



**OCCC**  
**Noel Levitz Student Satisfaction Inventory**  
**Spring 2019**

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## **Noel Levitz Student Satisfaction Inventory**

### **INTRODUCTION**

This is the fourth time the Noel Levitz Student Satisfaction Inventory was administered. The College used the Noel Levitz Community/Junior/Technical College Form A survey instrument. There were 185 Colleges within the national survey pool with 142,906 total student records. (See Appendix A page 33 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 2019 (i.e., February 21 through March 11), OCCC conducted the Noel Levitz Student Satisfaction Inventory. Prior to the survey administration, faculty received an email that the survey would be sent to their students and that they should remind students to complete the survey. Four emails were sent to students who were enrolled in at least one class offered on campus excluding concurrent students. The survey instrument link 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 if the students completed the survey within the first four days. The second was a drawing for five \$50 Walmart gift certificates presented after the close of the survey.

### **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.

<b>Importance</b>		<b>Satisfaction</b>	
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 categorized into 12 composite scales. Ten questions were developed by OCCC. Six questions related to the College's commitment to various student accommodations. 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 B on page 37 includes the survey instrument.)

### **RESPONSES**

There were 1,203 students who responded to the survey. This number represents 16% of the students who were surveyed.

### **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. Ninety-five percent had reliable transportation, 72% identified OCCC as their first choice and 64% identified OCCC as their first choice in selecting a college.

	<b>OCCC Student Population</b>	<b>OCCC Survey Respondents</b>
Female	62%	72%
Under the age of 25	66%	48%
Ethnicity		
White	48%	52%
Hispanic	17%	12%
African-American/Black	9%	12%
Native American	4%	6%
Asian	6%	9%
Took day classes	61%	69%
Full-time	32%	58%

Other data included:

- 95% Had reliable transportation
- 72% Identified OCCC as their first choice
- 64% Had an associate degree as their educational goal
- 38% Employed full-time
- 38% Take care of someone else
- 31% At the College one year or less
- 31% Rent a room off campus
- 34% Employed part-time
- 10% Identified themselves as disabled

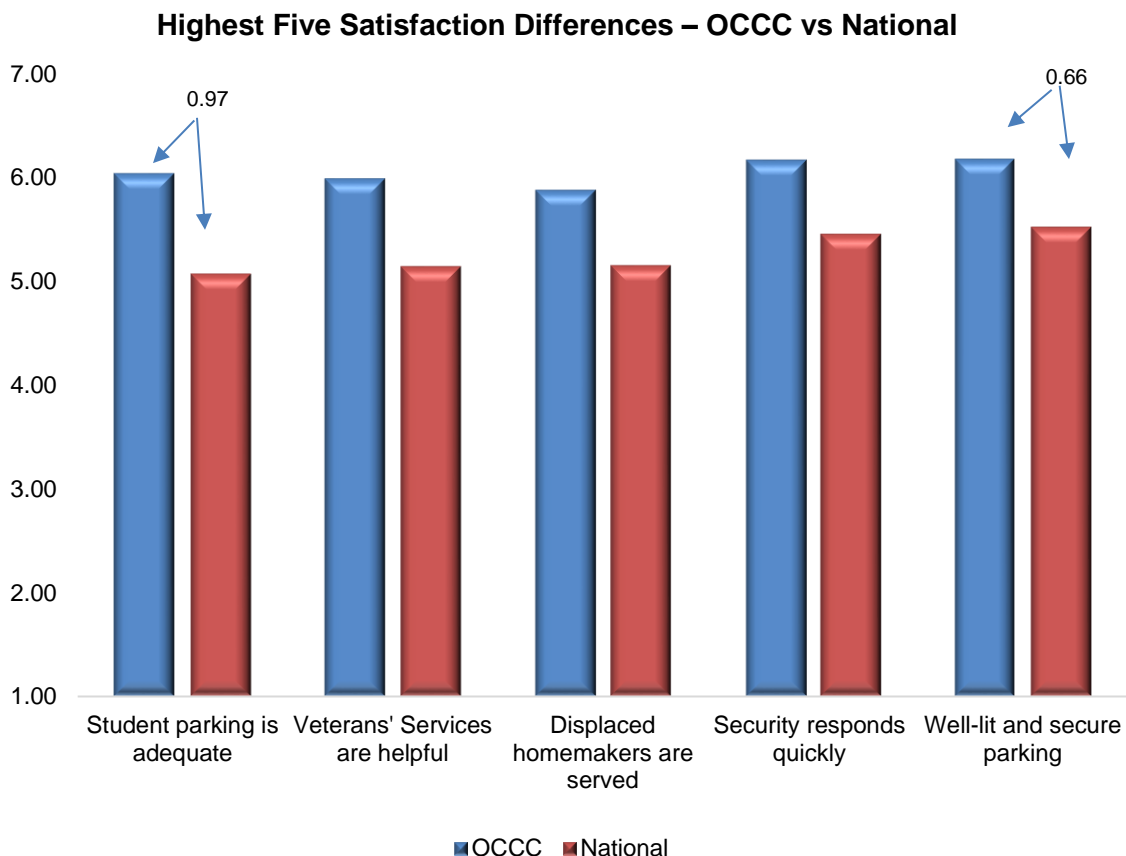
## OCCC RESULTS COMPARED TO NATIONAL RESULTS

### Overall Satisfaction of the 70 Importance/Satisfaction Questions

When compared to the national level of satisfaction, OCCC students' level of satisfaction was higher on all 70 questions. All 70 questions were statistically significantly positive to the .001 significance level for OCCC compared to the national results. The sections that follow summarize the data.

### Highest Five Satisfaction Differences between OCCC and National Results

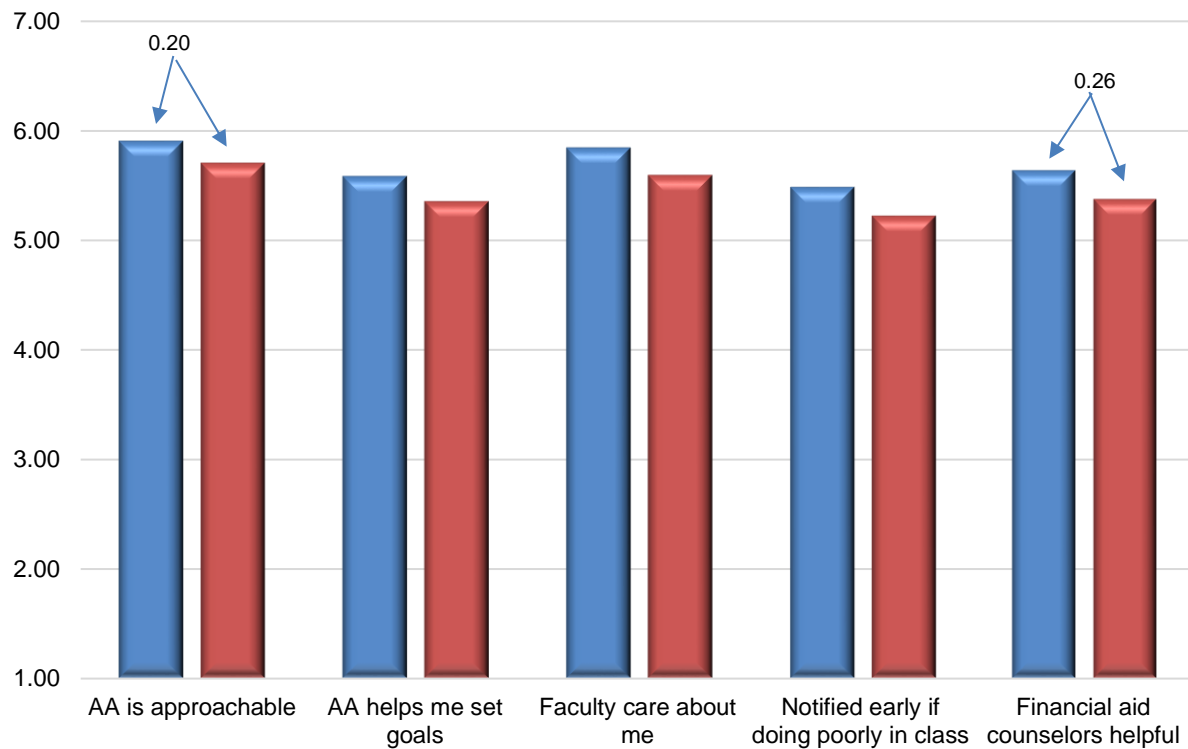
The chart below compares the top five items based on the largest differences between OCCC student levels of satisfaction compared to the national student levels of satisfaction. All five of the ratings by OCCC students were statistically significantly higher than the national ratings at the .001 level. The largest difference between OCCC's satisfaction level and the national was almost a full point (0.97) with student parking is adequate.



### Lowest Five Satisfaction Differences between OCCC and National Results

All five 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" at 0.20. It is important to note that the rating levels were high with one of them – "faculty are knowledgeable" rated at 6.19 on a 7 point scale.

