



INSTITUTE OF TECHNOLOGY

Student Satisfaction Inventory Report

September 2019

Oklahoma State University Institute of Technology
Okmulgee, Oklahoma

Office of Institutional Research

Introduction

The Ruffalo Noel Levitz Student Satisfaction Inventory (SSI) measures student satisfaction and priorities showing how satisfied students are as well as what issues are important to them. The SSI is available in both online and paper formats with versions for specific institution types; it also comes in 70-question and 40-question versions. The OSUIT campus used the 40-question version for community, junior, and technical colleges for the spring/summer 2019 administrations of the SSI; we also chose to administer paper surveys in classrooms to improve the participation rate. A stratified selection of classes completed the survey. Students who attended exclusively off-campus through distance learning were excluded because this survey focused primarily on student attitudes and student services provided on the OSUIT campus.

Notification and Administration

This report covers a replacement set of data. Administration of the SSI takes place each spring term, and spring 2019 was no different. However, the United States Postal Service (USPS) mishandled and lost the completed surveys. A new timeframe was set and the procedures repeated. Instructors in selected classes received emails with instructions and letters of announcement followed by survey packets and pencils for their classes. The survey administration schedule ran from 07/10/2019 through 08/12/2019; this scheduling restricted student participation to those classes in-session during a timeframe that excluded first 8-week classes. Institutional Research sent reminders to instructors to encourage survey packet completion and return. The United Parcel Service (UPS) received, tracked, and delivered the completed replacement surveys.

Incentives

Prior interaction with students in classroom survey situations led this office to believe that students might appreciate getting to keep the pencils used during a survey administration. Pencils were specially purchased and imprinted with “OSUIT INSTITUTE OF TECHNOLOGY” and “Please enjoy this high-quality, technologically advanced #2 pencil on us!” in the hope that a bit of tongue-in-cheek humor might have a positive impact on participation. The directions to students (included with each survey) included the statement “Use the #2 lead pencil provided, and keep the pencil with our thanks—one per participant, please.” Incentives have become commonplace among most institutions of higher education; the pencils are an initial attempt to incentivize survey completion fairly, equally, and at minimal cost.

Sample Selection

A class list of all available traditional classes taught during the second half of the summer term provided the sample for this administration of the SSI. Because of the restricted timeframe for administering the SSI, randomization methods were not suitable options. Classes were selected based on school and program coverage as well as number of registered students in the classes. The 43 selected classes included 433 registered students, 365 of which completed the survey for a response rate of 84.3 percent.

Demographics

Participants in the 2019 sample were 70.8 percent male. Only 8.3 percent were age 18 or under; 70.8 percent were age 19-24; 11.7 percent were 25-34; 9.2 percent were age 35 and over. Higher than usual, 73.4 percent listed a current GPA of 3.0 or above. Less than 60 percent of the sample were White/Caucasian with 15.1 percent American Indian, 8.3 percent Hispanic or Latino (and Puerto Rican), 5.1 percent Asian, and 4.3 percent Black/African American. Full-time enrollment totaled 85.6 percent. First-year students (by class level) comprised 43.0 percent of this sample, while 44.9 percent were in their second year. Educational goals for this sample included 75.6 percent seeking an associate degree

and only 2.3 percent intending to transfer to another institution (see Demographics on first page of report in appendix A for more thorough breakdown of demographic categories as some have changed). Note: A higher percentage of transient/transfer students likely participated in this current administration of the SSI because of sampling during the summer term. How additional transfer students may affect the results is uncertain.

Instrument

The SSI asks students to respond with a level of importance and a level of satisfaction for most survey items. The rating scales follow.

IMPORTANCE

- 1 = not important at all
- 2 = not very important
- 3 = somewhat unimportant
- 4 = neutral
- 5 = somewhat important
- 6 = important
- 7 = very important

SATISFACTION

- 1 = not satisfied at all
- 2 = not very satisfied
- 3 = somewhat dissatisfied
- 4 = neutral
- 5 = somewhat satisfied
- 6 = satisfied
- 7 = very satisfied

The 40-question version of the survey consisted of the following eight survey scales:

- Academic Advising and Counseling Effectiveness
- Admissions and Financial Aid Effectiveness
- Campus Climate
- Campus Services
- Instructional Effectiveness
- Registration Effectiveness
- Safety and Security
- Student Centeredness

Importance, Satisfaction, and Gap Scores

Satisfaction is meaningless if it is also *unimportant*. The higher the importance of an item, the more meaningful its satisfaction score becomes. The *performance gap* is useful for understanding the students' satisfaction in-context. Performance gaps are calculated by subtracting the *satisfaction* score from the *importance* score on each item that makes up the scale and, cumulatively, for the scales themselves. This *gap score* is also useful in determining institutional *strengths* and *challenges*.

Comparison Groups: National Benchmarks and Internal Comparisons

The 2019 SSI results were reported alongside two comparison groups: 1) a *national comparison group* (“national group”, useful for external benchmarking) of all community and technical colleges administering the 40-item version of the SSI; and 2) OSUIT student responses from the previous year’s (spring 2018) SSI administration for a year-to-year comparison (2018 vs. 2019). The national group dataset includes three consecutive academic years of data for students who completed the same survey version and are at the same type of institution. See Appendix A for results compared to the national group benchmarks, and Appendix B for results comparing the OSUIT 2018 and 2019 administrations of the SSI. Also included in the current report is a five-year comparison of item-level responses using weighted means to monitor trends over time (Appendix C).

National group— Reports provided by Ruffalo Noel Levitz include OSUIT results compared with all other schools nationwide that administered the SSI *Community, Junior and Technical College Version, Form B* as mentioned above. For 2019, the national normative group results reflect responses by 63,625 students. OSUIT continues to lag behind the national group on most of the survey scales (Table 1). Comparison to the national group revealed that respondents at OSUIT were less satisfied on all scales but one: OSUIT students reported higher satisfaction on *Academic Advising Effectiveness*. Consistent with past reports, students reported the survey scales as *less important* than did the national group. Six of the eight scales had larger gap scores than the scales for the national group. When compared to the national group, the OSUIT campus appears most similar to the national group on the *Academic Advising Effectiveness* scale.

Table 1. Scale comparisons between OSUIT and the national group.

Scale	Oklahoma State University Institute of Technology			National Community Colleges Form B			Mean Difference
	Impor- tance	Satis- faction / SD	Gap	Impor- tance	Satis- faction / SD	Gap	
INSTRUCTIONAL EFFECTIVENESS	6.16	5.65 / 1.18	0.51	6.42	5.85 / 1.06	0.57	-0.20***
CAMPUS CLIMATE	6.12	5.54 / 1.22	0.58	6.44	5.94 / 1.03	0.50	-0.40***
REGISTRATION EFFECTIVENESS	6.12	5.51 / 1.20	0.61	6.47	5.86 / 1.06	0.61	-0.35***
STUDENT CENTEREDNESS	6.11	5.53 / 1.25	0.58	6.38	5.82 / 1.17	0.56	-0.29***
ACADEMIC ADVISING EFFECTIVENESS	6.09	5.72 / 1.12	0.37	6.39	5.71 / 1.30	0.68	0.01
SAFETY AND SECURITY	6.03	5.38 / 1.21	0.65	6.36	5.74 / 1.16	0.62	-0.36***
CAMPUS SERVICES	6.01	5.54 / 1.16	0.47	6.32	5.95 / 1.00	0.37	-0.41***
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	5.99	5.34 / 1.21	0.65	6.29	5.64 / 1.27	0.65	-0.30***

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

OSUIT year-to-year comparison— In spring of 2018, 43 selected classes reported a total enrollment of 581 students, of which 480 completed surveys for a response rate of 82.6 percent. On all eight scales, students revealed higher levels of satisfaction in 2018 as compared to 2017; *Safety and Security* increased slightly in 2018. Also in 2018, as students reported lower satisfaction, they also reported lower levels of importance on most items compared to student responses from 2017.

Currently, in summer 2019, 43 classes reported a total enrollment of 433 students, of which 365 completed surveys for a response rate of 84.3 percent. Students reported lower levels of satisfaction in 2019 as compared to 2018 (Table 2). Satisfaction from 2018 to 2019 declined as characterized by scale scores with one exception: *Safety and Security* ratings increased substantially in 2019. Students continue to report slightly lower levels of importance as represented on the eight survey scales; again, importance provides context for satisfaction levels.

Table 2. Scale comparisons at OSUIT between the current and previous year.

Scale	OSUIT Spring 2019 (n = 365)			OSUIT Spring 2018 (n = 480)			Mean Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
INSTRUCTIONAL EFFECTIVENESS	6.16	5.65 / 1.18	0.51	6.23	5.72 / 1.19	0.51	-0.07
CAMPUS CLIMATE	6.12	5.54 / 1.22	0.58	6.20	5.61 / 1.23	0.59	-0.07
REGISTRATION EFFECTIVENESS	6.12	5.51 / 1.20	0.61	6.19	5.60 / 1.22	0.59	-0.09
STUDENT CENTEREDNESS	6.11	5.53 / 1.25	0.58	6.18	5.61 / 1.27	0.57	-0.08
ACADEMIC ADVISING EFFECTIVENESS	6.09	5.72 / 1.12	0.37	6.16	5.73 / 1.17	0.43	-0.01
SAFETY AND SECURITY	6.03	5.38 / 1.21	0.65	6.05	5.11 / 1.37	0.94	0.27***
CAMPUS SERVICES	6.01	5.54 / 1.16	0.47	6.07	5.73 / 1.09	0.34	-0.19*
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	5.99	5.34 / 1.21	0.65	6.05	5.40 / 1.30	0.65	-0.06

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

Strengths and Challenges

As mentioned previously, gap scores are useful in determining an institution's strengths and challenges. *Strengths* are evidenced by high importance and high satisfaction scores. *Challenges* are evidenced by high importance and lower satisfaction scores resulting in a relatively large gap score. Items followed by a (+) indicate significantly higher satisfaction compared to the national group; items followed by a (-)

indicate significantly lower satisfaction compared to the national group. Following are the strengths and challenges identified by OSUIT students during the summer 2019 administration of the SSI.

