



Student Satisfaction and Priorities

..... STUDENT SATISFACTION INVENTORY™ RESULTS,

ADMINISTRATION

N=

Students
(Number of completed surveys)

Student satisfaction is defined as “when expectations are met or exceeded by the student’s **perception** of the campus reality.”* **Remember perception is reality!**

**Schreiner & Juillerat, 1994*

Why does student satisfaction matter?

Student satisfaction has been positively linked to:



Individual student retention



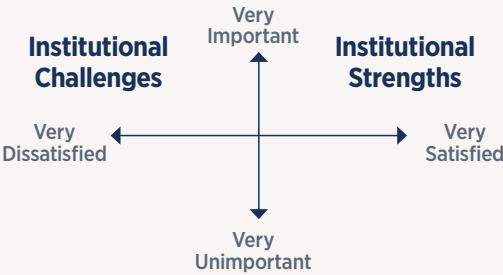
Annual giving



College completion rates

Priorities for Our Students

Matrix for prioritizing action:



1

Our Institutional Strengths

These are the top areas our students care about, where we are meeting their expectations.**

1.
2.
3.
4.
5.

2

Our Institutional Challenges

These items are the key areas to improve, based on the priorities of our students.**

1.
2.
3.
4.
5.

3

The Importance of Institutional Choice

Students attending their first choice institution are more likely to have higher satisfaction levels overall.

The percentage of our students indicating that we are their:

1ST CHOICE

2ND CHOICE

3RD CHOICE OR LOWER

4

What Factors Influence Our Student to Enroll?

These items are the key areas to improve, based on the priorities of our students.

Important factors in the decision to enroll at our institution are:

FINANCIAL AID

COST

ACADEMIC REPUTATION

5

Bottom Line Indicators

How satisfied are our students compared with students nationally?

PERCENTAGE SATISFIED/
VERY SATISFIED

NATIONAL LEVEL SATISFIED/
VERY SATISFIED

How likely are our students to enroll again if they had it to do over?

PERCENTAGE PROBABLY/
DEFINITELY YES

NATIONAL LEVEL PROBABLY/
DEFINITELY YES

**These areas will be further explored with additional data analysis and conversations on campus to determine how to best improve the student experience.

For more information, contact:

Demographics Responses	Demographic Responses	N	%
Age	18 and under	87	10.38%
	19 to 24	564	67.30%
	25 to 34	89	10.62%
	35 to 44	55	6.56%
	45 and over	43	5.13%
	Total	838	100.00%
	No Answer	66	
Campus Item 1 - Please indicate your main site:	Answer 1 : Alva	605	72.46%
	Answer 2 : Enid	85	10.18%
	Answer 3 : Woodward	49	5.87%
	Answer 4 : Ponca City	33	3.95%
	Answer 5 : Remote site	6	0.72%
	Answer 6 : Online	57	6.83%
	Campus item - Answer 7	0	0.00%
	Campus item - Answer 8	0	0.00%
	Campus item - Answer 9	0	0.00%
	Campus item - Answer 10	0	0.00%
	Campus item - Answer 11	0	0.00%
	Campus item - Answer 12	0	0.00%
	Campus item - Answer 13	0	0.00%
	Campus item - Answer 14	0	0.00%
	Campus item - Answer 15	0	0.00%
	Total	835	100.00%
	No Answer	69	
Campus Item 2	Campus item 2 - Answer 1	0	0.00%
	Campus item 2 - Answer 2	0	0.00%
	Campus item 2 - Answer 3	0	0.00%
	Campus item 2 - Answer 4	0	0.00%
	Campus item 2 - Answer 5	0	0.00%
	Campus item 2 - Answer 6	0	0.00%
	Campus item 2 - Answer 7	0	0.00%
	Campus item 2 - Answer 8	0	0.00%
	Campus item 2 - Answer 9	0	0.00%
	Campus item 2 - Answer 10	0	0.00%
	Campus item 2 - Answer 11	0	0.00%
	Campus item 2 - Answer 12	0	0.00%
	Campus item 2 - Answer 13	0	0.00%
	Campus item 2 - Answer 14	0	0.00%
	Campus item 2 - Answer 15	0	0.00%
	Total	0	100.00%
	No Answer	904	

