



OKLAHOMA CITY COMMUNITY COLLEGE

OCCC
Noel Levitz Student Satisfaction Inventory
Spring 2017

Prepared by
Dr. Janet C. Perry
Office of Institutional Effectiveness
July 2017

Table of Contents

Executive Summary	5
Overview	5
Summary of Results	5
Introduction	7
Methodology.....	7
Limitations.....	7
Survey Instrument	7
Responses.....	7
Results.....	8
Demographics	8
OCCC Results Compared to the National Results.....	9
Overall Satisfaction of the 70 Importance/Satisfaction Questions.....	9
Top Ten Satisfaction Differences between OCCC and National Results	9
Bottom Ten Satisfaction Differences between OCCC and National Results	9
Institutional Summary by Twelve Composite Scales	10
Satisfaction with a Commitment to Various Populations	12
Importance of Factors in Deciding to Enroll Here	12
Overall Satisfaction	14
OCCC Results Compared to Seven Aggregated 2-Year Colleges	15
Overview	15
Top Ten Satisfaction Differences between OCCC and the Comparison College Group	15
Bottom Ten Satisfaction Differences between OCCC and the Comparison College Group	16
Institutional Summary by Twelve Composite Scales	16
Satisfaction with a Commitment to Various Populations	18
Importance of Factors in Deciding to Enroll Here	18
Overall Satisfaction	19
OCCC Results	21
Overview	21
OCCC Statistically Significant Changes in Satisfaction	21
OCCC Top Ten Rated Questions of Satisfaction.....	22

OCCC Lowest Ten Rated Questions of Satisfaction.....	22
OCCC Smallest Ten Performance Differences Between Importance and Satisfaction	23
OCCC Largest Ten Performance Differences Between Importance and Satisfaction	23
OCCC Institutional Summary by Twelve Composite Scales	24
OCCC Satisfaction with a Commitment to Various Populations.....	26
OCCC Importance of Factors in Deciding to Enroll Here	26
OCCC Overall Satisfaction.....	27
OCCC Questions	27
Summary of Comments.....	28
Conclusions	30
Appendices	
Appendix A: Demographics	33
Appendix B: OCCC Compared to National Results	37
Appendix C: OCCC Compared to Seven Aggregated 2-Yr Colleges	53
Appendix D: OCCC Results for 2013, 2015, and 2017.....	65
Appendix F: List of all Colleges Completing the Survey	75
Appendix G: Noel Levitz Survey Instrument	79

Executive Summary

Overview

This is the third administration of the Noel Levitz Student Satisfaction Inventory. Spring 2013 was the first time the survey was administered. Students enrolled in classes offered on campus were sent emails with a link to access the survey. Fifteen percent of the student population or 1,409 of the students responded to the survey. This response was an increase of 12% from Spring 2015. When compared to the student population, the respondents represented more females, fewer students under the age of 25, more full-time students, and were at the college for more than a year. About a third were taking care of someone else, employed full-time, employed part-time, and lived with parents.

Summary of Results

The Student Satisfaction Inventory is composed of 70 questions that are rated on a scale of 1-7. Each question is rated twice by the students: once for importance and once for satisfaction. The survey has 12 composite scales that include the 70 questions and the college's responsiveness to diverse populations.

The report is clustered into three separate components. The first is the college compared to national results. The second is the college compared to the compilation of seven benchmarked colleges based on their size and general location. The third is a presentation of the college's numbers over the three-year period.

When comparing the college's satisfaction ratings of the 70 questions to the national results, 69 of the 70 averages were statistically significant at the .001 level. The one item that did not have a satisfaction level that was statistically significantly difference was "my academic advisor is approachable" which was a difference of 0.04. However, when these same questions were analyzed with the seven-college comparison group, the advisor's approachability satisfaction difference was statistically significant at the .01 level.

The college comparison of 2015 to 2017 data yielded five of the 70 questions that increased statistically significantly. These five included support services for displaced homemakers, security staff respond quickly in emergencies, security staff are helpful, admissions counselors respond to student needs, and faculty provide timely feedback about student progress in a course. One item had a satisfaction rating that declined statistically significantly from 2015 to 2017 which was "on the whole, the campus is well-maintained."

The 12 composite scales showed that two of the twelve categories had relatively low differences between the level of importance and the level of satisfaction which would be viewed as positive. These two were academic services and campus support services. Academic services include the library, study areas, labs, and tutoring. Campus support services include childcare, veterans, career, displaced homemakers, and new student orientation. The highest rated satisfaction item was academic services and the lowest was academic advising/counseling.

The top three reasons to enroll at the college were cost, financial aid, and the academic reputation. When asked how the college met their expectations, students rated this a 5.17. Their overall satisfaction was 5.73 and if they had to do it over again students' rating was a 6.15 on a scale of 1 being definitely not to 7 being definitely yes.

OCCC developed ten questions using the level of importance and satisfaction ratings. The smaller the difference between importance and satisfaction, the more satisfied students are with

the services. The helpfulness of the Virtual Learning Center had the smallest difference between the level of satisfaction and the level of importance with a 0.29 followed by technical support services and Moodle. The largest difference was staffs' explanation of financial aid followed by my advisor provides me with adequate academic program information, and my advisor gave me time to share personal information.

Comments were generally positive with students pleased with their education, faculty, and services. Some examples include:

- The smaller class sizes are beneficial to my education as I am able to collaborate with other students and speak with my professors.
- All of my professors have been excellent and above average, compared to other institutions that I have attended.
- Most teachers have been knowledgeable in their field, have been approachable, and engaging.
- Faculty often do not upload grades in a timely manner. (23 similar comments)
- The student advisors and the financial aid office was so fantastic.
- A little more clearly explaining next steps in finance and enrolling.
- I would like to say, the enrollment process for full time students was stressful and long, but the advisors and the staff walking you through it did a phenomenal job.

Overall there were several points to celebrate:

- All satisfaction responses were at least 5.00 on a 1-7 satisfaction scale with 7 being the highest.
- All satisfaction ratings were above the national and the seven aggregated colleges.
- All but one of the 70 questions on the national results were statistically significant.
- The differences or gaps between the importance and satisfaction narrowed between 2013 and 2017.
- In general, student comments were very positive.

Five areas college faculty and staff may want to focus on improving based on relatively large differences between the level of importance and the level of satisfaction in 2017 include:

- Students are notified early if they are doing poorly in class.
- Financial aid counselors are helpful.
- Financial aid awards are announced in a timely fashion.
- My academic advisor is concerned about my success as an individual.
- My academic advisor helps me set goals to work toward.

Noel Levitz Student Satisfaction Inventory

INTRODUCTION

This is the third time the Noel Levitz Student Satisfaction Inventory was administered. The college used the Community/Junior/Technical College Form A survey instrument. There were 217 colleges within the national survey pool with 185,252 total student records. (See Appendix F page 65 for the list of names) 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 2017 (i.e., March 30 through April 17), OCCC conducted the Noel Levitz Student Satisfaction Inventory. Prior to the survey administration, faculty received several emails and announcements that the survey would be sent to their students and that they should remind students to complete the survey. Four emails were sent to all students who were enrolled in at least one class which was offered on campus. The survey instrument was embedded in these emails. Several incentives were used to encourage a higher percent response rate. The first was a drawing for a \$100 Walmart gift certificate within the first four days of the survey administration. The second was six \$50 Walmart gift certificates presented after the close of the survey.

LIMITATIONS

A minor issue was with the initiation of another college-wide survey shortly after this one closed. Students assumed it was the same survey as the student satisfaction survey. Therefore, emails were received requesting access to the student satisfaction survey even though it was previously closed.

SURVEY INSTRUMENT

Students rated the level of importance and satisfaction for 70 questions on a 7-point scale with 1 being the lowest and 7 the highest. The following ratings were used for these 70 questions.

Importance		Satisfaction	
1	Not important at all	1	Not satisfied at all
2	Not very important	2	Not very satisfied
3	Somewhat important	3	Somewhat dissatisfied
4	Neutral	4	Neutral
5	Somewhat important	5	Somewhat satisfied
6	Important	6	Satisfied
7	Very important	7	Very satisfied

These 70 questions were combined into 12 different composite scales. Ten questions were developed by OCCC. 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 student's college experience, overall satisfaction, and if they had to do it all over again would they enroll at OCCC. There were 13 demographic questions. (Appendix G on page 79 includes the survey instrument.)

RESPONSES

There were 1,409 respondents or 12% more respondents than the last survey. The overall response rate was 15% of the 9,391 students surveyed.

RESULTS

Demographics

A summary of the demographic information shows that the majority of students were female, under the age of 25, white, took day classes, and were taking classes full-time. Detailed results are included in Appendix A page 33.

	OCCC Student Population	OCCC Survey Respondents
Female	59%	70%
Under the age of 25	66%	55%
Ethnicity		
White	51%	50%
Hispanic	16%	13%
African-American/Black	10%	11%
Native American	4%	7%
Asian	7%	11%
Took day classes	61%	66%
Full-time	38%	56%
Had an associate degree as their educational goal	47%	60%
At the college one year or less	52%	34%

Other data included:

96% Had reliable transportation

72% Identified OCCC as their first choice

38% Employed full-time

37% Take care of someone else

37% Live with their parents

35% Employed part-time

9% Identified themselves as disabled

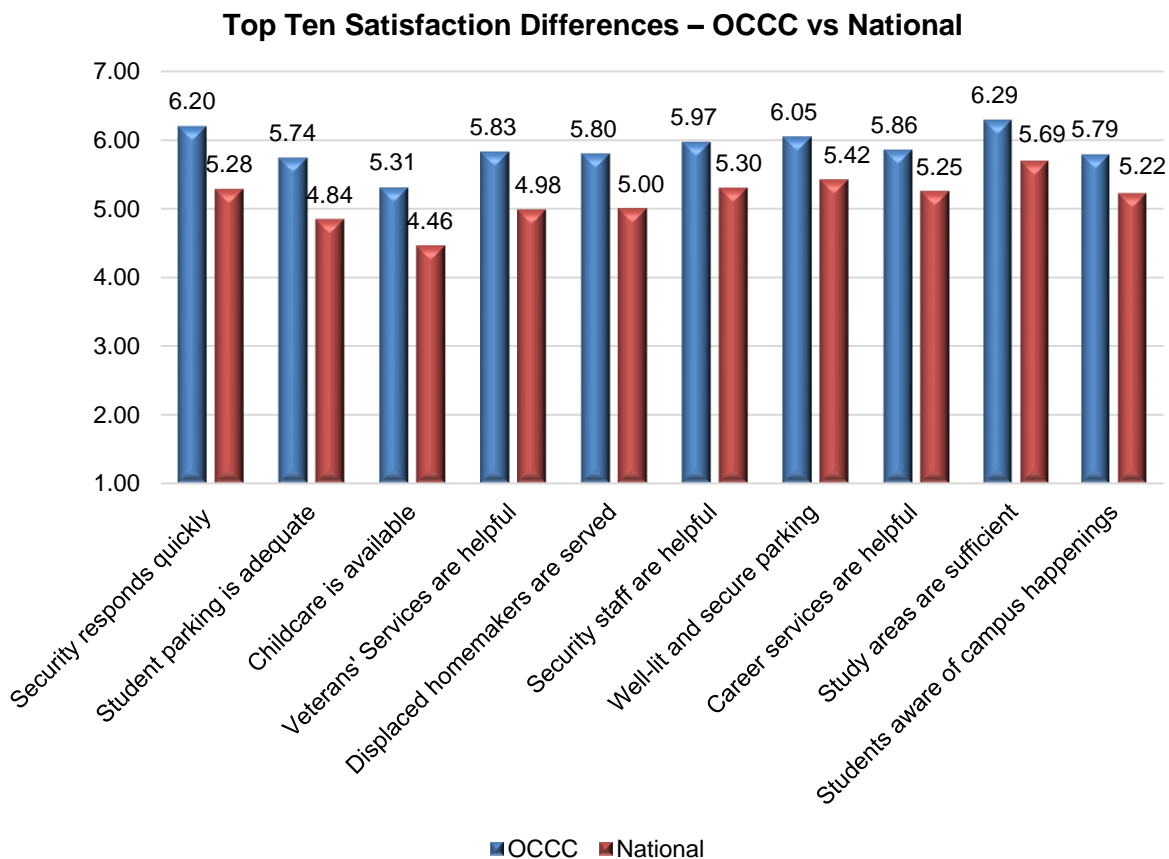
OCCC RESULTS COMPARED TO THE NATIONAL RESULTS

Overall Satisfaction of the 70 Importance/Satisfaction Questions

OCCC students' level of satisfaction was higher on all 70 questions. Sixty-nine of the 70 questions were statistically significantly positive for OCCC compared to the national results. The detailed results are available in Appendix B page 37. The sections that follow summarize the data.

Top Ten Satisfaction Differences between OCCC and National Results

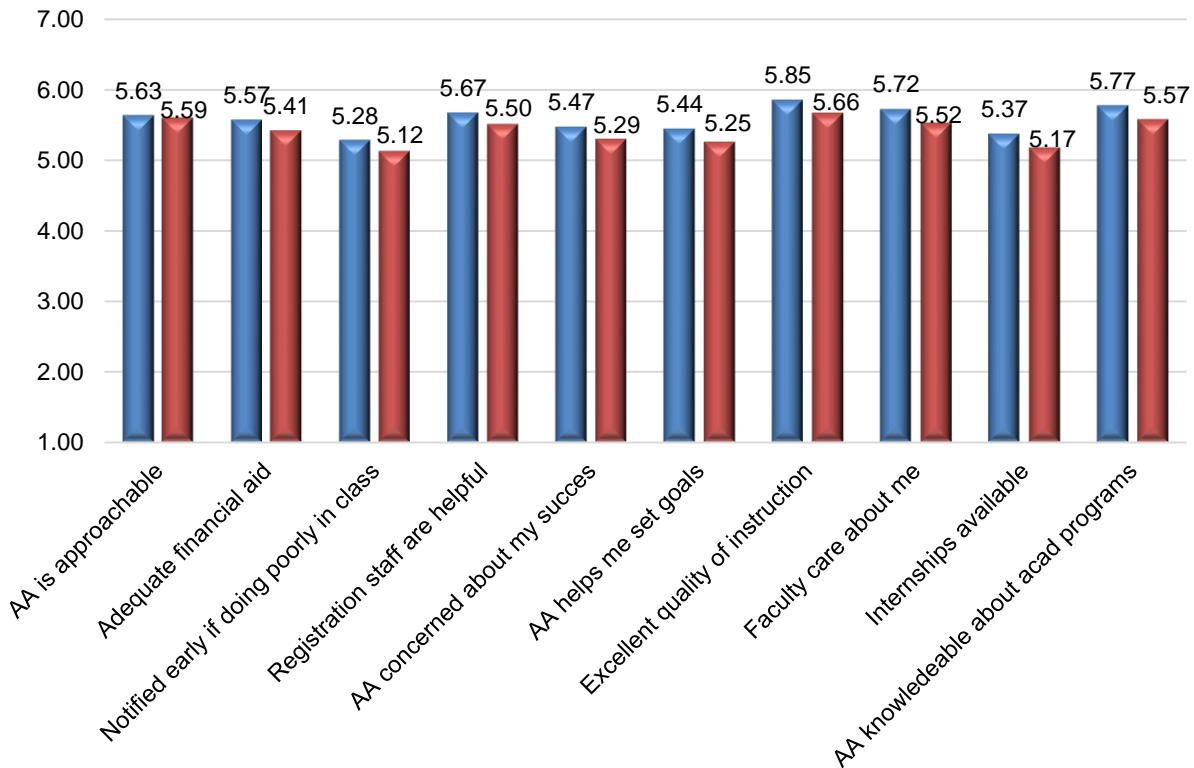
The chart below compares the top ten items based on the largest differences between OCCC student levels of satisfaction compared to the national student levels of satisfaction. All ten of the ratings by OCCC students were statistically significantly higher than the national ratings at the .001 level.