### Lowest Five Satisfaction Differences - OCCC and National



AA = Academic Advisors

■ OCCC ■ National

### Institutional Summary by Twelve Composite Scales

The institutional summary provides twelve composite scales, which summarizes 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 (6.18) and the national (5.49) results was 0.69 for safety and security. The lowest difference was academic advising and counseling at 0.32.

		OCCC			National			Satisfaction
		Import	Satis	Diff	Import	Satis	Diff	Difference
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***
	2019	6.51	6.18	0.33	6.21	5.49	0.72	0.69***
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***
	2019	6.24	5.89	0.35	5.78	5.33	0.45	0.56***

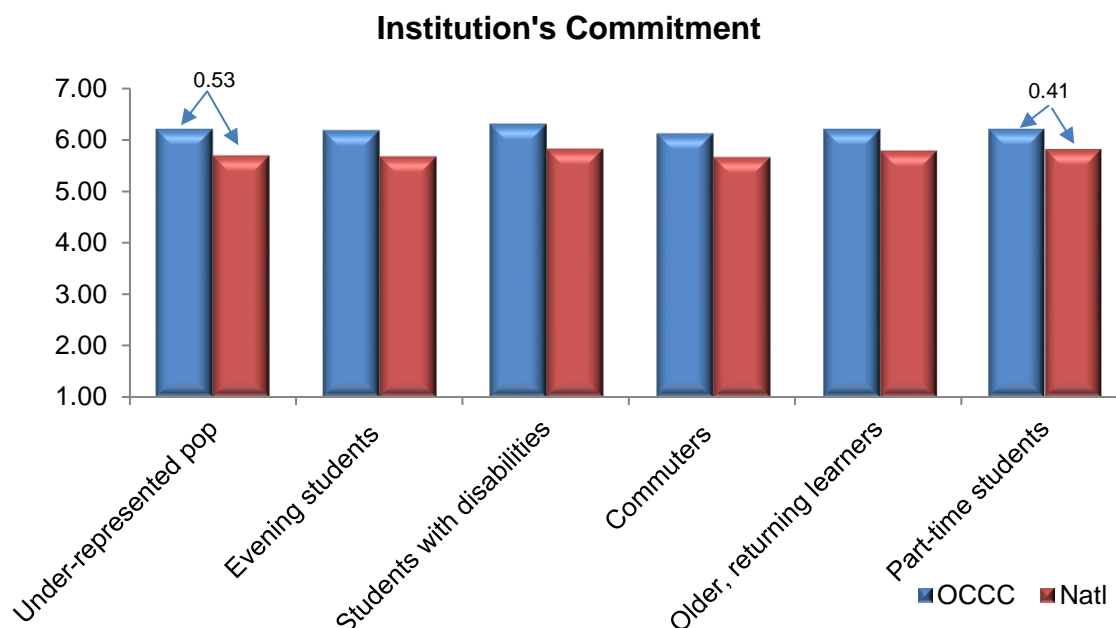


		OCCC			National			Satisfaction Difference
		Import	Satis	Diff	Import	Satis	Diff	
Academic services	2013	6.43	6.15	0.28	6.09	5.51	0.58	0.64***
	2015	6.43	6.15	0.28	6.14	5.62	0.52	0.53***
	2017	6.43	6.19	0.24	6.16	5.70	0.46	0.49***
	2019	6.52	6.29	0.23	6.21	5.80	0.41	0.49***
Responsiveness to diverse populations	2013		6.06			5.52		0.54***
	2015		6.07			5.60		0.47***
	2017		6.03			5.66		0.37***
	2019		6.21			5.74		0.47***
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***
	2019	6.39	6.03	0.36	6.12	5.59	0.53	0.44***
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***
	2019	6.49	6.11	0.38	6.28	5.68	0.60	0.43***
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***
	2019	6.39	6.03	0.36	6.15	5.60	0.55	0.43***
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***
	2019	6.45	5.90	0.55	6.21	5.48	0.73	0.42***
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***
	2019	6.39	6.05	0.34	6.16	5.65	0.51	0.40***
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***
	2019	6.42	5.90	0.52	6.23	5.52	0.71	0.38***
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***
	2019	6.51	6.02	0.49	6.31	5.65	0.66	0.37***
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***
	2019	6.47	5.85	0.62	6.28	5.53	0.75	0.32***

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

### Satisfaction with a Commitment to Various Populations

Six questions asked students how satisfied they were that the campus demonstrated a commitment to meeting the needs of various student populations. All six items for the College were statistically significantly above the national satisfaction rates at a level of 0.001. The highest rated OCCC item was the institution's commitment to "under-represented populations." The graph below reflects the largest to lowest differences between OCCC students and the national students' responses. 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 6.13 to a high of 6.32.



### Importance of Factors in Deciding to Enroll Here

Students identified how important certain factors were in their decision to enroll at the College. The highest rated items for OCCC was cost (6.44), financial aid (6.27), academic reputation (6.22), and geographic setting (5.81). When comparing the differences in the importance of these items, recommendations from family and friends was far more important than the national participant average – 5.52 compared to 5.08, a difference of 0.44.

	Year	OCCC Importance	National Importance	Difference
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
	2019	5.52	5.08	0.44

	<b>Year</b>	<b>OCCC Importance</b>	<b>National Importance</b>	<b>Difference</b>
Size of institution as factor in decision to enroll.	2013	5.43	5.19	<b>0.24</b>
	2015	5.45	5.21	<b>0.24</b>
	2017	5.61	5.21	<b>0.40</b>
	2019	5.66	5.25	<b>0.41</b>
Opportunity to play sports as factor in decision to enroll.	2013	3.27	3.53	<b>-0.26</b>
	2015	3.36	3.52	<b>-0.16</b>
	2017	4.20	3.56	<b>0.64</b>
	2019	4.12	3.75	<b>0.37</b>
Academic reputation as factor in decision to enroll.	2013	6.09	5.85	<b>0.24</b>
	2015	6.14	5.91	<b>0.23</b>
	2017	6.10	5.94	<b>0.16</b>
	2019	6.22	5.97	<b>0.25</b>
Geographic setting as factor in decision to enroll.	2013	5.84	5.48	<b>0.36</b>
	2015	5.68	5.56	<b>0.12</b>
	2017	5.81	5.58	<b>0.23</b>
	2019	5.81	5.61	<b>0.20</b>
Campus appearance as factor in decision to enroll.	2013	5.39	5.22	<b>0.17</b>
	2015	5.37	5.24	<b>0.13</b>
	2017	5.49	5.27	<b>0.22</b>
	2019	5.50	5.32	<b>0.18</b>
Financial aid as factor in decision to enroll.	2013	6.18	6.03	<b>0.15</b>
	2015	6.19	6.09	<b>0.10</b>
	2017	6.19	6.10	<b>0.09</b>
	2019	6.27	6.10	<b>0.17</b>
Personalized attention prior to enrollment as factor in decision to enroll.	2013	5.63	5.38	<b>0.25</b>
	2015	5.70	5.44	<b>0.26</b>
	2017	5.64	5.47	<b>0.17</b>
	2019	5.67	5.51	<b>0.16</b>
Cost as factor in decision to enroll.	2013	6.41	6.31	<b>0.10</b>
	2015	6.48	6.34	<b>0.14</b>
	2017	6.32	6.35	<b>-0.03</b>
	2019	6.44	6.35	<b>0.09</b>

### 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 5.34 and was 0.39 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
2019	5.34	4.95	0.39

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 5.96 that was 0.38 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
2019	5.96	5.58	0.38

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 6.30, which was 0.48 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
2019	6.30	5.82	0.48