Class Level	Freshman	201	22.28%
	Sophomore	150	16.63%
	Junior	239	26.50%
	Senior	196	21.73%
	Special student	5	0.55%
	Graduate/Professional	89	9.87%
	Other class level	22	2.44%
	Total	902	100.00%
	No Answer	2	
Current Class Load	Full-time	756	84.66%
	Part-time	137	15.34%
	Total	893	100.00%
	No Answer	11	
Current Enrollment Status	Day	729	87.41%
	Evening	98	11.75%
	Weekend	7	0.84%
	Total	834	100.00%
	No Answer	70	
Current GPA	No credits earned	13	1.45%
	1.99 or below	8	0.89%
	2.0 - 2.49	67	7.49%
	2.5 - 2.99	167	18.66%
	3.0 - 3.49	257	28.72%
	3.5 or above	383	42.79%
	Total	895	100.00%
	No Answer	9	
Current Residence	Residence hall	320	36.00%
	Fraternity/Sorority	1	0.11%
	Own house	234	26.32%
	Rent room or apt off campus	213	23.96%
	Parent's home	94	10.57%
	Other residence	27	3.04%
	Total	889	100.00%
	No Answer	15	
Did Transfer Here	Yes transferred here	316	35.59%
	No did not transfer here	572	64.41%
	Total	888	100.00%
	No Answer	16	
Educational Goal	Associate degree	54	6.07%
	Bachelor's degree	640	71.99%
	Master's degree	108	12.15%
	Doctorate or professional degree	34	3.82%
	Certification (initial/renewal)	11	1.24%
	Self-improvement/pleasure	3	0.34%
	Job-related training	6	0.67%
	Other educational goal	33	3.71%
	Total	889	100.00%
	No Answer	15	

Employment	Full-time off campus	210	23.68%
	Part-time off campus	233	26.27%
	Full-time on campus	72	8.12%
	Part-time on campus	106	11.95%
	Not employed	266	29.99%
	Total	887	100.00%
	No Answer	17	
Ethnicity/Race	Alaskan Native	1	0.12%
	American Indian	34	4.07%
	Asian	8	0.96%
	Black/African-American	79	9.45%
	Hispanic or Latino (and Puerto Rican)	86	10.29%
	Native Hawaiian or Pacific Islander	7	0.84%
	White/Caucasian	564	67.46%
	Multi-racial	40	4.78%
	Other race	17	2.03%
	Total	836	100.00%
	No Answer	68	
Gender	Female	537	64.00%
	Male	274	32.66%
	Prefer not to respond	12	1.43%
	Transgender	5	0.60%
	Genderqueer	8	0.95%
	Additional gender category or Other	3	0.36%
	Total	839	100.00%
	No Answer	65	
Institution Was My	1st choice	589	66.48%
	2nd choice	227	25.62%
	3rd choice or lower	70	7.90%
	Total	886	100.00%
	No Answer	18	
Organization Memberships	No organization memberships	365	40.74%
	One or two organization memberships	470	52.46%
	Three or four organization memberships	49	5.47%
	Five or more organization memberships	12	1.34%
	Total	896	100.00%
	No Answer	8	
Plan to Transfer	Yes I plan to transfer	126	14.24%
	No I do not plan to transfer	759	85.76%
	Total	885	100.00%
	No Answer	19	
Residence Classification	In-state	663	75.00%
	Out-of-state	197	22.29%
	International (not U.S. citizen)	24	2.71%
	Total	884	100.00%
	No Answer	20	

Tuition Source	Scholarships	289	32.29%
	Financial aid	374	41.79%
	Family contributions	89	9.94%
	Self support	98	10.95%
	Other tuition source	45	5.03%
	Total	895	100.00%
	No Answer	9	

Majors/Programs	N	%
0001: ACCOUNTING	26	3.12%
0002: Agriculture	48	5.76%
0003: Agriculture Education	6	0.72%
0004: Biology	15	1.80%
0005: Business Administration	80	9.59%
0006: Chemistry	5	0.60%
0007: Computer Science	28	3.36%
0008: Criminal Justice: Corrections Option	5	0.60%
0009: Education	95	11.39%
0011: English	10	1.20%
0013: General Studies	25	3.00%
0014: Health & Sports Science: Health/Fitness Management	48	5.76%
0015: Health & Sports Science Education	75	8.99%
0016: History	3	0.36%
0017: Mass Communication	15	1.80%
0018: Mathematics	1	0.12%
0020: MUSIC	13	1.56%
0023: Nursing	83	9.95%
0025: Political Science	5	0.60%
0026: Psychology	84	10.07%
0028: Social Work	33	3.96%
0029: Sociology	3	0.36%
0030: Spanish	3	0.36%
0032: Speech & Theatre	4	0.48%
0034: Master of Education	14	1.68%
0039: Master of Arts in American Studies	5	0.60%
0040: Master of Heritage Tourism and Conservation	2	0.24%
0041: Master of Science in General Psychology	1	0.12%
0042: Master of Counseling Psychology	8	0.96%
0043: Doctorate of Nursing Practice	9	1.08%
1039: Master of Business Administration	11	1.32%
1042: Visual Arts	1	0.12%
1044: Biology: Health Science Option	42	5.04%
1045: Biology: Natural Science Option	10	1.20%
1046: Computer Science: Business Information Systems	1	0.12%
1047: Criminal Justice: Law Enforcement Option	17	2.04%
Total	834	100.00%