Bottom Ten Satisfaction Differences between OCCC and National Results

Nine of the ten satisfaction rated items having the least difference between OCCC students and the national student respondents were statistically significant at the 0.001 level. The lowest difference in the level of satisfaction was "my academic advisor is approachable" which was higher than the national level of satisfaction but not statistically significant.

Bottom Ten Satisfaction Differences - OCCC and National



AA = Academic Advisors

■ OCCC ■ National

Institutional Summary by Twelve Composite Scales

The institutional summary provides twelve composite scales which summarize the 70 importance/satisfaction questions and responsiveness to diverse populations. When comparing OCCC student level of satisfaction to the national student level of satisfaction, all twelve composite scales were statistically significantly higher at the .001 level. The largest difference in the level of satisfaction between the college and the national results was 0.71 for safety and security.

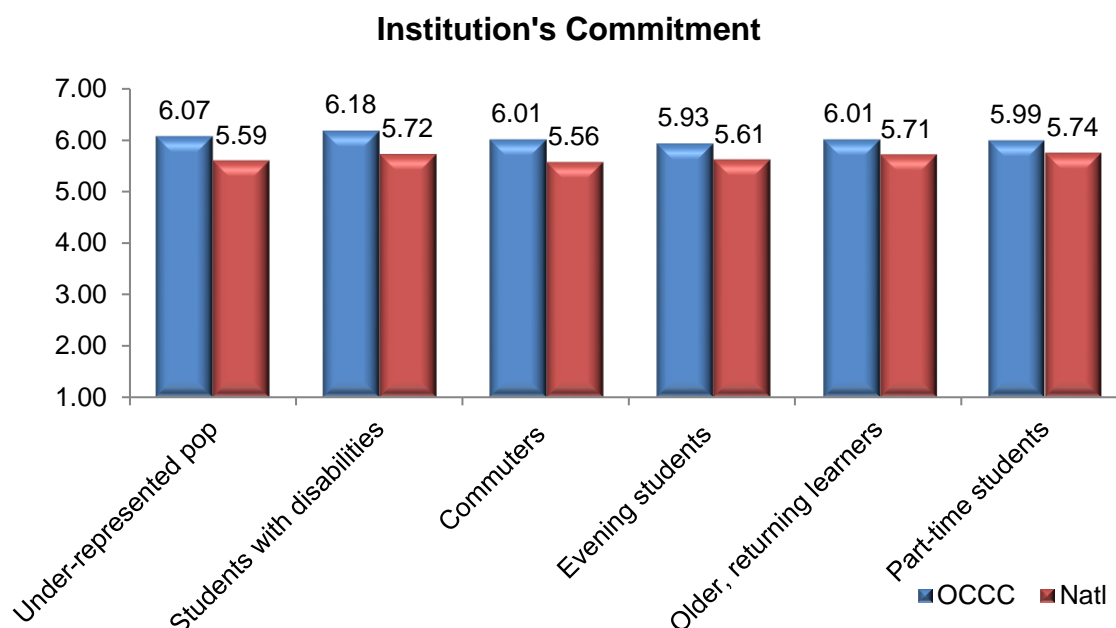
		OCCC			National			Satisfaction Difference
		Import	Satis	Diff	Import	Satis	Diff	
Academic services	2013	6.43	6.15	0.28	6.09	5.51	0.58	0.64***
	2015	6.43	6.15	0.28	6.14	5.62	0.52	0.53***
	2017	6.43	6.19	0.24	6.16	5.70	0.46	0.49***
Safety and security	2013	6.44	5.91	0.53	6.05	5.06	0.99	0.85***
	2015	6.46	5.97	0.49	6.10	5.23	0.87	0.74***
	2017	6.44	6.05	0.39	6.15	5.34	0.81	0.71***

		OCCC			National			Satisfaction Difference
		Import	Satis	Diff	Import	Satis	Diff	
Responsiveness to diverse populations	2013		6.06			5.52		0.54***
	2015		6.07			5.60		0.47***
	2017		6.03			5.66		0.37***
Registration effectiveness	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***
	2017	6.39	5.94	0.45	6.26	5.60	0.66	0.34***
Student centeredness	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***
	2017	6.30	5.94	0.36	6.11	5.56	0.55	0.38***
Campus climate	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***
	2017	6.29	5.92	0.42	6.10	5.50	0.60	0.42***
Service excellence	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***
	2017	6.28	5.89	0.39	6.08	5.48	0.60	0.41***
Instructional effectiveness	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***
	2017	6.39	5.88	0.51	6.29	5.58	0.71	0.30***
Campus support services	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***
	2017	6.15	5.83	0.32	5.67	5.21	0.46	0.62***
Concern for the individual	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***
	2017	6.31	5.77	0.54	6.20	5.43	0.77	0.34***
Admissions and financial aid	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***
	2017	6.35	5.73	0.62	6.18	5.38	0.80	0.35***
Academic advising/counseling	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***
	2017	6.36	5.69	0.67	6.26	5.42	0.84	0.27***

*** 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 of a level of 0.001. The highest rated OCCC item was students with disabilities. The graph below reflects the largest to lowest differences between OCCC students and the national students. Using the seven-point scale, it is evident that students agree OCCC is committed to these various populations as evidenced by ratings from a low of 5.99 to a high of 6.07.



Importance of Factors in Deciding to Enroll Here

Students identified how important certain factors were in their decision to enroll at the college. All but one, cost as factor in decision to enroll, was less important to OCCC students than the national group. The chart below is comprised of the highest rated importance to OCCC students to the lowest rated. Cost was the highest rated area of importance with a 6.32 rating out of 7 points. Although an opportunity to play sports as a factor in the decision to enroll was rated the lowest, this is the first year that OCCC importance was higher than the national group.

	Year	OCCC Importance	National Importance	Difference
Cost as factor in decision to enroll.	2013	6.41	6.31	0.10
	2015	6.48	6.34	0.14
	2017	6.32	6.35	-0.03
Financial aid as factor in decision to enroll.	2013	6.18	6.03	0.15
	2015	6.19	6.09	0.10
	2017	6.19	6.10	0.09

	Year	OCCC Importance	National Importance	Difference
Academic reputation as factor in decision to enroll.	2013	6.09	5.85	0.24
	2015	6.14	5.91	0.23
	2017	6.10	5.94	0.16
Geographic setting as factor in decision to enroll.	2013	5.84	5.48	0.36
	2015	5.68	5.56	0.12
	2017	5.81	5.58	0.23
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
	2017	5.64	5.47	0.17
Size of institution as factor in decision to enroll.	2013	5.43	5.19	0.24
	2015	5.45	5.21	0.24
	2017	5.61	5.21	0.40
Campus appearance as factor in decision to enroll.	2013	5.39	5.22	0.17
	2015	5.37	5.24	0.13
	2017	5.49	5.27	0.22
Recommendations from family/friends as factor in decision to enroll.	2013	5.10	4.91	0.19
	2015	5.24	4.95	0.29
	2017	5.45	4.99	0.46
Opportunity to play sports as factor in decision to enroll.	2013	3.27	3.53	-0.26
	2015	3.36	3.52	-0.16
	2017	4.20	3.56	0.64

Overall Satisfaction

There were three overall satisfaction questions. On all three questions, OCCC student responses were higher than the national group. The differences were statically significant at the .001 level.

The first question asked how students' college experience met their expectations which was rated 5.17 and was 0.27 higher than the national group.

Year	OCCC	National	Difference
2013	5.21	4.82	0.39
2015	5.21	4.86	0.35
2017	5.17	4.90	0.27

Ratings = 1 – much worse than expected to 7 – much better than expected

The second question concerned students' overall satisfaction with their college experience. The average for the college was 5.73 which was 0.18 points higher than the national level of satisfaction.

Years	OCCC	National	Difference
2013	5.93	5.46	0.47
2015	5.91	5.51	0.40
2017	5.73	5.55	0.18

Ratings = 1 – not satisfied at all to 7 – very satisfied

The third question asked students if they had to do it over would they enroll at OCCC again. The average for the college was 6.15 which was 0.37 points higher than the national level.

Year	OCCC	National	Difference
2013	6.33	5.72	0.61
2015	6.27	5.74	0.53
2017	6.15	5.78	0.37

Ratings = 1 – definitely not to 7 – definitely yes

OCCC RESULTS COMPARED TO SEVEN AGRETAGED 2-YEAR COLLEGES

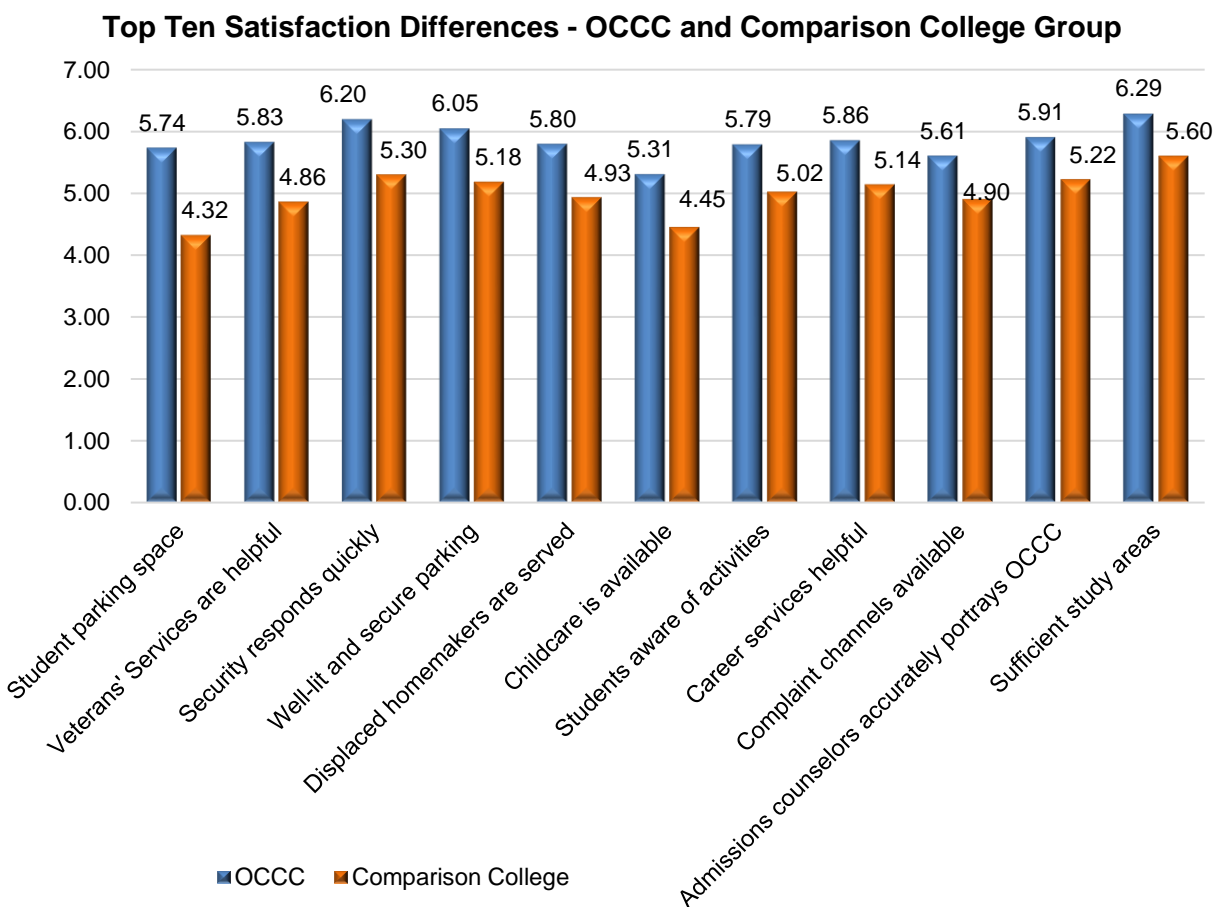
Overview

This is the second time OCCC chose to take advantage of an opportunity to compare the data to a group of seven two-year colleges. The seven community colleges were chosen based on similarity of student population size and setting. The comparison data is aggregated into one comparison group. The seven colleges were Cuyahoga Community College, OH, Cincinnati State Technical and Community College OH, Clark College, WA, Grand Rapids Community College, MI, Portland Community College, OR, Pulaski Technical College, AR, and Richland College, TX.

All 70 satisfaction ratings of OCCC were higher than the aggregated college group. These ratings were all statistically significantly higher. Appendix C page 53 presents all of the question details.

Top Ten Satisfaction Differences between OCCC and the Comparison College Group

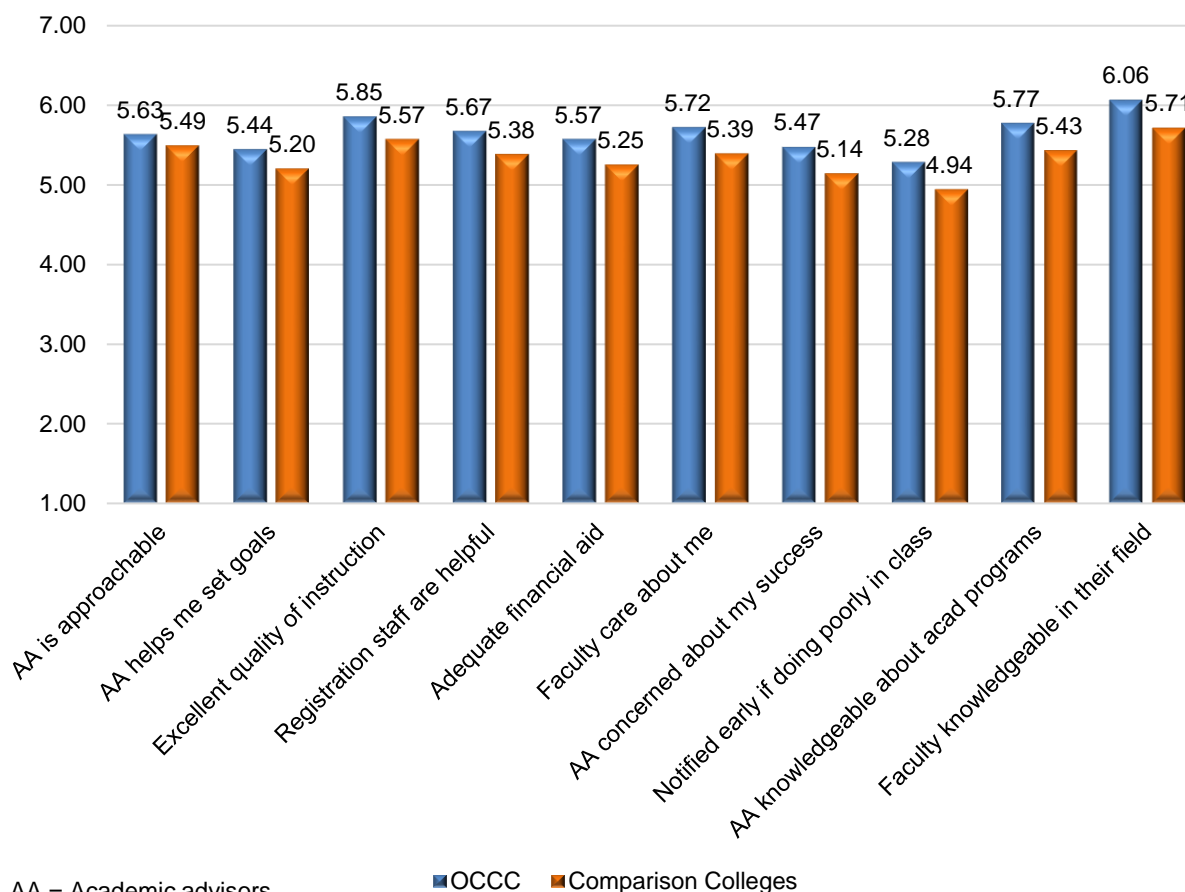
All ten of the ratings by OCCC students were statistically significantly higher at the .001 level compared to the comparison college group. When comparing the top ten items, the amount of student parking space on campus reflected the largest difference of 1.42. This difference was expected because the colleges selected were in urban areas. The second largest difference of 0.97 was the personnel in the Veterans' Services programs are helpful.