Ratings = 1 – definitely not to 7 – definitely yes

## OCCC RESULTS COMPARED TO SEVEN AGREGATED 2-YEAR COLLEGES

### Overview

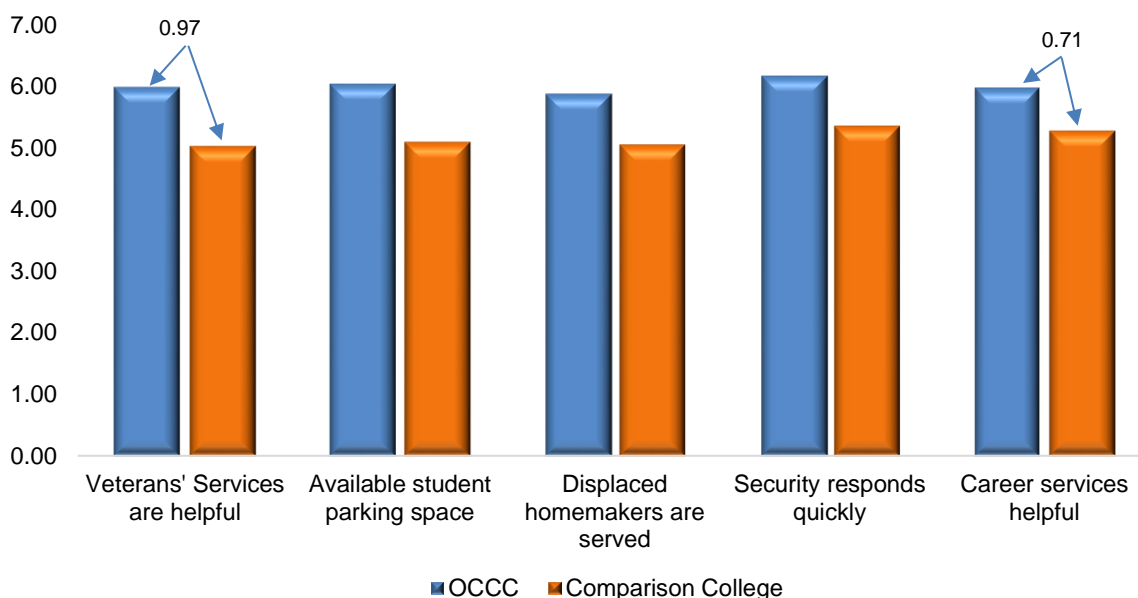
This is the second time OCCC chose to take advantage of an opportunity to compare the data to a group of seven two-year Colleges. The seven community Colleges were chosen based on similarity of student population size and setting. The comparison data is aggregated into one comparison group. The seven Colleges were Brookhaven College, TX, Cedar Valley College, TX, Cincinnati State Technical and Community College, OH, Palo Alto College, TX, Phoenix College, AZ, St. Phillip's College, TX, and Volunteer State Community College, TN.

All 70 satisfaction ratings of OCCC were higher than the aggregated College group. These ratings were all statistically significantly higher.

### Highest Five Satisfaction Differences between OCCC and the Comparison College Group

All five of the satisfaction ratings by OCCC students were statistically significantly higher at the .001 level compared to the comparison College group. When comparing the top five items, the personnel in the Veterans' Services program are helpful was the largest difference of 0.97. The second largest difference of 0.95 was for adequate student parking space on campus.

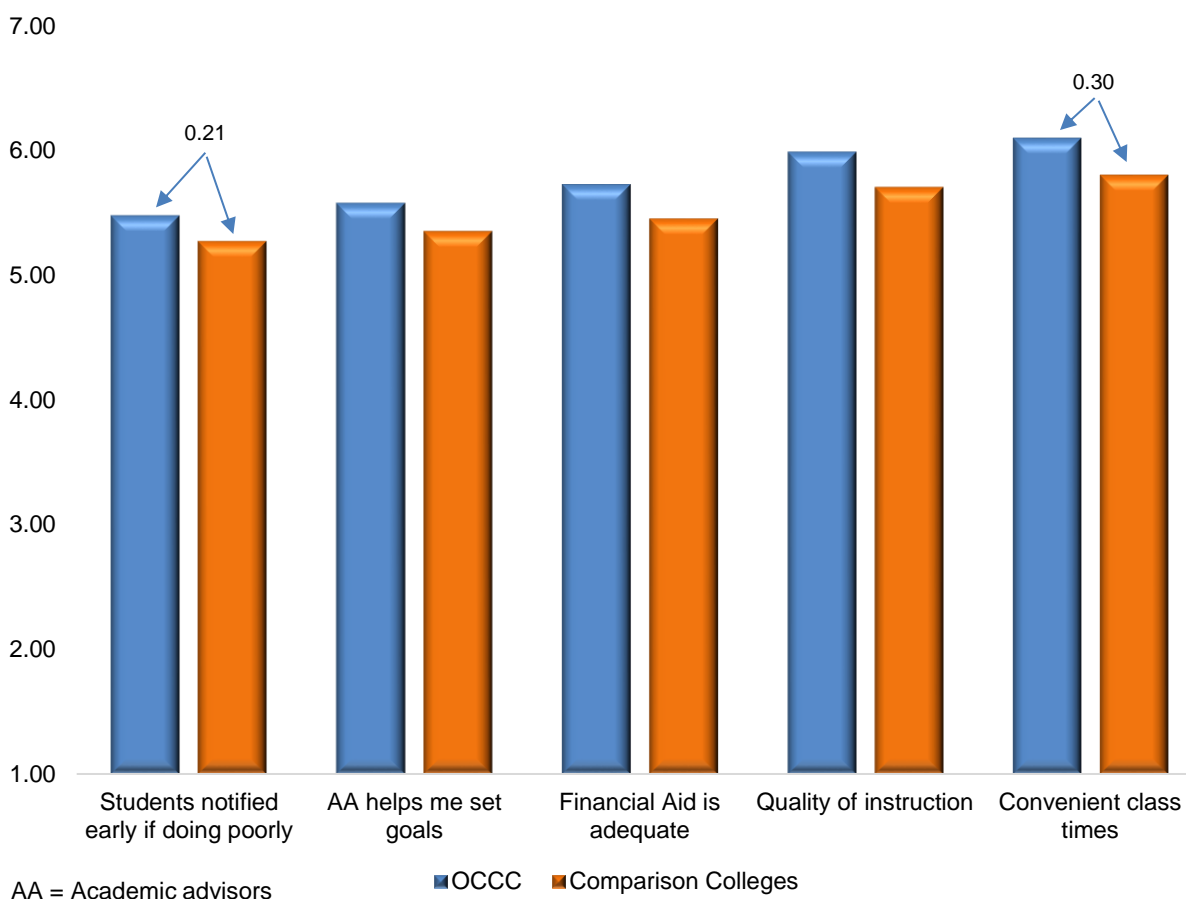
**Highest Five Satisfaction Differences - OCCC and Comparison College Group**



### Lowest Five Satisfaction Differences between OCCC and the Comparison College Group

The lowest five 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 students are notified early in the term if they are doing poorly in a class, 0.21 followed by my academic advisor helps me set goals to work toward at 0.23. Childcare had a difference of a 0.08 but the College no longer provides childcare so this item was not included in the graph.

### Lowest Five Satisfaction Differences - OCCC vs Comparison College Group



### 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 at the .001 significance level. The highest difference between OCCC's satisfaction and the comparison College group was 0.75 for safety and security.

		OCCC			Comparison Colleges			Satisfaction Difference
		Import	Satis	Diff	Import	Satis	Diff	
Safety and security	2015	6.46	5.97	0.49	6.09	5.06	1.03	<b>0.91***</b>
	2017	6.44	6.05	0.39	6.18	5.16	1.02	<b>0.89***</b>
	2019	6.51	6.18	0.33	6.21	5.43	0.78	<b>0.75***</b>
Campus support services	2015	6.07	5.77	0.30	5.47	5.05	0.42	<b>0.72***</b>
	2017	6.15	5.83	0.32	5.59	5.10	0.49	<b>0.73***</b>
	2019	6.24	5.89	0.35	5.73	5.28	0.45	<b>0.61***</b>
Academic services	2015	6.43	6.15	0.28	6.07	5.59	0.48	<b>0.56***</b>
	2017	6.43	6.19	0.24	6.14	5.62	0.52	<b>0.57***</b>
	2019	6.52	6.29	0.23	6.19	5.75	0.44	<b>0.54***</b>