Strengths (high importance and high satisfaction)

- 8. The quality of instruction I receive in most of my classes is excellent.
- 42. Campus item 2: My department prepares students well for their professions.
- 50. Campus item 10: My instructors demonstrate professionalism as appropriate for the workplace.
- 14. My academic advisor is knowledgeable about my program requirements.
- 9. I am able to register for the classes I need with few conflicts.
- 13. The campus is safe and secure for all students. (-)
- 16. My advisor helps me apply my program of study to career goals.
- 20. Students are made to feel welcome here. (-)
- 1. The campus staff are caring and helpful. (-)
- 3. My academic advisor is available when I need help.
- 18. Computer labs are adequate and accessible. (-)

Challenges (high importance and low satisfaction, large gap)

- 24. The equipment in the lab facilities is kept up to date. (-)
- 40. There are sufficient courses within my program of study available each term. (-)
- 25. Faculty provide timely feedback about my academic progress. (-)
- 36. Tuition paid is a worthwhile investment. (-)
- 33. Administrators are available to hear students' concerns. (-)
- 29. There are convenient ways of paying my school bill. (-)
- 2. Classes are scheduled at times that are convenient for me. (-)

(+) Significantly higher satisfaction vs. national comparison group

(-) Significantly lower satisfaction vs. national comparison group

Benchmarks

The OSUIT 2019 SSI results were benchmarked against 63,625 responses from community, junior, and technical colleges across the country administering the SSI Form B. Again, satisfaction with an item is meaningless if it is also unimportant. OSUIT students rated the following items among the top half of items by importance.

Higher Satisfaction vs. National Group:

No differences between OSUIT and benchmarks were found to be statistically significant.

Lower Satisfaction vs. National Group

- 24. The equipment in the lab facilities is kept up to date. (-0.55***)
- 12. Faculty are fair and unbiased in their treatment of individual students. (-0.22**)
- 13. The campus is safe and secure for all students. (-0.44***)
- 40. There are sufficient courses within my program of study available each term. (-0.26**)
- 25. Faculty provide timely feedback about my academic progress. (-0.24**)
- 36. Tuition paid is a worthwhile investment. (-0.54***)
- 20. Students are made to feel welcome here. (-0.32***)
- 28. This campus provides online access to services I need. (-0.60***)
- 1. The campus staff are caring and helpful. (-0.19**)
- 33. Administrators are available to hear students' concerns. (-0.25**)

- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). (-0.37***)
- 38. Most classes deal with practical experiences and applications. (-0.23**)
- 18. Computer labs are adequate and accessible. (-0.41***)
- 29. There are convenient ways of paying my school bill. (-0.63***)
- 39. On the whole, the campus is well-maintained. (-0.70***)

OSUIT 2018-to-2019 change at the item level

While the preceding benchmarks on specific items are useful for seeing how this campus compares to other institutions nationally, year-to-year comparisons within this institution also help to indicate changes in student priorities and satisfaction. Because students at OSUIT appear to have more reserved attitudes toward the importance and satisfaction of scales and items on the SSI versus the national norms, internal comparisons continue to be included as indicators of performance for this campus.

Although satisfaction generally decreased from 2018 to 2019 on most scales for OSUIT students, one scale where satisfaction *increased*—*Safety and Security*—did so at a statistically significant level (see Appendix B for year-to-year comparisons). To determine the greatest improvement in specific areas, listed below are specific items revealing the highest mean difference, positive and negative, for 2019 over 2018 (mean difference in parentheses).

- 21. The amount of student parking space on campus is adequate. (0.55***)
- 10. Parking lots are well-lighted and secure. (0.38***)

On the other hand, we can also see the steepest declines that help determine our greatest needs.

- 28. This campus provides online access to services I need. (-0.34***)
- 49. Campus item 9: I feel a sense of pride about my campus. (-0.32***)
- 46. Campus item 6: A variety of activities and social events are provided on campus. (-0.31**)
- 27. Tutoring services are readily available. (-0.25**)
- 24. The equipment in the lab facilities is kept up to date. (-0.25*)

Summary Items: Benchmarks

The SSI included three summary items regarding students' general attitudes; these questions are often used to determine the likelihood of a positive or negative attitude that may reflect on the institution's reputation during face-to-face interactions with others. Results of these summary items show that differences between OSUIT students and the national group were statistically significant (see Appendix A for OSUIT comparison to national benchmarks).

When asked, "So far, how has your college experience met your expectations?" the average of responses for OSUIT was 4.69 on a seven point scale between 4 = "About what I expected" and 5 = "Better than I expected. The average of responses for the national group was 4.99 resulting in a mean difference of -0.30, which is statistically significant at the .001 level.

When asked, "Rate your overall satisfaction with your experience here thus far", the average of responses for OSUIT was 5.18 falling between 5 = "Somewhat satisfied" and 6 = "Satisfied". The average of responses for the national group was 5.61 resulting in a mean difference of -0.43, which is statistically significant at the .001 level.

When asked, “All in all, if you had to do it over, would you enroll here again?” the average of responses for OSUIT was 5.34 vs. 5.83 for the national group resulting in a mean difference of -0.49. On a seven point scale, these responses fall between 5 = “Maybe yes” and 6 = “Probably yes”. The difference was statistically significant at the .001 level.

Summary Items: OSUIT year-to-year comparison

Results of the summary items (Appendix B) for OSUIT in 2018 vs. 2019 also show a decrease in satisfaction. When asked, “So far, how has your college experience met your expectations?” the average of responses for OSUIT was 4.69 on a seven point scale between 4 = “About what I expected” and 5 = “Better than I expected”. Last year, the average of responses for students at OSUIT was higher at 4.88, which is statistically significant at the .05 level.

When asked, “Rate your overall satisfaction with your experience here thus far”, the average of responses for OSUIT was 5.18 falling between 5 = “Somewhat satisfied” and 6 = “Satisfied”. Last year, the average of responses for students at OSUIT was higher at 5.46; the difference is statistically significant at the .01 level.

When asked, “All in all, if you had to do it over, would you enroll here again?” the average of responses for OSUIT was 5.34 vs. 5.60 for last year. On a seven point scale, these responses fall between 5 = “Maybe yes” and 6 = “Probably yes”. The difference was statistically significant at the .01 level.

Decision to Enroll at OSUIT

Future career opportunities, the cost of education, and academic reputation continue as the three most important factors for our students in deciding to enroll at OSUIT, and these results are similar to those of the national group (see Appendix C). As with results from last year, note the transposition of both the first and second rankings and the third and fourth rankings. OSUIT students ranked “Future career opportunities” over “Cost” and “Academic reputation” over “Financial assistance” compared to the national group.

OSUIT: Five Years of Comparison Data

Appendix C provides tables with sparkline graphs—line graphs with markers—for both scales and individual survey items for the last five consecutive years (2015-2019). Appendix C concludes with the three summary items reporting five years of weighted means data for longitudinal comparison.

Conclusions

In 2018, we saw an uncharacteristically comprehensive increase in satisfaction at OSUIT. For this year, 2019, the scale results dropped except for *Safety and Security*, which continued to show an increase in student satisfaction. The top four strengths at OSUIT pertain to excellence in instruction and student preparation. Although computer labs appear adequate and accessible, the condition of other lab facilities continues to be a problem. Other challenges facing OSUIT deal with availability of courses, value for the dollar, and (of course) timeliness of feedback from faculty.

OSUIT benchmark comparisons with the national group showed a decrease in student satisfaction this year, but not as much as the increase observed in 2018. While continuing to trail behind the national group generally, the scale *Academic Advising Effectiveness* was not statistically different from the

national group for satisfaction this year. Overall, the satisfaction on campus decreased for all other scales.

The year-to-year comparison at OSUIT provided little difference with two exceptions: *Safety and Security* improved for 2019, and the difference was statistically significant (0.27***); to a lesser extent, satisfaction for *Campus Services* declined in 2019, and that difference was statistically significant (-0.19*). *Campus Security* was bolstered by dramatic improvement on scale-specific items “The amount of student parking space on campus is adequate” and “Parking lots are well-lighted and secure.” Although the majority of a protracted parking lot renovation project concluded during the spring term, the degree of positive response was still surprising. On the other hand, decreased satisfaction for *Campus Services* items placed the focus on 1) providing online access to services, 2) improving access to tutoring services, and 3) making sure the lab equipment and facilities are maintained and current. Campus pride and extracurricular activities also showed declines in satisfaction in 2019 as compared to 2018.

OSUIT students reported decreased satisfaction for the summary items in 2019 vs. the 2018 results; this also reflects the lower satisfaction reported for the campus-added item “I feel a sense of pride about my campus.”

Students reported that the prospect of *Future career opportunities*, *Academic reputation*, and *Financial assistance* continued as the most important factors in deciding to enroll at OSUIT. Although least among the factors used in deciding to enroll at OSUIT, *Campus visits* continued a steady trend up as it becomes increasingly important in students’ decision-making processes.

As suggested in previous OSUIT *Student Satisfaction Inventory Reports*, lower satisfaction may have been due to social, fiscal, and political issues within the State of Oklahoma. The new student information system has been in use for a third year, and staff are apparently able to provide service that is more effective to students than occurred during the rollout. However, there continue to be challenges associated with a variety of factors.

This office seeks to provide data using the best methods possible. However, the unfortunate loss of the initial batch of spring data led to an adjustment in data collection methods. We were unable to include any randomization in the sampling procedure due to the limited number of courses available to survey and the need to stratify the sample for sufficient coverage of the academic program areas. As a result, the procedure may have introduced biases that may have led to unforeseen effects such as the likely participation of more transfer-outs (transient transfer students) than would be expected in spring term administrations of the SSI. Monitoring to determine why student satisfaction fluctuates at OSUIT to the extent it does continues to be a worthwhile effort.