Bottom Ten Satisfaction Differences between OCCC and the Comparison College Group

The bottom ten satisfaction rated items have 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 the differences were statistically significant. The lowest difference was my academic advisor is approachable at a difference of 0.14 followed by my academic advisor helps me set goals to work toward at 0.24.

Bottom Ten Satisfaction Differences - OCCC vs Comparison College Group



AA = Academic advisors

■ OCCC ■ Comparison Colleges

Institutional Summary by Twelve Composite Scales

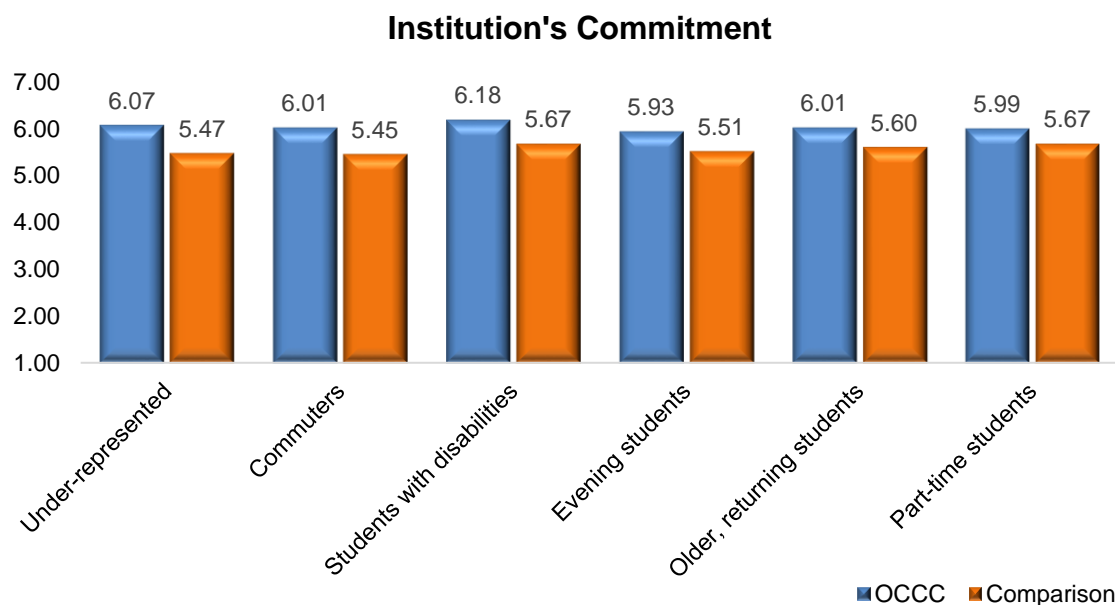
The institutional summary provides twelve composite scales of the 70 importance/satisfaction questions plus responsiveness to diverse populations. When comparing OCCC student levels of satisfaction to the group of comparison colleges, student levels of satisfaction for all twelve composite scales were higher. These differences were statistically significantly at the .001 level. The highest difference between OCCC's satisfaction and the comparison college group was 0.89 for safety and security.

		OCCC			Comparison Colleges			Satisfaction Difference
		Import	Satis	Diff	Import	Satis	Diff	
Academic services	2015	6.43	6.15	0.28	6.07	5.59	0.48	0.56***
	2017	6.43	6.19	0.24	6.14	5.62	0.52	0.57***
Safety and security	2015	6.46	5.97	0.49	6.09	5.06	1.03	0.91***
	2017	6.44	6.05	0.39	6.18	5.16	1.02	0.89***
Responsiveness to diverse populations	2015		6.07			5.52		0.55***
	2017		6.03			5.56		0.47***
Registration effectiveness	2015	6.47	5.94	0.53	6.17	5.46	0.71	0.48***
	2017	6.39	5.94	0.45	6.22	5.48	0.74	0.46***
Student centeredness	2015	6.35	5.94	0.41	5.98	5.40	0.58	0.54***
	2017	6.30	5.94	0.36	6.04	5.42	0.62	0.52***
Campus climate	2015	6.35	5.92	0.43	5.97	5.33	0.64	0.59***
	2017	6.29	5.92	0.37	6.03	5.36	0.67	0.56***
Service excellence	2015	6.33	5.88	0.45	5.95	5.32	0.63	0.56***
	2017	6.28	5.89	0.39	6.02	5.35	0.67	0.54***
Instructional effectiveness	2015	6.52	5.86	0.66	6.18	5.43	0.75	0.43***
	2017	6.39	5.88	0.51	6.24	5.45	0.79	0.43***
Campus support services	2015	6.07	5.77	0.30	5.47	5.05	0.42	0.72***
	2017	6.15	5.83	0.32	5.59	5.10	0.49	0.73***
Concern for the individual	2015	6.42	5.75	0.67	6.07	5.26	0.81	0.49***
	2017	6.31	5.77	0.54	6.14	5.30	0.84	0.47***
Admissions and financial aid	2015	6.42	5.67	0.75	6.05	5.21	0.84	0.46***
	2017	6.35	5.73	0.62	6.12	5.25	0.87	0.48***
Academic advising/counseling	2015	6.44	5.64	0.80	6.16	5.24	0.71	0.39***
	2017	6.36	5.69	0.67	6.23	5.31	0.92	0.38***

*** Difference statistically significant at the .001 level

Satisfaction with a Commitment to Various Populations

Of the six areas addressing the college's commitment to the various populations, OCCC students were more satisfied than the students in the comparison college group. These differences were statistically significant at the .001 level. The largest satisfaction difference was the rating for under-represented students.



Importance of Factors in Deciding to Enroll Here

Cost was rated as the highest level of importance at OCCC with 6.32 on a 7-point scale compared to 6.35 for the comparison college group. As expected, the importance of the opportunity to play sports was lower for OCCC students than the comparison colleges.

Importance of Decision to Enroll

	OCCC Importance	Comparison Colleges Importance	Difference
Cost as factor in decision to enroll.	6.32	6.35	-0.03
Financial aid as factor in decision to enroll.	6.19	6.07	0.12
Campus appearance as factor in decision to enroll.	5.49	5.27	0.22
Geographic setting as factor in decision to enroll.	5.81	5.57	0.24
Academic reputation as factor in decision to enroll.	6.10	5.85	0.25
Personalized attention prior to enrollment as factor in decision to enroll.	5.64	5.35	0.30
Recommendations from family/friends as factor in decision to enroll.	5.45	4.94	0.51
Size of institution as factor in decision to enroll.	5.61	5.09	0.52
Opportunity to play sports as factor in decision to enroll.	4.20	3.58	0.62

Overall Satisfaction

The three overall satisfaction questions were all rated above the national by OCCC students. The first question asked how students' college experience met their expectations which was rated 5.17 and was 0.30 higher than the comparison college group.

Year	OCCC	Comparison Colleges	Difference
2015	5.21	4.88	0.33
2017	5.17	4.87	0.30

Ratings = 1 – much worse than expected to 7 – much better than expected

The second question concerned the students' overall satisfaction with their college experience. The average for the college was 5.73 which was 0.25 points higher than the comparison college group.

Year	OCCC	Comparison Colleges	Difference
2015	5.91	5.50	0.41
2017	5.73	5.48	0.25

Ratings = 1 – not satisfied at all to 7 – very satisfied

The third question asked students if they had to do it over, would they enroll at OCCC again. The average for the college was 6.15 which was 0.37 points higher than the comparison college group.

Year	OCCC	Comparison Colleges	Difference
2015	6.27	5.82	0.45
2017	6.15	5.78	0.37

Ratings = 1 – definitely not to 7 – definitely yes

OCCC Results

Overview

The review of OCCC results provides data for three years. Positive satisfaction results are evident, 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 differences, student persistence, retention and graduation may be impacted. The detailed results of OCCC are in Appendix D page 65.

OCCC Statistically Significant Changes in Satisfaction

The statistical analysis identified six questions in which the satisfaction levels were statistically significant from one year to the next. Five of the six items were positive. The top item was providing support services for displaced homemakers followed closely by security staff respond quickly in emergencies. There were two items that increased statistically significantly for the past two years. The one item where satisfaction declined statistically was the campus was well maintained, however, it should be noted that this item was rated 6.32 on a 7-point scale.

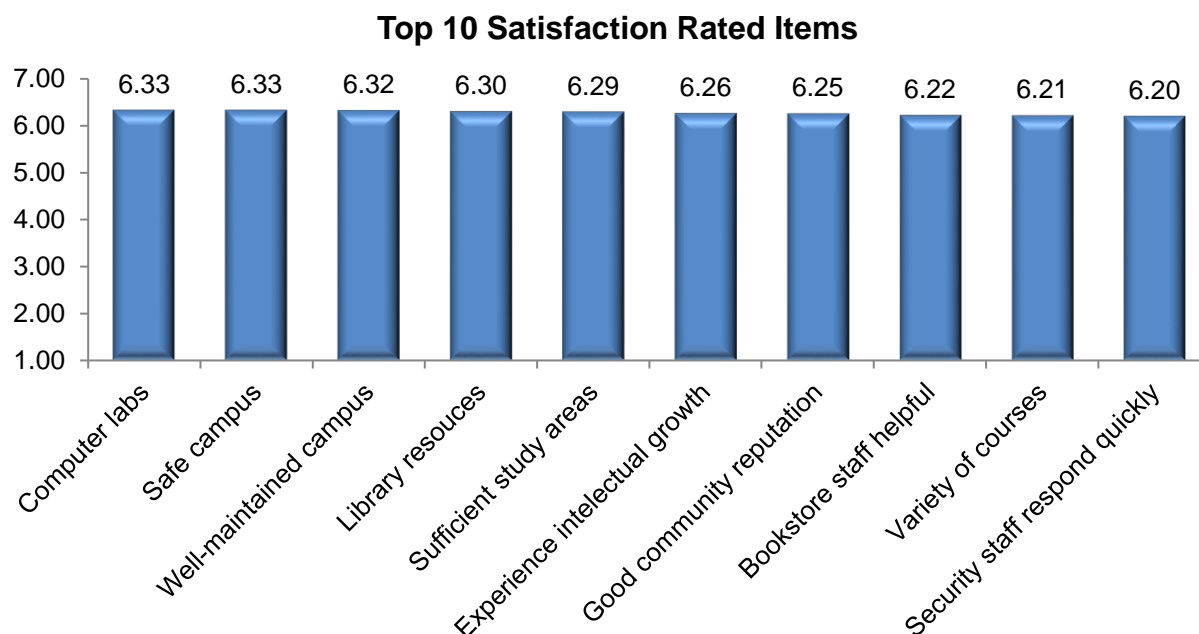
	Year	Import	Satis	Perf Diff	Statistically Significant Satisfaction Difference from previous year
This campus provides effective support services for displaced homemakers.	2013	5.94	5.40	0.54	
	2015	5.93	5.62	0.31	0.22*
	2017	6.09	5.80	0.29	0.18*
Security staff respond quickly in emergencies.	2013	6.48	5.96	0.52	
	2015	6.50	6.03	0.47	
	2017	6.51	6.20	0.31	0.17**
Security staff are helpful.	2013	6.12	5.84	0.28	
	2015	6.19	5.83	0.36	
	2017	6.25	5.97	0.28	0.14*
Admissions counselors respond to prospective students' unique needs and requests.	2013	6.33	5.65	0.68	
	2015	6.36	5.80	0.56	0.15*
	2017	6.37	5.92	0.45	0.12*
Faculty provide timely feedback about student progress in a course	2013	6.59	5.68	0.91	
	2015	6.55	5.61	0.94	
	2017	6.42	5.73	0.69	0.12*
On the whole, the campus is well-maintained	2013	6.46	6.37	0.09	
	2015	6.51	6.42	0.09	
	2017	6.45	6.32	0.13	-0.10*

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

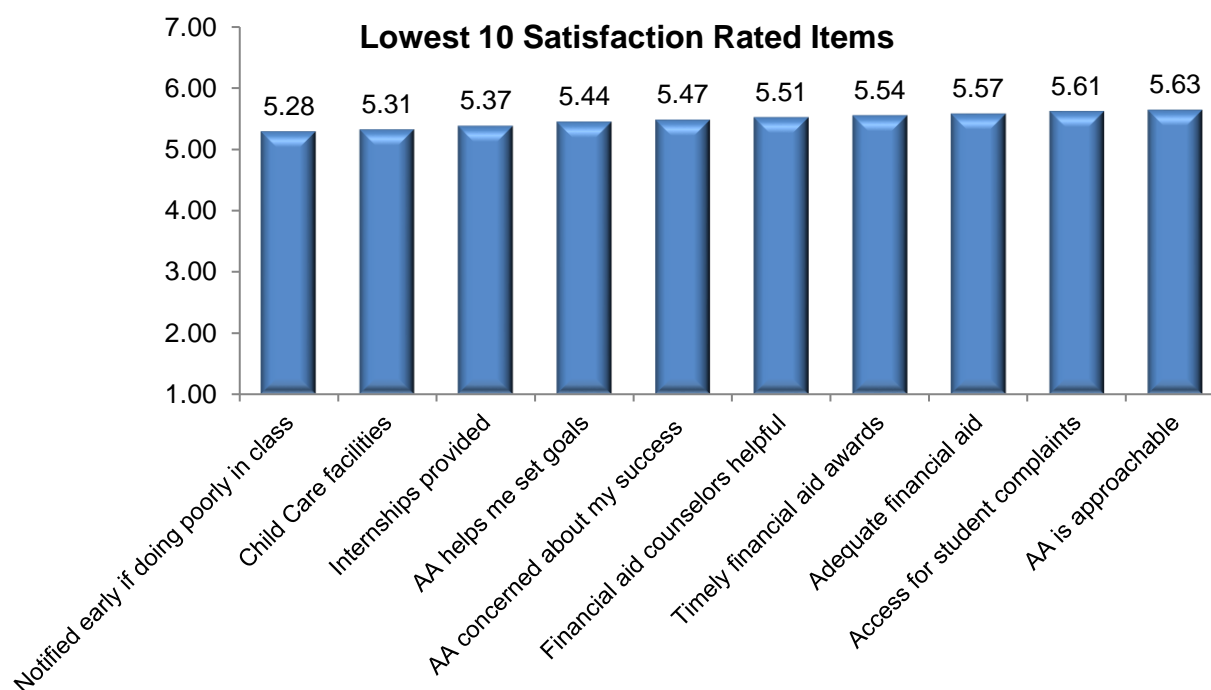
OSCC Top Ten Rated Questions of Satisfaction

The top ten areas of satisfaction appear below. The scale used in this survey was 1=not satisfied at all to 7=very satisfied. The top ten ratings were 6.20 or above with the highest rated items of a safe campus and computer labs being adequate and accessible at ratings of 6.33.



