

Demographics

Gender		N	%	Current Class Load		N	%
Female		454	71.38%	Full-time		595	85.24%
Male		182	28.62%	Part-time		103	14.76%
Total		636	100.00%	Total		698	100.00%
No Response		206		No Response		144	

Age		N	%	Class Level		N	%
18 and under		37	5.57%	Freshman		145	22.04%
19 to 24		447	67.32%	Sophomore		107	16.26%
25 to 34		95	14.31%	Junior		156	23.71%
35 to 44		52	7.83%	Senior		179	27.20%
45 and over		33	4.97%	Special student		0	0.00%
Total		664	100.00%	Graduate/Professional		66	10.03%
No Response		178		Other class level		5	0.76%
				Total		658	100.00%
				No Response		184	

Ethnicity/Race		N	%	Current GPA		N	%
Alaskan Native		0	0.00%	No credits earned		9	1.18%
American Indian		31	4.03%	1.99 or below		14	1.83%
Asian		9	1.17%	2.0 - 2.49		57	7.47%
Black/African-American		55	7.15%	2.5 - 2.99		156	20.45%
Hispanic or Latino (and Puerto Rican)		69	8.97%	3.0 - 3.49		267	34.99%
Native Hawaiian or Pacific Islander		3	0.39%	3.5 or above		260	34.08%
White/Caucasian		562	73.08%	Total		763	100.00%
Multi-racial		28	3.64%	No Response		79	
Other race		12	1.56%				
Total		769	100.00%				
No Response		73					

Current Enrollment Status		N	%	Educational Goal		N	%
Day		684	84.97%	Associate degree		31	4.03%
Evening		117	14.53%	Bachelor's degree		575	74.77%
Weekend		4	0.50%	Master's degree		106	13.78%
Total		805	100.00%	Doctorate or professional degree		43	5.59%
No Response		37		Certification (initial/renewal)		2	0.26%
				Self-improvement/pleasure		1	0.13%
				Job-related training		4	0.52%
				Other educational goal		7	0.91%
				Total		769	100.00%
				No Response		73	

Demographics

Employment			Plan to Transfer		
	N	%		N	%
Full-time off campus	175	22.15%	Yes I plan to transfer	122	17.63%
Part-time off campus	224	28.35%	No I do not plan to transfer	570	82.37%
Full-time on campus	40	5.06%	Total	692	100.00%
Part-time on campus	135	17.09%	No Response	150	
Not employed	216	27.34%			
Total	790	100.00%			
No Response	52				
Current Residence			Organization Memberships		
	N	%		N	%
Residence hall	264	33.93%	No organization memberships	326	40.65%
Fraternity/Sorority	0	0.00%	One or two organization memberships	401	50.00%
Own house	240	30.85%	Three or four organization memberships	61	7.61%
Rent room or apt off campus	192	24.68%	Five or more organization memberships	14	1.75%
Parent's home	58	7.46%	Total	802	100.00%
Other residence	24	3.08%	No Response	40	
Total	778	100.00%			
No Response	64				
Residence Classification			Tuition Source		
	N	%		N	%
In-state	554	78.69%	Scholarships	205	24.94%
Out-of-state	137	19.46%	Financial aid	372	45.26%
International (not U.S. citizen)	13	1.85%	Family contributions	105	12.77%
Total	704	100.00%	Self support	102	12.41%
No Response	138		Other tuition source	38	4.62%
			Total	822	100.00%
			No Response	20	
Institution Was My			Please indicate your main site:		
	N	%		N	%
1st choice	480	59.41%	Alva	501	72.71%
2nd choice	233	28.84%	Enid	79	11.47%
3rd choice or lower	95	11.76%	Woodward	57	8.27%
Total	808	100.00%	Ponca City	38	5.52%
No Response	34		Remote site	14	2.03%
			Campus item - Answer 6	0	0.00%
			Total	689	100.00%
			No Response	153	
Did Transfer Here					
	N	%			
Yes transferred here	274	38.92%			
No did not transfer here	430	61.08%			
Total	704	100.00%			
No Response	138				