In its 2018 National Student Satisfaction and Priorities Report, Ruffalo Noel Levitz reported that student satisfaction at two-year community and technical colleges is generally lower for male students vs. female students, and that younger students (age 24 and younger) are less satisfied than students age 25 and older (Ruffalo Noel Levitz, 2018*). Considering the composition of the student body at OSUIT, we should expect to see lower satisfaction rates compared to the national group benchmarks.

Notes

Sparkline graphs are not proportional and can easily exaggerate minimal differences in the data, which is why they are used for *at-a-glance* information. Sparklines in this report show changes between each of the five years of data, but they are not comparable to other sparklines within the table because they are not *standardized* or reported relative to a standard scale.

Also, when comparing exceptionally large samples, small differences can sometimes be detected and reported as *statistically significant*. When identifying statistically significant differences in reports such as this current document, it is also useful to understand that these relatively small differences, though perhaps *statistically significant*, may not be *very meaningful or effective* in application. Benchmark comparisons are useful over time to detect trends and consistency (or inconsistency) in the data; in some cases, however, the degree of real difference may be inconsequential and, in those instances, needs to be recognized and evaluated as such.

*2019 National Student Satisfaction and Priorities Report was not available from Ruffalo Noel Levitz upon completion of this current report.

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Reference

Ruffalo Noel Levitz (2018). 2018 national student satisfaction and priorities report. Cedar Rapids, Iowa: Ruffalo Noel Levitz. Retrieved from RuffaloNL.com/benchmark.

APPENDIX A:
Ruffalo Noel Levitz Student Satisfaction Inventory
Report with National Comparison

Demographics

Gender	N	%	Current Class Load	N	%
Female	105	29.25%	Full-time	309	85.60%
Male	254	70.75%	Part-time	52	14.40%
Total	359	100.00%	Total	361	100.00%
No Response	6		No Response	4	

Age	N	%	Class Level	N	%
18 and under	30	8.33%	1 year or less	153	42.98%
19 to 24	255	70.83%	2 years	160	44.94%
25 to 34	42	11.67%	3 years	26	7.30%
35 to 44	17	4.72%	4 or more years	17	4.78%
45 and over	16	4.44%	Total	356	100.00%
Total	360	100.00%	No Response	9	
No Response	5				

Ethnicity/Race	N	%	Current GPA	N	%
Alaskan Native	2	0.57%	No credits earned	10	2.83%
American Indian	53	15.10%	1.99 or below	1	0.28%
Asian	18	5.13%	2.0 - 2.49	26	7.37%
Black/African-American	15	4.27%	2.5 - 2.99	57	16.15%
Hispanic or Latino (and Puerto Rican)	29	8.26%	3.0 - 3.49	127	35.98%
Native Hawaiian or Pacific Islander	1	0.28%	3.5 or above	132	37.39%
White/Caucasian	209	59.54%	Total	353	100.00%
Multi-racial	15	4.27%	No Response	12	
Other race	9	2.56%			
Total	351	100.00%			
No Response	14				

Current Enrollment Status	N	%	Educational Goal	N	%
Day	353	98.88%	Associate degree	267	75.64%
Evening	2	0.56%	Vocational/technical program	15	4.25%
Weekend	2	0.56%	Transfer to another institution	8	2.27%
Total	357	100.00%	Certification (initial/renewal)	2	0.57%
No Response	8		Self-improvement/pleasure	5	1.42%
			Job-related training	17	4.82%
			Other educational goal	39	11.05%
			Total	353	100.00%
			No Response	12	

Demographics

Employment	N	%	Organization Memberships	N	%
Full-time off campus	83	23.12%	No organization memberships	267	75.00%
Part-time off campus	129	35.93%	One or two organization memberships	82	23.03%
Full-time on campus	19	5.29%	Three or four organization memberships	4	1.12%
Part-time on campus	30	8.36%	Five or more organization memberships	3	0.84%
Not employed	98	27.30%	Total	356	100.00%
Total	359	100.00%	No Response	9	
No Response	6				

Current Residence	N	%
Residence hall	159	44.29%
Own house	65	18.11%
Rent room or apt off campus	39	10.86%
Parent's home	75	20.89%
Other residence	21	5.85%
Total	359	100.00%
No Response	6	

Tuition Source	N	%
Scholarships	53	15.41%
Financial aid	132	38.37%
Family contributions	45	13.08%
Self support	74	21.51%
Other tuition source	40	11.63%
Total	344	100.00%
No Response	21	

Residence Classification	N	%
In-state	318	89.58%
Out-of-state	31	8.73%
International (not U.S. citizen)	6	1.69%
Total	355	100.00%
No Response	10	

Institution Question: My decision to attend this college was influenced most by...

	N	%
1. My school or employment counselor	35	16.59%
2. OSUIT website	13	6.16%
3. Other website (U.S. News, College Board, program interest-specific websites, etc.)	7	3.32%
4. Recommended by family and/or friends	93	44.08%
5. Information I received by mail/email	0	0.00%
6. Other	63	29.86%
Total	211	100.00%
No Response	154	

Institution Was My	N	%
1st choice	249	69.94%
2nd choice	71	19.94%
3rd choice or lower	36	10.11%
Total	356	100.00%
No Response	9	

Plan to Transfer	N	%
Yes I plan to transfer	63	17.60%
No I do not plan to transfer	295	82.40%
Total	358	100.00%
No Response	7	

Demographics

Group Code	School	Major	N	%
0123	Arts & Sciences	Allied Health Sciences	1	0.33%
0132	Arts & Sciences	Applied technical Leadership (BT)	0	0.00%
0091	Arts & Sciences	Business	0	0.00%
0676	Arts & Sciences	Enterprise Development	0	0.00%
0044	Arts & Sciences	General Studies	1	0.33%
0039	Arts & Sciences	Office Information Systems Technology	0	0.00%
0090	Arts & Sciences	Pre-Education	0	0.00%
0127	Arts & Sciences	Pre-Professional Studies	7	2.33%
0003	Automotive Technologies	Automotive Collision Repair Technology	0	0.00%
0104	Automotive Technologies	Automotive Service Technology-Chrysler-MOPAR	11	3.65%
0102	Automotive Technologies	Automotive Service Technology-Ford ASSET	15	4.98%
0103	Automotive Technologies	Automotive Service Technology-GM-ASEP	4	1.33%
0004	Automotive Technologies	Automotive Service Technology-Pro-Tech	2	0.66%
0105	Automotive Technologies	Automotive Service Technology-Toyota T-TEN	7	2.33%
0002	Construction Technologies	Air Conditioning & Refrigeration Technology	18	5.98%
0106	Construction Technologies	Construction Technologies-High Voltage Lineman	9	2.99%
0011	Construction Technologies	Construction Technology	29	9.63%
0046	Culinary Arts	Culinary Arts	28	9.30%
0130	Culinary Arts	Culinary Certificate 1	1	0.33%
0131	Culinary Arts	Culinary Certificate 2	1	0.33%
0018	Diesel & Heavy Equipment	Diesel & Heavy Equipment Technology	0	0.00%
0107	Diesel & Heavy Equipment	Diesel & Heavy Equipment Technology-Aggreko	0	0.00%
0108	Diesel & Heavy Equipment	Diesel & Heavy Equipment Technology-CAT	8	2.66%
0109	Diesel & Heavy Equipment	Diesel & Heavy Equipment Technology-Komatsu	6	1.99%
0110	Diesel & Heavy Equipment	Diesel & Heavy Equipment Technology-Truck Tech	0	0.00%
0111	Diesel & Heavy Equipment	Diesel & Heavy Equipment Technology-WEDA	10	3.32%
0112	Energy Technologies	Industrial Maintenance Technologies (AAS)	18	5.98%
0128	Energy Technologies	Industrial Maintenance Technologies Level 1 Cert	0	0.00%
0129	Energy Technologies	Industrial Maintenance Technologies Level 2 Cert	0	0.00%
0101	Energy Technologies	Pipeline Integrity Technology	1	0.33%
0100	Energy Technologies	Power Plant Technology	0	0.00%
0096	Engineering Technologies	Civil Engineering Technology (BT)	3	1.00%
0125	Engineering Technologies	Civil Engineering/Surveying Technologies	2	0.66%
0124	Engineering Technologies	Engineering Graphics & Design Drafting	0	0.00%
0080	Engineering Technologies	Engineering Technologies	6	1.99%
0095	Engineering Technologies	Instrumentation Engineering Technologies (BT)	19	6.31%
0126	Engineering Technologies	Manufacturing Technologies	0	0.00%
0043	Engineering Technologies	Watchmaking & Microtechnology	0	0.00%
0012	Information Technologies	Information Technologies (AAS)	4	1.33%
0092	Information Technologies	Information Technologies (AS)	0	0.00%
0094	Information Technologies	Information Technologies (BT)	5	1.66%
0093	Nursing & Health Sciences	Nursing	28	9.30%
0089	Nursing & Health Sciences	Orthotics & Prosthetics	7	2.33%
0034	Visual Communications	3D Modeling and Animation	7	2.33%
0014	Visual Communications	Graphic Design Technology	21	6.98%
0061	Visual Communications	Photography Technology	6	1.99%
7777	Other	Non-Degree Seeking	13	4.32%
<i>invalid entry</i>			3	1.00%
	Total		301	100.00%
	No Response		64	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. The quality of instruction I receive in most of my classes is excellent.
- 42. *Campus item 2*: My department prepares students well for their professions.
- 50. *Campus item 10*: My instructors demonstrate professionalism as appropriate for the workplace.
- 14. My academic advisor is knowledgeable about my program requirements.
- 9. I am able to register for the classes I need with few conflicts.
- 13. The campus is safe and secure for all students.
- 16. My advisor helps me apply my program of study to career goals.
- 20. Students are made to feel welcome here.
- 1. The campus staff are caring and helpful.
- 3. My academic advisor is available when I need help.
- 18. Computer labs are adequate and accessible.