OSCC Lowest Ten Rated Questions of Satisfaction

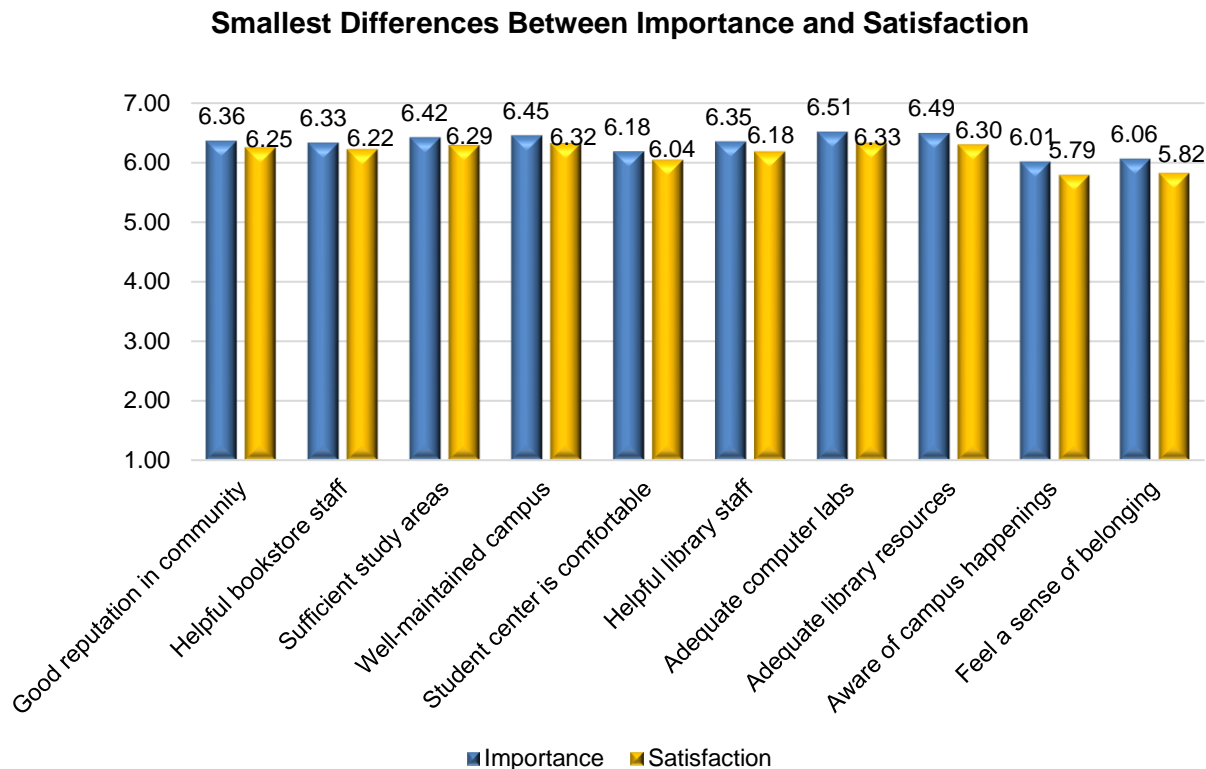
The lowest satisfaction rated item was that students are notified early if doing poorly at 5.28. Although this was the lowest rated, it was above the somewhat satisfied rating. Three of the ten items refer to academic advisors assistance.



AA= Academic Advisor

OCCC Smallest Ten Differences Between Importance and Satisfaction

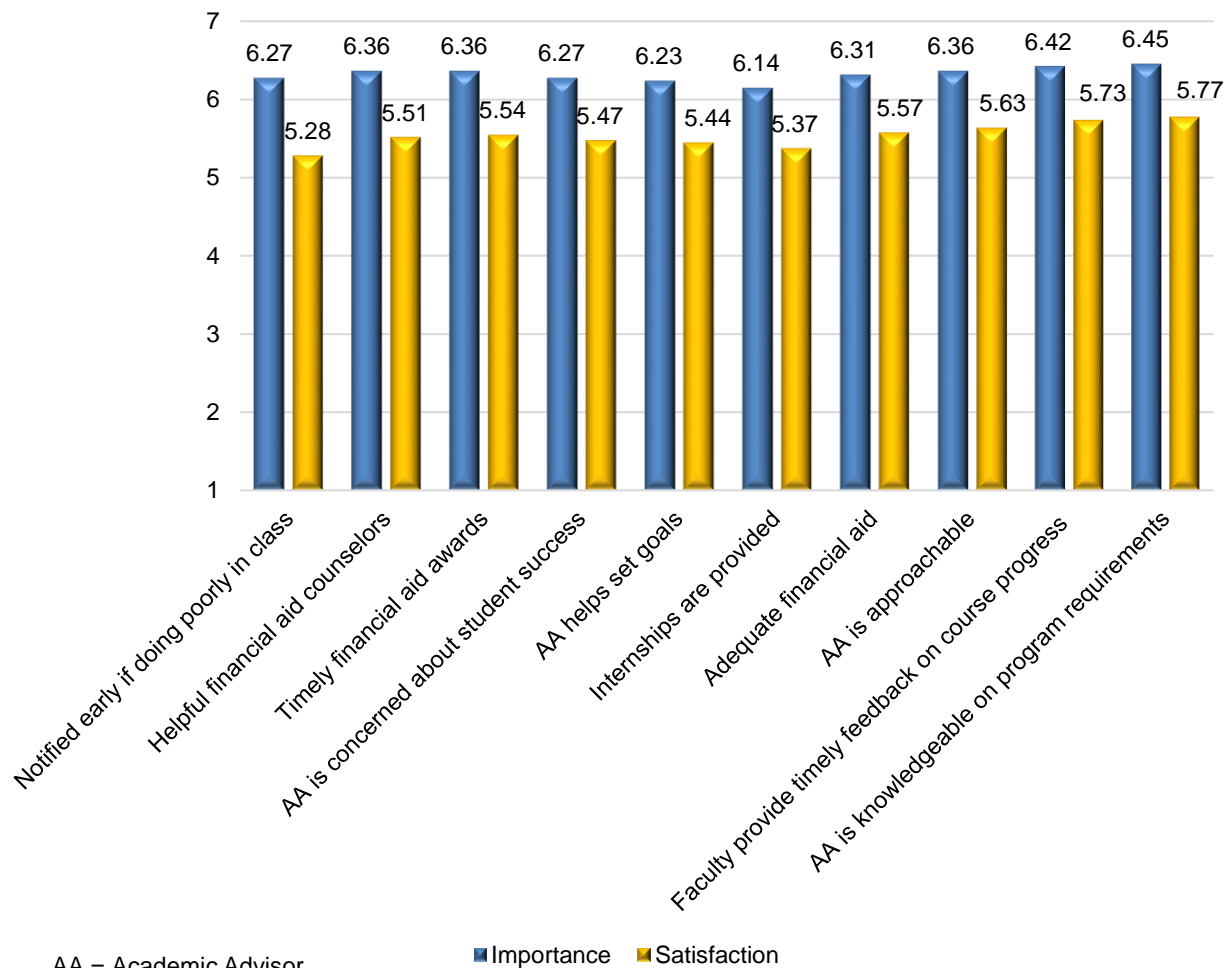
When a student identifies a level of satisfaction that is close to how he/she rated the importance of that question, the results indicate that overall the student is satisfied with the item. The smallest differences were the “this institution has a good reputation” and “bookstore staff are helpful,” both with a difference of 0.11.



OCCC Largest Ten Differences Between Importance and Satisfaction

The largest performance differences are significant because the results provide an insight into student's expectations. These areas represent opportunities for improvement. The larger the difference, the more important it is to address what could be causing the difference. The item which had the largest difference was students are notified early in the term if they are doing poorly in class which had a difference of 0.99. This item was followed by financial aid counselors are helpful.

Largest Differences Between Importance and Satisfaction



Institutional Summary by Twelve Composite Scales

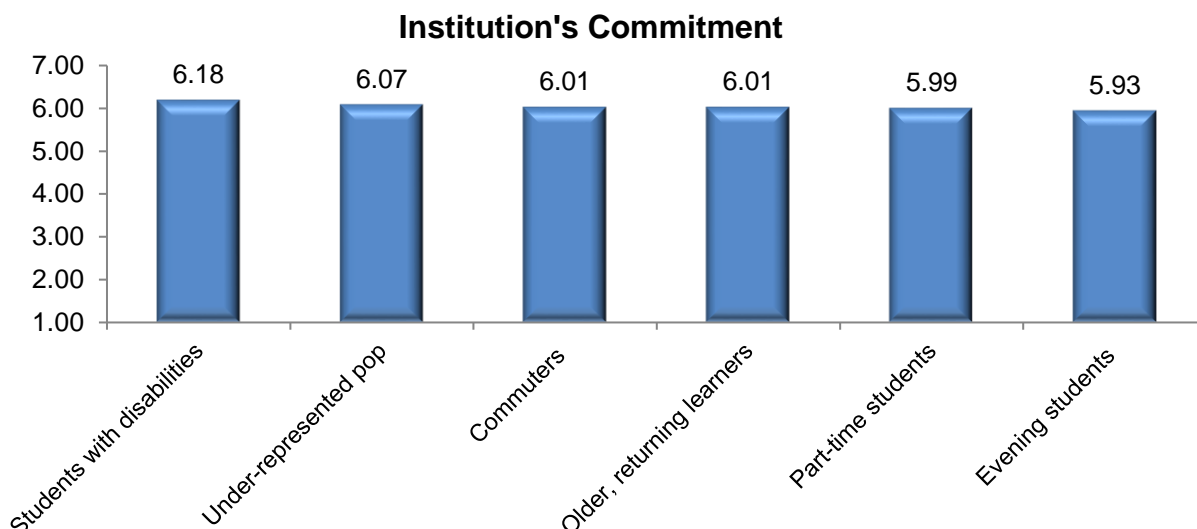
The institutional summary provides a twelve composite scale summary of the 70 importance/satisfaction questions and the college's responsiveness to diverse populations. The highest satisfaction rating was for academic services which also had the lowest difference between the level of importance and the level of satisfaction. This low difference indicates that students' level of satisfaction with academic services was very close to the level of importance. The lowest satisfaction rated composite scale was academic advising/counseling. One important change to note is that within all twelve composite scales the difference between the level of importance and the level of satisfaction declined from 2013 to 2017. This narrowing of the gap between importance and satisfaction could be because of system and process improvements on campus.

	Year	OCCC		
		Importance	Satisfaction	Difference
Academic services	2013	6.43	6.15	0.28
	2015	6.43	6.15	0.28
	2017	6.43	6.19	0.24

		OCCC		
	Year	Importance	Satisfaction	Difference
Safety and security	2013	6.44	5.91	0.53
	2015	6.46	5.97	0.49
	2017	6.44	6.05	0.39
Responsiveness to diverse populations	2013		6.06	
	2015		6.07	
	2017		6.03	
Registration effectiveness	2013	6.47	5.95	0.52
	2015	6.47	5.94	0.53
	2017	6.39	5.94	0.45
Student centeredness	2013	6.32	5.90	0.42
	2015	6.35	5.94	0.41
	2017	6.30	5.94	0.36
Campus climate	2013	6.33	5.88	0.45
	2015	6.35	5.92	0.43
	2017	6.29	5.92	0.37
Service excellence	2013	6.32	5.85	0.47
	2015	6.33	5.88	0.45
	2017	6.28	5.89	0.39
Instructional effectiveness	2013	6.50	5.88	0.62
	2015	6.52	5.86	0.66
	2017	6.39	5.88	0.51
Campus support services	2013	6.03	5.70	0.33
	2015	6.07	5.77	0.30
	2017	6.15	5.83	0.32
Concern for the individual	2013	6.44	5.71	0.73
	2015	6.42	5.75	0.67
	2017	6.31	5.77	0.54
Admissions and financial aid	2013	6.40	5.62	0.78
	2015	6.42	5.67	0.75
	2017	6.35	5.73	0.62
Academic advising/counseling	2013	6.48	5.54	0.94
	2015	6.44	5.64	0.80
	2017	6.36	5.69	0.67

Satisfaction with a Commitment to Various Populations

Satisfaction ratings for the college's commitment to various populations were quite high. The highest rated item was serving students with disabilities with a 6.18 ratings level.



Importance of Factors in Deciding to Enroll Here

The top three factors affecting student's decision to enroll include cost, financial aid, and the college's academic reputation. .

	Year	OCCC Importance
Cost as factor in decision to enroll.	2013	6.41
	2015	6.48
	2017	6.32
Financial aid as factor in decision to enroll.	2013	6.18
	2015	6.19
	2017	6.19
Academic reputation as factor in decision to enroll.	2013	6.09
	2015	6.14
	2017	6.10
Geographic setting as factor in decision to enroll.	2013	5.84
	2015	5.68
	2017	5.81
Personalized attention prior to enrollment as factor in decision to enroll.	2013	5.63
	2015	5.70
	2017	5.64
Size of institution as factor in decision to enroll.	2013	5.43
	2015	5.45
	2017	5.61
Campus appearance as factor in decision to enroll.	2013	5.39
	2015	5.37
	2017	5.49

Overall Satisfaction

All three overall satisfaction questions were rated slightly lower than the previous year, however, it is important to note that each of the rating were quite high on a seven point scale with would you re-enroll if provided the opportunity rated as 6.15.

	Met Expectations
Year	
2013	5.21
2015	5.21
2017	5.17

Ratings = 1 – much worse than expected to 7 – much better than expected

Overall Satisfaction
5.93
5.91
5.73

Ratings = 1 – not satisfied at all to 7 – very satisfied

Would you re-enroll
6.33
6.27
6.15

Ratings = 1 – definitely not to 7 – definitely yes

OCCC Questions

Ten OCCC questions developed for the survey included the same level of importance and satisfaction ratings as described on page 7. All of the satisfaction ratings were above a 5.50. The helpfulness of the Virtual Learning Center had the smallest difference, 0.29, between importance and satisfaction indicating that students were satisfied with this service. This was followed by “Technical Support services are available when I need them” and “I am satisfied with the available course components on Moodle” both with a 0.37 difference. Three areas that had more than a 0.5 difference between importance and satisfaction included: “staff explained the steps to apply for and receive federal financial aid” with a 0.79 difference; “my advisor provided me adequate information to select an academic program” with a 0.71 difference; and “my advisor gave me time to share personal information” with a 0.64 difference. The highest level of satisfaction was with “I am satisfied with the available course components on Moodle” with a rating of 6.02. This rating was followed closely by “I used the in-person admission process and found it very helpful” with a rating of 5.99.

	Importance	Satisfaction	Difference
The Virtual Learning Center has been very helpful.	6.25	5.96	0.29
Technical Support services are available when I need them.	6.32	5.95	0.37
I am satisfied with the available course components on Moodle.	6.39	6.02	0.37
Based on my needs, I received information on support services such as tutoring, disability services, transportation, etc.	6.36	5.96	0.40
The Student Planning System (SPS) software was helpful in planning my course schedule.	6.32	5.90	0.42
I used the in-person admission process and found it very helpful.	6.42	5.99	0.43
The online admission process was easy to use.	6.39	5.93	0.46

My advisor gave me time to share personal information when we discussed my major, schedule, and enrollment status.	6.25	5.61	0.64
My advisor provided me with adequate information to select an academic program that fits my interests and career goals.	6.38	5.67	0.71
Staff explained the steps to apply for and receive federal financial aid.	6.37	5.58	0.79

OCCC added two Demographic Questions. The first question asked students if they were currently taking care of their children, spouse, parent, or someone else that requires them to be at home. The majority or 63.1% said no. Students were also asked if they had reliable transportation. The majority or 95.6% said yes.

SUMMARY OF COMMENTS

Seven hundred and seventy one students commented on the survey. As expected, there were a variety of comments.

There were ~ 300 generally positive comments. A sample of these comments were:

- Absolute top institution!
- Already having a bachelor's from OU, I was at first wondering about the quality of instruction I would get at a community college as I try to embark on an entirely new career, but it has been second to none! The professors are extremely knowledgeable, they care about the students and they have a passion for the subjects they teach. It's been a very pleasant experience this year at OCCC. I'm happy to be a student there.
- Am proud to be a student in the OCCC because since day one the institution has been so friendly and welcoming. They make learning easy for students and are always ready to listen to their worries. Me, as an African American have never in a day witnessed or heard about racial complaints amongst students and teachers. They are just like a family, helping and praying for each other.
- Awesome !!! Love this college.
- I came here after spending 5 years at a four-year school and the difference in how much the staff cares is amazing. I feel less anxious with smaller classes and my teachers are very approachable here. My time at OCCC has truly been an eye opening experience for me and has re-ignited my love for learning.
- I definitely enjoy being a student at OCCC and feel like I have a lot of opportunities for things like tutoring, jobs, scholarships, etc.
- I've taken many classes in many forums and levels, e.g., on-line, on- and off-campus; distance learning, four-year institutions, Associates thru Masters degrees. Oklahoma City Community College ranks #1 in my educational experience from administration to formal education components. I believe the college plans thoroughly with every potential "client"--staff and student--in mind.
- OCCC has been a very positive experience for me, mostly because of the fact that all of its programs and features are student centered.
- The smaller class sizes are beneficial to my education as I am able to collaborate with other students and speak with my professors.

- I am so thankful that online and evening classes are offered to help the older working parent achieve goals and education.
- I am often impressed with how there are students from all walks of life, and at all different points in their education.