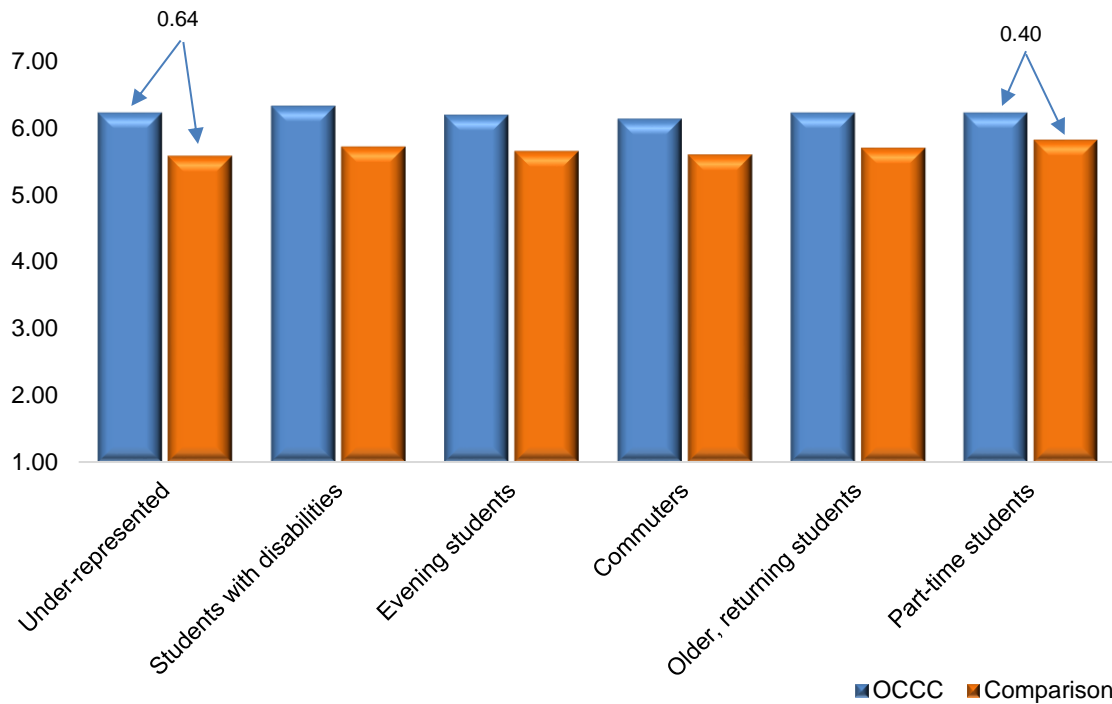
		OCCC			Comparison Colleges			Satisfaction Difference
		Import	Satis	Diff	Import	Satis	Diff	
Responsiveness to diverse populations	2015		6.07			5.52		<b>0.55***</b>
	2017		6.03			5.56		<b>0.47***</b>
	2019		6.21			5.68		<b>0.53***</b>
Service excellence	2015	6.33	5.88	0.45	5.95	5.32	0.63	<b>0.56***</b>
	2017	6.28	5.89	0.39	6.02	5.35	0.67	<b>0.54***</b>
	2019	6.39	6.03	0.36	6.08	5.52	0.56	<b>0.51***</b>
Admissions and financial aid	2015	6.42	5.67	0.75	6.05	5.21	0.84	<b>0.46***</b>
	2017	6.35	5.73	0.62	6.12	5.25	0.87	<b>0.48***</b>
	2019	6.45	5.90	0.55	6.16	5.40	0.76	<b>0.50***</b>
Campus climate	2015	6.35	5.92	0.43	5.97	5.33	0.64	<b>0.59***</b>
	2017	6.29	5.92	0.37	6.03	5.36	0.67	<b>0.56***</b>
	2019	6.39	6.03	0.36	6.09	5.54	0.55	<b>0.49***</b>
Registration effectiveness	2015	6.47	5.94	0.53	6.17	5.46	0.71	<b>0.48***</b>
	2017	6.39	5.94	0.45	6.22	5.48	0.74	<b>0.46***</b>
	2019	6.49	6.11	0.38	6.24	5.63	0.61	<b>0.48***</b>
Student centeredness	2015	6.35	5.94	0.41	5.98	5.40	0.58	<b>0.54***</b>
	2017	6.30	5.94	0.36	6.04	5.42	0.62	<b>0.52***</b>
	2019	6.39	6.05	0.34	6.12	5.61	0.51	<b>0.44***</b>
Concern for the individual	2015	6.42	5.75	0.67	6.07	5.26	0.81	<b>0.49***</b>
	2017	6.31	5.77	0.54	6.14	5.30	0.84	<b>0.47***</b>
	2019	6.42	5.90	0.52	6.17	5.47	0.70	<b>0.43***</b>
Instructional effectiveness	2015	6.52	5.86	0.66	6.18	5.43	0.75	<b>0.43***</b>
	2017	6.39	5.88	0.51	6.24	5.45	0.79	<b>0.43***</b>
	2019	6.51	6.02	0.49	6.24	5.61	0.63	<b>0.41***</b>
Academic advising/counseling	2015	6.44	5.64	0.80	6.16	5.24	0.71	<b>0.39***</b>
	2017	6.36	5.69	0.67	6.23	5.31	0.92	<b>0.38***</b>
	2019	6.47	5.85	0.62	6.25	5.46	0.79	<b>0.39***</b>

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

### Satisfaction with a Commitment to Various Populations

Of the six areas addressing the College's commitment to various populations, OCCC students were more satisfied than the students in the comparison College group, which was statistically significant at the .001 level. The largest satisfaction difference was the rating for the commitment to under-represented students, which was 0.64.

### Institution's Commitment



### Importance of Factors in Deciding to Enroll Here

Cost was rated as the highest level of importance at OCCC with 6.44 on a 7-point scale, which was similar to the comparison group of 6.48. OCCC students were much more interested in enrolling due to recommendations from a family or friend when assessed against the comparison group.

### Importance of Decision to Enroll

	OCCC	Comparison	Difference
	Importance		
Recommendations from family/friends as factor in decision to enroll.	5.52	5.16	0.36
Geographic setting as factor in decision to enroll.	5.81	5.52	0.29
Size of institution as factor in decision to enroll.	5.66	5.37	0.29
Academic reputation as factor in decision to enroll.	6.22	6.02	0.20
Opportunity to play sports as factor in decision to enroll.	4.12	4.00	0.12
Financial aid as factor in decision to enroll.	6.27	6.25	0.02
Personalized attention prior to enrollment as factor in decision to enroll.	5.67	5.68	-0.01
Cost as factor in decision to enroll.	6.44	6.48	-0.04
Campus appearance as factor in decision to enroll.	5.50	5.56	-0.06



### Overall Satisfaction

OCCC students rated all three overall satisfaction questions above the national. The first question asked how students' College experience met their expectations, which was rated 5.34 and was 0.28 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
2019	5.34	5.06	0.28

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 5.96, which was 0.33 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
2019	5.96	5.63	0.33

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 6.30, which was 0.45 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
2019	6.30	5.84	0.45

Ratings = 1 – definitely not to 7 – definitely yes



## OCCC Results 2019 compared to 2017

### Overview

The review of OCCC results provides data for 2019 compared to 2017. Positive satisfaction results are evident however, some items recorded 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.

### OCCC Statistically Significant Changes in Satisfaction

The survey has been administered four points in time, therefore there has been three sets of data to compare one year to a previous year to determine if there was a statistical difference. When comparing 2017 to 2015 and 2015 to 2013 there were six questions, which had a significant difference from one year to the next. The 2019 results compared to the 2017 results showed that 43 of the 70 questions reflected a statistical difference.

Participants rated their satisfaction level above 2017 results at the .001 statistical level in 13 items. All 13 of these questions were rated at or higher than 6.00 on a 7 point scale. The three highest satisfaction differences was registration staff are helpful with a difference of 0.37, parking space is adequate (0.30), and my academic advisor is approachable (0.27).

### Statistical Difference at the .001\*\*\* level

	April 2019	April 2017	Difference
	Satisfaction		
Registration staff are helpful.	6.04	5.67	0.37***
Parking space is adequate.	6.04	5.74	0.30***
My academic advisor is approachable.	5.90	5.63	0.27***
Admissions staff are knowledgeable.	6.16	5.91	0.25***
Classes deal with practical experiences.	6.02	5.79	0.23***
Class scheduled times are convenient.	6.10	5.88	0.22***
Few conflicts to for needed classes.	6.14	5.93	0.21***
Business office hours are convenient.	6.07	5.86	0.21***
Faculty understand students' unique life circumstances.	6.00	5.80	0.20***
Faculty are fair and unbiased.	6.14	5.94	0.20***
People respect and support each other.	6.20	6.02	0.18***
Campus staff are caring and helpful.	6.17	5.99	0.18***

The statistical level was .01 for 19 items. The top three areas were available internships or practical experiences (0.22), academic advisors are concerned about the student success (0.21), and student are notified if they are doing poorly (0.20).

### Statistical Difference at the .01\*\* level

	April 2019	April 2017	Difference
	Satisfaction		
Internships or practical experiences are provided.	5.59	5.37	0.22**
My academic advisor is concerned about my success.	5.68	5.47	0.21**
Students are notified early if they are doing poorly.	5.48	5.28	0.20**
Financial aid awards are announced in a timely manner.	5.73	5.54	0.19**
OCCC is accurately portrayed when recruiting.	6.08	5.91	0.17**
There are convenient ways of paying my school bill.	6.12	5.95	0.17**
Course placement procedures are reasonable.	6.17	6.00	0.17**
Faculty are interested in my academic problems.	5.86	5.69	0.17**
Vocational/technical program instruction is excellent.	5.97	5.81	0.16**
Registration and course enrollment procedures are clear.	6.07	5.92	0.15**
The student center is comfortable.	6.19	6.04	0.15**
Admissions counselors respond to prospective students' needs.	6.07	5.92	0.15**
Quality of instruction in most classes is excellent.	5.99	5.85	0.14**
Sufficient number of study areas on campus.	6.43	6.29	0.14**
Students are made to feel welcome on this campus.	6.27	6.13	0.14**
There is a good variety of courses.	6.35	6.21	0.14**
Parking lots are well-lighted and secure.	6.18	6.05	0.13**
Nearly all of the faculty are knowledgeable in their fields.	6.19	6.06	0.13**
On the whole, the campus is well-maintained.	6.43	6.32	0.11**

The statistical level was .05 for 11 items. The top three areas were my academic advisor is aware of my program requirements (0.17), adequate financial aid is available (0.16), and my academic advisor is aware of transfer requirements (0.14).