Challenges

- 24. The equipment in the lab facilities is kept up to date.
- 40. There are sufficient courses within my program of study available each term.
- 25. Faculty provide timely feedback about my academic progress.
- 36. Tuition paid is a worthwhile investment.
- 33. Administrators are available to hear students' concerns.
- 29. There are convenient ways of paying my school bill.
- 2. Classes are scheduled at times that are convenient for me.

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Community Colleges Form B

- 24. The equipment in the lab facilities is kept up to date.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 13. The campus is safe and secure for all students.
- 40. There are sufficient courses within my program of study available each term.
- 25. Faculty provide timely feedback about my academic progress.
- 36. Tuition paid is a worthwhile investment.
- 20. Students are made to feel welcome here.
- 28. This campus provides online access to services I need.
- 1. The campus staff are caring and helpful.
- 33. Administrators are available to hear students' concerns.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 38. Most classes deal with practical experiences and applications.
- 18. Computer labs are adequate and accessible.
- 29. There are convenient ways of paying my school bill.
- 39. On the whole, the campus is well-maintained.

Institutional Summary

Scales: In Order of Importance

Scale	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.16	5.65 / 1.18	0.51	6.42	5.85 / 1.06	0.57	-0.20 ***
Campus Climate	6.12	5.54 / 1.22	0.58	6.44	5.94 / 1.03	0.50	-0.40 ***
Registration Effectiveness	6.12	5.51 / 1.20	0.61	6.47	5.86 / 1.06	0.61	-0.35 ***
Student Centeredness	6.11	5.53 / 1.25	0.58	6.38	5.82 / 1.17	0.56	-0.29 ***
Academic Advising Effectiveness	6.09	5.72 / 1.12	0.37	6.39	5.71 / 1.30	0.68	0.01
Safety and Security	6.03	5.38 / 1.21	0.65	6.36	5.74 / 1.16	0.62	-0.36 ***
Campus Services	6.01	5.54 / 1.16	0.47	6.32	5.95 / 1.00	0.37	-0.41 ***
Admissions and Financial Aid Effectiveness	5.99	5.34 / 1.21	0.65	6.29	5.64 / 1.27	0.65	-0.30 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 63625 records.

Institutional Summary

Items: In Order of Importance

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Future career opportunities as factor in decision to enroll.	6.37			6.44			
8. The quality of instruction I receive in most of my classes is excellent.	6.32	5.87 / 1.33	0.45	6.60	5.83 / 1.34	0.77	0.04
42. <i>Campus item 2</i> : My department prepares students well for their professions.	6.30	5.82 / 1.40	0.48				
50. <i>Campus item 10</i> : My instructors demonstrate professionalism as appropriate for the workplace.	6.27	5.90 / 1.41	0.37				
14. My academic advisor is knowledgeable about my program requirements.	6.25	5.99 / 1.24	0.26	6.54	5.92 / 1.48	0.62	0.07
9. I am able to register for the classes I need with few conflicts.	6.23	5.72 / 1.37	0.51	6.53	5.82 / 1.42	0.71	-0.10
51. Cost as factor in decision to enroll.	6.20			6.45			
24. The equipment in the lab facilities is kept up to date.	6.19	5.32 / 1.72	0.87	6.38	5.87 / 1.37	0.51	-0.55 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.18	5.66 / 1.39	0.52	6.48	5.88 / 1.43	0.60	-0.22 **
13. The campus is safe and secure for all students.	6.18	5.74 / 1.30	0.44	6.60	6.18 / 1.16	0.42	-0.44 ***
40. There are sufficient courses within my program of study available each term.	6.18	5.53 / 1.49	0.65	6.52	5.79 / 1.47	0.73	-0.26 **
25. Faculty provide timely feedback about my academic progress.	6.17	5.48 / 1.45	0.69	6.45	5.72 / 1.45	0.73	-0.24 **
16. My advisor helps me apply my program of study to career goals.	6.16	5.82 / 1.28	0.34	6.40	5.73 / 1.59	0.67	0.09
36. Tuition paid is a worthwhile investment.	6.16	5.36 / 1.57	0.80	6.52	5.90 / 1.42	0.62	-0.54 ***
20. Students are made to feel welcome here.	6.14	5.81 / 1.36	0.33	6.50	6.13 / 1.25	0.37	-0.32 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 63625 records.

Institutional Summary

Items: In Order of Importance

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
28. This campus provides online access to services I need.	6.14	5.52 / 1.49	0.62	6.46	6.12 / 1.22	0.34	-0.60 ***
44. <i>Campus item 4:</i> There are adequate services to develop job search skills and to learn of career opportunities.	6.14	5.53 / 1.36	0.61				
1. The campus staff are caring and helpful.	6.13	5.75 / 1.32	0.38	6.44	5.94 / 1.25	0.50	-0.19 **
3. My academic advisor is available when I need help.	6.13	5.89 / 1.24	0.24	6.31	5.75 / 1.52	0.56	0.14
33. Administrators are available to hear students' concerns.	6.13	5.42 / 1.52	0.71	6.33	5.67 / 1.54	0.66	-0.25 **
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.13	5.65 / 1.41	0.48	6.44	6.02 / 1.30	0.42	-0.37 ***
38. Most classes deal with practical experiences and applications.	6.13	5.60 / 1.46	0.53	6.37	5.83 / 1.33	0.54	-0.23 **
18. Computer labs are adequate and accessible.	6.11	5.72 / 1.39	0.39	6.39	6.13 / 1.24	0.26	-0.41 ***
29. There are convenient ways of paying my school bill.	6.11	5.34 / 1.56	0.77	6.44	5.97 / 1.38	0.47	-0.63 ***
43. <i>Campus item 3:</i> My academic advisor adequately assists me with career planing issues.	6.11	5.59 / 1.44	0.52				
39. On the whole, the campus is well-maintained.	6.10	5.50 / 1.48	0.60	6.42	6.20 / 1.16	0.22	-0.70 ***
2. Classes are scheduled at times that are convenient for me.	6.09	5.39 / 1.55	0.70	6.49	5.75 / 1.38	0.74	-0.36 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.09	5.49 / 1.40	0.60	6.41	5.84 / 1.38	0.57	-0.35 ***
53. Academic reputation as factor in decision to enroll.	6.09			6.12			
47. <i>Campus item 7:</i> College personnel and students show tolerance and respect for different viewpoints.	6.08	5.37 / 1.47	0.71				
19. Registration processes and procedures are convenient.	6.07	5.63 / 1.33	0.44	6.46	5.95 / 1.34	0.51	-0.32 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 63625 records.

Institutional Summary

Items: In Order of Importance

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
15. Financial aid counseling is available if I need it.	6.06	5.57 / 1.39	0.49	6.34	5.81 / 1.48	0.53	-0.24 **
26. There are adequate services to help me decide upon a career.	6.06	5.49 / 1.38	0.57	6.34	5.72 / 1.44	0.62	-0.23 **
23. This institution helps me identify resources to finance my education.	6.04	5.14 / 1.63	0.90	6.36	5.57 / 1.60	0.79	-0.43 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.03	5.46 / 1.48	0.57	6.30	5.48 / 1.61	0.82	-0.02
37. I seldom get the "run-around" when seeking information on this campus.	6.03	5.13 / 1.70	0.90	6.25	5.48 / 1.66	0.77	-0.35 ***
21. The amount of student parking space on campus is adequate.	6.02	4.94 / 1.81	1.08	6.31	5.24 / 1.86	1.07	-0.30 **
41. <i>Campus item 1:</i> Most students feel a sense of belonging here.	6.01	5.30 / 1.53	0.71				
5. Financial aid awards are announced in time to be helpful in college planning.	6.00	5.06 / 1.53	0.94	6.31	5.51 / 1.62	0.80	-0.45 ***
4. Security staff respond quickly to calls for assistance.	5.99	5.35 / 1.41	0.64	6.29	5.76 / 1.40	0.53	-0.41 ***
31. Faculty use a variety of technology and media in the classroom.	5.99	5.71 / 1.32	0.28	6.09	5.92 / 1.29	0.17	-0.21 **
30. The assessment and course placement procedures are reasonable.	5.97	5.49 / 1.37	0.48	6.32	5.86 / 1.33	0.46	-0.37 ***
6. Library resources and services are adequate.	5.96	5.77 / 1.27	0.19	6.27	6.07 / 1.21	0.20	-0.30 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.96	5.43 / 1.39	0.53	6.20	5.67 / 1.47	0.53	-0.24 **
52. Financial assistance as factor in decision to enroll.	5.96			6.29			
45. <i>Campus item 5:</i> The school provides an adequate orientation for first year students.	5.93	5.50 / 1.45	0.43				

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 *** Difference statistically significant at the .001 level

National Group Means are based on 63625 records.