There were 170 faculty comments. A sample of these comments were:

- All of my professors have been excellent and above average, compared to other institutions that I have attended.
- Most teachers have been knowledgeable in their field, have been approachable, and engaging.
- The professors here are very nice and make learning easy and fun.
- I believe your institution educates its students well and does it miraculously, not with policy, but with the content of character that your professors display as individuals while interacting with their students.
- The personal attention I have received at OCCC has been a major contribution to my educational success. I have enjoyed my time here so much that I am sad to go after I graduate this semester.
- Thankfully, my favorite professors have already told me I can come back and visit. One of the reasons why I love OCCC.
- Faculty often do not upload grades in a timely manner. (23 similar comments)

There were 69 student services comments. A sample of these comments were:

- The student advisors and the financial aid office was so fantastic.
- I am very pleased with OCCC and the helpfulness of the staff, and receiving emails from the staff informing me of what is going on around campus. It's nice to have a college that cares for you and wants to involve you in anything and everything.
- The Disabilities office in the Student Support Services Center, as well as all of the faculty and support staff, have been very accommodating and helpful to me. It has been challenging for me to attend college, but I am doing great in my classes because of all the support I have received at OCCC.
- There are so many resources here at OCCC that help you to succeed in all aspects of your education. There is no reason to not do well here and help you prepare for your future ahead.
- If a student is new, the process is still a bit confusing.
- A little more clearly explaining next steps in finance and enrolling.
- I enjoy my classes but would definitely like more help with financial aid.

There were 67 advising comments. A sample of these comments were:

- I would like to say, the enrollment process for full time students was stressful and long, but the advisors and the staff walking you through it did a phenomenal job.
- The advisors are supportive and caring. They know what will fit right into your schedule.
- I find the process to speak to an advisor inconvenient . . . I would like to have an assigned advisor and not a "luck of the draw."
- The academic advisors such as for degree planning should be more knowledgeable of the expectations of all departments so that one could complete their degree on time.
- The number of academic advisors should be increased and more time should be given to students about their educational goal.

CONCLUSIONS

Overall, the college results when compared to the national and the comparison colleges were very positive with the satisfaction ratings of 69 of the 70 questions statistically significantly higher for OCCC. Of the twelve composite scales 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.

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 colleges' level of satisfaction.

Of the ten OCCC specific questions, the Virtual Learning Center had the smallest difference, 0.29, between importance and satisfaction indicating that students were satisfied with this service. The highest level of satisfaction was with "I am satisfied with the available course components on Moodle" with a rating of 6.02.

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.

Six areas college faculty and staff may want to focus on improving include those items which had relatively large differences between the level of importance and the level of satisfaction in 2017. These include:

- Students are notified early if they are doing poorly in class (0.99),
- Financial aid counselors are helpful (0.85),
- Financial aid awards are announced in a timely fashion (0.82),
- My academic advisor is concerned about my success as an individual (0.80),
- My academic advisor helps me set goals to work toward (0.79), and
- Staff explained the steps to apply for and receive federal financial aid (0.79).

APPENDICES

Appendix A Demographics

Gender	N	%
Female	976	69.81%
Male	422	30.19%
Total	1398	100%
No Response 11		

Age	N	%
18 and under	138	9.87%
19 to 24	636	45.49%
25 to 34	353	25.25%
35 to 44	177	12.66%
45 and over	94	6.72%
Total	1398	100%
No Response 11		

Ethnicity/Race	N	%
African-American	146	10.46%
American Indian/Alaskan Native	101	7.23%
Asian or Pacific Islander	153	10.96%
Caucasian/White	696	49.86%
Hispanic	177	12.68%
Other race	56	4.01%
Race - Prefer not to respond	67	4.80%
Total	1396	100%
No Response 13		

Current Enrollment Status	N	%
Day	918	65.85%
Evening	457	32.78%
Weekend	19	1.36%
Total	1394	100%
No Response 15		

Current Class Load	N	%
Full-time	787	56.42%
Part-time	608	43.58%
Total	1395	100%
No Response 14		

Class Level	N	%
1 year or less	469	33.60%
2 years	593	42.48%
3 years	197	14.11%
4 or more years	137	9.81%
Total	1396	100%
No Response 13		

Current GPA	N	%
No credits earned	63	4.53%
1.99 or below	63	4.53%
2.0 - 2.49	136	9.78%
2.5 - 2.99	264	18.99%
3.0 - 3.49	386	27.77%
3.5 or above	478	34.39%
Total	1390	100%
No Response 19		

Educational Goal	N	%
Associate degree	840	60.13%
Vocational/technical program	24	1.72%
Transfer to another institution	392	28.06%
Certification (initial / renewal)	29	2.08%
Self-improvement/pleasure	12	0.86%
Job-related training	17	1.22%
Other educational goal	83	5.94%
Total	1397	100%
No Response 12		

Employment	N	%
Full-time off campus	487	34.96%
Part-time off campus	406	29.15%
Full-time on campus	36	2.58%
Part-time on campus	83	5.96%
Not employed	381	27.35%
Total	1393	100%
No Response 16		

Current Residence	N	%
Residence hall	7	0.50%
Own house	377	27.01%
Rent room or apt off campus	392	28.08%
Parent's home	511	36.60%
Other residence	109	7.81%
Total	1396	100%
No Response 13		

Residence Classification	N	%
In-state	1251	89.61%
Out-of-state	40	2.87%
International (not U.S. citizen)	105	7.52%
Total	1396	100%
No Response 13		

Disabilities	N	%
Yes - Disability	121	8.70%
No - Disability	1270	91.30%
Total	1391	100%
No Response 18		

Institution Was My	N	%
1st choice	1000	72.10%
2nd choice	311	22.42%
3rd choice or lower	76	5.48%
Total	1387	100%
No Response 22		

I am currently responsible for taking care of my children, spouse, parent, or someone else that requires me to be at home.	N	%
Yes	514	36.93%
No	878	63.07%
Total	1392	100%
No Response 17		

Do you have reliable transportation?	N	%
Yes	1334	98.63%
No	61	4.37%
Total	1395	100%
No Response 14		

Appendix B

OCCC Compared to National Results

	Year	OCCC			National			Satis Diff
		Import	Satis	Perf Diff	Import	Satis	Perf Diff	
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***
	2017	6.06	5.82	0.24	5.66	5.43	0.23	0.39***
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***
	2017	6.16	5.72	0.44	6.10	5.52	0.58	0.20***
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***
	2017	6.29	5.81	0.48	6.19	5.52	0.67	0.29***
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***
	2017	6.25	5.97	0.28	5.78	5.30	0.48	0.67***
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***
	2017	6.31	5.67	0.64	6.25	5.50	0.75	0.17***
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**
	2017	6.36	5.63	0.73	6.32	5.59	0.73	0.04
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**
	2017	6.31	5.57	0.74	6.31	5.41	0.90	0.16***
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****
	2017	6.48	5.88	0.60	6.46	5.56	0.90	0.32***

	Year	OCCC			National			Satis Diff
		Import	Satis	Perf Diff	Import	Satis	Perf Diff	
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***
	2017	6.14	5.37	0.77	6.03	5.17	0.86	0.20***
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***
	2017	5.67	5.31	0.36	4.60	4.46	0.14	0.85***
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***
	2017	6.51	6.20	0.31	6.11	5.28	0.83	0.92***
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***
	2017	6.23	5.44	0.79	6.12	5.25	0.87	0.19***
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***
	2017	6.36	5.54	0.82	6.21	5.21	1.00	0.33***
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***
	2017	6.49	6.30	0.19	6.19	5.83	0.36	0.47***
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***
	2017	6.44	5.93	0.51	6.43	5.57	0.86	0.36***
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***
	2017	6.30	5.73	0.57	6.19	5.29	0.90	0.44***

	Year	OCCC			National			Satis Diff
		Import	Satis	Perf Diff	Import	Satis	Perf Diff	
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***
	2017	6.09	5.83	0.26	5.22	4.98	0.24	0.85***
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***
	2017	6.51	5.85	0.66	6.49	5.66	0.83	0.19***
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***
	2017	6.09	5.80	0.29	5.39	5.00	0.39	0.80***
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***
	2017	6.36	5.51	0.85	6.21	5.29	0.92	0.22***
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***
	2017	6.42	6.29	0.13	6.12	5.69	0.43	0.60***
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***
	2017	6.31	6.02	0.29	6.11	5.52	0.59	0.50***
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***
	2017	6.37	5.80	0.57	6.25	5.41	0.84	0.39***
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***
	2017	6.45	6.05	0.40	6.19	5.42	0.77	0.63***

	Year	OCCC			National			Satis Diff
		Import	Satis	Perf Diff	Import	Satis	Perf Diff	
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***
	2017	6.27	5.47	0.80	6.23	5.29	0.94	0.18***
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***
	2017	6.35	6.18	0.17	6.06	5.78	0.28	0.40***
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***
	2017	6.35	5.99	0.36	6.19	5.67	0.52	0.32***
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***
	2017	6.38	6.06	0.32	6.23	5.65	0.58	0.41***
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***
	2017	6.46	5.94	0.52	6.34	5.57	0.77	0.37***
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***
	2017	6.30	5.86	0.44	6.04	5.25	0.79	0.61***
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***
	2017	6.59	6.33	0.26	6.41	5.82	0.59	0.51***
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***
	2017	6.45	5.77	0.68	6.40	5.57	0.83	0.20***

	Year	OCCC			National			Satis Diff
		Import	Satis	Perf Diff	Import	Satis	Perf Diff	
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***
	2017	6.31	5.91	0.40	5.96	5.38	0.58	0.53***
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***
	2017	6.51	6.33	0.18	6.25	5.82	0.43	0.51***
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***
	2017	6.41	5.92	0.49	6.27	5.59	0.68	0.33***
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***
	2017	6.41	6.13	0.28	6.26	5.77	0.49	0.36***
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***
	2017	6.28	5.72	0.56	6.17	5.37	0.80	0.35***
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***
	2017	6.18	6.04	0.14	5.84	5.50	0.34	0.54***
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***
	2017	6.38	5.74	0.64	6.23	4.84	1.39	0.90***
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***
	2017	6.42	5.75	0.67	6.26	5.34	0.92	0.41***

		OCCC			National			Satis Diff
	Year	Import	Satis	Perf Diff	Import	Satis	Perf Diff	
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***
	2017	6.41	5.91	0.50	6.27	5.58	0.69	0.33***
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***
	2017	6.44	6.09	0.35	6.23	5.62	0.61	0.47***
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***
	2017	6.39	6.06	0.33	6.20	5.66	0.54	0.40***
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***
	2017	6.01	5.79	0.22	5.67	5.22	0.45	0.57***
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***
	2017	6.36	6.25	0.11	6.13	5.77	0.36	0.48***
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***
	2017	6.42	5.73	0.69	6.31	5.45	0.86	0.28***
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***
	2017	6.35	5.82	0.53	6.16	5.41	0.75	0.41***
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***
	2017	6.38	6.00	0.38	6.17	5.46	0.71	0.54***
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***
	2017	6.37	5.92	0.45	6.10	5.41	0.69	0.51***

		OCCC			National			Satis Diff
	Year	Import	Satis	Perf Diff	Import	Satis	Perf Diff	
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***
	2017	6.41	6.08	0.33	6.14	5.68	0.46	0.40***
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***
	2017	6.43	5.95	0.48	6.26	5.67	0.59	0.28***
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***
	2017	6.41	5.84	0.57	6.31	5.43	0.88	0.41***
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***
	2017	6.34	6.00	0.34	6.16	5.55	0.61	0.45***
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***
	2017	6.25	5.69	0.56	6.14	5.37	0.77	0.32***
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***
	2017	6.37	5.98	0.39	6.15	5.50	0.65	0.48***
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***
	2017	6.33	5.86	0.47	6.13	5.59	0.54	0.27***
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***
	2017	6.30	5.88	0.42	6.15	5.52	0.63	0.36***

	Year	OCCC			National			Satis Diff
		Import	Satis	Perf Diff	Import	Satis	Perf Diff	
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***
	2017	6.51	6.06	0.45	6.42	5.83	0.59	0.23***
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***
	2017	6.23	5.93	0.30	5.95	5.43	0.52	0.50***
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***
	2017	6.37	5.95	0.42	6.18	5.54	0.64	0.41***
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***
	2017	6.48	6.11	0.37	6.28	5.77	0.51	0.34***
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***
	2017	6.33	6.22	0.11	6.12	5.73	0.39	0.49***
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***
	2017	6.28	5.66	0.62	6.13	5.26	0.87	0.40***
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***
	2017	6.28	5.79	0.49	6.19	5.57	0.62	0.22***
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*
	2017	6.27	5.28	0.99	6.23	5.12	1.11	0.16**

	Year	OCCC			National			Satis Diff
		Import	Satis	Perf Diff	Import	Satis	Perf Diff	
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***
	2017	6.43	6.04	0.39	6.37	5.68	0.69	0.36***
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***
	2017	6.25	5.61	0.64	6.04	5.08	0.96	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***
	2017	6.45	6.32	0.13	6.27	5.96	0.31	0.36***
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***
	2017	6.52	6.21	0.31	6.37	5.79	0.58	0.42***
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***
	2017	6.52	6.26	0.26	6.42	5.90	0.52	0.36***

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Questions 71-80 are college generated questions and found on page 72.

Satisfaction with a Commitment to:

	Year	OCCC Satisfaction	National Satisfaction	Difference
81. Part-time students?	2013	6.07	5.63	0.44***
	2015	6.12	5.69	0.43***
	2017	5.99	5.74	0.25***
82. Evening students?	2013	6.06	5.53	0.53***
	2015	5.99	5.57	0.42***
	2017	5.93	5.61	0.32***
83. Older, returning learners?	2013	6.08	5.60	0.48***
	2015	6.09	5.67	0.42***
	2017	6.01	5.71	0.30***
84. Under-represented populations?	2013	6.05	5.42	0.63***
	2015	6.06	5.51	0.55***
	2017	6.07	5.59	0.48***
85. Commuters?	2013	5.98	5.41	0.57***
	2015	5.99	5.49	0.50***
	2017	6.01	5.56	0.45***
86. Students with disabilities?	2013	6.17	5.54	0.63***
	2015	6.20	5.65	0.55***
	2017	6.18	5.72	0.46***

*** Difference statistically significant at the .001 level

Importance of Decision to Enroll

	Year	OCCC Import	National Import	Difference
87. Cost as factor in decision to enroll.	2013	6.41	6.31	0.10
	2015	6.48	6.34	0.14
	2017	6.32	6.35	
88. Financial aid as factor in decision to enroll.	2013	6.18	6.03	0.15
	2015	6.19	6.09	0.10
	2017	6.19	6.10	
89. Academic reputation as factor in decision to enroll.	2013	6.09	5.85	0.24
	2015	6.14	5.91	0.23
	2017	6.10	5.94	
90. Size of institution as factor in decision to enroll.	2013	5.43	5.19	0.24
	2015	5.45	5.21	0.24
	2017	5.61	5.21	

	Year	OCCC Import	National Import	Difference
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
	2017	4.20	3.56	
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
	2017	5.45	4.99	
93. Geographic setting as factor in decision to enroll.	2013	5.84	5.48	0.36
	2015	5.68	5.56	0.12
	2017	5.81	5.58	
94. Campus appearance as factor in decision to enroll.	2013	5.39	5.22	0.17
	2015	5.37	5.24	0.13
	2017	5.49	5.27	
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
	2017	5.64	5.47	

	Year	OCCC	National	Difference
So far, how has your college experience met your expectations?				
Average	2013	5.21	4.82	0.39***
	2015	5.21	4.86	0.35***
	2017	5.17	4.90	0.27***
1=Much worse than expected	2013	1%	1%	
	2015	0%	1%	
	2017	0%	1%	
2=Quite a bit worse than I expected	2013	0%	1%	
	2015	1%	1%	
	2017	1%	1%	
3=Worse than I expected	2013	3%	6%	
	2015	4%	6%	
	2017	5%	6%	