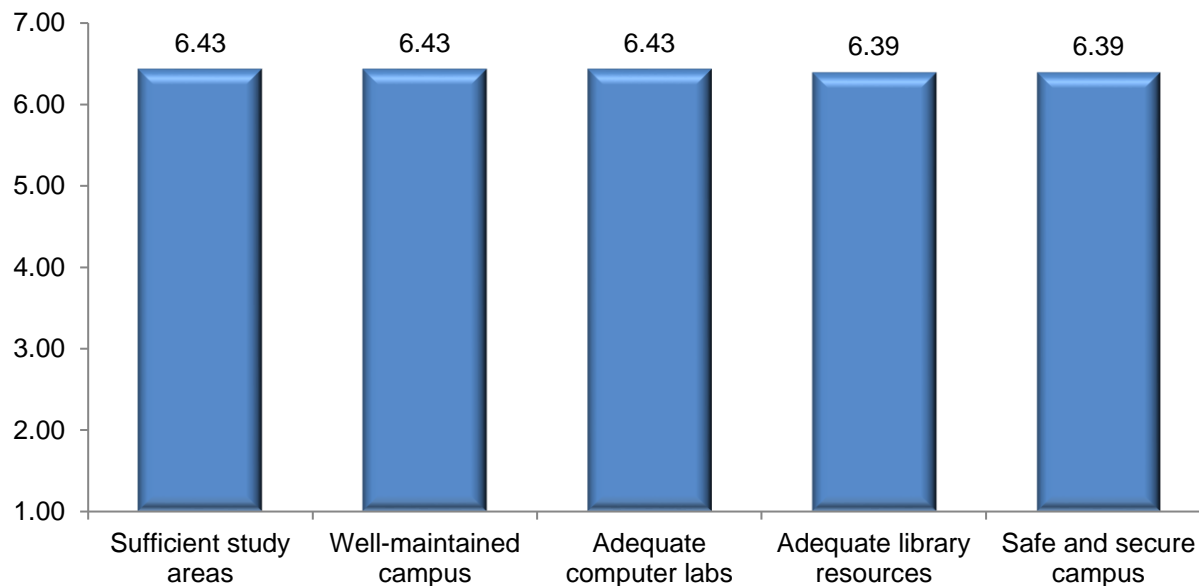
### Statistical Difference at the .05\* level

	April 2019	April 2017	Difference
	Satisfaction		
My academic advisor is aware of my program requirements.	5.94	5.77	0.17*
Adequate financial aid is available.	5.73	5.57	0.16*
My academic advisor is aware of transfer requirements.	5.89	5.75	0.14*
Billing policies are reasonable.	6.08	5.95	0.13*
Faculty care about me as an individual.	5.84	5.72	0.12*
Library staff are helpful and approachable.	6.30	6.18	0.12*
Most students feel a sense of belonging here.	5.94	5.82	0.12*
It is an enjoyable experience to be a student.	6.17	6.06	0.11*
Computer labs are adequate and accessible.	6.43	6.33	0.10*
I am able to experience intellectual growth here.	6.36	6.26	0.10*
Library resources and services are adequate.	6.39	6.30	0.09*

### OCCC Highest Five Rated Questions of Satisfaction

The highest five areas of satisfaction appear below. The scale used in this survey was 1=not satisfied at all to 7=very satisfied. The highest rated questions garnered a 6.43 rating for sufficient study areas, a well-maintained campus, and adequate computer labs.

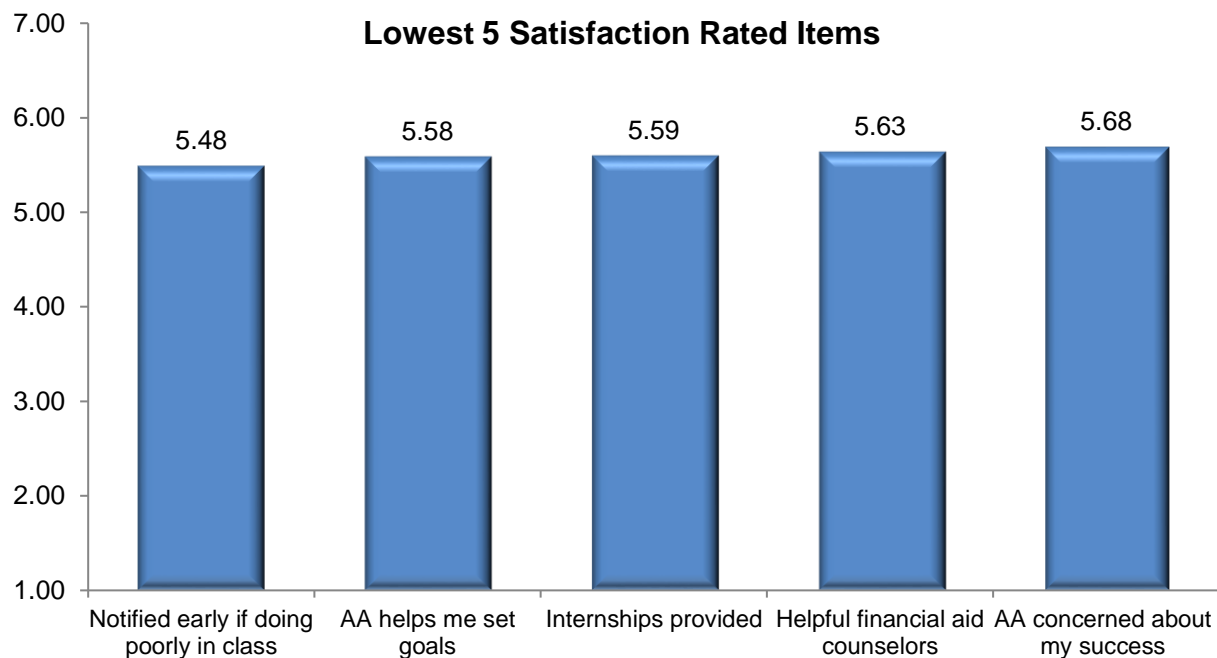
**Highest 5 Satisfaction Rated Items**



### OCCC Lowest Five Rated Questions of Satisfaction

The lowest satisfaction rated item was that students are notified early if doing poorly at 5.48. Although this was the lowest rated, it was above the previous year.

