

Survey Results for Student Satisfaction Survey Spring 2015

Overall Results

Total respondents: 241 out of 4216 responded - 6%

Demographics: Male – 22% Females – 78%

Location: Enid – 32% Stillwater - 29% Tonkawa – 27%
 UC PC –6 % UC Enid - <1% Online – 4% Other < 2%

Delivery mode of classes:

Classroom/campus only	66%
Online only	7%
Both campus and online	27%

Question 5: The communication I received from the school about the overall enrollment process was clear.

	Percentage
Strongly Agree	29%
Agree	46%
Neither Agree nor Disagree	15%
Disagree	7%
Strongly Disagree	3%
Mean	3.9 out of 5

Question 6: The school worked with me to identify an academic program that met my goals.

	Percentage
Strongly Agree	28%
Agree	37%
Neither Agree nor Disagree	24%
Disagree	8%
Strongly Disagree	3%
Mean	3.8 out of 5

Question 7: An academic advisor was available to help me with questions about my course of study.

	Percentage
Strongly Agree	42%
Agree	34%
Neither Agree nor Disagree	13%
Disagree	7%
Strongly Disagree	4%
Mean	4.03 out of 5

Question 8: I was placed at the appropriate course level that matched my academic preparation.

	Percentage
Strongly Agree	35%
Agree	49%
Neither Agree nor Disagree	11%
Disagree	3%
Strongly Disagree	2%
Mean	4.13 out of 5

Question 9: Prior to enrollment, clear information was made available on how much my education would cost (e.g. website cost calculator).

	Percentage
Strongly Agree	21%
Agree	43%
Neither Agree nor Disagree	21%
Disagree	11%
Strongly Disagree	4%
Mean	3.65 out of 5

Question 10: Prior to enrollment, a school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education.

	Percentage
Strongly Agree	15%
Agree	22%
Neither Agree nor Disagree	23%
Disagree	19%
Strongly Disagree	11%
Not Applicable	10%
Mean	3.12 out of 5

Question 11: I am satisfied with the progress I am making toward completing my degree.

	Percentage
Strongly Agree	36%
Agree	48%
Neither Agree nor Disagree	10%
Disagree	4%
Strongly Disagree	2%
Mean	4.12 out of 5

Question 12: Course content is appropriately challenging for my program of study.

	Percentage
Strongly Agree	30%
Agree	49%
Neither Agree nor Disagree	14%
Disagree	4%
Strongly Disagree	3%
Mean	3.99 out of 5

Question 13: Courses required to complete my degree are available when I need to take them. Please indicate below any courses that are needed and are not offered or are not offered in the time frame needed.

	Percentage
Strongly Agree	23%
Agree	45%
Neither Agree nor Disagree	19%
Disagree	10%
Strongly Disagree	3%
Mean	3.76 out of 5

Question 14: Faculty provide helpful instruction.

	Percentage
Strongly Agree	28%
Agree	49%
Neither Agree nor Disagree	15%
Disagree	5%
Strongly Disagree	3%
Mean	3.95 out of 5

Question 15: Faculty are available through office hours and/or email.

	Percentage
Strongly Agree	35%
Agree	49%
Neither Agree nor Disagree	8%
Disagree	5%
Strongly Disagree	3%
Mean	4.08 out of 5

Question 16: Faculty are knowledgeable about their subject area.

	Percentage
Strongly Agree	41%
Agree	44%
Neither Agree nor Disagree	11%
Disagree	3%
Strongly Disagree	1%
Mean	4.22 out of 5

Question 17: I have been able to access additional help with classes when needed, either from my instructor or tutoring services, on-site or online.

	Percentage
Strongly Agree	23%
Agree	44%
Neither Agree nor Disagree	22%
Disagree	8%
Strongly Disagree	3%
Mean	3.77 out of 5

Question 18: I have access to the electronic databases and other library tools I need to complete research assignments and coursework.

	Percentage
Strongly Agree	28%
Agree	53%
Neither Agree nor Disagree	14%
Disagree	3%
Strongly Disagree	2%
Mean	4.02 out of 5

Question 19: I am able to access computer labs/writing labs when needed for research and homework assignments.