Strengths

①

	No	Item	vs. Comparison	Imp Rank
★	3	The campus is safe and secure for all students.	▲	1
★	21	My academic advisor is knowledgeable about requirements in my major.	▲	1
★	23	I am able to register for classes I need with few conflicts.	▲	3
★	16	My academic advisor is available when I need help.	▲	4
★	24	I receive the help I need to apply my academic major to my career goals.	▲	4
★	31	Students are made to feel welcome here.	▲	4
★	22	This campus provides online access to services I need.	▲	11
★	48	Campus item: The college provides various ways to take a particular class. (In-person, arranged, online, self-paced, open lab and ITV)		12
★	10	My academic advisor helps me set goals to work toward.	▲	17
★	51	Campus item: Students with disabilities have access to academic support services.		19
★	26	Counseling services are available if I need them.	▲	27
★	42	Students are free to express their ideas on this campus.	▲	27

Challenges

① 🔍 ...

	No	Item	vs. Comparison	Imp Rank
🚩	36	The quality of instruction I receive in most of my classes is excellent.	▲	4
🚩	17	There are sufficient courses within my program of study available each term.	▲	8
🚩	4	The content of the courses within my major is valuable.	▲	9
🚩	14	Faculty are fair and unbiased in their treatment of individual students.	▲	10
🚩	8	Financial aid awards are announced in time to be helpful in college planning.	▲	12
🚩	15	Computers and/or Wi-Fi are adequate and accessible.	▲	12
🚩	32	Faculty provide timely feedback about my academic progress.	▲	12
🚩	41	Tuition paid is a worthwhile investment.	▲	21
🚩	27	This institution helps me identify resources to finance my education.	▲	26

Item Report

S/C	No	Item	NWOSU				National Four-Year Publics Form B				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
0	1	The campus staff are caring and helpful.	6.49	6.17	1.07	0.32	6.39	5.54	1.39	0.85	0.63	★★★
0	2	Registration processes and procedures are convenient.	6.36	6.13	1.09	0.23	6.36	5.3	1.58	1.06	0.83	★★★
1	3	The campus is safe and secure for all students.	6.65	6.36	1	0.29	6.56	5.68	1.45	0.88	0.68	★★★
2	4	The content of the courses within my major is valuable.	6.53	5.96	1.23	0.57	6.55	5.56	1.46	0.99	0.40	★★★
0	5	Administrators are available to hear students' concerns.	6.43	6.09	1.25	0.34	6.31	5.2	1.7	1.11	0.89	★★★
0	6	Billing policies are reasonable.	6.32	5.91	1.3	0.41	6.21	4.97	1.75	1.24	0.94	★★★
0	7	Admissions staff provide personalized attention prior to enrollment.	6.25	6.1	1.2	0.15	6.03	5.22	1.71	0.81	0.88	★★★
2	8	Financial aid awards are announced in time to be helpful in college planning.	6.49	5.95	1.34	0.54	6.35	5.39	1.67	0.96	0.56	★★★
0	9	Library resources and services are adequate.	6.35	6.28	1.12	0.07	6.18	5.84	1.48	0.34	0.44	★★★
1	10	My academic advisor helps me set goals to work toward.	6.48	6.22	1.32	0.26	6.35	5.41	1.89	0.94	0.81	★★★
0	11	Financial aid counseling is available if I need it.	6.37	6.14	1.21	0.23	6.24	5.46	1.64	0.78	0.68	★★★
0	12	The amount of student parking space on campus is adequate.	6.10	5.02	1.91	1.08	6.13	4.04	2.12	2.09	0.98	★★★
0	13	Living conditions in the residence halls are comfortable.	6.24	5.16	1.68	1.08	6.3	4.79	1.79	1.51	0.37	★★★
2	14	Faculty are fair and unbiased in their treatment of individual students.	6.51	6.05	1.27	0.46	6.47	5.49	1.62	0.98	0.56	★★★