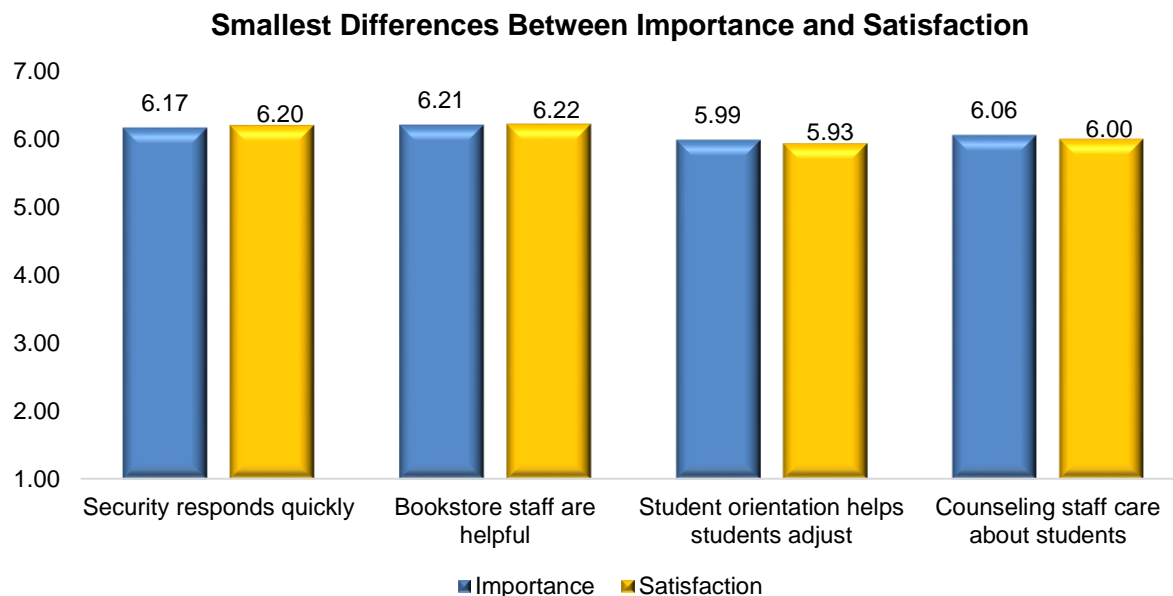
**Lowest 5 Satisfaction Rated Items**



AA= Academic Advisor

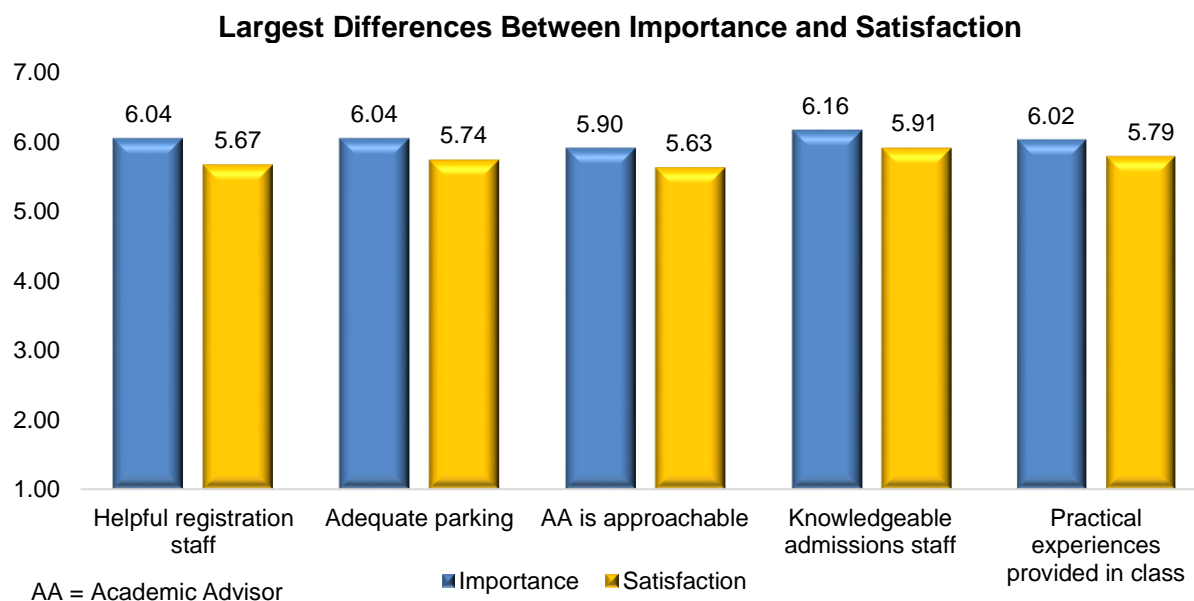
### OCCC Smallest Five Differences Between Importance and Satisfaction

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. In two questions, students rated their level of satisfaction higher than the level of importance – security responds quickly and bookstore staff are helpful.



### OCCC Largest Five 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 helpful registration staff. Adequate parking followed this item.



### Institutional Summary by Twelve Composite Scales

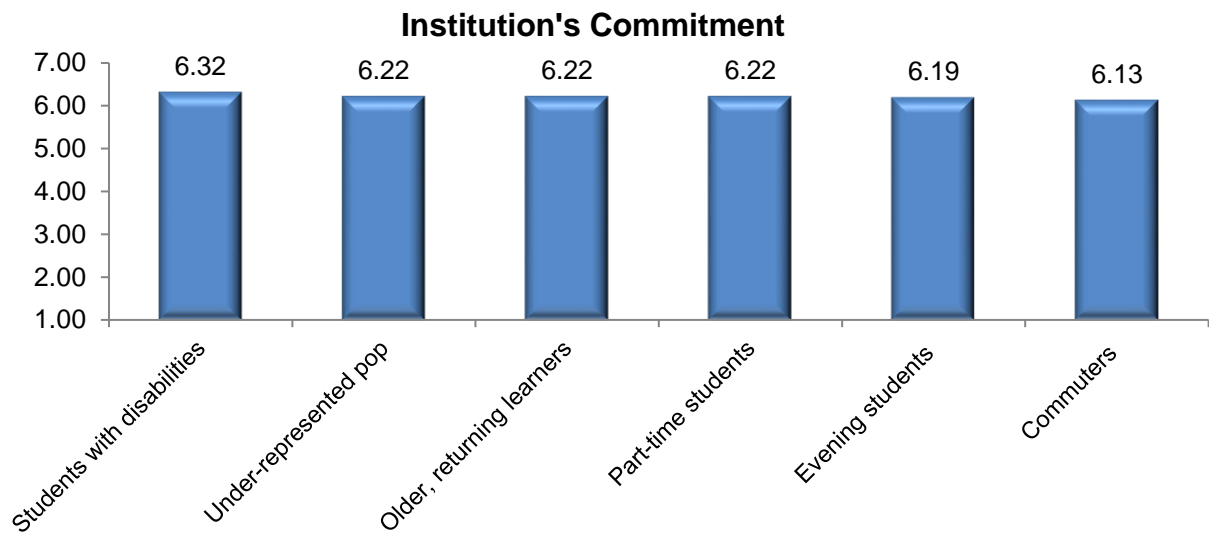
The institutional summary provides a twelve composite scale summary of the 70 importance/satisfaction questions and the College's responsiveness to diverse populations. The highest satisfaction rating was for academic services (6.52) that also had the lowest difference (0.23) between the level of importance 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, which is a positive outcome. The area to pay closer attention to would be the academic advising and counseling composite score because the difference between the level of importance and the level of satisfaction was 0.62. The responsiveness to diverse populations is quite high at a 6.21 satisfaction level – the highest rating in the past four survey administrations.

		OCCC		
	Year	Importance	Satisfaction	Difference
Academic advising/counseling	2013	6.48	5.54	<b>0.94</b>
	2015	6.44	5.64	<b>0.80</b>
	2017	6.36	5.69	<b>0.67</b>
	2019	6.47	5.85	<b>0.62</b>
Admissions and financial aid	2013	6.40	5.62	<b>0.78</b>
	2015	6.42	5.67	<b>0.75</b>
	2017	6.35	5.73	<b>0.62</b>
	2019	6.45	5.90	<b>0.55</b>
Concern for the individual	2013	6.44	5.71	<b>0.73</b>
	2015	6.42	5.75	<b>0.67</b>
	2017	6.31	5.77	<b>0.54</b>
	2019	6.42	5.90	<b>0.52</b>
Instructional effectiveness	2013	6.50	5.88	<b>0.62</b>
	2015	6.52	5.86	<b>0.66</b>
	2017	6.39	5.88	<b>0.51</b>
	2019	6.51	6.02	<b>0.49</b>
Registration effectiveness	2013	6.47	5.95	<b>0.52</b>
	2015	6.47	5.94	<b>0.53</b>
	2017	6.39	5.94	<b>0.45</b>
	2019	6.49	6.11	<b>0.38</b>
Campus climate	2013	6.33	5.88	<b>0.45</b>
	2015	6.35	5.92	<b>0.43</b>
	2017	6.29	5.92	<b>0.37</b>
	2019	6.39	6.03	<b>0.36</b>
Service excellence	2013	6.32	5.85	<b>0.47</b>
	2015	6.33	5.88	<b>0.45</b>
	2017	6.28	5.89	<b>0.39</b>
	2019	6.39	6.03	<b>0.36</b>

		OCCC		
	Year	Importance	Satisfaction	Difference
Campus support services	2013	6.03	5.70	0.33
	2015	6.07	5.77	0.30
	2017	6.15	5.83	0.32
	2019	6.24	5.89	0.35
Student centeredness	2013	6.32	5.90	0.42
	2015	6.35	5.94	0.41
	2017	6.30	5.94	0.36
	2019	6.39	6.05	0.34
Safety and security	2013	6.44	5.91	0.53
	2015	6.46	5.97	0.49
	2017	6.44	6.05	0.39
	2019	6.51	6.18	0.33
Academic services	2013	6.43	6.15	0.28
	2015	6.43	6.15	0.28
	2017	6.43	6.19	0.24
	2019	6.52	6.29	0.23
Responsiveness to diverse populations	2013		6.06	
	2015		6.07	
	2017		6.03	
	2019		6.21	

### 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 6.32 ratings level with all ratings above a 6.10.





### 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. All three of these were above a 6.2 importance rating on a 7-point scale.

	Year	OCCC Importance
Cost as factor in decision to enroll.	2013	6.41
	2015	6.48
	2017	6.32
	2019	6.44
Financial aid as factor in decision to enroll.	2013	6.18
	2015	6.19
	2017	6.19
	2019	6.27
Academic reputation as factor in decision to enroll.	2013	6.09
	2015	6.14
	2017	6.10
	2019	6.22
Geographic setting as factor in decision to enroll.	2013	5.84
	2015	5.68
	2017	5.81
	2019	5.81
Personalized attention prior to enrollment as factor in decision to enroll.	2013	5.63
	2015	5.70
	2017	5.64
	2019	5.67
Size of institution as factor in decision to enroll.	2013	5.43
	2015	5.45
	2017	5.61
	2019	5.66
Campus appearance as factor in decision to enroll.	2013	5.39
	2015	5.37
	2017	5.49
	2019	5.50

### Overall Satisfaction

All three overall satisfaction questions were rated higher than the previous survey administration. Students who would re-enroll if they had to do it all over again rated this 6.30.

