming Community College District, WY
College of the Albemarle, NC	NorthWest Arkansas Community College, AR
College of the Mainland, TX	Northwest Florida State College, FL
College of the Redwoods Community College District, CA	Northwest Iowa Community College, IA
Collin County Community College District, TX	Northwest Technical College, MN
Columbus Technical College, GA	Oklahoma City Community College, OK
Community College of Allegheny County, PA	Ozarks Technical Community College, MO
Crowder College, MO	Palo Alto College, TX
CUNY Borough of Manhattan Community College, NY	Paradise Valley Community College, AZ
CUNY La Guardia Community College, NY	Piedmont Technical College, SC
CUNY Queensborough Community College, NY	Pitt Community College, NC
Cuyahoga Community College, OH	Pratt Community College, KS
Cypress College, CA	Pulaski Technical College, AR
Danville Area Community College, IL	Red Rocks Community College, CO
Dawson Community College, MT	Richland College (DCCCD), TX
Daytona State College, FL	Richland Community College, IL
Delgado Community College, LA	Rochester Community and Technical College, MN
Dodge City Community College, KS	Rockingham Community College, NC
Eastern Arizona College, AZ	Saginaw Chippewa Tribal College, MI
Eastern Gateway Community College, OH	San Antonio College, TX
Eastern Idaho Technical College, ID	Santa Fe Community College, NM
Eastern Maine Community College, ME	Sauk Valley Community College, IL
Eastern New Mexico University - Roswell, NM	Scottsdale Community College, AZ
Edison State College, FL	Seward County Community College/ATS, KS
Edison State Community College, OH	Shoreline Community College, WA
Elgin Community College, IL	Sitting Bull College, ND
Essex County College, NJ	South Central College, MN
Estrella Mountain Community College, AZ	South Mountain Community College, AZ
Flathead Valley Community College, MT	South Piedmont Community College, NC
Flint Hills Technical College, KS	Southeast Community College, NE
Fox Valley Technical College, WI	Southern Crescent Technical College, GA
Galveston College, TX	Southern Maine Community College, ME
Gateway Community and Technical College, KY	Southwestern Indian Polytechnic Institute, NM
Gateway Community College, AZ	Spartanburg Community College, SC
Gateway Technical College, WI	Spokane Falls Community College, WA
Georgia Military College, GA	St. Clair County Community College, MI
Glendale Community College, AZ	St. Luke's College, MO

Gloucester County College, NJ  
 Grand Rapids Community College, MI  
 Great Basin College, NV  
 Greenville Technical College, SC  
 Gwinnett Technical College, GA  
 Heartland Community College, IL  
 Highland Community College (IL), IL  
 Highland Community College (KS), KS  
 Highlands College of Montana Tech, MT  
 Hinds Community College, MS  
 Illinois Central College, IL  
 Illinois Valley Community College, IL  
 Independence Community College, KS  
 Inver Hills Community College, MN  
 Iowa Lakes Community College, IA  
 Iowa Western Community College, IA  
 J.F. Drake State Technical College, AL  
 Jackson College, MI  
 Johnson County Community College, KS  
 Kalamazoo Valley Community College, MI  
 Kankakee Community College, IL  
 Kaskaskia College, IL  
 Kennebec Valley Community College, ME  
 Kilian Community College, SD  
 Lake Land College, IL  
 Lake Superior College, MN  
 Lakeland College - Canada, AB  
 Lakeshore Technical College, WI

St. Philip's College, TX  
 State College of Florida, Manatee - Sarasota, FL  
 Surry Community College, NC  
 Tacoma Community College, WA  
 Texas State Technical College - Harlingen, TX  
 Texas State Technical College - West Texas, TX  
 Texas State Technical College Waco, TX  
 The New Community College at City University of New York, NY  
 The Ohio State University Agricultural Technical Institute, OH  
 Tri - County Technical College, SC  
 Trident Technical College, SC  
 University of Cincinnati – Blue Ash College, OH  
 University of Akron - Wayne College, OH  
 University of Cincinnati - Clermont College, OH  
 University of Hawaii Kauai Community College, HI  
 Virginia Highlands Community College, VA  
 Volunteer State Community College, TN  
 Washington County Community College, ME  
 Washtenaw Community College, MI  
 Western Dakota Technical Institute, SD  
 Western Technical College, WI  
 Western Wyoming Community College, WY  
 Wichita Area Technical College, KS  
 Wilkes Community College, NC  
 Wisconsin Indianhead Technical College, WI  
 Yavapai College, AZ  
 York County Community College, ME