2	15	Computers and/or Wi-Fi are adequate and accessible.	6.49	6.03	1.32	0.46	6.39	5.37	1.73	1.02	0.66	★★★
1	16	My academic advisor is available when I need help.	6.55	6.36	1.14	0.19	6.46	5.67	1.71	0.79	0.69	★★★
2	17	There are sufficient courses within my program of study available each term.	6.54	6.09	1.25	0.45	6.5	5.29	1.73	1.21	0.80	★★★
0	18	Parking lots are well-lighted and secure.	6.25	5.8	1.44	0.45	6.24	5.19	1.69	1.05	0.61	★★★
0	19	Residence hall staff are concerned about me as an individual.	5.99	5.66	1.59	0.33	5.87	5.04	1.83	0.83	0.62	★★★
0	20	Tutoring services are readily available.	6.26	6.13	1.29	0.13	6.24	5.73	1.51	0.51	0.40	★★★
1	21	My academic advisor is knowledgeable about requirements in my major.	6.65	6.49	1.05	0.16	6.58	5.89	1.61	0.69	0.60	★★★
1	22	This campus provides online access to services I need.	6.50	6.37	1.04	0.13	6.41	5.77	1.46	0.64	0.60	★★★
1	23	I am able to register for classes I need with few conflicts.	6.56	6.32	1.16	0.24	6.55	5.41	1.72	1.14	0.91	★★★
1	24	I receive the help I need to apply my academic major to my career goals.	6.55	6.25	1.2	0.30	6.5	5.58	1.61	0.92	0.67	★★★
0	25	I am able to take care of college-related business at times that are convenient for me.	6.44	6.17	1.2	0.27	6.38	5.5	1.54	0.88	0.67	★★★
1	26	Counseling services are available if I need them.	6.40	6.24	1.26	0.16	6.33	5.8	1.54	0.53	0.44	★★★
2	27	This institution helps me identify resources to finance my education.	6.41	5.94	1.45	0.47	6.29	5.06	1.81	1.23	0.88	★★★
0	28	Security staff respond quickly to calls for assistance.	6.48	6.14	1.31	0.34	6.49	5.65	1.59	0.84	0.49	★★★

0	29	Faculty use a variety of technology and media in the classroom.	6.02	6.07	1.23	-0.05	5.84	5.59	1.48	0.25	0.48	★★★
0	30	There is an adequate selection of food available on campus.	6.15	5.24	1.81	0.91	6.15	4.71	2	1.44	0.53	★★★
1	31	Students are made to feel welcome here.	6.55	6.32	1.14	0.23	6.42	5.71	1.51	0.71	0.61	★★★
2	32	Faculty provide timely feedback about my academic progress.	6.49	5.92	1.39	0.57	6.42	5.23	1.66	1.19	0.69	★★★
0	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.09	1.29	0.24	6.23	5.39	1.68	0.84	0.70	★★★
0	34	There are adequate services to help me decide upon a career.	6.40	6.05	1.32	0.35	6.32	5.36	1.65	0.96	0.69	★★★
0	35	I seldom get the "run-around" when seeking information on this campus.	6.27	5.98	1.41	0.29	6.19	5.01	1.88	1.18	0.97	★★★
2	36	The quality of instruction I receive in most of my classes is excellent.	6.55	5.99	1.31	0.56	6.57	5.4	1.54	1.17	0.59	★★★
0	37	There is a strong commitment to diversity on this campus.	6.15	6.05	1.31	0.10	6.11	5.73	1.51	0.38	0.32	★★★
0	38	I receive ongoing feedback about progress toward my academic goals.	6.34	5.9	1.41	0.44	6.25	5.18	1.72	1.07	0.72	★★★
0	39	Student disciplinary procedures are fair.	6.35	6.1	1.35	0.25	6.29	5.62	1.6	0.67	0.48	★★★
0	40	Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.44	6.2	1.21	0.24	6.42	5.85	1.41	0.57	0.35	★★★
2	41	Tuition paid is a worthwhile investment.	6.45	6.02	1.34	0.43	6.38	5.16	1.79	1.22	0.86	★★★
1	42	Students are free to express their ideas on this campus.	6.40	6.22	1.18	0.18	6.34	5.67	1.58	0.67	0.55	★★★

0	43	Mentors are available to guide my life and career goals.	6.37	6.13	1.31	0.24	6.2	5.33	1.72	0.87	0.80	★★★
0	44	On the whole, the campus is well-maintained.	6.43	6.11	1.3	0.32	6.37	5.63	1.55	0.74	0.48	★★★
0	45	Student activity fees are put to good use.	6.25	5.72	1.58	0.53	6.18	4.75	1.93	1.43	0.97	★★★
0	46	Campus item: Coursework is challenging and demands my best effort.	6.30	6.15	1.17	0.15						
0	47	Campus item: The general education curriculum provides foundational knowledge and skills needed to succeed in college and later in life.	6.40	6.08	1.3	0.32						
1	48	Campus item: The college provides various ways to take a particular class. (In-person, arranged, online, self-paced, open lab and ITV)	6.49	6.3	1.21	0.19						
0	49	Campus item: Effective programs are offered to orient new students to campus policies, programs and services.	6.35	6.15	1.24	0.20						
0	50	Campus item: A variety of campus activities are offered and available for students.	6.33	6.12	1.31	0.21						
1	51	Campus item: Students with disabilities have access to academic support services.	6.47	6.24	1.2	0.23						
0	52	Campus item: I can find up to date, accurate major/program or departmental information on the campus website.	6.47	6.18	1.26	0.29						