Demographics

Institution Question 2	N	%			
Campus item 2 - Answer 1	0	0%	0034: Master of Education: Adult Education Management and Administration	12	1.50%
Campus item 2 - Answer 2	0	0%	0035: Master of Education: Curriculum and Instruction	1	0.12%
Campus item 2 - Answer 3	0	0%	0036: Master of Education: Educational Leadership	6	0.75%
Campus item 2 - Answer 4	0	0%	0037: Master of Education: Reading Specialist	1	0.12%
Campus item 2 - Answer 5	0	0%	0038: Master of Education: School Counseling	4	0.50%
Campus item 2 - Answer 6	0	0%	0039: Master of Arts: American Studies	3	0.37%
Total	0	100.00%	0040: Master of Science: General Psychology	4	0.50%
No Response	842		0041: Master of Counseling Psychology	13	1.62%
			0042: Doctorate of Nursing: Advanced Nursing Practice	11	1.37%
Group Code	N	%	Total	802	100.00%
0001: Accounting	28	3.49%	No Response	40	
0002: Agriculture	22	2.74%			
0003: Agriculture Education	4	0.50%			
0004: Biology	55	6.86%			
0005: Business Administration	74	9.23%			
0006: Chemistry	10	1.25%			
0007: Computer Science	20	2.49%			
0008: Criminal Justice	31	3.87%			
0009: Early Childhood Education	16	2.00%			
0010: Elementary Education	36	4.49%			
0011: English	17	2.12%			
0012: English Education	5	0.62%			
0013: General Studies	22	2.74%			
0014: Health & Sports Science	89	11.10%			
0015: Health & Sports Science Education	16	2.00%			
0016: History	8	1.00%			
0017: Mass Communication	28	3.49%			
0018: Mathematics	9	1.12%			
0019: Mathematics Education	2	0.25%			
0020: Music	3	0.37%			
0021: Music Education	9	1.12%			
0023: Nursing	94	11.72%			
0025: Political Science	9	1.12%			
0026: Psychology	80	9.98%			
0027: Social Science Education	6	0.75%			
0028: Social Work	34	4.24%			
0029: Sociology	4	0.50%			
0031: Special Education	10	1.25%			
0032: Speech & Theatre	3	0.37%			
0033: Technical Management	3	0.37%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 21. My academic advisor is knowledgeable about requirements in my major.
- 3. The campus is safe and secure for all students.
- 16. My academic advisor is available when I need help.
- 24. I receive the help I need to apply my academic major to my career goals.
- 23. I am able to register for classes I need with few conflicts.
- 51. Campus item: Students with disabilities have access to academic support services.
- 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
- 10. My academic advisor helps me set goals to work toward.
- 31. Students are made to feel welcome here.
- 52. Campus item: I can find up to date, accurate major/program or departmental information on the campus website.
- 22. This campus provides online access to services I need.
- 15. Computer labs are adequate and accessible.
- 48. Campus item: The college provides various ways to take a particular class. (Video, correspondence, self-paced, open lab and ITV)
- 46. Campus item: Coursework is challenging and demands my best effort.

Challenges

- 36. The quality of instruction I receive in most of my classes is excellent.
- 17. There are sufficient courses within my program of study available each term.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 32. Faculty provide timely feedback about my academic progress.
- 27. This institution helps me identify resources to finance my education.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Four-Year Publics Form B

- 21. My academic advisor is knowledgeable about requirements in my major.
- 3. The campus is safe and secure for all students.
- 16. My academic advisor is available when I need help.
- 4. The content of the courses within my major is valuable.
- 36. The quality of instruction I receive in most of my classes is excellent.
- 24. I receive the help I need to apply my academic major to my career goals.
- 17. There are sufficient courses within my program of study available each term.
- 23. I am able to register for classes I need with few conflicts.
- 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
- 41. Tuition paid is a worthwhile investment.
- 10. My academic advisor helps me set goals to work toward.
- 31. Students are made to feel welcome here.
- 22. This campus provides online access to services I need.
- 1. The campus staff are caring and helpful.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 5. Administrators are available to hear students' concerns.
- 15. Computer labs are adequate and accessible.
- 25. I am able to take care of college-related business at times that are convenient for me.
- 32. Faculty provide timely feedback about my academic progress.
- 42. Students are free to express their ideas on this campus.
- 28. Security staff respond quickly to calls for assistance.