Year	Met Expectations
2013	5.21
2015	5.21
2017	5.17
2019	5.34

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

Overall Satisfaction
5.93
5.91
5.73
5.96

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

Would you re-enroll
6.33
6.27
6.15
6.30

Ratings = 1 – definitely not to 7 – definitely yes

### OSCC Questions

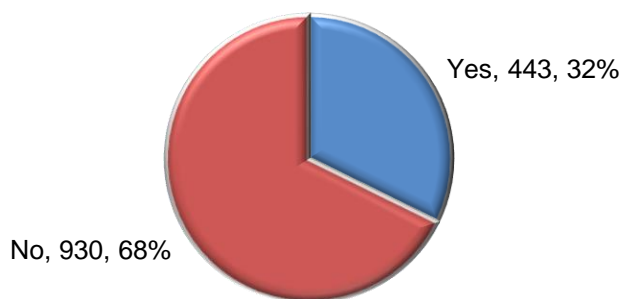
Ten OSCC questions developed for the survey included the same level of importance and satisfaction ratings as described on page 7. All of the satisfaction ratings were above a 5.70 in 2019. Adequate opportunities to participate in non-classroom activities had the smallest difference, 0.09, between importance and satisfaction indicating that students were satisfied with this service. The highest level of differences between importance and satisfaction was “staff explained the steps to apply for and receive federal financial aid” (0.73). This item was followed by my advisor gave me time to share personal information (0.66) and my advisor provided me with adequate program information (0.65). These three differences were quite higher than the previous survey results. The highest level of satisfaction was “the online admission process was easy to use” (6.27).

	Year	Importance	Satisfaction	Difference
Staff explained the steps to apply for and receive federal financial aid.	2017	6.25	5.96	<b>0.29</b>
	2019	6.49	5.76	<b>0.73</b>
My advisor gave me time to share personal information when we discussed my major, schedule, and enrollment status.	2017	6.39	6.02	<b>0.37</b>
	2019	6.37	5.71	<b>0.66</b>
My advisor provided me with adequate information to select an academic program that fits my interests and career goals.	2017	6.32	5.95	<b>0.37</b>
	2019	6.52	5.87	<b>0.65</b>
Based on my needs, I received information on support services such as tutoring, disability services, transportation, etc.	2017	6.39	5.93	<b>0.46</b>
	2019	6.48	6.03	<b>0.45</b>
I am satisfied with the available course components on Moodle.	2017	6.38	5.67	<b>0.71</b>
	2019	6.52	6.21	<b>0.31</b>
The Student Planning System (SPS) software was helpful in planning my course schedule.	2017	6.42	5.99	<b>0.43</b>
	2019	6.46	6.17	<b>0.29</b>
Technical Support services are available when I need them.	2017	6.25	5.61	<b>0.64</b>
	2019	6.45	6.18	<b>0.27</b>

	Year	Importance	Satisfaction	Difference
The online admission process was easy to use.	2017	6.36	5.96	<b>0.40</b>
	2019	6.54	6.27	<b>0.27</b>
The Virtual Learning Center has been very helpful.	2017	6.37	5.58	<b>0.79</b>
	2019	6.39	6.18	<b>0.21</b>
There are adequate opportunities to participate in non-classroom activities (student clubs, fitness, theater, etc.).	2017	6.32	5.90	<b>0.42</b>
	2019	6.24	6.15	<b>0.09</b>

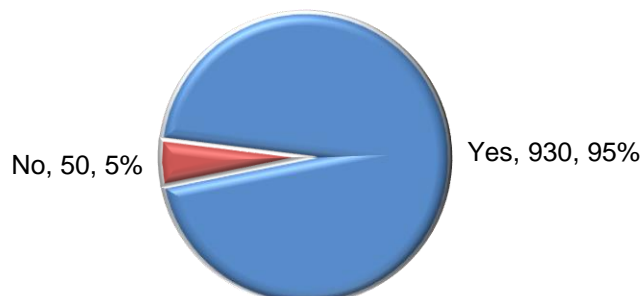
OCCC added two Demographic Questions. The first question asked students if they were currently taking care of their children, spouse, parent, or someone else that requires them to be at home. The majority (68%) of the respondents said no.

### Taking Care of Someone at Home



Students were also asked if they had reliable transportation. The majority or 95% said yes.

### Reliable Transportation



## SUMMARY OF COMMENTS

Seven hundred and seventy one students commented on the survey. As expected, there was a variety of comments. These comments were separated at times to distinguish among the categories.

There were ~ 500 generally positive comments. A sample of these comments were:

- The vibe of the school is overall very good.
- I really like this institution and I think more students should think about enrolling here too.
- Great. Going back later in life made me realize I can do it.
- I absolutely enjoyed being a student at OCCC! Although OCCC was not my first choice, it turned out to be the best choice.
- I am an international student and the school has a lot of activities to help me keep up with a new environment and culture.
- I am grateful about this school. I never thought how well I was going to be treated. At the end I met a lot of new people and made really good friends.
- I am very satisfied on how this institution welcomes active duty service members, like me. I never had a problem finding and registering with classes. OCCC is very flexible with their student's hectic schedule.
- I believe the school is beneficial for those who want to get an education on a budget as well as the resources available and reliable transportation. Not to mention the various campus activities, tutoring sessions, and various social activities among the students.
- I graduate with my associates in May and I am grateful for this college. I help other students at four-year schools in science classes. This school is great for people who don't want to go into crippling debt but get the same education quality as the expensive ones. THANK YOU
- I never thought that I was able to do so well in college. This college provided the resources to help me master my studies, for that I am very grateful.
- I recommend OCCC to everyone I speak to.
- If it wasn't for OCCC then I would've been in the streets.
- Person really learned in this college. School safety is top. More secure, safe, and excellent environment for students.
- I recommend OCCC to everyone when they ask if I love it. I 100% would do this process all over again if I had to. Thanks OCCC!!!
- I recommend this place to my friends. For me, this is a very good school with a good atmosphere, a top teach team and supporting facilities.
- Keep of the great work!
- Above all, I will like to say thanks to the majority that helped me out with my success so far and hope I keep pushing and make it through! Thanks
- My time spent continuing my education has been better than the other college I've previously attended.
- Overall, this community college has the resources to becoming a better individual and allowing reasonable transfer options that have little hindrances. The community college is a great place to start and begin degrees.
- Thank you to everyone for the opportunity to make a better life for my children and I.

There were 263 faculty comments – 154 positive and 109 suggestions for improvement. A sample of these comments were:

- All my professors have been amazing and knowledgeable

- Class sizes are nice and the professors are very helpful and friendly. They go above and beyond to make sure you reach your educational goals.
- Most of the professors do care about their student and do their best to make sure they succeed.
- Professors are always helping me
- My teachers are great, my classes are great and that's all I'm here for :-)
- The instructors are knowledgeable. . . . I have built relationships with professors who look like me. None of this would have been possible had I've gone to another school. I will forever be grateful for OCCC and all it has given me.
- I am retired and returning to college to get an AA degree and then transfer to a four-year college. The faculty has been fantastic in the three classes I am taking this semester. Each one of my professors have shown to me that they are concerned with my learning and understanding the information presented.
- I am very pleased with my experience thus far at Oklahoma City Community College. My professors are very attentive and cater to the needs of students.
- I am the second child to go to college, but all I want to say is that I had a great experience in this college all my professors are nice and helpful.
- I feel it is a very comfortable learning environment and I am able to approach my professors with any questions I may have.
- I love OCCC it's always been such a professional school with professors that care about their students.
- I really enjoy how easy it is to get help here and how polite professors are.
- I want to thank my professors for understanding me and others. Also for being a great help to us as well, believing in us. Thanks for not giving up on us and for being there when needed.
- I want to thank my professors for understanding me and others. Also for being a great help to us as well, believing in us. Thanks for not giving up on us and for being there when needed.
- Most professors I have had genuinely care about my success.
- Professors really care about one's success and we are given the necessary tools and opportunities to achieve our goals.
- One item that impressed me after I started was how much I felt the professors wanted students to succeed. They have given every opportunity for success and I appreciate that very much.
- I am an older returning student struggling a lot with lab classes. Not knowing what to expect when the test came and the short time at each station. I feel would do better with less people and a longer amount of time for lab test. More instructions for lab test. Be allowed to take lab test in a smaller setting with less people.
- The only complaint I have is an issue with one of my online professors regarding communication and receiving assignments I have submitted, but failing to update them in my grade book.
- I feel that some of the faculty could maybe slow down so that the student can get a better understanding of what is being said.
- There is a teacher that does not let you know if you are doing good in their class.
- I just wish that some of the teachers were on the same page and did things all the same.
- Last semester was perfect tutoring, this semester I have late grading from my tutor, late feedback is not helpful.
- Some teachers have had an agenda of some sort but overall good.

There were 70 advising comments. A sample of these comments were:

- The advisers led me in the right direction from the beginning, which is opposite from my previous school.
- Staff have been so helpful to me from enrolling to getting financial aid and in class as well.
- Any advisor I have spoken to has also been super helpful and friendly and actually seemed like they cared about my success.
- My advisor is great.
- Academic advisers need to help more and make sure they are helping student understand correctly.