0	53	Campus item: I am able to participate in civic engagement/leadership development through various learning opportunities.	6.23	6.21	1.17	0.02
0	54	Campus item: Faculty encourage active participation and engagement in class activities.	6.32	6.25	1.13	0.07
0	55	Campus item: The institution educates and helps me to develop a personal budget and spending plan for my education.	6.21	5.64	1.65	0.57
0	56	Cost as factor in decision to enroll.	6.50			6.41
0	57	Financial assistance as factor in decision to enroll.	6.45			6.34
0	58	Academic reputation as factor in decision to enroll.	6.17			5.99
0	59	Future career opportunities as factor in decision to enroll.	6.40			6.27
0	60	Personal recommendations as factor in decision to enroll.	6.07			5.59
0	61	Distance from campus as factor in decision to enroll.	5.84			5.81
0	62	Information on the campus Web site as factor in decision to enroll.	5.79			5.59
0	63	Campus visits as factor in decision to enroll.	5.73			5.48

S/C Key

0 Neither

1 Strength

2 Challenge

ACADEMIC ADVISING EFFECTIVENESS

S/C	No	Item	NWOSU				National Four-Year Publics Form B				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
1	10	My academic advisor helps me set goals to work toward.	6.48	6.22	1.32	0.26	6.35	5.41	1.89	0.94	0.81	★★★
1	16	My academic advisor is available when I need help.	6.55	6.36	1.14	0.19	6.46	5.67	1.71	0.79	0.69	★★★
1	21	My academic advisor is knowledgeable about requirements in my major.	6.65	6.49	1.05	0.16	6.58	5.89	1.61	0.69	0.60	★★★
0	38	I receive ongoing feedback about progress toward my academic goals.	6.34	5.9	1.41	0.44	6.25	5.18	1.72	1.07	0.72	★★★

S/C KEY

0 Neither

1 Strength

2 Challenge

Campus Climate

S/C	No	Item	NWOSU				National Four-Year Publics Form B				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
1	3	The campus is safe and secure for all students.	6.65	6.36	1	0.29	6.56	5.68	1.45	0.88	0.68	★★★
0	5	Administrators are available to hear students' concerns.	6.43	6.09	1.25	0.34	6.31	5.2	1.7	1.11	0.89	★★★
1	31	Students are made to feel welcome here.	6.55	6.32	1.14	0.23	6.42	5.71	1.51	0.71	0.61	★★★
0	35	I seldom get the "run-around" when seeking information on this campus.	6.27	5.98	1.41	0.29	6.19	5.01	1.88	1.18	0.97	★★★
0	37	There is a strong commitment to diversity on this campus.	6.15	6.05	1.31	0.10	6.11	5.73	1.51	0.38	0.32	★★★
2	41	Tuition paid is a worthwhile investment.	6.45	6.02	1.34	0.43	6.38	5.16	1.79	1.22	0.86	★★★
1	42	Students are free to express their ideas on this campus.	6.40	6.22	1.18	0.18	6.34	5.67	1.58	0.67	0.55	★★★
0	44	On the whole, the campus is well-maintained.	6.43	6.11	1.3	0.32	6.37	5.63	1.55	0.74	0.48	★★★

S/C KEY

0 Neither

1 Strength

2 Challenge

Campus Life

S/C	No	Item	NWOSU				National Four-Year Publics Form B				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
0	13	Living conditions in the residence halls are comfortable.	6.24	5.16	1.68	1.08	6.3	4.79	1.79	1.51	0.37	★★★
0	19	Residence hall staff are concerned about me as an individual.	5.99	5.66	1.59	0.33	5.87	5.04	1.83	0.83	0.62	★★★
0	30	There is an adequate selection of food available on campus.	6.15	5.24	1.81	0.91	6.15	4.71	2	1.44	0.53	★★★
0	39	Student disciplinary procedures are fair.	6.35	6.1	1.35	0.25	6.29	5.62	1.6	0.67	0.48	★★★
0	45	Student activity fees are put to good use.	6.25	5.72	1.58	0.53	6.18	4.75	1.93	1.43	0.97	★★★