	Year	OCCC	National	Difference
4=About what I expected	2013	28%	36%	
	2015	25%	34%	
	2017	26%	33%	
5=Better than I expected	2013	28%	25%	
	2015	28%	25%	
	2017	26%	25%	
6=Quite a bit better than I expected	2013	13%	12%	
	2015	16%	13%	
	2017	16%	13%	
7=Much better than expected	2013	24%	15%	
	2015	23%	16%	
	2017	22%	17%	

*** Difference statistically significant at the .001 level

Rate your overall satisfaction with your experience here thus far.				
Average	2013	5.93	5.46	0.47***
	2015	5.91	5.51	0.40***
	2017	5.73	5.55	0.18***
1=Not satisfied at all	2013	0%	1%	
	2015	0%	1%	
	2017	0%	1%	
2=Not very satisfied	2013	1%	2%	
	2015	1%	2%	
	2017	1%	2%	
3=Somewhat dissatisfied	2013	3%	5%	
	2015	2%	5%	
	2017	4%	5%	
4=Neutral	2013	5%	11%	
	2015	6%	10%	
	2017	9%	10%	
5=Somewhat satisfied	2013	11%	17%	
	2015	12%	16%	
	2017	13%	15%	
6=Satisfied	2013	41%	40%	
	2015	42%	40%	
	2017	41%	40%	
7=Very satisfied	2013	35%	20%	
	2015	33%	22%	
	2017	28%	23%	

*** Difference statistically significant at the .001 level

	Year	OCCC	National	Difference
All in all, if you had to do it over, would you enroll here again?				
Average	2013	6.33	5.72	0.61***
	2015	6.27	5.74	0.53***
	2017	6.15	5.78	0.37***
1=Definitely not	2013	0%	2%	
	2015	0%	2%	
	2017	0%	2%	
2=Probably not	2013	1%	4%	
	2015	2%	4%	
	2017	1%	3%	
3=Maybe not	2013	1%	3%	
	2015	1%	3%	
	2017	2%	3%	
4=I don't know	2013	3%	8%	
	2015	3%	8%	
	2017	6%	7%	
5=Maybe yes	2013	4%	10%	
	2015	7%	10%	
	2017	8%	10%	
6=Probably yes	2013	27%	31%	
	2015	27%	30%	
	2017	28%	30%	
7=Definitely yes	2013	60%	39%	
	2015	57%	40%	
	2017	52%	41%	

Institutional Category Summary of OCCC Compared to the National Results

		OCCC			National			Satis Diff
		Import	Satis	Diff	Import	Satis	Diff	
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***
	2017	6.30	5.94	0.36	6.11	5.56	0.55	0.38***
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***
	2017	6.39	5.88	0.51	6.29	5.58	0.71	0.33***
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***
	2017		6.03			5.66		0.37***
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***
	2017	6.15	5.83	0.32	5.67	5.21	0.46	0.62***
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***
	2017	6.44	6.05	0.39	6.15	5.34	0.81	0.71***
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***
	2017	6.36	5.69	0.67	6.26	5.42	0.84	0.27***
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***
	2017	6.35	5.73	0.62	6.18	5.38	0.80	0.35***

		OCCC			National			Satis Diff
		Import	Satis	Perf Diff	Import	Satis	Perf Diff	
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***
	2017	6.43	6.19	0.24	6.16	5.70	0.46	0.49***
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***
	2017	6.39	5.94	0.45	6.26	5.60	0.66	0.34***
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***
	2017	6.28	5.89	0.39	6.08	5.48	0.60	0.41***
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***
	2017	6.31	5.77	0.54	6.20	5.43	0.77	0.34***
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***
	2017	6.29	5.92	0.37	6.10	5.50	0.60	0.42***

*** Difference statistically significant at the .001 level

APPENDIX C

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 Diff
	Year	Import	Satis	Perf Diff	Import	Satis	Perf Diff	
1. Most students feel a sense of belonging here.	2015	5.98	5.81	0.17	5.50	5.31	0.19	0.50***
	2017	6.06	5.82	0.24	5.59	5.32	0.27	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***
	2017	6.16	5.72	0.44	6.01	5.39	0.62	0.33***
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***
	2017	6.29	5.81	0.48	6.10	5.41	0.69	0.40***
4. Security staff are helpful.	2015	6.19	5.83	0.36	5.72	5.19	0.53	0.64***
	2017	6.25	5.97	0.28	5.87	5.35	0.52	0.62***
5. The personnel involved in registration are helpful.	2015	6.37	5.75	0.62	6.14	5.35	0.79	0.40***
	2017	6.31	5.67	0.64	6.20	5.38	0.82	0.29***
6. My academic advisor is approachable.	2015	6.39	5.63	0.76	6.21	5.41	0.80	0.22***
	2017	6.36	5.63	0.73	6.28	5.49	0.79	0.14**
7. Adequate financial aid is available for most students.	2015	6.48	5.54	0.94	6.22	5.28	0.94	0.26***
	2017	6.31	5.57	0.74	6.25	5.25	1.00	0.32***
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***
	2017	6.48	5.88	0.60	6.44	5.43	1.01	0.45***
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***
	2017	6.14	5.37	0.77	5.96	4.96	1.00	0.41***
10. Child care facilities are available on campus.	2015	5.23	5.38	-0.15	4.40	4.48	-0.08	0.90***
	2017	5.67	5.31	0.36	4.55	4.45	0.10	0.86***

	Year	OCCC			Comparison Colleges			Satis Diff
		Import	Satis	Perf Diff	Import	Satis	Perf Diff	
11. Security staff respond quickly in emergencies.	2015	6.50	6.03	0.47	6.05	5.16	0.89	0.87***
	2017	6.51	6.20	0.31	6.16	5.30	0.86	0.90***
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***
	2017	6.23	5.44	0.79	6.14	5.20	0.94	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***
	2017	6.36	5.54	0.82	6.17	5.09	1.08	0.45***
14. Library resources and services are adequate.	2015	6.45	6.24	0.21	6.13	5.75	0.38	0.49***
	2017	6.49	6.30	0.19	6.19	5.79	0.40	0.51***
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***
	2017	6.44	5.93	0.51	6.40	5.39	1.01	0.54***
16. The college shows concern for students as individuals.	2015	6.41	5.74	0.67	6.04	5.11	0.93	0.63***
	2017	6.30	5.73	0.57	6.10	5.13	0.97	0.60***
17. Personnel in the Veterans' Services programs are helpful.	2015	5.97	5.70	0.27	4.86	4.75	0.11	0.95***
	2017	6.09	5.83	0.26	5.08	4.86	0.22	0.97***
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***
	2017	6.51	5.85	0.66	6.45	5.57	0.88	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***
	2017	6.09	5.80	0.29	5.31	4.93	0.38	0.87***
20. Financial aid counselors are helpful.	2015	6.43	5.47	0.96	6.09	5.09	1.00	0.38***
	2017	6.36	5.51	0.85	6.15	5.15	1.00	0.36***

		OCCC			Comparison Colleges			Satis Diff
	Year	Import	Satis	Perf Diff	Import	Satis	Perf Diff	
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***
	2017	6.42	6.29	0.13	6.13	5.60	0.53	0.69***
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***
	2017	6.31	6.02	0.29	6.07	5.40	0.67	0.62***
23. Faculty are understanding of students' unique life circumstances.	2015	6.51	5.73	0.78	6.12	5.24	0.88	0.49***
	2017	6.37	5.80	0.57	6.18	5.28	0.90	0.52***
24. Parking lots are well-lighted and secure.	2015	6.48	6.05	0.43	6.14	5.17	0.97	0.88***
	2017	6.45	6.05	0.40	6.18	5.18	1.00	0.87***
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***
	2017	6.27	5.47	0.80	6.16	5.14	1.02	0.33***
26. Library staff are helpful and approachable.	2015	6.34	6.13	0.21	5.97	5.66	0.31	0.47***
	2017	6.35	6.18	0.17	6.04	5.73	0.31	0.45***
27. The campus staff are caring and helpful.	2015	6.43	5.97	0.46	6.06	5.50	0.56	0.47***
	2017	6.35	5.99	0.36	6.12	5.54	0.58	0.45***
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***
	2017	6.38	6.06	0.32	6.17	5.55	0.62	0.51***
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***
	2017	6.46	5.94	0.52	6.31	5.49	0.82	0.45***
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***
	2017	6.30	5.86	0.44	5.96	5.14	0.82	0.72***

	Year	OCCC			Comparison Colleges			Satis Diff
		Import	Satis	Perf Diff	Import	Satis	Perf Diff	
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***
	2017	6.59	6.33	0.26	6.40	5.67	0.73	0.66***
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***
	2017	6.45	5.77	0.68	6.37	5.43	0.94	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***
	2017	6.31	5.91	0.40	5.85	5.22	0.63	0.69***
34. Computer labs are adequate and accessible.	2015	6.52	6.32	0.20	6.19	5.72	0.47	0.60***
	2017	6.51	6.33	0.18	6.25	5.75	0.50	0.58***
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***
	2017	6.41	5.92	0.49	6.25	5.49	0.76	0.43***
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***
	2017	6.41	6.13	0.28	6.20	5.65	0.55	0.48***
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***
	2017	6.28	5.72	0.56	6.12	5.25	0.87	0.47***
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***
	2017	6.18	6.04	0.14	5.77	5.36	0.41	0.68***
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***
	2017	6.38	5.74	0.64	6.26	4.32	1.94	1.42***

	Year	OCCC			Comparison Colleges			Satis Diff
		Import	Satis	Perf Diff	Import	Satis	Perf Diff	
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***
	2017	6.42	5.75	0.67	6.26	5.22	1.04	0.53***
41. Admissions staff are knowledgeable.	2015	6.48	5.85	0.63	6.14	5.44	0.70	0.41***
	2017	6.41	5.91	0.50	6.22	5.47	0.75	0.44***
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***
	2017	6.44	6.09	0.35	6.15	5.52	0.63	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***
	2017	6.39	6.06	0.33	6.18	5.56	0.62	0.50***
44. I generally know what's happening on campus.	2015	5.97	5.88	0.09	5.51	4.99	0.52	0.89***
	2017	6.01	5.79	0.22	5.58	5.02	0.56	0.77***
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***
	2017	6.36	6.25	0.11	6.03	5.60	0.43	0.65***
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***
	2017	6.42	5.73	0.69	6.26	5.31	0.95	0.42***
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***
	2017	6.35	5.82	0.53	6.10	5.28	0.82	0.54***
48. Counseling staff care about students as individuals.	2015	6.42	5.93	0.49	6.06	5.27	0.79	0.66***
	2017	6.38	6.00	0.38	6.13	5.33	0.80	0.67***
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***
	2017	6.37	5.92	0.45	6.04	5.28	0.76	0.64***

	Year	OCCC			Comparison Colleges			Satis Diff
		Import	Satis	Perf Diff	Import	Satis	Perf Diff	
50. Tutoring services are readily available.	2015	6.39	6.03	0.36	6.05	5.55	0.50	0.48***
	2017	6.41	6.08	0.33	6.14	5.60	0.54	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***
	2017	6.43	5.95	0.48	6.22	5.56	0.66	0.39***
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***
	2017	6.41	5.84	0.57	6.26	5.31	0.95	0.53***
53. The assessment and course placement procedures are reasonable.	2015	6.42	5.95	0.47	6.03	5.36	0.67	0.59***
	2017	6.34	6.00	0.34	6.10	5.39	0.71	0.61***
54. Faculty are interested in my academic problems.	2015	6.40	5.69	0.71	6.00	5.20	0.80	0.49***
	2017	6.25	5.69	0.56	6.06	5.23	0.83	0.46***
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***
	2017	6.37	5.98	0.39	6.10	5.34	0.76	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***
	2017	6.33	5.86	0.47	6.07	5.42	0.65	0.44***
57. Administrators are approachable to students.	2015	6.39	5.91	0.48	5.99	5.30	0.69	0.61***
	2017	6.30	5.88	0.42	6.06	5.34	0.72	0.54***
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***
	2017	6.51	6.06	0.45	6.36	5.71	0.65	0.35***
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***
	2017	6.23	5.93	0.30	5.90	5.30	0.60	0.63***

	Year	OCCC			Comparison Colleges			Satis Diff
		Import	Satis	Perf Diff	Import	Satis	Perf Diff	
60. Billing policies are reasonable.	2015	6.50	5.92	0.58	6.04	5.37	0.67	0.55***
	2017	6.37	5.95	0.42	6.12	5.39	0.73	0.56***
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***
	2017	6.48	6.11	0.37	6.22	5.64	0.58	0.47***
62. Bookstore staff are helpful.	2015	6.37	6.19	0.18	6.04	5.65	0.39	0.54***
	2017	6.33	6.22	0.11	6.08	5.68	0.40	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***
	2017	6.28	5.66	0.62	6.06	5.12	0.94	0.54***
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***
	2017	6.28	5.79	0.49	6.09	5.38	0.71	0.41***
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***
	2017	6.27	5.28	0.99	6.19	4.94	1.25	0.34***
66. Program requirements are clear and reasonable.	2015	6.58	6.01	0.57	6.26	5.52	0.74	0.49***
	2017	6.43	6.04	0.39	6.31	5.53	0.78	0.51***
67. Channels for expressing student complaints are readily available.	2015	6.33	5.53	0.80	5.87	4.94	0.93	0.59***
	2017	6.25	5.61	0.64	5.96	4.90	1.06	0.71***
68. On the whole, the campus is well-maintained.	2015	6.51	6.42	0.09	6.16	5.82	0.34	0.60***
	2017	6.45	6.32	0.13	6.21	5.82	0.39	0.50***
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***
	2017	6.52	6.21	0.31	6.35	5.73	0.62	0.48***
70. I am able to experience intellectual growth here.	2015	6.65	6.26	0.39	6.35	5.78	0.57	0.48***
	2017	6.52	6.26	0.26	6.40	5.83	0.57	0.43***

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary by Twelve Composite Scales

		OCCC			Comparison Colleges			Satisfaction Difference
		Import	Satis	Diff	Import	Satis	Diff	
Academic services	2015	6.43	6.15	0.28	6.07	5.59	0.48	0.56***
	2017	6.43	6.19	0.24	6.14	5.62	0.52	0.57***
Safety and security	2015	6.46	5.97	0.49	6.09	5.06	1.03	0.91***
	2017	6.44	6.05	0.39	6.18	5.16	1.02	0.89***
Responsiveness to diverse populations	2015		6.07			5.52		0.55***
	2017		6.03			5.56		0.47***
Registration effectiveness	2015	6.47	5.94	0.53	6.17	5.46	0.71	0.48***
	2017	6.39	5.94	0.45	6.22	5.48	0.74	0.46***
Student centeredness	2015	6.35	5.94	0.41	5.98	5.40	0.58	0.54***
	2017	6.30	5.94	0.36	6.04	5.42	0.62	0.52***
Campus climate	2015	6.35	5.92	0.43	5.97	5.33	0.64	0.59***
	2017	6.29	5.92	0.37	6.03	5.36	0.67	0.56***
Service excellence	2015	6.33	5.88	0.45	5.95	5.32	0.63	0.56***
	2017	6.28	5.89	0.39	6.02	5.35	0.67	0.54***
Instructional effectiveness	2015	6.52	5.86	0.66	6.18	5.43	0.75	0.43***
	2017	6.39	5.88	0.51	6.24	5.45	0.79	0.43***
Campus support services	2015	6.07	5.77	0.30	5.47	5.05	0.42	0.72***
	2017	6.15	5.83	0.32	5.59	5.10	0.49	0.73***
Concern for the individual	2015	6.42	5.75	0.67	6.07	5.26	0.81	0.49***
	2017	6.31	5.77	0.54	6.14	5.30	0.84	0.47***
Admissions and financial aid	2015	6.42	5.67	0.75	6.05	5.21	0.84	0.46***
	2017	6.35	5.73	0.62	6.12	5.25	0.87	0.48***
Academic advising/counseling	2015	6.44	5.64	0.80	6.16	5.24	0.71	0.39***
	2017	6.36	5.69	0.67	6.23	5.31	0.92	0.38***

*** Difference statistically significant at the .001 level

Questions 71-80 are college generated questions and found on page 72.