- Most advisors told me to just get my basics out of the way here but the problem is if I do that, I would be behind on getting my degree.
- At times, I feel advisors could be more patient.
- I have concerns with the academic advisors on transfer credit and what is considered in overall GPA calculating. I not to certain if they absolutely know their policies
- I hope staff members especially in academic advising and registration are provided more training in the future.

## CONCLUSIONS

Overall, the College results when compared to the national, the comparison colleges, and results from the previous year were very positive. The satisfaction ratings of all 70 questions statistically were statistically significantly higher for OCCC compare to the national and comparison colleges. Of the twelve composite scales identified by Noel Levitz, the highest student-rated category based on their level of satisfaction was academic services that 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, adequate opportunities to participate in non-classroom activities had the smallest difference, 0.09 between importance and satisfaction indicating that students were satisfied with this service. The highest level of satisfaction was with "The online admission process was easy to use" with a rating of 6.27.

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.

Overall, the College has made great strides in improving students' perception of the importance and satisfaction of the 70 rated items. College faculty and staff may want to focus on improving items that had relatively large differences between the level of importance and the level of satisfaction. These include:

- |   |      |
|---|------|
| • Students are notified early in the term if they are doing poorly in a class.              | 0.88 |
| • Financial aid counselors are helpful.   | 0.78 |
| • My academic advisor helps me set goals to work toward.                                    | 0.74 |
| • My academic advisor is concerned about my success as an individual.                       | 0.73 |
| • Adequate financial aid is available for most students.                                    | 0.71 |
| • Faculty provide timely feedback about student progress in a course.                       | 0.71 |
| • Financial aid awards are announced to students in time to be helpful in college planning. | 0.70 |

## **APPENDICES**





## Appendix A

### List of All Colleges Completing the Survey

Community, Junior and Technical Colleges (Form A)

Three years 2016, 2017, and 2018

285 Institutions 142,906 Students Completed Surveys

Aims Community College	CO	Midlands Technical College	SC
Anoka Technical College	MN	Miles Community College	MT
Anoka-Ramsey Community College	MN	Minnesota State College Southeast	MN
Asheville - Buncombe Technical Community College	NC	Mitchell Technical Institute	SD
Augusta Technical College	GA	Montana State University - Billings	MT
Aultman College of Nursing and Health Sciences	OH	Montana Tech of the University of Montana	MT
Bay Noc Community College	MI	Montcalm Community College	MI
Beaufort County Community College	NC	Montgomery County Community College	PA
Bellingham Technical College	WA	Mountain View College (DCCCD)	TX
Belmont College	OH	Mountwest Community & Technical College	WV
Bevill State Community College	AL	Muskegon Community College	MI
Bismarck State College	ND	Navarro College	TX
Brazosport College	TX	New Mexico Junior College	NM
Brookdale Community College	NJ	New Mexico State University Alamogordo	NM
Brookhaven College (DCCCD)	TX	New Mexico State University at Carlsbad	NM
Bucks County Community College	PA	New Mexico State University Dona Ana Community College	NM
Butler County Community College	PA	Nicolet Area Technical College	WI
Camden County College	NJ	North Dakota State College of Science	ND
Cankdeska Cikana Community College	ND	North Hennepin Community College	MN
Cape Cod Community College	MA	Northeast Community College	NE
Carl Sandburg College	IL	Northeast Lakeview College	TX
Cedar Valley College (DCCCD)	TX	Northeast Mississippi Community College	MS
Central New Mexico Community College	NM	Northern Maine Community College	ME
Centralia College	WA	Northern Marianas College	MP
Chandler-Gilbert Community College	AZ	Northern Wyoming Community College District	WY

Chatfield College	OH	NorthWest Arkansas Community College	AR
Chattahoochee Technical College	GA	Northwest Florida State College	FL
Coffeyville Community College	KS	Northwest Iowa Community College	IA
College of DuPage	IL	Northwest Vista College	TX
College of Menominee Nation	WI	Ocean County College	NJ
College of the Mainland	TX	Oklahoma City Community College	OK
College of the Redwoods Community College District	CA	Ozarks Technical Community College	MO
Collin College	TX	Palo Alto College	TX
Columbus State Community College	OH	Paradise Valley Community College	AZ
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 Stella and Charles Guttman Community College	NY	Portland Community College	OR
Cuyahoga Community College	OH	Pratt Community College	KS
Cypress College	CA	Pulaski Technical College	AR
Dakota County Technical College	MN	Reading Area Community College	PA
Danville Area Community College	IL	Richland College (DCCCD)	TX
Daytona State College	FL	Richland Community College	IL
Durham Technical Community College	NC	Rockingham Community College	NC
Eastern Arizona College	AZ	Rowan College at Burlington County	NJ
Eastern New Mexico University-Roswell	NM	Saginaw Chippewa Tribal College	MI
Edison State Community College	OH	Saint Louis Community College Center	MO
El Centro College (DCCCD)	TX	San Antonio College	TX
Elgin Community College	IL	Santa Fe Community College	NM
Estrella Mountain Community College	AZ	Sauk Valley Community College	IL
Fletcher Technical Community College	LA	Schoolcraft College	MI
Flint Hills Technical College	KS	Scottsdale Community College	AZ
Fox Valley Technical College	WI	Seward County Community College/ATS	KS
Galveston College	TX	Sitting Bull College	ND
Garden City Community College	KS	South Central College	MN
Gateway Community College	AZ	South Louisiana Community College	LA
Gateway Technical College	WI	South Mountain Community College	AZ

Glendale Community College	AZ	South Piedmont Community College	NC
Grand Rapids Community College	MI	Southeast Technical Institute	SD
Great Basin College	NV	Southwestern Indian Polytechnic Institute	NM
Greenville Technical College	SC	Spokane Community College	WA
Gwinnett Technical College	GA	Spokane Falls Community College	WA
Heartland Community College	IL	St. Clair County Community College	MI
Highland Community College	KS	St. Luke's College	IA
Highlands College	AL	St. Philip's College	TX
Hinds Community College	MS	Stark State College	OH
Illinois Valley Community College	IL	Surry Community College	NC
Independence Community College	KS	Tacoma Community College	WA
Indian River State College	FL	Texas State Technical College - Harlingen	TX
Inver Hills Community College	MN	Texas State Technical College - Marshall	TX
Iowa Western Community College	IA	Texas State Technical College - Waco	TX
J.F. Drake State Community and Technical College	AL	Texas State Technical College - West Texas	TX
Jackson College	MI	Three Rivers College	MO
Johnson County Community College	KS	Trident Technical College	SC
Kalamazoo Valley Community College	MI	Umpqua Community College	OR
Kankakee Community College	IL	University of Akron-Wayne College	OH
Kenai Peninsula College	AK	University of Arkansas Community College at Batesville	AR
Kilian Community College	SD	University of Cincinnati-Clermont College	OH
Lake Land College	IL	University of New Mexico-Gallup	NM
Lake Michigan College	MI	Volunteer State Community College	TN
Lake Superior College	MN	Wentworth Military Academy and Junior College	MO
Lake-Sumter State College	FL	West Georgia Technical College	GA
Lamar State College - Orange	TX	Western Dakota Technical Institute	SD
Lansing Community College	MI	Western Nevada College	NV
Leech Lake Tribal College	MN	Western Technical College	WI
Lincoln Land Community College	IL	Western Wyoming Community College	WY

Luzerne County Community College	PA	Westmoreland County Community College	PA
Madison Area Technical College	WI	Wharton County Junior College	TX
Manhattan Area Technical College	KS	White Earth Tribal and Community College	MN
Mesa Community College	AZ	Wilkes Community College	NC
Mesalands Community College	NM	Wisconsin Indianhead Technical College	WI
Metropolitan CC-Kansas City Administration Center	MO	WSU Tech	KS
Mid Michigan College	MI		

## 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.

**Instructions:**

- 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 PERF



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		not available/not used	
2 - not very important		very satisfied - 7	
3 - somewhat unimportant		satisfied - 6	
4 - neutral		somewhat satisfied - 5	
5 - somewhat important		neutral - 4	
6 - important		somewhat dissatisfied - 3	
7 - very important		not very satisfied - 2	
does not apply		not satisfied at all - 1	

(If items 71-80 not available, skip to item 81.)	
71.	71.
72.	72.
73.	73.
74.	74.
75.	75.
76.	76.
77.	77.
78.	78.
79.	79.
80.	80.

How <u>satisfied</u> are you that this campus demonstrates a commitment to meeting the needs of:	
81. Part-time students?	81.
82. Evening students?	82.
83. Older, returning learners?	83.
84. Under-represented populations?	84.
85. Commuters?	85.
86. Students with disabilities?	86.

How <u>important</u> were each of the following factors in your decision to enroll here?	
87. Cost	
88. Financial aid	
89. Academic reputation	
90. Size of institution	
91. Opportunity to play sports	
92. Recommendations from family/friends	
93. Geographic setting	
94. Campus appearance	
95. Personalized attention prior to enrollment	

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