S/C KEY

- 0 Neither
- 1 Strength
- 2 Challenge

Campus Services

S/C	No	Item	NWOSU				National Four-Year Publics Form B				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
0	9	Library resources and services are adequate.	6.35	6.28	1.12	0.07	6.18	5.84	1.48	0.34	0.44	★★★
2	15	Computers and/or Wi-Fi are adequate and accessible.	6.49	6.03	1.32	0.46	6.39	5.37	1.73	1.02	0.66	★★★
0	20	Tutoring services are readily available.	6.26	6.13	1.29	0.13	6.24	5.73	1.51	0.51	0.40	★★★
1	22	This campus provides online access to services I need.	6.50	6.37	1.04	0.13	6.41	5.77	1.46	0.64	0.60	★★★
1	24	I receive the help I need to apply my academic major to my career goals.	6.55	6.25	1.2	0.30	6.5	5.58	1.61	0.92	0.67	★★★
1	26	Counseling services are available if I need them.	6.40	6.24	1.26	0.16	6.33	5.8	1.54	0.53	0.44	★★★
0	34	There are adequate services to help me decide upon a career.	6.40	6.05	1.32	0.35	6.32	5.36	1.65	0.96	0.69	★★★
0	43	Mentors are available to guide my life and career goals.	6.37	6.13	1.31	0.24	6.2	5.33	1.72	0.87	0.80	★★★

S/C KEY

0 Neither

1 Strength

2 Challenge

Instructional Effectiveness

S/C	No	Item	NWOSU				National Four-Year Publics Form B				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
2	4	The content of the courses within my major is valuable.	6.53	5.96	1.23	0.57	6.55	5.56	1.46	0.99	0.40	★★★
2	14	Faculty are fair and unbiased in their treatment of individual students.	6.51	6.05	1.27	0.46	6.47	5.49	1.62	0.98	0.56	★★★
2	17	There are sufficient courses within my program of study available each term.	6.54	6.09	1.25	0.45	6.5	5.29	1.73	1.21	0.80	★★★
0	29	Faculty use a variety of technology and media in the classroom.	6.02	6.07	1.23	####	5.84	5.59	1.48	0.25	0.48	★★★
2	32	Faculty provide timely feedback about my academic progress.	6.49	5.92	1.39	0.57	6.42	5.23	1.66	1.19	0.69	★★★
2	36	The quality of instruction I receive in most of my classes is excellent.	6.55	5.99	1.31	0.56	6.57	5.4	1.54	1.17	0.59	★★★
0	40	Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.44	6.2	1.21	0.24	6.42	5.85	1.41	0.57	0.35	★★★

S/C KEY

0 Neither

1 Strength

2 Challenge

Recruitment and Financial Aid Effectiveness

S/C	No	Item	NWOSU				National Four-Year Publics Form B				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
0	7	Admissions staff provide personalized attention prior to enrollment.	6.25	6.1	1.2	0.15	6.03	5.22	1.71	0.81	0.88	★★★
2	8	Financial aid awards are announced in time to be helpful in college planning.	6.49	5.95	1.34	0.54	6.35	5.39	1.67	0.96	0.56	★★★
0	11	Financial aid counseling is available if I need it.	6.37	6.14	1.21	0.23	6.24	5.46	1.64	0.78	0.68	★★★
2	27	This institution helps me identify resources to finance my education.	6.41	5.94	1.45	0.47	6.29	5.06	1.81	1.23	0.88	★★★
0	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.09	1.29	0.24	6.23	5.39	1.68	0.84	0.70	★★★

S/C KEY

- 0 Neither
- 1 Strength
- 2 Challenge

Registration Effectiveness

S/C	No	Item	NWOSU				National Four-Year Publics Form B				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
0	2	Registration processes and procedures are convenient.	6.36	6.13	1.09	0.23	6.36	5.3	1.58	1.06	0.83	★★★
0	6	Billing policies are reasonable.	6.32	5.91	1.3	0.41	6.21	4.97	1.75	1.24	0.94	★★★
1	23	I am able to register for classes I need with few conflicts.	6.56	6.32	1.16	0.24	6.55	5.41	1.72	1.14	0.91	★★★
0	25	I am able to take care of college-related business at times that are convenient for me.	6.44	6.17	1.2	0.27	6.38	5.5	1.54	0.88	0.67	★★★