Satisfaction with a Commitment to:

	Year	OCCC Satisfaction	Comparison Colleges Satisfaction	Diff
81. Part-time students?	2015	6.12	5.66	0.46***
	2017	5.99	5.67	0.32***
82. Evening students?	2015	5.99	5.50	0.49***
	2017	5.93	5.51	0.42***
83. Older, returning learners?	2015	6.09	5.57	0.52***
	2017	6.01	5.60	0.41***
84. Under-represented populations?	2015	6.06	5.41	0.65***
	2017	6.07	5.47	0.60***
85. Commuters?	2015	5.99	5.37	0.62***
	2017	6.01	5.45	0.56***
86. Students with disabilities?	2015	6.20	5.58	0.62***
	2017	6.18	5.67	0.51***

Importance of Decision to Enroll

	Year	OCCC Importance	Comparison Colleges Importance	Diff
87. Cost as factor in decision to enroll.	2015	6.48	6.37	0.11
	2017	6.32	6.35	
88. Financial aid as factor in decision to enroll.	2015	6.19	6.03	0.16
	2017	6.19	6.07	
89. Academic reputation as factor in decision to enroll.	2015	6.14	5.81	0.33
	2017	6.10	5.85	
90. Size of institution as factor in decision to enroll.	2015	5.45	5.10	0.35
	2017	5.61	5.09	
91. Opportunity to play sports as factor in decision to enroll.	2015	3.36	3.54	-0.18
	2017	4.20	3.58	

	Year	OSCC Importance	Comparison Colleges Importance	Diff
92. Recommendations from family/friends as factor in decision to enroll.	2015	5.24	4.91	0.33
	2017	5.45	4.94	
93. Geographic setting as factor in decision to enroll.	2015	5.68	5.48	0.20
	2017	5.81	5.57	
94. Campus appearance as factor in decision to enroll.	2015	5.37	5.24	0.13
	2017	5.49	5.27	
95. Personalized attention prior to enrollment as factor in decision to enroll.	2015	5.70	5.29	0.41
	2017	5.64	5.35	

	Year	OSCC	Comparison Colleges	Diff
So far, how has your college experience met your expectations?				
Average	2015	5.21	4.88	0.33
	2017	5.17	4.87	0.30
1=Much worse than expected	2015	0%	1%	
	2017	0%	1%	
2=Quite a bit worse than I expected	2015	1%	1%	
	2017	1%	1%	
3=Worse than I expected	2015	4%	5%	
	2017	5%	6%	
4=About what I expected	2015	25%	36%	
	2017	26%	34%	
5=Better than I expected	2015	28%	25%	
	2017	26%	25%	
6=Quite a bit better than I expected	2015	16%	13%	
	2017	16%	13%	
7=Much better than expected	2015	23%	16%	
	2017	22%	16%	

Rate your overall satisfaction with your experience here thus far.				
Average	2015	5.91	5.50	0.41
	2017	5.73	5.48	0.25
1=Not satisfied at all	2015	0%	0%	
	2017	0%	1%	
2=Not very satisfied	2015	1%	1%	
	2017	1%	2%	
3=Somewhat dissatisfied	2015	2%	5%	
	2017	4%	5%	
4=Neutral	2015	6%	12%	
	2017	9%	12%	
5=Somewhat satisfied	2015	12%	17%	
	2017	13%	17%	
6=Satisfied	2015	42%	41%	
	2017	41%	40%	
7=Very satisfied	2015	33%	20%	
	2017	28%	21%	
	Year	OCCC	Comparison Colleges	Diff
All in all, if you had to do it over, would you enroll here again?				
Average	2015	6.27	5.82	0.45
	2017	6.15	5.78	0.37
1=Definitely not	2015	0%	1%	
	2017	0%	2%	
2=Probably not	2015	2%	3%	
	2017	1%	3%	
3=Maybe not	2015	1%	3%	
	2017	2%	3%	
4=I don't know	2015	3%	8%	
	2017	6%	8%	
5=Maybe yes	2015	7%	11%	
	2017	8%	11%	
6=Probably yes	2015	27%	31%	
	2017	28%	30%	
7=Definitely yes	2015	57%	40%	
	2017	52%	40%	

Appendix D

OCCC Results for 2013, 2015 and 2017

	Year	Import	Satis	Perf Diff
1. Most students feel a sense of belonging here.	2013	5.89	5.76	0.13
	2015	5.98	5.81	0.17
	2017	6.06	5.82	0.24
2. Faculty care about me as an individual.	2013	6.38	5.77	0.61
	2015	6.33	5.76	0.57
	2017	6.16	5.72	0.44
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
	2017	6.29	5.81	0.48
4. Security staff are helpful.	2013	6.12	5.84	0.28
	2015	6.19	5.83	0.36
	2017	6.25	5.97*	0.28
5. The personnel involved in registration are helpful.	2013	6.42	5.64	0.78
	2015	6.37	5.75	0.62
	2017	6.31	5.67	0.64
6. My academic advisor is approachable.	2013	6.50	5.45	1.05
	2015	6.39	5.63*	0.76
	2017	6.36	5.63	0.73
7. Adequate financial aid is available for most students.	2013	6.45	5.62	0.83
	2015	6.48	5.54	0.94
	2017	6.31	5.57	0.74
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
	2017	6.48	5.88	0.60
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
	2017	6.14	5.37	0.77
10. Child care facilities are available on campus.	2013	5.14	5.12	0.02
	2015	5.23	5.38*	-0.15
	2017	5.67	5.31	0.36
11. Security staff respond quickly in emergencies.	2013	6.48	5.96	0.52
	2015	6.50	6.03	0.47
	2017	6.51	6.20*	0.31

	Year	Import	Satis	Perf Diff
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
	2017	6.23	5.44	0.79
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
	2017	6.36	5.54	0.82
14. Library resources and services are adequate.	2013	6.49	6.30	0.19
	2015	6.45	6.24	0.21
	2017	6.49	6.30	0.19
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
	2017	6.44	5.93	0.51
16. The college shows concern for students as individuals.	2013	6.40	5.67	0.73
	2015	6.41	5.74	0.67
	2017	6.30	5.73	0.57
17. Personnel in the Veterans' Services programs are helpful.	2013	5.82	5.69	0.13
	2015	5.97	5.70	0.27
	2017	6.09	5.83	0.26
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
	2017	6.51	5.85	0.66
19. This campus provides effective support services for displaced homemakers.	2013	5.94	5.40	0.54
	2015	5.93	5.62*	0.31
	2017	6.09	5.80*	0.29
20. Financial aid counselors are helpful.	2013	6.45	5.30	1.15
	2015	6.43	5.47*	0.96
	2017	6.36	5.51	0.85
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
	2017	6.42	6.29	0.13
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
	2017	6.31	6.02	0.29

	Year	Import	Satis	Perf Diff
23. Faculty are understanding of students' unique life circumstances.	2013	6.49	5.75	0.74
	2015	6.51	5.73	0.78
	2017	6.37	5.80	0.57
24. Parking lots are well-lighted and secure.	2013	6.50	5.99	0.51
	2015	6.48	6.05	0.43
	2017	6.45	6.05	0.40
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
	2017	6.27	5.47	0.80
26. Library staff are helpful and approachable.	2013	6.35	6.22	0.13
	2015	6.34	6.13	0.21
	2017	6.35	6.18	0.17
27. The campus staff are caring and helpful.	2013	6.39	5.94	0.45
	2015	6.43	5.97	0.46
	2017	6.35	5.99	0.36
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
	2017	6.38	6.06	0.32
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
	2017	6.46	5.94	0.52
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
	2017	6.30	5.86	0.44
31. The campus is safe and secure for all students.	2013	6.65	6.26	0.39
	2015	6.67	6.30	0.37
	2017	6.59	6.33	0.26
32. My academic advisor is knowledgeable about my program requirements.	2013	6.60	5.63	0.97
	2015	6.55	5.71	0.84
	2017	6.45	5.77	0.68
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
	2017	6.31	5.91	0.40

	Year	Import	Satis	Perf Diff
34. Computer labs are adequate and accessible.	2013	6.53	6.37	0.16
	2015	6.52	6.32	0.20
	2017	6.51	6.33	0.18
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
	2017	6.41	5.92	0.49
36. Students are made to feel welcome on this campus.	2013	6.47	6.15	0.32
	2015	6.49	6.18	0.31
	2017	6.41	6.13	0.28
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
	2017	6.28	5.72	0.56
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	5.98*	0.17
	2017	6.18	6.04	0.14
39. The amount of student parking space on campus is adequate.	2013	6.44	5.49	0.95
	2015	6.44	5.66*	0.78
	2017	6.38	5.74	0.64
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
	2017	6.42	5.75	0.67
41. Admissions staff are knowledgeable.	2013	6.45	5.81	0.64
	2015	6.48	5.85	0.63
	2017	6.41	5.91	0.50
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
	2017	6.44	6.09	0.35
43. Class change (drop/add) policies are reasonable.	2013	6.45	6.10	0.35
	2015	6.45	6.11	0.34
	2017	6.39	6.06	0.33
44. I generally know what's happening on campus.	2013	5.96	5.83	0.13
	2015	5.97	5.88	0.09
	2017	6.01	5.79	0.22

	Year	Import	Satis	Perf Diff
45. This institution has a good reputation within the community.	2013	6.39	6.24	0.15
	2015	6.37	6.25	0.12
	2017	6.36	6.25	0.11
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
	2017	6.42	5.73*	0.69
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
	2017	6.35	5.82	0.53
48. Counseling staff care about students as individuals.	2013	6.45	5.85	0.60
	2015	6.42	5.93	0.49
	2017	6.38	6.00	0.38
49. Admissions counselors respond to prospective students' unique needs and requests.	2013	6.33	5.65	0.68
	2015	6.36	5.80*	0.56
	2017	6.37	5.92*	0.45
50. Tutoring services are readily available.	2013	6.38	5.98	0.40
	2015	6.39	6.03	0.36
	2017	6.41	6.08	0.33
51. There are convenient ways of paying my school bill.	2013	6.42	6.06	0.36
	2015	6.48	5.88**	0.60
	2017	6.43	5.95	0.48
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
	2017	6.41	5.84	0.57
53. The assessment and course placement procedures are reasonable.	2013	6.36	5.86	0.50
	2015	6.42	5.95	0.47
	2017	6.34	6.00	0.34
54. Faculty are interested in my academic problems.	2013	6.37	5.64	0.73
	2015	6.40	5.69	0.71
	2017	6.25	5.69	0.56
55. Academic support services adequately meet the needs of students.	2013	6.40	5.77	0.63
	2015	6.46	5.96**	0.50
	2017	6.37	5.98	0.39

	Year	Import	Satis	Perf Diff
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
	2017	6.33	5.86	0.47
57. Administrators are approachable to students.	2013	6.35	5.80	0.55
	2015	6.39	5.91	0.48
	2017	6.30	5.88	0.42
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
	2017	6.51	6.06	0.45
59. New student orientation services help students adjust to college.	2013	6.13	5.90	0.23
	2015	6.20	5.98	0.22
	2017	6.23	5.93	0.30
60. Billing policies are reasonable.	2013	6.40	5.90	0.50
	2015	6.50	5.92	0.58
	2017	6.37	5.95	0.42
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
	2017	6.48	6.11	0.37
62. Bookstore staff are helpful.	2013	6.37	6.20	0.17
	2015	6.37	6.19	0.18
	2017	6.33	6.22	0.11
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
	2017	6.28	5.66	0.62
64. Nearly all classes deal with practical experiences and applications.	2013	6.36	5.81	0.55
	2015	6.41	5.82	0.59
	2017	6.28	5.79	0.49
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
	2017	6.27	5.28	0.99
66. Program requirements are clear and reasonable.	2013	6.56	6.00	0.56
	2015	6.58	6.01	0.57
	2017	6.43	6.04	0.39

	Year	Import	Satis	Perf Diff
67. Channels for expressing student complaints are readily available.	2013	6.26	5.42	0.84
	2015	6.33	5.53	0.80
	2017	6.25	5.61	0.64
68. On the whole, the campus is well-maintained.	2013	6.46	6.37	0.09
	2015	6.51	6.42	0.09
	2017	6.45	6.32*	0.13
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
	2017	6.52	6.21	0.31
70. I am able to experience intellectual growth here.	2013	6.60	6.25	0.35
	2015	6.65	6.26	0.39
	2017	6.52	6.26	0.26

Please note: Those satisfaction numbers in bold with an asterisk indicates a statistically significant change compared to the previous year.

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

Institutional Summary by Twelve Composite Scales

		OCCC		
	Year	Importance	Satisfaction	Difference
Academic services	2013	6.43	6.15	0.28
	2015	6.43	6.15	0.28
	2017	6.43	6.19	0.24
Safety and security	2013	6.44	5.91	0.53
	2015	6.46	5.97	0.49
	2017	6.44	6.05	0.39
Responsiveness to diverse populations	2013		6.06	
	2015		6.07	
	2017		6.03	
Registration effectiveness	2013	6.47	5.95	0.52
	2015	6.47	5.94	0.53
	2017	6.39	5.94	0.45
Student centeredness	2013	6.32	5.90	0.42
	2015	6.35	5.94	0.41
	2017	6.30	5.94	0.36
Campus climate	2013	6.33	5.88	0.45
	2015	6.35	5.92	0.43
	2017	6.29	5.92	0.37

		OCCC		
	Year	Importance	Satisfaction	Difference
Service excellence	2013	6.32	5.85	0.47
	2015	6.33	5.88	0.45
	2017	6.28	5.89	0.39
Instructional effectiveness	2013	6.50	5.88	0.62
	2015	6.52	5.86	0.66
	2017	6.39	5.88	0.51
Campus support services	2013	6.03	5.70	0.33
	2015	6.07	5.77	0.30
	2017	6.15	5.83	0.32
Concern for the individual	2013	6.44	5.71	0.73
	2015	6.42	5.75	0.67
	2017	6.31	5.77	0.54
Admissions and financial aid	2013	6.40	5.62	0.78
	2015	6.42	5.67	0.75
	2017	6.35	5.73	0.62
Academic advising/counseling	2013	6.48	5.54	0.94
	2015	6.44	5.64	0.80
	2017	6.36	5.69	0.67

OCCC Items

	Importance	Satisfaction	Difference
The Virtual Learning Center has been very helpful.	6.25	5.96	0.29
Technical Support services are available when I need them.	6.32	5.95	0.37
I am satisfied with the available course components on Moodle.	6.39	6.02	0.37
Based on my needs, I received information on support services such as tutoring, disability services, transportation, etc.	6.36	5.96	0.40
The Student Planning System (SPS) software was helpful in planning my course schedule.	6.32	5.90	0.42
I used the in-person admission process and found it very helpful.	6.42	5.99	0.43
The online admission process was easy to use.	6.39	5.93	0.46
My advisor gave me time to share personal information when we discussed my major, schedule, and enrollment status.	6.25	5.61	0.64

My advisor provided me with adequate information to select an academic program that fits my interests and career goals.	6.38	5.67	0.71
Staff explained the steps to apply for and receive federal financial aid.	6.37	5.58	0.79

Satisfaction with a Commitment to:

	Year	OCCC Satisfaction
81. Part-time students?	2013	6.07
	2015	6.12
	2017	5.99
82. Evening students?	2013	6.06
	2015	5.99
	2017	5.93
83. Older, returning learners?	2013	6.08
	2015	6.09
	2017	6.01
84. Under-represented populations?	2013	6.05
	2015	6.06
	2017	6.07
85. Commuters?	2013	5.98
	2015	5.99
	2017	6.01
86. Students with disabilities?	2013	6.17
	2015	6.20
	2017	6.18

Importance of Decision to Enroll

	Year	OCCC Importance
87. Cost as factor in decision to enroll.	2013	6.41
	2015	6.48
	2017	6.32
88. Financial aid as factor in decision to enroll.	2013	6.18
	2015	6.19
	2017	6.19
89. Academic reputation as factor in decision to enroll.	2013	6.09
	2015	6.14
	2017	6.10