	Percentage
Strongly Agree	28%
Agree	51%
Neither Agree nor Disagree	13%
Disagree	4%
Strongly Disagree	4%
Mean	3.94 out of 5

Question 20: I am able to navigate the NOC website to find information needed for enrollment, financial aid, scholarships, and/or billing.

	Percentage
Strongly Agree	31%
Agree	56%
Neither Agree nor Disagree	7%
Disagree	3%
Strongly Disagree	3%
Mean	4.09 out of 5

Question 21: I am able to access IT help as needed for coursework and online services.

	Percentage
Strongly Agree	15%
Agree	38%
Neither Agree nor Disagree	38%
Disagree	6%
Strongly Disagree	3%
Mean	3.55 out of 5

Question 22: I have found Blackboard mobile application useful in accessing course content and/or my student account.

	Percentage
Strongly Agree	33%
Agree	35%
Neither Agree nor Disagree	11%
Disagree	4%
Strongly Disagree	3%
Not Applicable	14%
Mean	4.07 out of 5

Question 23: Classrooms and general facilities are safe.

	Percentage
Strongly Agree	32%
Agree	56%
Neither Agree nor Disagree	4%
Disagree	3%
Strongly Disagree	1%
Not Applicable (distance learner)	4%
Mean	4.21 out of 5

Question 24: Classrooms and general facilities are clean and conducive to learning.

	Percentage
Strongly Agree	35%
Agree	50%
Neither Agree nor Disagree	8%
Disagree	2%
Strongly Disagree	1%
Not Applicable (distance learner)	4%
Mean	4.18 out of 5

Question 25: When I have non-academic questions, I can reach someone who can help me in a timely manner.

	Percentage
Strongly Agree	18%
Agree	50%
Neither Agree nor Disagree	24%
Disagree	6%
Strongly Disagree	2%
Mean	3.74 out of 5

Question 26: Employees are courteous and helpful in assisting with procedures in Enrollment:

	Percentage
Strongly Agree	39%
Agree	47%
Neither Agree nor Disagree	7%
Disagree	4%
Strongly Disagree	2%
Not Applicable	1%
Mean	4.16 out of 5

Financial Aid:

	Percentage
Strongly Agree	23%
Agree	39%
Neither Agree nor Disagree	13%
Disagree	8%
Strongly Disagree	8%
Not Applicable	9%
Mean	3.67 out of 5

Scholarships:

	Percentage
Strongly Agree	22%
Agree	25%
Neither Agree nor Disagree	24%
Disagree	9%
Strongly Disagree	5%
Not Applicable	15%
Mean	3.72 out of 5

Residence Hall:

	Percentage
Strongly Agree	10%
Agree	10%
Neither Agree nor Disagree	25%
Disagree	3%
Strongly Disagree	2%
Not Applicable	50%
Mean	3.47 out of 5

Academic Advising:

	Percentage
Strongly Agree	34%
Agree	35%
Neither Agree nor Disagree	15%
Disagree	5%
Strongly Disagree	5%
Not Applicable	5%
Mean	3.93 out of 5

Counseling:

	Percentage
Strongly Agree	21%
Agree	27%
Neither Agree nor Disagree	22%
Disagree	4%
Strongly Disagree	3%
Not Applicable	23%
Mean	3.75 out of 5

Question 27: Clubs and Organization offer positive experiences to enhance campus culture.

	Percentage
Strongly Agree	14%
Agree	18%
Neither Agree nor Disagree	23%
Disagree	3%
Strongly Disagree	2%
Not Applicable	40%
Mean	3.67 out of 5

Question 28: Special events and student activities (e.g. homecoming activities, mental health fair, intramurals, commuter's luncheons) offer positive experiences to enhance campus culture.

	Percentage
Strongly Agree	17%
Agree	21%
Neither Agree nor Disagree	21%
Disagree	1%
Strongly Disagree	2%
Not Applicable	38%
Mean	4.13 out of 5

Question 29: Overall, I am satisfied with my experience at NOC

	Percentage
Strongly Agree	31%
Agree	48%
Neither Agree nor Disagree	12%
Disagree	7%
Strongly Disagree	2%
Mean	4.0 out of 5

Question 30: What have you liked best about your NOC experience?

Question 31: What is one thing NOC could do better to enhance your experience?