S/C KEY

- 0 Neither
- 1 Strength
- 2 Challenge

Safety and Security

S/C	No	Item	NWOSU				National Four-Year Publics Form B				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
1	3	The campus is safe and secure for all students.	6.65	6.36	1	0.29	6.56	5.68	1.45	0.88	0.68	★★★
0	12	The amount of student parking space on campus is adequate.	6.10	5.02	1.91	1.08	6.13	4.04	2.12	2.09	0.98	★★★
0	18	Parking lots are well-lighted and secure.	6.25	5.8	1.44	0.45	6.24	5.19	1.69	1.05	0.61	★★★
0	28	Security staff respond quickly to calls for assistance.	6.48	6.14	1.31	0.34	6.49	5.65	1.59	0.84	0.49	★★★

S/C KEY

- 0 Neither
- 1 Strength
- 2 Challenge

Student Centeredness

S/C	No	Item	NWOSU				National Four-Year Publics Form B				Difference	SS
			Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
0	1	The campus staff are caring and helpful.	6.49	6.17	1.07	0.32	6.39	5.54	1.39	0.85	0.63	★★★
0	5	Administrators are available to hear students' concerns.	6.43	6.09	1.25	0.34	6.31	5.2	1.7	1.11	0.89	★★★
1	31	Students are made to feel welcome here.	6.55	6.32	1.14	0.23	6.42	5.71	1.51	0.71	0.61	★★★
0	35	I seldom get the "run-around" when seeking information on this campus.	6.27	5.98	1.41	0.29	6.19	5.01	1.88	1.18	0.97	★★★

S/C KEY

- 0 Neither
- 1 Strength
- 2 Challenge

Institutional Summary
Items: In Sequential Order (Percentage)

S/C	No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
0	1	The campus staff are caring and helpful.	88%	78%	10%	84%	56%	28%	22%
0	2	Registration processes and procedures are convenient.	82%	75%	7%	83%	51%	32%	24%
1	3	The campus is safe and secure for all students.	92%	84%	8%	89%	63%	26%	21%
2	4	The content of the courses within my major is valuable.	88%	70%	18%	89%	58%	31%	12%
0	5	Administrators are available to hear students' concerns.	87%	76%	11%	82%	50%	32%	26%
0	6	Billing policies are reasonable.	81%	69%	12%	79%	44%	35%	25%
0	7	Admissions staff provide personalized attention prior to enrollment.	81%	77%	4%	73%	51%	22%	26%
2	8	Financial aid awards are announced in time to be helpful in college planning.	86%	70%	16%	83%	56%	27%	14%
0	9	Library resources and services are adequate.	83%	81%	2%	77%	70%	7%	11%
1	10	My academic advisor helps me set goals to work toward.	86%	80%	6%	83%	60%	23%	20%
0	11	Financial aid counseling is available if I need it.	83%	76%	7%	79%	57%	22%	19%
0	12	The amount of student parking space on campus is adequate.	76%	48%	28%	78%	30%	48%	18%
0	13	Living conditions in the residence halls are comfortable.	80%	45%	35%	83%	40%	43%	5%
2	14	Faculty are fair and unbiased in their treatment of individual students.	88%	73%	15%	87%	59%	28%	14%
2	15	Computers and/or Wi-Fi are adequate and accessible.	86%	73%	13%	84%	56%	28%	17%
1	16	My academic advisor is available when I need help.	88%	84%	4%	87%	66%	21%	18%
2	17	There are sufficient courses within my program of study available each term.	88%	74%	14%	88%	54%	34%	20%

0	18	Parking lots are well-lighted and secure.	82%	67%	15%	80%	50%	30%	17%
0	19	Residence hall staff are concerned about me as an individual.	73%	64%	9%	68%	47%	21%	17%
0	20	Tutoring services are readily available.	80%	77%	3%	79%	65%	14%	12%
1	21	My academic advisor is knowledgeable about requirements in my major.	92%	87%	5%	90%	72%	18%	15%
1	22	This campus provides online access to services I need.	87%	83%	4%	85%	66%	19%	17%
1	23	I am able to register for classes I need with few conflicts.	89%	82%	7%	90%	58%	32%	24%
1	24	I receive the help I need to apply my academic major to my career goals.	89%	81%	8%	88%	62%	26%	19%
0	25	I am able to take care of college-related business at times that are convenient for me.	86%	78%	8%	84%	57%	27%	21%
1	26	Counseling services are available if I need them.	85%	80%	5%	82%	68%	14%	12%
2	27	This institution helps me identify resources to finance my education.	85%	70%	15%	81%	47%	34%	23%
0	28	Security staff respond quickly to calls for assistance.	88%	78%	10%	87%	64%	23%	14%
0	29	Faculty use a variety of technology and media in the classroom.	71%	73%	-2%	65%	59%	6%	14%
0	30	There is an adequate selection of food available on campus.	77%	52%	25%	77%	42%	35%	10%
1	31	Students are made to feel welcome here.	89%	83%	6%	85%	64%	21%	19%
2	32	Faculty provide timely feedback about my academic progress.	87%	70%	17%	86%	50%	36%	20%
0	33	Admissions counselors accurately portray the campus in their recruiting practices.	84%	76%	8%	79%	56%	23%	20%
0	34	There are adequate services to help me decide upon a career.	86%	75%	11%	82%	54%	28%	21%
0	35	I seldom get the "run-around" when seeking information on this campus.	82%	73%	9%	79%	48%	31%	25%