Institutional Summary

Items: In Order of Importance

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
10. Parking lots are well-lighted and secure.	5.92	5.47 / 1.40	0.45	6.22	5.77 / 1.46	0.45	-0.30 ***
27. Tutoring services are readily available.	5.92	5.51 / 1.41	0.41	6.30	5.97 / 1.37	0.33	-0.46 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.90	5.51 / 1.32	0.39	6.22	5.65 / 1.48	0.57	-0.14
48. <i>Campus item 8:</i> The level of ethnic and cultural diversity on this campus is satisfactory.	5.89	5.33 / 1.53	0.56				
22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.88	5.40 / 1.48	0.48	6.38	5.68 / 1.56	0.70	-0.28 **
55. Personal recommendations as factor in decision to enroll.	5.88			5.88			
49. <i>Campus item 9:</i> I feel a sense of pride about my campus.	5.86	5.26 / 1.55	0.60				
46. <i>Campus item 6:</i> A variety of activities and social events are provided on campus.	5.75	5.39 / 1.50	0.36				
11. Counseling services are available if I need them.	5.74	5.48 / 1.37	0.26	6.11	5.82 / 1.40	0.29	-0.34 ***
56. Distance from campus as factor in decision to enroll.	5.74			6.09			
57. Information on the campus Web site as factor in decision to enroll.	5.66			5.84			
58. Campus visits as factor in decision to enroll.	5.63			5.46			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 63625 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Advising Effectiveness

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.09	5.72 / 1.12	0.37	6.39	5.71 / 1.30	0.68	0.01
3. My academic advisor is available when I need help.	6.13	5.89 / 1.24	0.24	6.31	5.75 / 1.52	0.56	0.14
14. My academic advisor is knowledgeable about my program requirements.	6.25	5.99 / 1.24	0.26	6.54	5.92 / 1.48	0.62	0.07
16. My advisor helps me apply my program of study to career goals.	6.16	5.82 / 1.28	0.34	6.40	5.73 / 1.59	0.67	0.09
22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.88	5.40 / 1.48	0.48	6.38	5.68 / 1.56	0.70	-0.28 **
35. I receive ongoing feedback about progress toward my academic goals.	6.03	5.46 / 1.48	0.57	6.30	5.48 / 1.61	0.82	-0.02

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid Effectiveness

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	5.99	5.34 / 1.21	0.65	6.29	5.64 / 1.27	0.65	-0.30 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.00	5.06 / 1.53	0.94	6.31	5.51 / 1.62	0.80	-0.45 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.96	5.43 / 1.39	0.53	6.20	5.67 / 1.47	0.53	-0.24 **
15. Financial aid counseling is available if I need it.	6.06	5.57 / 1.39	0.49	6.34	5.81 / 1.48	0.53	-0.24 **
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.90	5.51 / 1.32	0.39	6.22	5.65 / 1.48	0.57	-0.14
23. This institution helps me identify resources to finance my education.	6.04	5.14 / 1.63	0.90	6.36	5.57 / 1.60	0.79	-0.43 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.12	5.54 / 1.22	0.58	6.44	5.94 / 1.03	0.50	-0.40 ***
1. The campus staff are caring and helpful.	6.13	5.75 / 1.32	0.38	6.44	5.94 / 1.25	0.50	-0.19 **
13. The campus is safe and secure for all students.	6.18	5.74 / 1.30	0.44	6.60	6.18 / 1.16	0.42	-0.44 ***
20. Students are made to feel welcome here.	6.14	5.81 / 1.36	0.33	6.50	6.13 / 1.25	0.37	-0.32 ***
33. Administrators are available to hear students' concerns.	6.13	5.42 / 1.52	0.71	6.33	5.67 / 1.54	0.66	-0.25 **
36. Tuition paid is a worthwhile investment.	6.16	5.36 / 1.57	0.80	6.52	5.90 / 1.42	0.62	-0.54 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.03	5.13 / 1.70	0.90	6.25	5.48 / 1.66	0.77	-0.35 ***
39. On the whole, the campus is well-maintained.	6.10	5.50 / 1.48	0.60	6.42	6.20 / 1.16	0.22	-0.70 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 63625 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Services

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.01	5.54 / 1.16	0.47	6.32	5.95 / 1.00	0.37	-0.41 ***
6. Library resources and services are adequate.	5.96	5.77 / 1.27	0.19	6.27	6.07 / 1.21	0.20	-0.30 ***
11. Counseling services are available if I need them.	5.74	5.48 / 1.37	0.26	6.11	5.82 / 1.40	0.29	-0.34 ***
18. Computer labs are adequate and accessible.	6.11	5.72 / 1.39	0.39	6.39	6.13 / 1.24	0.26	-0.41 ***
24. The equipment in the lab facilities is kept up to date.	6.19	5.32 / 1.72	0.87	6.38	5.87 / 1.37	0.51	-0.55 ***
26. There are adequate services to help me decide upon a career.	6.06	5.49 / 1.38	0.57	6.34	5.72 / 1.44	0.62	-0.23 **
27. Tutoring services are readily available.	5.92	5.51 / 1.41	0.41	6.30	5.97 / 1.37	0.33	-0.46 ***
28. This campus provides online access to services I need.	6.14	5.52 / 1.49	0.62	6.46	6.12 / 1.22	0.34	-0.60 ***
30. The assessment and course placement procedures are reasonable.	5.97	5.49 / 1.37	0.48	6.32	5.86 / 1.33	0.46	-0.37 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.16	5.65 / 1.18	0.51	6.42	5.85 / 1.06	0.57	-0.20 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.32	5.87 / 1.33	0.45	6.60	5.83 / 1.34	0.77	0.04
12. Faculty are fair and unbiased in their treatment of individual students.	6.18	5.66 / 1.39	0.52	6.48	5.88 / 1.43	0.60	-0.22 **
25. Faculty provide timely feedback about my academic progress.	6.17	5.48 / 1.45	0.69	6.45	5.72 / 1.45	0.73	-0.24 **
31. Faculty use a variety of technology and media in the classroom.	5.99	5.71 / 1.32	0.28	6.09	5.92 / 1.29	0.17	-0.21 **
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.13	5.65 / 1.41	0.48	6.44	6.02 / 1.30	0.42	-0.37 ***
38. Most classes deal with practical experiences and applications.	6.13	5.60 / 1.46	0.53	6.37	5.83 / 1.33	0.54	-0.23 **
40. There are sufficient courses within my program of study available each term.	6.18	5.53 / 1.49	0.65	6.52	5.79 / 1.47	0.73	-0.26 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.12	5.51 / 1.20	0.61	6.47	5.86 / 1.06	0.61	-0.35 ***
2. Classes are scheduled at times that are convenient for me.	6.09	5.39 / 1.55	0.70	6.49	5.75 / 1.38	0.74	-0.36 ***
9. I am able to register for the classes I need with few conflicts.	6.23	5.72 / 1.37	0.51	6.53	5.82 / 1.42	0.71	-0.10
19. Registration processes and procedures are convenient.	6.07	5.63 / 1.33	0.44	6.46	5.95 / 1.34	0.51	-0.32 ***
29. There are convenient ways of paying my school bill.	6.11	5.34 / 1.56	0.77	6.44	5.97 / 1.38	0.47	-0.63 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.09	5.49 / 1.40	0.60	6.41	5.84 / 1.38	0.57	-0.35 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.03	5.38 / 1.21	0.65	6.36	5.74 / 1.16	0.62	-0.36 ***
4. Security staff respond quickly to calls for assistance.	5.99	5.35 / 1.41	0.64	6.29	5.76 / 1.40	0.53	-0.41 ***
10. Parking lots are well-lighted and secure.	5.92	5.47 / 1.40	0.45	6.22	5.77 / 1.46	0.45	-0.30 ***
13. The campus is safe and secure for all students.	6.18	5.74 / 1.30	0.44	6.60	6.18 / 1.16	0.42	-0.44 ***
21. The amount of student parking space on campus is adequate.	6.02	4.94 / 1.81	1.08	6.31	5.24 / 1.86	1.07	-0.30 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.11	5.53 / 1.25	0.58	6.38	5.82 / 1.17	0.56	-0.29 ***
1. The campus staff are caring and helpful.	6.13	5.75 / 1.32	0.38	6.44	5.94 / 1.25	0.50	-0.19 **
20. Students are made to feel welcome here.	6.14	5.81 / 1.36	0.33	6.50	6.13 / 1.25	0.37	-0.32 ***
33. Administrators are available to hear students' concerns.	6.13	5.42 / 1.52	0.71	6.33	5.67 / 1.54	0.66	-0.25 **
37. I seldom get the "run-around" when seeking information on this campus.	6.03	5.13 / 1.70	0.90	6.25	5.48 / 1.66	0.77	-0.35 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.13	5.75 / 1.32	0.38	6.44	5.94 / 1.25	0.50	-0.19 **
2. Classes are scheduled at times that are convenient for me.	6.09	5.39 / 1.55	0.70	6.49	5.75 / 1.38	0.74	-0.36 ***
3. My academic advisor is available when I need help.	6.13	5.89 / 1.24	0.24	6.31	5.75 / 1.52	0.56	0.14
4. Security staff respond quickly to calls for assistance.	5.99	5.35 / 1.41	0.64	6.29	5.76 / 1.40	0.53	-0.41 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.00	5.06 / 1.53	0.94	6.31	5.51 / 1.62	0.80	-0.45 ***
6. Library resources and services are adequate.	5.96	5.77 / 1.27	0.19	6.27	6.07 / 1.21	0.20	-0.30 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.96	5.43 / 1.39	0.53	6.20	5.67 / 1.47	0.53	-0.24 **
8. The quality of instruction I receive in most of my classes is excellent.	6.32	5.87 / 1.33	0.45	6.60	5.83 / 1.34	0.77	0.04
9. I am able to register for the classes I need with few conflicts.	6.23	5.72 / 1.37	0.51	6.53	5.82 / 1.42	0.71	-0.10
10. Parking lots are well-lighted and secure.	5.92	5.47 / 1.40	0.45	6.22	5.77 / 1.46	0.45	-0.30 ***
11. Counseling services are available if I need them.	5.74	5.48 / 1.37	0.26	6.11	5.82 / 1.40	0.29	-0.34 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.18	5.66 / 1.39	0.52	6.48	5.88 / 1.43	0.60	-0.22 **
13. The campus is safe and secure for all students.	6.18	5.74 / 1.30	0.44	6.60	6.18 / 1.16	0.42	-0.44 ***
14. My academic advisor is knowledgeable about my program requirements.	6.25	5.99 / 1.24	0.26	6.54	5.92 / 1.48	0.62	0.07
15. Financial aid counseling is available if I need it.	6.06	5.57 / 1.39	0.49	6.34	5.81 / 1.48	0.53	-0.24 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 63625 records.