Lower Satisfaction vs. National Four-Year Publics Form B

- 44. On the whole, the campus is well-maintained.

Higher Importance vs. National Four-Year Publics Form B

- 21. My academic advisor is knowledgeable about requirements in my major.
- 16. My academic advisor is available when I need help.
- 10. My academic advisor helps me set goals to work toward.
- 5. Administrators are available to hear students' concerns.
- 42. Students are free to express their ideas on this campus.

Institutional Summary
Scales: In Order of Importance

Scale	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising Effectiveness	6.53	6.01 / 1.14	0.52	6.34	5.43 / 1.39	0.91	0.58 ***
Instructional Effectiveness	6.46	5.76 / 1.08	0.70	6.38	5.46 / 1.11	0.92	0.30 ***
Campus Climate	6.43	5.79 / 1.14	0.64	6.29	5.49 / 1.12	0.80	0.30 ***
Student Centeredness	6.43	5.74 / 1.19	0.69	6.29	5.33 / 1.26	0.96	0.41 ***
Campus Services	6.39	5.81 / 1.10	0.58	6.24	5.58 / 1.09	0.66	0.23 ***
Registration Effectiveness	6.34	5.61 / 1.11	0.73	6.33	5.11 / 1.29	1.22	0.50 ***
Recruitment and Financial Aid Effectiveness	6.31	5.43 / 1.32	0.88	6.14	5.18 / 1.33	0.96	0.25 ***
Safety and Security	6.31	5.42 / 1.25	0.89	6.29	5.07 / 1.24	1.22	0.35 ***
Campus Life	6.11	4.93 / 1.53	1.18	6.08	4.92 / 1.44	1.16	0.01

* 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 21933 records.

Institutional Summary

Items: In Order of Importance

Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
21. My academic advisor is knowledgeable about requirements in my major.	6.69	6.38 / 1.14	0.31	6.53	5.74 / 1.62	0.79	0.64 ***
3. The campus is safe and secure for all students.	6.66	6.18 / 1.18	0.48	6.55	5.89 / 1.30	0.66	0.29 ***
16. My academic advisor is available when I need help.	6.59	6.15 / 1.28	0.44	6.38	5.55 / 1.64	0.83	0.60 ***
4. The content of the courses within my major is valuable.	6.58	5.84 / 1.34	0.74	6.54	5.54 / 1.40	1.00	0.30 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.56	5.69 / 1.42	0.87	6.55	5.48 / 1.43	1.07	0.21 ***
24. I receive the help I need to apply my academic major to my career goals.	6.54	5.95 / 1.38	0.59	6.46	5.48 / 1.55	0.98	0.47 ***
17. There are sufficient courses within my program of study available each term.	6.53	5.72 / 1.45	0.81	6.47	5.10 / 1.74	1.37	0.62 ***
23. I am able to register for classes I need with few conflicts.	6.53	5.90 / 1.39	0.63	6.52	5.05 / 1.81	1.47	0.85 ***
51. Campus item: Students with disabilities have access to academic support services.	6.53	6.19 / 1.20	0.34				
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.51	6.11 / 1.22	0.40	6.42	5.85 / 1.36	0.57	0.26 ***
41. Tuition paid is a worthwhile investment.	6.51	5.72 / 1.57	0.79	6.47	5.25 / 1.67	1.22	0.47 ***
10. My academic advisor helps me set goals to work toward.	6.50	6.01 / 1.43	0.49	6.27	5.31 / 1.79	0.96	0.70 ***
31. Students are made to feel welcome here.	6.50	5.91 / 1.47	0.59	6.36	5.67 / 1.48	0.69	0.24 ***
52. Campus item: I can find up to date, accurate major/program or departmental information on the campus website.	6.50	5.94 / 1.37	0.56				
22. This campus provides online access to services I need.	6.49	5.96 / 1.32	0.53	6.38	5.75 / 1.40	0.63	0.21 ***