2	36	The quality of instruction I receive in most of my classes is excellent.	90%	71%	19%	90%	54%	36%	17%
0	37	There is a strong commitment to diversity on this campus.	78%	73%	5%	77%	65%	12%	8%
0	38	I receive ongoing feedback about progress toward my academic goals.	84%	69%	15%	80%	49%	31%	20%
0	39	Student disciplinary procedures are fair.	83%	77%	6%	81%	62%	19%	15%
0	40	Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	86%	79%	7%	85%	69%	16%	10%
2	41	Tuition paid is a worthwhile investment.	88%	73%	15%	84%	50%	34%	23%
1	42	Students are free to express their ideas on this campus.	84%	79%	5%	82%	64%	18%	15%
0	43	Mentors are available to guide my life and career goals.	84%	77%	7%	78%	54%	24%	23%
0	44	On the whole, the campus is well-maintained.	85%	75%	10%	84%	62%	22%	13%
0	45	Student activity fees are put to good use.	79%	66%	13%	78%	41%	37%	25%
0	46	Campus item: Coursework is challenging and demands my best effort.	81%	77%	4%				
0	47	Campus item: The general education curriculum provides foundational knowledge and skills needed to succeed in college and later in life.	84%	75%	9%				
1	48	Campus item: The college provides various ways to take a particular class. (In-person, arranged, online, self-paced, open lab and ITV)	87%	81%	6%				
0	49	Campus item: Effective programs are offered to orient new students to campus policies, programs and services.	83%	76%	7%				
0	50	Campus item: A variety of campus activities are offered and available for students.	83%	76%	7%				

1	51	Campus item: Students with disabilities have access to academic support services.	87%	81%	6%				
0	52	Campus item: I can find up to date, accurate major/program or departmental information on the campus website.	86%	78%	8%				
0	53	Campus item: I am able to participate in civic engagement/leadership development through various learning opportunities.	78%	78%	0%				
0	54	Campus item: Faculty encourage active participation and engagement in class activities.	82%	80%	2%				
0	55	Campus item: The institution educates and helps me to develop a personal budget and spending plan for my education.	79%	62%	17%				
0	56	Cost as factor in decision to enroll.	88%			85%			
0	57	Financial assistance as factor in decision to enroll.	87%			84%			
0	58	Academic reputation as factor in decision to enroll.	78%			72%			
0	59	Future career opportunities as factor in decision to enroll.	84%			81%			
0	60	Personal recommendations as factor in decision to enroll.	74%			61%			
0	61	Distance from campus as factor in decision to enroll.	70%			69%			
0	62	Information on the campus Web site as factor in decision to enroll.	68%			62%			
0	63	Campus visits as factor in decision to enroll.	69%			61%			

S/C KEY

- 0 Neither
- 1 Strength
- 2 Challenge

Institutional Summary

Summary Items

Summary	AnswerDescription	Institution	National Norms	Difference	SS
So far, how has your college experience met your expectations?	Total	5.01	4.57	0.44	★★★
	1= Much worse than I expected	1%	2%		
	2= Quite a bit worse than I expected	2%	3%		
	3= Worse than I expected	6%	11%		
	4= About what I expected	30%	34%		
	5= Better than I expected	25%	22%		
	6= Quite a bit better than I expected	13%	12%		
	7= Much better than I expected	20%	12%		
Rate your overall satisfaction with your experience here thus far.	Total	5.69	5.18	0.51	★★★
	1= Not satisfied at all	0%	2%		
	2= Not very satisfied	1%	4%		
	3= Somewhat dissatisfied	4%	8%		
	4= Neutral	9%	13%		
	5= Somewhat satisfied	16%	18%		
	6= Satisfied	38%	35%		
	7= Very satisfied	28%	17%		
All in all, if you had it to do over again, would you enroll here?	Total	5.76	5.34	0.42	★★★
	1= Definitely not	2%	4%		
	2= Probably not	3%	6%		
	3= Maybe not	4%	5%		
	4= I don't know	7%	9%		
	5= Maybe yes	11%	12%		
	6= Probably yes	29%	29%		
	7= Definitely yes	41%	31%		