Institutional Summary

Items: In Sequential Order

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. My advisor helps me apply my program of study to career goals.	6.16	5.82 / 1.28	0.34	6.40	5.73 / 1.59	0.67	0.09
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.90	5.51 / 1.32	0.39	6.22	5.65 / 1.48	0.57	-0.14
18. Computer labs are adequate and accessible.	6.11	5.72 / 1.39	0.39	6.39	6.13 / 1.24	0.26	-0.41 ***
19. Registration processes and procedures are convenient.	6.07	5.63 / 1.33	0.44	6.46	5.95 / 1.34	0.51	-0.32 ***
20. Students are made to feel welcome here.	6.14	5.81 / 1.36	0.33	6.50	6.13 / 1.25	0.37	-0.32 ***
21. The amount of student parking space on campus is adequate.	6.02	4.94 / 1.81	1.08	6.31	5.24 / 1.86	1.07	-0.30 **
22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.88	5.40 / 1.48	0.48	6.38	5.68 / 1.56	0.70	-0.28 **
23. This institution helps me identify resources to finance my education.	6.04	5.14 / 1.63	0.90	6.36	5.57 / 1.60	0.79	-0.43 ***
24. The equipment in the lab facilities is kept up to date.	6.19	5.32 / 1.72	0.87	6.38	5.87 / 1.37	0.51	-0.55 ***
25. Faculty provide timely feedback about my academic progress.	6.17	5.48 / 1.45	0.69	6.45	5.72 / 1.45	0.73	-0.24 **
26. There are adequate services to help me decide upon a career.	6.06	5.49 / 1.38	0.57	6.34	5.72 / 1.44	0.62	-0.23 **
27. Tutoring services are readily available.	5.92	5.51 / 1.41	0.41	6.30	5.97 / 1.37	0.33	-0.46 ***
28. This campus provides online access to services I need.	6.14	5.52 / 1.49	0.62	6.46	6.12 / 1.22	0.34	-0.60 ***
29. There are convenient ways of paying my school bill.	6.11	5.34 / 1.56	0.77	6.44	5.97 / 1.38	0.47	-0.63 ***
30. The assessment and course placement procedures are reasonable.	5.97	5.49 / 1.37	0.48	6.32	5.86 / 1.33	0.46	-0.37 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 63625 records.

Institutional Summary

Items: In Sequential Order

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Faculty use a variety of technology and media in the classroom.	5.99	5.71 / 1.32	0.28	6.09	5.92 / 1.29	0.17	-0.21 **
32. I am able to take care of college-related business at times that are convenient for me.	6.09	5.49 / 1.40	0.60	6.41	5.84 / 1.38	0.57	-0.35 ***
33. Administrators are available to hear students' concerns.	6.13	5.42 / 1.52	0.71	6.33	5.67 / 1.54	0.66	-0.25 **
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.13	5.65 / 1.41	0.48	6.44	6.02 / 1.30	0.42	-0.37 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.03	5.46 / 1.48	0.57	6.30	5.48 / 1.61	0.82	-0.02
36. Tuition paid is a worthwhile investment.	6.16	5.36 / 1.57	0.80	6.52	5.90 / 1.42	0.62	-0.54 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.03	5.13 / 1.70	0.90	6.25	5.48 / 1.66	0.77	-0.35 ***
38. Most classes deal with practical experiences and applications.	6.13	5.60 / 1.46	0.53	6.37	5.83 / 1.33	0.54	-0.23 **
39. On the whole, the campus is well-maintained.	6.10	5.50 / 1.48	0.60	6.42	6.20 / 1.16	0.22	-0.70 ***
40. There are sufficient courses within my program of study available each term.	6.18	5.53 / 1.49	0.65	6.52	5.79 / 1.47	0.73	-0.26 **
41. Campus item 1: Most students feel a sense of belonging here.	6.01	5.30 / 1.53	0.71				
42. Campus item 2: My department prepares students well for their professions.	6.30	5.82 / 1.40	0.48				
43. Campus item 3: My academic advisor adequately assists me with career planning issues.	6.11	5.59 / 1.44	0.52				
44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities.	6.14	5.53 / 1.36	0.61				
45. Campus item 5: The school provides an adequate orientation for first year students.	5.93	5.50 / 1.45	0.43				

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 63625 records.

Institutional Summary

Items: In Sequential Order

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. Campus item 6: A variety of activities and social events are provided on campus.	5.75	5.39 / 1.50	0.36				
47. Campus item 7: College personnel and students show tolerance and respect for different viewpoints.	6.08	5.37 / 1.47	0.71				
48. Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.89	5.33 / 1.53	0.56				
49. Campus item 9: I feel a sense of pride about my campus.	5.86	5.26 / 1.55	0.60				
50. Campus item 10: My instructors demonstrate professionalism as appropriate for the workplace.	6.27	5.90 / 1.41	0.37				
51. Cost as factor in decision to enroll.	6.20			6.45			
52. Financial assistance as factor in decision to enroll.	5.96			6.29			
53. Academic reputation as factor in decision to enroll.	6.09			6.12			
54. Future career opportunities as factor in decision to enroll.	6.37			6.44			
55. Personal recommendations as factor in decision to enroll.	5.88			5.88			
56. Distance from campus as factor in decision to enroll.	5.74			6.09			
57. Information on the campus Web site as factor in decision to enroll.	5.66			5.84			
58. Campus visits as factor in decision to enroll.	5.63			5.46			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 63625 records.

Institutional Summary

Summary Items

Summary Item	Oklahoma State University Institute of	National Community Colleges Form B	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.69 3% 1% 5% 41% 19% 13% 13%	Average: 4.99 1% 1% 6% 31% 24% 14% 19%	-0.30
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.18 2% 3% 6% 19% 15% 35% 17%	Average: 5.61 1% 2% 4% 10% 14% 40% 25%	-0.43
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.34 3% 5% 3% 17% 13% 29% 27%	Average: 5.83 2% 3% 3% 7% 10% 30% 43%	-0.49

APPENDIX B:
Ruffalo Noel Levitz Student Satisfaction Inventory
OSUIT Two-Year Comparison

Institutional Summary Scales: In Order of Importance							
Scale	OSUIT Spring 2019 (n = 365)			OSUIT Spring 2018 (n = 480)			Mean Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
INSTRUCTIONAL EFFECTIVENESS	6.16	5.65 / 1.18	0.51	6.23	5.72 / 1.19	0.51	-0.07
CAMPUS CLIMATE	6.12	5.54 / 1.22	0.58	6.20	5.61 / 1.23	0.59	-0.07
REGISTRATION EFFECTIVENESS	6.12	5.51 / 1.20	0.61	6.19	5.60 / 1.22	0.59	-0.09
STUDENT CENTEREDNESS	6.11	5.53 / 1.25	0.58	6.18	5.61 / 1.27	0.57	-0.08
ACADEMIC ADVISING EFFECTIVENESS	6.09	5.72 / 1.12	0.37	6.16	5.73 / 1.17	0.43	-0.01
SAFETY AND SECURITY	6.03	5.38 / 1.21	0.65	6.05	5.11 / 1.37	0.94	0.27***
CAMPUS SERVICES	6.01	5.54 / 1.16	0.47	6.07	5.73 / 1.09	0.34	-0.19*
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	5.99	5.34 / 1.21	0.65	6.05	5.40 / 1.30	0.65	-0.06

*Statistically significant at the .05 level
 **Statistically significant at the .01 level
 ***Statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	OSUIT Summer 2019 (n = 365)			OSUIT Spring 2018 (n = 480)			Mean Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
INSTRUCTIONAL EFFECTIVENESS	6.16	5.72 / 1.41	0.44	6.23	5.72 / 1.19	0.51	0.00
8. The quality of instruction I receive in most of my classes is excellent.	6.32	5.87 / 1.33	0.45	6.43	5.78 / 1.43	0.65	0.09
12. Faculty are fair and unbiased in their treatment of individual students.	6.18	5.66 / 1.39	0.52	6.22	5.68 / 1.53	0.54	-0.02
25. Faculty provide timely feedback about my academic progress.	6.17	5.48 / 1.45	0.69	6.22	5.46 / 1.54	0.76	0.02
31. Faculty use a variety of technology and media in the classroom.	5.99	5.71 / 1.32	0.28	5.98	5.78 / 1.28	0.20	-0.07
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.13	5.65 / 1.41	0.48	6.22	5.88 / 1.31	0.34	-0.23 *
38. Most classes deal with practical experiences and applications.	6.13	5.60 / 1.46	0.53	6.25	5.72 / 1.42	0.53	-0.12
40. There are sufficient courses within my program of study available each term.	6.18	5.53 / 1.49	0.65	6.29	5.75 / 1.41	0.54	-0.22 *

*Statistically significant at the .05 level
 **Statistically significant at the .01 level
 ***Statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	OSUIT Summer 2019 (n = 365)			OSUIT Spring 2018 (n = 480)			Mean Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
REGISTRATION EFFECTIVENESS	6.12	5.51 / 1.20	0.61	6.19	5.60 / 1.22	0.59	-0.09
2. Classes are scheduled at times that are convenient for me.	6.09	5.39 / 1.55	0.70	6.20	5.44 / 1.60	0.76	-0.05
9. I am able to register for the classes I need with few conflicts.	6.23	5.72 / 1.37	0.51	6.29	5.72 / 1.39	0.57	0.00
19. Registration processes and procedures are convenient.	6.07	5.63 / 1.33	0.44	6.18	5.72 / 1.38	0.46	-0.09
29. There are convenient ways of paying my school bill.	6.11	5.34 / 1.56	0.77	6.15	5.52 / 1.61	0.63	-0.18
32. I am able to take care of college-related business at times that are convenient for me.	6.09	5.49 / 1.40	0.60	6.15	5.60 / 1.45	0.55	-0.11

