

Northwestern Oklahoma State University
Student Satisfaction Survey 2009

2. The campus staff is caring and helpful.	96.63%
19. Library staff is helpful and approachable.	96.48%
72. This institution has a good reputation within the community.	95.91%
42. My academic advisor is knowledgeable about requirements in my major.	95.72%
24. In general, I receive correct information from the Advising Center.	95.40%
4. Admissions staff is knowledgeable.	95.37%
3. Faculty care about me as an individual.	95.19%
53. I am able to experience intellectual growth here.	94.62%
58. Admissions counselors respond to perspective student's unique needs.	94.58%
91. In whole, the Campus is well-maintained.	94.20%
26. The business office is open during hours which are convenient for most students.	93.96%
1. Most students feel a sense of belonging here.	93.93%
14. Administrators are approachable to students.	93.81%
55. There is a commitment to academic excellence on this campus.	93.79%
10. In general, I receive correct information from the Registrar's Office.	93.70%
41. Males & females have equal opportunities to participate in intercollegiate athletics.	93.67%
61. Academic Success Center staff adequately meets the needs of students.	93.52%
36. The personnel involved in registration are helpful.	93.40%
31. In general, I receive correct information from the advisors in my major.	93.39%
21. The instruction in my major field is excellent.	93.30%
35. I have developed a social relationship with a classmate.	93.16%
8. My academic advisor is approachable.	93.02%
81. The electronic resources provided through the library web page are user friendly.	93.02%
82. The quality of instruction I receive in most of my classes is excellent.	92.89%
94. It is a enjoyable experience to be a student on this campus.	92.59%
12. The content of the courses within my major is valuable.	92.50%
23. The physical space of the Library is important to me	92.44%
73. The student center is a comfortable place for students to spend their leisure time.	92.27%
18. In general, I received correct information from the Cashier's Office.	92.26%
85. Adjunct faculty is competent as classroom instructors.	92.25%
93. Admissions counselors accurately portray the campus in their recruiting practices.	92.16%
70. I am satisfied with the effectiveness of Northwestern's email system.	92.08%
52. I have had the opportunity for extra credit in one of my classes.	92.02%
9. The campus is safe and secure for all students.	91.94%
20. My academic advisor is concerned about my success as an individual.	91.88%
29. Counseling staff care about students as individuals.	91.84%
34. Computer labs are adequate and accessible.	91.56%
45. The entrance exams and course placement procedures are reasonable	91.44%
79. The student handbook provides helpful information about campus life.	91.44%
77. Major requirements are clear and reasonable.	91.18%
64. I can freely get involved in campus organizations.	90.91%
69. There are adequate services to help me decide upon a career.	90.79%
71. Class change (drop/add) policies are reasonable.	90.70%
59. I am satisfied with the effectiveness of the academic web pages.	90.57%
56. I am satisfied with the effectiveness of the Northwestern website.	90.29%
43. I am satisfied with the customer service I have received from the Registrar's Office.	90.16%
5. In general, I received correct information from the Financial Aid Office.	90.07%

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78. Student disciplinary procedures are fair.	89.95%
84. I am satisfied with the effectiveness of the Ranger Net.	89.66%
89. Freedom of expression is protected on campus.	89.60%
88. Faculty is usually available after class and during office hours.	89.55%
63. I am satisfied with the effectiveness of the BlackBoard.	88.94%
50. I feel sense of pride about my campus.	88.81%
25. My academic advisor helps me set goals to work toward.	88.67%
32. Athletic programs contribute to a Strong sense of school spirit.	88.31%
22. Adequate financial aid is available for most students.	87.56%
33. Faculty is fair and unbiased in their treatment of individual students.	87.10%
75. Faculty takes into consideration students differences as they teach a course.	87.06%
87. New student orientation services help students adjust to college.	86.77%
13. A variety of intramural activities are offered.	86.64%
6. Financial aid Staff are helpful.	86.25%
16. Billing policies are reasonable.	85.79%
66. Faculty provides timely feedback about student progress in a course.	85.68%
57. There are a sufficient number of work and activities for students.	85.14%
67. I am satisfied with the effectiveness of the campus internet connectivity.	85.02%
44. I am able to register for classes I need with few conflicts.	84.65%
38. I am satisfied with the customer service I have received from the Financial Aid Office.	84.36%
83. I generally know what's happening on campus.	83.86%
90. There is a good variety of courses provided on this campus.	83.78%
17. Financial aid awards are announced to students in time to be helpful in college planning.	83.16%
47. I am satisfied with the customer service I have received from Cashier's Office.	83.14%
76. Bookstore services are adequate.	82.34%
28. I have attended a sporting event.	82.26%
49. Security staff responds quickly in emergencies.	79.48%
40. Residence hall staff is concerned about me as an individual.	78.36%
80. I am satisfied with the effectiveness of the ITV class rooms.	78.16%
86. There is evidence of racial harmony on this campus.	77.92%
54. Residence hall rules/regulations are reasonable.	76.40%
92. Student activities fees are put to good use.	75.53%
37. Parking lots are well-lighted and secure.	68.91%
60. I have been offered illegal drugs on campus.(Disagree)	68.27%
46. I have had an opportunity to work on a research project with a faculty member.	65.73%
74. I have witnessed an incident of (what you believe to be) sexual harassment.(Disagree)	65.69%
30. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air	62.62%
62. I have done a Service learning project in at least one course.	62.50%
11. I have attended a concert on campus.	59.62%
39. I have felt a sense of isolation/disconnection to the campus community.(Disagree)	56.54%
68. I have had to use a dirty restroom on campus.(Disagree)	56.37%
27. The amount of student parking space on campus is adequate.	55.61%
48. I have had a negative experience with group projects.(Disagree)	54.32%
65. I have had my vehicle vandalized on campus.(Disagree)	54.09%
15. I have attended a multicultural event.	53.65%
51. There is an adequate selection of food available in the cafeteria.	52.42%
7. I have attended a campus play.	48.61%