	Year	OCCC Importance
90. Size of institution as factor in decision to enroll.	2013	5.43
	2015	5.45
	2017	5.61
91. Opportunity to play sports as factor in decision to enroll.	2013	3.27
	2015	3.36
	2017	4.20
92. Recommendations from family/friends as factor in decision to enroll.	2013	5.10
	2015	5.24
	2017	5.45
93. Geographic setting as factor in decision to enroll.	2013	5.84
	2015	5.68
	2017	5.81
94. Campus appearance as factor in decision to enroll.	2013	5.39
	2015	5.37
	2017	5.49
95. Personalized attention prior to enrollment as factor in decision to enroll.	2013	5.63
	2015	5.70
	2017	5.64

	Year	OCCC
So far, how has your college experience met your expectations?		
Average	2013	5.21
	2015	5.21
	2017	5.17
Rate your overall satisfaction with your experience here thus far.		
Average	2013	5.93
	2015	5.91
	2017	5.73
All in all, if you had to do it over, would you enroll here again?		
Average	2013	6.33
	2015	6.27
	2017	6.15

Appendix F
List of All Colleges Completing the Survey
Community, Junior and Technical Colleges (Form A)
As of June 2016
217 Institutions 185,252 Completed Surveys

Aims Community College	CO	Massasoit Community College	MA
Ancilla College	IN	Merritt College	CA
Anne Arundel Community College	MD	Mesa Community College	AZ
Anoka Technical College	MN	Mesalands Community College	NM
Anoka-Ramsey Community College	MN	Metropolitan Community College-Kansas City Administration Center	MO
Asheville-Buncombe Technical Community College	NC	Mid Michigan Community College	MI
Atlanta Technical College	GA	Midland College	TX
Augusta Technical College	GA	Midlands Technical College	SC
Aultman College of Nursing and Health Sciences	OH	Mid-State Technical College	WI
Bay Noc Community College	MI	Miles Community College	MT
Beaufort County Community College	NC	Minnesota State College-Southeast Technical	MN
Bellingham Technical College	WA	Mitchell Technical Institute	SD
Belmont College	OH	MN Danville Area Community College	IL
Bevill State Community College	AL	Montcalm Community College	MI
Bismarck State College	ND	Monterey Peninsula College	CA
Blackhawk Technical College	WI	Montgomery County Community College	PA
Brazosport College	TX	Mountwest Community & Technical College	WV
Brookdale Community College	NJ	Murray State College	OK
Brookhaven College (DCCCD)	TX	Muskegon Community College	MI
Bucks County Community College	PA	Navarro College	TX
Butler Community College	KS	New Mexico Junior College	NM
Butler County Community College	PA	New Mexico State University at Alamogordo	NM
Cankdeska Cikana Community College	ND	New Mexico State University Dona Ana Community College	NM
Cape Cod Community College	MA	Nicolet Area Technical College	WI
Cascadia College	WA	North Arkansas College	AR
Cedar Valley College (DCCCD)	TX	North Dakota State College of Science	ND
Central New Mexico Community College	NM	North Hennepin Community College	MN
Centralia College	WA	North Lake College (DCCCD)	TX
Chandler-Gilbert Community College	AZ	Northeast Lakeview College	TX
Chatfield College	OH	Northeast Mississippi Community College	MS
Chattahoochee Technical College	GA	Northern Maine Community College	ME
Cincinnati State Technical and Community College	OH	Northern Wyoming Community College District	WY
Clark College	WA	NorthWest Arkansas Community College	AR
Clinton College	SC	Northwest Florida State College	FL
Cloud County Community College	KS	Northwest Iowa Community College	IA
Coffeyville Community College	KS	CUNY La Guardia Community College	NY

College of Central Florida	FL	Cypress College	CA
College of DuPage	IL	Oklahoma City Community College	OK
College of Menominee Nation	WI	Ozarks Technical Community College	MO
College of the Mainland	TX	Palo Alto College	TX
Collin County Community College District	TX	Paradise Valley Community College	AZ
Columbus State Community College	OH	Pensacola State College	FL
Columbus Technical College	GA	Phoenix College	AZ
Community College of Allegheny County	PA	Piedmont Technical College	SC
Crowder College	MO	Pitt Community College	NC
CUNY Borough of Manhattan Community College	NY	Portland Community College	OR
CUNY Bronx Community College	NY	Pratt Community College	KS
CUNY Hostos Community College	NY	Pulaski Technical College	AR
CUNY Kingsborough Community College	NY	Reading Area Community College	PA
CUNY Queensborough Community College	NY	Richland College (DCCCD)	TX
CUNY Stella and Charles Guttman Community College	NY	Richland Community College	IL
Cuyahoga Community College	OH	Rockingham Community College	NC
Dakota County Technical College	MN	Rowan College at Burlington County	NJ
Daytona State College	FL	Saginaw Chippewa Tribal College	MI
Dodge City Community College	KS	Saint Louis Community College Center	MO
Eastern Arizona College	AZ	San Antonio College	TX
Eastern Idaho Technical College	ID	Santa Fe Community College	NM
Eastern New Mexico University-Roswell	NM	Sauk Valley Community College	IL
El Centro College (DCCCD)	TX	Schoolcraft College	MI
Elgin Community College	IL	Scottsdale Community College	AZ
Estrella Mountain Community College	AZ	Seward County Community College/ATS	KS
Flathead Valley Community College	MT	Shoreline Community College	WA
Flint Hills Technical College	KS	Sitting Bull College	ND
Florence-Darlington Technical College	SC	South Central College	MN
Florida SouthWestern State College	FL	South Mountain Community College	AZ
Fox Valley Technical College	WI	South Piedmont Community College	NC
Galveston College	TX	Southeast Community College	NE
Garden City Community College	KS	Southeast Technical Institute	SD
Gateway Community and Technical College	KY	Southwestern Indian Polytechnic Institute	NM
Gateway Community College	AZ	Spartanburg Community College	SC
Gateway Technical College	WI	Spokane Community College	WA
Glendale Community College	AZ	Spokane Falls Community College	WA
Grand Rapids Community College	MI	St. Clair County Community College	MI
Great Basin College	NV	St. Philip's College	TX
Greenville Technical College	SC	Stark State College	OH
Gwinnett Technical College	GA	Surry Community College	NC
Heartland Community College	IL	Tacoma Community College	WA
Highland Community College	IL	Texas State Technical College Marshall	TX
Highland Community College	KS	Texas State Technical College Waco	TX
Highlands College of Montana Tech	MT	Texas State Technical College West Texas	TX

Hinds Community College	MS	Texas State Technical College-Harlingen	TX
Illinois Central College	IL	Three Rivers Community College	MO
Illinois Valley Community College	IL	Tri-County Technical College	SC
Independence Community College	KS	Trident Technical College	SC
Indian River State College	FL	Umpqua Community College	OR
Inver Hills Community College	MN	University of Akron-Wayne College	OH
Iowa Lakes Community College	IA	University of Arkansas Community College at Batesville	AR
Iowa Western Community College	IA	University of Cincinnati- Blue Ash College	OH
J.F. Drake State Community and Technical College	AL	University of Cincinnati-Clermont College	OH
Jackson College	MI	University of Hawaii Kauai Community College	HI
Johnson County Community College	KS	University of Northwestern Ohio	OH
Kalamazoo Valley Community College	MI	Volunteer State Community College	TN
Kankakee Community College	IL	Washington County Community College	ME
Kaskaskia College	IL	Washtenaw Community College	MI
Kennebec Valley Community College	ME	Wentworth Military Academy and Junior College	MO
Kilian Community College	SD	West Georgia Technical College	GA
Durham Technical Community College	NC	Western Dakota Technical Institute	SD
Lake Land College	IL	Western Nevada College	NV
Lake Superior College	MN L	Western Technical College	WI
Lakeland College-Canada	AB	Western Wyoming Community College	WY
Lake-Sumter State College	FL	Westmoreland County Community College	PA
Lanier Technical College	GA	Wharton County Junior College	TX
LDS Business College	UT	White Earth Tribal and Community College	MN
Lincoln College	IL	Wichita Area Technical College	KS
Lincoln Land Community College	IL	Wilkes Community College	NC
Luke's College	IA	Wisconsin Indianhead Technical College	WI
Luzerne County Community College	PA	Yavapai College	AZ
Madison Area Technical College	WI	York County Community College	ME
Manhattan Area Technical College	KS		

Noel-Levitz®

Community, Junior and Technical College Version

Dear Student,

Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are part of a sample of students carefully selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

To preserve confidentiality, your name is not requested.

— Thank you for your participation.

- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

Each item below describes an expectation about your experiences on this campus. On the *left*, tell us how important it is for your institution to meet this expectation. On the *right* tell us how satisfied you are that your institution has met this expectation.

CENTER PER

Importance to me My level of satisfaction							
1 - not important at all 2 - not very important 3 - somewhat unimportant 4 - neutral 5 - somewhat important 6 - important 7 - very important does not apply							not available/not used very satisfied - 7 satisfied - 6 somewhat satisfied - 5 neutral - 4 somewhat dissatisfied - 3 not very satisfied - 2 not satisfied at all - 1							
1	2	3	4	5	6	7	21. There are a sufficient number of study areas on campus.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	22. People on this campus respect and are supportive of each other.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	23. Faculty are understanding of students' unique life circumstances.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	24. Parking lots are well-lighted and secure.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	25. My academic advisor is concerned about my success as an individual.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	26. Library staff are helpful and approachable.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	27. The campus staff are caring and helpful.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	28. It is an enjoyable experience to be a student on this campus.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	29. Faculty are fair and unbiased in their treatment of individual students.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	30. The career services office provides students with the help they need to get a job.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	31. The campus is safe and secure for all students.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	32. My academic advisor is knowledgeable about my program requirements.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	33. Admissions counselors accurately portray the campus in their recruiting practices.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	34. Computer labs are adequate and accessible.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	35. Policies and procedures regarding registration and course selection are clear and well-publicized.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	36. Students are made to feel welcome on this campus.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	37. Faculty take into consideration student differences as they teach a course.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	38. The student center is a comfortable place for students to spend their leisure time.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	39. The amount of student parking space on campus is adequate.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	40. My academic advisor is knowledgeable about the transfer requirements of other schools.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	41. Admissions staff are knowledgeable.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	42. The equipment in the lab facilities is kept up to date.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	43. Class change (drop/add) policies are reasonable.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	44. I generally know what's happening on campus.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	45. This institution has a good reputation within the community.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	46. Faculty provide timely feedback about student progress in a course.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	47. There are adequate services to help me decide upon a career.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	48. Counseling staff care about students as individuals.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	49. Admissions counselors respond to prospective students' unique needs and requests.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	50. Tutoring services are readily available.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	51. There are convenient ways of paying my school bill.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	52. This school does whatever it can to help me reach my educational goals.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	53. The assessment and course placement procedures are reasonable.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	54. Faculty are interested in my academic problems.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	55. Academic support services adequately meet the needs of students.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	56. The business office is open during hours which are convenient for most students.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	57. Administrators are approachable to students.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	58. Nearly all of the faculty are knowledgeable in their fields.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	59. New student orientation services help students adjust to college.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	60. Billing policies are reasonable.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	61. Faculty are usually available after class and during office hours.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	62. Bookstore staff are helpful.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	63. I seldom get the "run-around" when seeking information on this campus.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	64. Nearly all classes deal with practical experiences and applications.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	65. Students are notified early in the term if they are doing poorly in a class.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	66. Program requirements are clear and reasonable.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	67. Channels for expressing student complaints are readily available.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	68. On the whole, the campus is well-maintained.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	69. There is a good variety of courses provided on this campus.	1	2	3	4	5	6	7
1	2	3	4	5	6	7	70. I am able to experience intellectual growth here.	1	2	3	4	5	6	7

Your institution may choose to provide you with additional questions on a separate sheet. The section below numbered 71 - 80 is provided as a response area for those additional questions. Continue on to item 81 when you have completed this section.

Importance to me My level of satisfaction						
1 - not important at all 2 - not very important 3 - somewhat unimportant 4 - neutral 5 - somewhat important 6 - important 7 - very important does not apply							not available/not used very satisfied - 7 satisfied - 6 somewhat satisfied - 5 neutral - 4 somewhat dissatisfied - 3 not very satisfied - 2 not satisfied at all - 1						
(If items 71-80 not available, skip to item 81.)													
71.	71.	71.	71.	71.	71.	71.	71.	71.	71.	71.	71.	71.	71.
72.	72.	72.	72.	72.	72.	72.	72.	72.	72.	72.	72.	72.	72.
73.	73.	73.	73.	73.	73.	73.	73.	73.	73.	73.	73.	73.	73.
74.	74.	74.	74.	74.	74.	74.	74.	74.	74.	74.	74.	74.	74.
75.	75.	75.	75.	75.	75.	75.	75.	75.	75.	75.	75.	75.	75.
76.	76.	76.	76.	76.	76.	76.	76.	76.	76.	76.	76.	76.	76.
77.	77.	77.	77.	77.	77.	77.	77.	77.	77.	77.	77.	77.	77.
78.	78.	78.	78.	78.	78.	78.	78.	78.	78.	78.	78.	78.	78.
79.	79.	79.	79.	79.	79.	79.	79.	79.	79.	79.	79.	79.	79.
80.	80.	80.	80.	80.	80.	80.	80.	80.	80.	80.	80.	80.	80.
How <u>satisfied</u> are you that this campus demonstrates a commitment to meeting the needs of:													
81.	81.	81.	81.	81.	81.	81.	81.	81.	81.	81.	81.	81.	81.
82.	82.	82.	82.	82.	82.	82.	82.	82.	82.	82.	82.	82.	82.
83.	83.	83.	83.	83.	83.	83.	83.	83.	83.	83.	83.	83.	83.
84.	84.	84.	84.	84.	84.	84.	84.	84.	84.	84.	84.	84.	84.
85.	85.	85.	85.	85.	85.	85.	85.	85.	85.	85.	85.	85.	85.
86.	86.	86.	86.	86.	86.	86.	86.	86.	86.	86.	86.	86.	86.
How <u>important</u> were each of the following factors in your decision to enroll here?													
87.	87.	87.	87.	87.	87.	87.	87.	87.	87.	87.	87.	87.	87.
88.	88.	88.	88.	88.	88.	88.	88.	88.	88.	88.	88.	88.	88.
89.	89.	89.	89.	89.	89.	89.	89.	89.	89.	89.	89.	89.	89.
90.	90.	90.	90.	90.	90.	90.	90.	90.	90.	90.	90.	90.	90.
91.	91.	91.	91.	91.	91.	91.	91.	91.	91.	91.	91.	91.	91.
92.	92.	92.	92.	92.	92.	92.	92.	92.	92.	92.	92.	92.	92.
93.	93.	93.	93.	93.	93.	93.	93.	93.	93.	93.	93.	93.	93.
94.	94.	94.	94.	94.	94.	94.	94.	94.	94.	94.	94.	94.	94.
95.	95.	95.	95.	95.	95.	95.	95.	95.	95.	95.	95.	95.	95.

Choose the one response that best applies to you and darken the corresponding oval for each of the questions below.

- | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>96. So far, how has your college experience met your expectations?</p> <p>① Much worse than I expected</p> <p>② Quite a bit worse than I expected</p> <p>③ Worse than I expected</p> <p>④ About what I expected</p> <p>⑤ Better than I expected</p> <p>⑥ Quite a bit better than I expected</p> <p>⑦ Much better than I expected</p> | <p>97. Rate your overall satisfaction with your experience here thus far.</p> <p>① Not satisfied at all</p> <p>② Not very satisfied</p> <p>③ Somewhat dissatisfied</p> <p>④ Neutral</p> <p>⑤ Somewhat satisfied</p> <p>⑥ Satisfied</p> <p>⑦ Very satisfied</p> | <p>98. All in all, if you had it to do over again, would you enroll here?</p> <p>① Definitely not</p> <p>② Probably not</p> <p>③ Maybe not</p> <p>④ I don't know</p> <p>⑤ Maybe yes</p> <p>⑥ Probably yes</p> <p>⑦ Definitely yes</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

CONTINUE TO THE NEXT PAGE