*Statistically significant at the .05 level
 **Statistically significant at the .01 level
 ***Statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	OSUIT Summer 2019 (n = 365)			OSUIT Spring 2018 (n = 480)			Mean Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
CAMPUS CLIMATE	6.12	5.54 / 1.22	0.58	6.20	5.61 / 1.23	0.59	-0.07
1. The campus staff are caring and helpful.	6.13	5.75 / 1.32	0.38	6.21	5.85 / 1.34	0.36	-0.10
13. The campus is safe and secure for all students.	6.18	5.74 / 1.30	0.44	6.20	5.68 / 1.47	0.52	0.06
20. Students are made to feel welcome here.	6.14	5.81 / 1.36	0.33	6.26	5.85 / 1.43	0.41	-0.04
33. Administrators are available to hear students' concerns.	6.13	5.42 / 1.52	0.71	6.14	5.55 / 1.49	0.59	-0.13
36. Tuition paid is a worthwhile investment.	6.16	5.36 / 1.57	0.80	6.28	5.51 / 1.58	0.77	-0.15
37. I seldom get the "run-around" when seeking information on this campus.	6.03	5.13 / 1.70	0.90	6.11	5.18 / 1.73	0.93	-0.05
39. On the whole, the campus is well-maintained.	6.10	5.50 / 1.48	0.60	6.18	5.65 / 1.44	0.53	-0.15

*Statistically significant at the .05 level
 **Statistically significant at the .01 level
 ***Statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	OSUIT Summer 2019 (n = 365)			OSUIT Spring 2018 (n = 480)			Mean Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
STUDENT CENTEREDNESS	6.11	5.53 / 1.25	0.58	6.18	5.61 / 1.27	0.57	-0.08
1. The campus staff are caring and helpful.	6.13	5.75 / 1.32	0.38	6.21	5.85 / 1.34	0.36	-0.10
20. Students are made to feel welcome here.	6.14	5.81 / 1.36	0.33	6.26	5.85 / 1.43	0.41	-0.04
33. Administrators are available to hear students' concerns.	6.13	5.42 / 1.52	0.71	6.14	5.55 / 1.49	0.59	-0.13
37. I seldom get the "run-around" when seeking information on this campus.	6.03	5.13 / 1.70	0.90	6.11	5.18 / 1.73	0.93	-0.05

*Statistically significant at the .05 level
 **Statistically significant at the .01 level
 ***Statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Advising Effectiveness

Scale/Item	OSUIT Summer 2019 (n = 365)			OSUIT Spring 2018 (n = 480)			Mean Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.09	5.72 / 1.12	0.37	6.16	5.73 / 1.17	0.43	-0.01
3. My academic advisor is available when I need help.	6.13	5.89 / 1.24	0.24	6.17	5.90 / 1.31	0.27	-0.01
14. My academic advisor is knowledgeable about my program requirements.	6.25	5.99 / 1.24	0.26	6.36	5.99 / 1.34	0.37	0.00
16. My advisor helps me apply my program of study to career goals.	6.16	5.82 / 1.28	0.34	6.27	5.85 / 1.36	0.42	-0.03
22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.88	5.40 / 1.48	0.48	5.93	5.51 / 1.47	0.42	-0.11
35. I receive ongoing feedback about progress toward my academic goals.	6.03	5.46 / 1.48	0.57	6.08	5.37 / 1.55	0.71	0.09

*Statistically significant at the .05 level
 **Statistically significant at the .01 level
 ***Statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	OSUIT Summer 2019 (n = 365)			OSUIT Spring 2018 (n = 480)			Mean Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
SAFETY AND SECURITY	6.03	5.38 / 1.21	0.65	6.05	5.11 / 1.37	0.94	0.27 ***
4. Security staff respond quickly to calls for assistance.	5.99	5.35 / 1.41	0.64	5.86	5.30 / 1.55	0.56	0.05
10. Parking lots are well-lighted and secure.	5.92	5.47 / 1.40	0.45	5.90	5.09 / 1.75	0.81	0.38 ***
13. The campus is safe and secure for all students.	6.18	5.74 / 1.30	0.44	6.20	5.68 / 1.47	0.52	0.06
21. The amount of student parking space on campus is adequate.	6.02	4.94 / 1.81	1.08	6.21	4.39 / 2.08	1.82	0.55 ***

*Statistically significant at the .05 level
 **Statistically significant at the .01 level
 ***Statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Services

Scale/Item	OSUIT Summer 2019 (n = 365)			OSUIT Spring 2018 (n = 480)			Mean Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
CAMPUS SERVICES	6.01	5.54 / 1.16	0.47	6.07	5.73 / 1.09	0.34	-0.19 *
6. Library resources and services are adequate.	5.96	5.77 / 1.27	0.19	6.04	5.93 / 1.24	0.11	-0.16
11. Counseling services are available if I need them.	5.74	5.48 / 1.37	0.26	5.69	5.53 / 1.41	0.16	-0.05
18. Computer labs are adequate and accessible.	6.11	5.72 / 1.39	0.39	6.15	5.92 / 1.28	0.23	-0.20
24. The equipment in the lab facilities is kept up to date.	6.19	5.32 / 1.72	0.87	6.25	5.57 / 1.46	0.68	-0.25 *
26. There are adequate services to help me decide upon a career.	6.06	5.49 / 1.38	0.57	6.11	5.63 / 1.40	0.48	-0.14
27. Tutoring services are readily available.	5.92	5.51 / 1.41	0.41	5.99	5.76 / 1.34	0.23	-0.25 **
28. This campus provides online access to services I need.	6.14	5.52 / 1.49	0.62	6.22	5.86 / 1.38	0.36	-0.34 ***
30. The assessment and course placement procedures are reasonable.	5.97	5.49 / 1.37	0.48	6.06	5.62 / 1.38	0.44	-0.13

*Statistically significant at the .05 level
 **Statistically significant at the .01 level
 ***Statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid Effectiveness

Scale/Item	OSUIT Summer 2019 (n = 365)			OSUIT Spring 2018 (n = 480)			Mean Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	5.99	5.34 / 1.21	0.65	6.05	5.40 / 1.30	0.65	-0.06
5. Financial aid awards are announced in time to be helpful in college planning.	6.00	5.06 / 1.53	0.94	6.06	5.07 / 1.71	0.99	-0.01
7. Admissions staff provide personalized attention prior to enrollment.	5.96	5.43 / 1.39	0.53	5.97	5.52 / 1.48	0.45	-0.09
15. Financial aid counseling is available if I need it.	6.06	5.57 / 1.39	0.49	6.11	5.54 / 1.48	0.57	0.03
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.90	5.51 / 1.32	0.39	5.97	5.56 / 1.42	0.41	-0.05
23. This institution helps me identify resources to finance my education.	6.04	5.14 / 1.63	0.90	6.12	5.29 / 1.61	0.83	-0.15

*Statistically significant at the .05 level
 **Statistically significant at the .01 level
 ***Statistically significant at the .001 level

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Additional Campus Items

Scale/Item	OSUIT Summer 2019 (n = 365)			OSUIT Spring 2018 (n = 480)			Mean Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
CAMPUS ITEMS	6.03	5.50 / 1.46	0.53	6.06	5.72 / 1.39	0.34	-0.22 *
41. Campus item 1: Most students feel a sense of belonging here.	6.01	5.30 / 1.53	0.71	6.03	5.47 / 1.48	0.56	-0.17
42. Campus item 2: My department prepares students well for their professions.	6.30	5.82 / 1.40	0.48	6.45	5.96 / 1.28	0.49	-0.14
43. Campus item 3: My academic advisor adequately assists me with career planning issues.	6.11	5.59 / 1.44	0.52	6.27	5.78 / 1.43	0.49	-0.19
44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities.	6.14	5.53 / 1.36	0.61	6.19	5.79 / 1.32	0.40	-0.26 **
45. Campus item 5: The school provides an adequate orientation for first year students.	5.93	5.50 / 1.45	0.43	5.91	5.62 / 1.46	0.29	-0.12
46. Campus item 6: A variety of activities and social events are provided on campus.	5.75	5.39 / 1.50	0.36	5.77	5.70 / 1.45	0.07	-0.31 **
47. Campus item 7: College personnel and students show tolerance and respect for different viewpoints.	6.08	5.37 / 1.47	0.71	6.10	5.66 / 1.39	0.44	-0.29 **
48. Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.89	5.33 / 1.53	0.56	5.67	5.56 / 1.41	0.11	-0.23 *
49. Campus item 9: I feel a sense of pride about my campus.	5.86	5.26 / 1.55	0.60	5.88	5.58 / 1.44	0.30	-0.32 **
50. Campus item 10: My Instructors demonstrate professionalism as appropriate for the workplace.	6.27	5.90 / 1.41	0.37	6.35	6.08 / 1.26	0.27	-0.18

*Statistically significant at the .05 level
 **Statistically significant at the .01 level
 ***Statistically significant at the .001 level

Institutional Summary

Summary Items

Summary Item	OSUIT Summer 2019 (n = 365)	OSUIT Spring 2018 (n = 480)	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.69	Average: 4.88	-0.19*
1=Much worse than expected	3%	2%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	5%	6%	
4=About what I expected	41%	31%	
5=Better than I expected	19%	26%	
6=Quite a bit better than I expected	13%	14%	
7=Much better than expected	13%	16%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.18	Average: 5.46	-0.28**
1=Not satisfied at all	2%	1%	
2=Not very satisfied	3%	2%	
3=Somewhat dissatisfied	6%	5%	
4=Neutral	19%	12%	
5=Somewhat satisfied	15%	17%	
6=Satisfied	35%	41%	
7=Very satisfied	17%	20%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.34	Average: 5.60	-0.26*
1=Definitely not	3%	2%	
2=Probably not	5%	4%	
3=Maybe not	3%	4%	
4=I don't know	17%	11%	
5=Maybe yes	13%	9%	
6=Probably yes	29%	30%	
7=Definitely yes	27%	37%	

*Statistically significant at the .05 level
 **Statistically significant at the .01 level
 ***Statistically significant at the .001 level

APPENDIX C:
Ruffalo Noel Levitz Student Satisfaction Inventory
OSUIT Five-Year Trends

Institutional Summary: Five-Year Trends by Scale Mean

Scale	OSUIT Satisfaction: Five-Year Trend					Satisfaction - Weighted Means
	2015	2016	2017	2018	2019	Sparkline
INSTRUCTIONAL EFFECTIVENESS	5.43	5.57	5.48	5.72	5.65	
CAMPUS CLIMATE	5.38	5.51	5.23	5.61	5.54	
REGISTRATION EFFECTIVENESS	5.42	5.46	5.28	5.60	5.51	
STUDENT CENTEREDNESS	5.36	5.47	5.17	5.61	5.53	
ACADEMIC ADVISING EFFECTIVENESS	5.49	5.56	5.51	5.73	5.72	
CAMPUS SERVICES	5.46	5.57	5.39	5.73	5.54	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	5.20	5.23	4.86	5.40	5.34	
SAFETY AND SECURITY	4.97	4.90	4.94	5.11	5.38	

Reminder: Sparklines are not standardized and may minimize or exaggerate differences between academic years.