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Institutional Summary

Items: In Order of Importance

Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.48	5.82 / 1.24	0.66	6.36	5.53 / 1.36	0.83	0.29 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.64 / 1.53	0.84	6.41	5.40 / 1.55	1.01	0.24 ***
5. Administrators are available to hear students' concerns.	6.45	5.75 / 1.37	0.70	6.25	5.21 / 1.59	1.04	0.54 ***
15. Computer labs are adequate and accessible.	6.44	5.95 / 1.42	0.49	6.29	5.76 / 1.41	0.53	0.19 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.42	5.76 / 1.40	0.66	6.31	5.40 / 1.50	0.91	0.36 ***
32. Faculty provide timely feedback about my academic progress.	6.42	5.45 / 1.57	0.97	6.41	5.26 / 1.58	1.15	0.19 ***
42. Students are free to express their ideas on this campus.	6.42	5.87 / 1.45	0.55	6.26	5.59 / 1.53	0.67	0.28 ***
48. Campus item: The college provides various ways to take a particular class. (Video, correspondence, self-paced, open lab and ITV)	6.42	6.03 / 1.33	0.39				
44. On the whole, the campus is well-maintained.	6.41	5.65 / 1.59	0.76	6.31	5.77 / 1.42	0.54	-0.12 *
28. Security staff respond quickly to calls for assistance.	6.40	5.68 / 1.58	0.72	6.37	5.55 / 1.53	0.82	0.13 *
46. Campus item: Coursework is challenging and demands my best effort.	6.39	5.95 / 1.34	0.44				
56. Cost as factor in decision to enroll.	6.38			6.34			
47. Campus item: The core/general education curriculum provides the basic knowledge and skills needed to succeed in college and later in life.	6.37	5.71 / 1.55	0.66				
9. Library resources and services are adequate.	6.36	5.85 / 1.43	0.51	6.17	5.76 / 1.41	0.41	0.09

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 *** Difference statistically significant at the .001 level

National Group Means are based on 21933 records.

Institutional Summary

Items: In Order of Importance

Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
27. This institution helps me identify resources to finance my education.	6.36	5.30 / 1.74	1.06	6.19	4.99 / 1.72	1.20	0.31 ***
57. Financial assistance as factor in decision to enroll.	6.36			6.24			
34. There are adequate services to help me decide upon a career.	6.35	5.55 / 1.55	0.80	6.25	5.29 / 1.58	0.96	0.26 ***
39. Student disciplinary procedures are fair.	6.35	5.82 / 1.53	0.53	6.19	5.48 / 1.56	0.71	0.34 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.34	5.50 / 1.53	0.84	6.19	5.10 / 1.62	1.09	0.40 ***
26. Counseling services are available if I need them.	6.33	5.84 / 1.48	0.49	6.12	5.68 / 1.44	0.44	0.16 **
59. Future career opportunities as factor in decision to enroll.	6.33			6.35			
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.66 / 1.50	0.66	6.13	5.35 / 1.57	0.78	0.31 ***
11. Financial aid counseling is available if I need it.	6.31	5.46 / 1.68	0.85	6.13	5.29 / 1.64	0.84	0.17 **
43. Mentors are available to guide my life and career goals.	6.30	5.59 / 1.55	0.71	6.14	5.28 / 1.62	0.86	0.31 ***
53. Campus item: I am able to participate in civic engagement/ leadership development through various learning opportunities.	6.30	5.90 / 1.35	0.40				
2. Registration processes and procedures are convenient.	6.29	5.57 / 1.37	0.72	6.29	5.00 / 1.66	1.29	0.57 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.29	5.02 / 1.79	1.27	6.24	5.12 / 1.69	1.12	-0.10
35. I seldom get the "run-around" when seeking information on this campus.	6.29	5.44 / 1.65	0.85	6.19	4.87 / 1.83	1.32	0.57 ***
20. Tutoring services are readily available.	6.28	5.76 / 1.53	0.52	6.10	5.61 / 1.46	0.49	0.15 **

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National Group Means are based on 21933 records.

Institutional Summary

Items: In Order of Importance

Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
49. Campus item: Effective programs are offered to orient new students to campus policies, programs and services.	6.27	5.75 / 1.42	0.52				
7. Admissions staff provide personalized attention prior to enrollment.	6.26	5.72 / 1.38	0.54	5.99	5.16 / 1.60	0.83	0.56 ***
50. Campus item: A variety of campus activities are offered and available for students.	6.25	5.78 / 1.49	0.47				
54. Campus item: The library provides access to Interlibrary Loan and Intracampus Loan services I need.	6.25	5.83 / 1.45	0.42				
45. Student activity fees are put to good use.	6.23	5.01 / 1.91	1.22	6.18	4.74 / 1.85	1.44	0.27 ***
55. Campus item: How satisfied are you with the services and resources provided by the Interlibrary Loan program?	6.21	5.64 / 1.65	0.57				
18. Parking lots are well-lighted and secure.	6.20	5.46 / 1.56	0.74	6.13	5.20 / 1.64	0.93	0.26 ***
37. There is a strong commitment to diversity on this campus.	6.20	5.78 / 1.46	0.42	5.88	5.57 / 1.51	0.31	0.21 ***
29. Faculty use a variety of technology and media in the classroom.	6.12	5.85 / 1.38	0.27	5.83	5.58 / 1.42	0.25	0.27 ***
6. Billing policies are reasonable.	6.11	5.23 / 1.62	0.88	6.19	4.98 / 1.65	1.21	0.25 ***
58. Academic reputation as factor in decision to enroll.	6.06			6.11			
13. Living conditions in the residence halls are comfortable.	6.02	4.40 / 1.93	1.62	6.14	4.88 / 1.76	1.26	-0.48 ***
12. The amount of student parking space on campus is adequate.	6.01	4.43 / 2.10	1.58	6.11	3.75 / 2.06	2.36	0.68 ***
19. Residence hall staff are concerned about me as an individual.	6.00	5.36 / 1.68	0.64	5.77	4.98 / 1.74	0.79	0.38 ***
30. There is an adequate selection of food available on campus.	5.91	4.02 / 2.01	1.89	6.07	4.60 / 1.94	1.47	-0.58 ***

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

National Group Means are based on 21933 records.

Institutional Summary
Items: In Order of Importance

Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
60. Personal recommendations as factor in decision to enroll.	5.87			5.77			
61. Distance from campus as factor in decision to enroll.	5.74			5.74			
63. Campus visits as factor in decision to enroll.	5.60			5.45			
62. Information on the campus Web site as factor in decision to enroll.	5.59			5.63			

National Group Means are based on 21933 records.

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 ** 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 - Academic Advising Effectiveness

Scale/Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.53	6.01 / 1.14	0.52	6.34	5.43 / 1.39	0.91	0.58 ***
10. My academic advisor helps me set goals to work toward.	6.50	6.01 / 1.43	0.49	6.27	5.31 / 1.79	0.96	0.70 ***
16. My academic advisor is available when I need help.	6.59	6.15 / 1.28	0.44	6.38	5.55 / 1.64	0.83	0.60 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.69	6.38 / 1.14	0.31	6.53	5.74 / 1.62	0.79	0.64 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.34	5.50 / 1.53	0.84	6.19	5.10 / 1.62	1.09	0.40 ***

* 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 21933 records.