Institutional Summary: Five-Year Trends by Item

Items in Sequential Order	2015	2016	2017	2018	2019	SATISFACTION: Sparkline of weighted means
1. The campus staff are caring and helpful.	5.53	5.70	5.51	5.85	5.75	
2. Classes are scheduled at times that are convenient for me.	5.21	5.52	5.42	5.44	5.39	
3. My academic advisor is available when I need help.	5.64	5.74	5.79	5.90	5.89	
4. Security staff respond quickly to calls for assistance.	5.13	5.22	4.91	5.30	5.35	
5. Financial aid awards are announced in time to be helpful in college planning.	4.94	4.83	4.31	5.07	5.06	
6. Library resources and services are adequate.	5.57	5.75	5.56	5.93	5.77	
7. Admissions staff provide personalized attention prior to enrollment.	5.27	5.42	5.13	5.52	5.43	
8. The quality of instruction I receive in most of my classes is excellent.	5.49	5.74	5.63	5.78	5.87	
9. I am able to register for the classes I need with few conflicts.	5.57	5.56	5.40	5.72	5.72	
10. Parking lots are well-lighted and secure.	5.03	4.83	4.91	5.09	5.47	
11. Counseling services are available if I need them.	5.42	5.47	5.38	5.53	5.48	
12. Faculty are fair and unbiased in their treatment of individual students.	5.42	5.48	5.32	5.68	5.66	
13. The campus is safe and secure for all students.	5.51	5.67	5.52	5.68	5.74	
14. My academic advisor is knowledgeable about my program requirements.	5.81	5.84	5.85	5.99	5.99	
15. Financial aid counseling is available if I need it.	5.45	5.41	4.89	5.54	5.57	
16. My advisor helps me apply my program of study to career goals.	5.58	5.71	5.60	5.85	5.82	
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.29	5.34	5.33	5.56	5.51	
18. Computer labs are adequate and accessible.	5.54	5.68	5.53	5.92	5.72	

Institutional Summary: Five-Year Trends by Item

Items in Sequential Order	2015	2016	2017	2018	2019	SATISFACTION: Sparkline of weighted means
19. Registration processes and procedures are convenient.	5.54	5.47	5.33	5.72	5.63	
20. Students are made to feel welcome here.	5.55	5.62	5.55	5.85	5.81	
21. The amount of student parking space on campus is adequate.	4.23	3.92	4.39	4.39	4.94	
22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.26	5.24	5.20	5.51	5.40	
23. This institution helps me identify resources to finance my education.	5.06	5.15	4.65	5.29	5.14	
24. The equipment in the lab facilities is kept up to date.	5.34	5.46	5.09	5.57	5.32	
25. Faculty provide timely feedback about my academic progress.	5.18	5.27	5.11	5.46	5.48	
26. There are adequate services to help me decide upon a career.	5.41	5.41	5.31	5.63	5.49	
27. Tutoring services are readily available.	5.40	5.55	5.35	5.76	5.51	
28. This campus provides online access to services I need.	5.61	5.73	5.56	5.86	5.52	
29. There are convenient ways of paying my school bill.	5.38	5.30	5.06	5.52	5.34	
30. The assessment and course placement procedures are reasonable.	5.42	5.45	5.34	5.62	5.49	
31. Faculty use a variety of technology and media in the classroom.	5.49	5.65	5.56	5.78	5.71	
32. I am able to take care of college-related business at times that are convenient for me.	5.41	5.47	5.20	5.60	5.49	
33. Administrators are available to hear students' concerns.	5.38	5.52	5.22	5.55	5.42	
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	5.58	5.73	5.58	5.88	5.65	
35. I receive ongoing feedback about progress toward my academic goals.	5.15	5.22	5.09	5.37	5.46	
36. Tuition paid is a worthwhile investment.	5.30	5.51	5.15	5.51	5.36	

Institutional Summary: Five-Year Trends by Item

Items in Sequential Order	2015	2016	2017	2018	2019	SATISFACTION: Sparkline of weighted means
37. I seldom get the "run-around" when seeking information on this campus.	4.99	5.04	4.39	5.18	5.13	
38. Most classes deal with practical experiences and applications.	5.39	5.56	5.61	5.72	5.60	
39. On the whole, the campus is well-maintained.	5.37	5.53	5.25	5.65	5.50	
40. There are sufficient courses within my program of study available each term.	5.43	5.59	5.53	5.75	5.53	
41. Campus item 1: Most students feel a sense of belonging here.	4.98	5.32	5.13	5.47	5.30	
42. Campus item 2: My department prepares students well for their professions.	5.40	5.75	5.79	5.96	5.82	
43. Campus item 3: My academic advisor adequately assists me with career planning issues.	5.26	5.51	5.57	5.78	5.59	
44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities.	5.35	5.55	5.52	5.79	5.53	
45. Campus item 5: The school provides an adequate orientation for first year students.	5.23	5.53	5.30	5.62	5.50	
46. Campus item 6: A variety of activities and social events are provided on campus.	5.08	5.42	5.31	5.70	5.39	
47. Campus item 7: College personnel and students show tolerance and respect for different viewpoints.	5.18	5.60	5.30	5.66	5.37	
48. Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.18	5.50	5.26	5.56	5.33	
49. Campus item 9: I feel a sense of pride about my campus.	5.07	5.45	5.17	5.58	5.26	
50. Campus item 10: My Instructors demonstrate professionalism as appropriate for the workplace.	4.96	5.16	5.95	6.08	5.90	

Institutional Summary: Five-Year Trends by Item

FACTORS IN DECISION TO ENROLL	2015	2016	2017	2018	2019	IMPORTANCE: Sparkline of weighted means
51. Cost as factor in decision to enroll.	6.15	6.26	6.27	6.32	6.2	
52. Financial assistance as factor in decision to enroll.	6.02	6.09	6.08	6.11	5.96	
53. Academic reputation as factor in decision to enroll.	6.09	6.14	6.20	6.18	6.09	
54. Future career opportunities as factor in decision to enroll.	6.41	6.48	6.56	6.50	6.37	
55. Personal recommendations as factor in decision to enroll.	5.82	5.87	5.83	5.89	5.88	
56. Distance from campus as factor in decision to enroll.	5.66	5.63	5.57	5.83	5.74	
57. Information on the campus Web site as factor in decision to enroll.	5.75	5.69	5.60	5.82	5.66	
58. Campus visits as factor in decision to enroll.	5.32	5.46	5.52	5.53	5.63	

Institutional Summary

Summary Items

Summary Item	OSUIT Spring 2015 (n = 373)	OSUIT Spring 2016 (n = 471)	OSUIT Spring 2017 (n = 425)	OSUIT Spring 2018 (n = 480)	OSUIT Spring 2019 (n = 365)
So far, how has your college experience met your expectations?	Average: 4.65	Average: 4.6	Average: 4.39	Average: 4.88	Average: 4.69
1=Much worse than expected	2%	2%	5%	0.02	3%
2=Quite a bit worse than I expected	2%	1%	3%	0.01	1%
3=Worse than I expected	9%	11%	10%	0.06	5%
4=About what I expected	39%	37%	39%	0.31	41%
5=Better than I expected	21%	24%	18%	0.26	19%
6=Quite a bit better than I expected	12%	10%	9%	0.14	13%
7=Much better than expected	13%	12%	12%	0.16	13%
Rate your overall satisfaction with your experience here thus far.	Average: 5.27	Average: 5.26	Average: 5.11	Average: 5.46	Average: 5.18
1=Not satisfied at all	2%	1%	3%	1%	2%
2=Not very satisfied	4%	4%	4%	2%	3%
3=Somewhat dissatisfied	5%	6%	7%	5%	6%
4=Neutral	14%	16%	13%	12%	19%
5=Somewhat satisfied	14%	15%	19%	17%	15%
6=Satisfied	40%	38%	34%	41%	35%
7=Very satisfied	17%	17%	16%	20%	17%
All in all, if you had to do it over, would you enroll here again?	Average: 5.50	Average: 5.51	Average: 5.30	Average: 5.60	Average: 5.34
1=Definitely not	3%	2%	4%	2%	3%
2=Probably not	5%	4%	6%	4%	5%
3=Maybe not	3%	3%	5%	4%	3%
4=I don't know	10%	13%	11%	11%	17%
5=Maybe yes	10%	13%	12%	9%	13%
6=Probably yes	32%	31%	25%	30%	29%
7=Definitely yes	33%	31%	32%	37%	27%