Institutional Summary

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

Scale/Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.43	5.79 / 1.14	0.64	6.29	5.49 / 1.12	0.80	0.30 ***
3. The campus is safe and secure for all students.	6.66	6.18 / 1.18	0.48	6.55	5.89 / 1.30	0.66	0.29 ***
5. Administrators are available to hear students' concerns.	6.45	5.75 / 1.37	0.70	6.25	5.21 / 1.59	1.04	0.54 ***
31. Students are made to feel welcome here.	6.50	5.91 / 1.47	0.59	6.36	5.67 / 1.48	0.69	0.24 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.29	5.44 / 1.65	0.85	6.19	4.87 / 1.83	1.32	0.57 ***
37. There is a strong commitment to diversity on this campus.	6.20	5.78 / 1.46	0.42	5.88	5.57 / 1.51	0.31	0.21 ***
41. Tuition paid is a worthwhile investment.	6.51	5.72 / 1.57	0.79	6.47	5.25 / 1.67	1.22	0.47 ***
42. Students are free to express their ideas on this campus.	6.42	5.87 / 1.45	0.55	6.26	5.59 / 1.53	0.67	0.28 ***
44. On the whole, the campus is well-maintained.	6.41	5.65 / 1.59	0.76	6.31	5.77 / 1.42	0.54	-0.12 *

* 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 21933 records.

Institutional Summary

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

Scale/Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	6.11	4.93 / 1.53	1.18	6.08	4.92 / 1.44	1.16	0.01
13. Living conditions in the residence halls are comfortable.	6.02	4.40 / 1.93	1.62	6.14	4.88 / 1.76	1.26	-0.48 ***
19. Residence hall staff are concerned about me as an individual.	6.00	5.36 / 1.68	0.64	5.77	4.98 / 1.74	0.79	0.38 ***
30. There is an adequate selection of food available on campus.	5.91	4.02 / 2.01	1.89	6.07	4.60 / 1.94	1.47	-0.58 ***
39. Student disciplinary procedures are fair.	6.35	5.82 / 1.53	0.53	6.19	5.48 / 1.56	0.71	0.34 ***
45. Student activity fees are put to good use.	6.23	5.01 / 1.91	1.22	6.18	4.74 / 1.85	1.44	0.27 ***

* 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 21933 records.

Institutional Summary

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

Scale/Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.39	5.81 / 1.10	0.58	6.24	5.58 / 1.09	0.66	0.23 ***
9. Library resources and services are adequate.	6.36	5.85 / 1.43	0.51	6.17	5.76 / 1.41	0.41	0.09
15. Computer labs are adequate and accessible.	6.44	5.95 / 1.42	0.49	6.29	5.76 / 1.41	0.53	0.19 ***
20. Tutoring services are readily available.	6.28	5.76 / 1.53	0.52	6.10	5.61 / 1.46	0.49	0.15 **
22. This campus provides online access to services I need.	6.49	5.96 / 1.32	0.53	6.38	5.75 / 1.40	0.63	0.21 ***
24. I receive the help I need to apply my academic major to my career goals.	6.54	5.95 / 1.38	0.59	6.46	5.48 / 1.55	0.98	0.47 ***
26. Counseling services are available if I need them.	6.33	5.84 / 1.48	0.49	6.12	5.68 / 1.44	0.44	0.16 **
34. There are adequate services to help me decide upon a career.	6.35	5.55 / 1.55	0.80	6.25	5.29 / 1.58	0.96	0.26 ***
43. Mentors are available to guide my life and career goals.	6.30	5.59 / 1.55	0.71	6.14	5.28 / 1.62	0.86	0.31 ***

* 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 21933 records.

Institutional Summary

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

Scale/Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.46	5.76 / 1.08	0.70	6.38	5.46 / 1.11	0.92	0.30 ***
4. The content of the courses within my major is valuable.	6.58	5.84 / 1.34	0.74	6.54	5.54 / 1.40	1.00	0.30 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.64 / 1.53	0.84	6.41	5.40 / 1.55	1.01	0.24 ***
17. There are sufficient courses within my program of study available each term.	6.53	5.72 / 1.45	0.81	6.47	5.10 / 1.74	1.37	0.62 ***
29. Faculty use a variety of technology and media in the classroom.	6.12	5.85 / 1.38	0.27	5.83	5.58 / 1.42	0.25	0.27 ***
32. Faculty provide timely feedback about my academic progress.	6.42	5.45 / 1.57	0.97	6.41	5.26 / 1.58	1.15	0.19 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.56	5.69 / 1.42	0.87	6.55	5.48 / 1.43	1.07	0.21 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.51	6.11 / 1.22	0.40	6.42	5.85 / 1.36	0.57	0.26 ***

* 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 21933 records.

Institutional Summary

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

Scale/Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID EFFECTIVENESS	6.31	5.43 / 1.32	0.88	6.14	5.18 / 1.33	0.96	0.25 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.26	5.72 / 1.38	0.54	5.99	5.16 / 1.60	0.83	0.56 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.29	5.02 / 1.79	1.27	6.24	5.12 / 1.69	1.12	-0.10
11. Financial aid counseling is available if I need it.	6.31	5.46 / 1.68	0.85	6.13	5.29 / 1.64	0.84	0.17 **
27. This institution helps me identify resources to finance my education.	6.36	5.30 / 1.74	1.06	6.19	4.99 / 1.72	1.20	0.31 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.66 / 1.50	0.66	6.13	5.35 / 1.57	0.78	0.31 ***

* 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 21933 records.

Institutional Summary

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

Scale/Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.34	5.61 / 1.11	0.73	6.33	5.11 / 1.29	1.22	0.50 ***
2. Registration processes and procedures are convenient.	6.29	5.57 / 1.37	0.72	6.29	5.00 / 1.66	1.29	0.57 ***
6. Billing policies are reasonable.	6.11	5.23 / 1.62	0.88	6.19	4.98 / 1.65	1.21	0.25 ***
23. I am able to register for classes I need with few conflicts.	6.53	5.90 / 1.39	0.63	6.52	5.05 / 1.81	1.47	0.85 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.42	5.76 / 1.40	0.66	6.31	5.40 / 1.50	0.91	0.36 ***

* 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 21933 records.

Institutional Summary

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

Scale/Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.31	5.42 / 1.25	0.89	6.29	5.07 / 1.24	1.22	0.35 ***
3. The campus is safe and secure for all students.	6.66	6.18 / 1.18	0.48	6.55	5.89 / 1.30	0.66	0.29 ***
12. The amount of student parking space on campus is adequate.	6.01	4.43 / 2.10	1.58	6.11	3.75 / 2.06	2.36	0.68 ***
18. Parking lots are well-lighted and secure.	6.20	5.46 / 1.56	0.74	6.13	5.20 / 1.64	0.93	0.26 ***
28. Security staff respond quickly to calls for assistance.	6.40	5.68 / 1.58	0.72	6.37	5.55 / 1.53	0.82	0.13 *

* 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 21933 records.

Institutional Summary

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

Scale/Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.43	5.74 / 1.19	0.69	6.29	5.33 / 1.26	0.96	0.41 ***
1. The campus staff are caring and helpful.	6.48	5.82 / 1.24	0.66	6.36	5.53 / 1.36	0.83	0.29 ***
5. Administrators are available to hear students' concerns.	6.45	5.75 / 1.37	0.70	6.25	5.21 / 1.59	1.04	0.54 ***
31. Students are made to feel welcome here.	6.50	5.91 / 1.47	0.59	6.36	5.67 / 1.48	0.69	0.24 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.29	5.44 / 1.65	0.85	6.19	4.87 / 1.83	1.32	0.57 ***

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

National Group Means are based on 21933 records.

Institutional Summary

Items: In Sequential Order

Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.48	5.82 / 1.24	0.66	6.36	5.53 / 1.36	0.83	0.29 ***
2. Registration processes and procedures are convenient.	6.29	5.57 / 1.37	0.72	6.29	5.00 / 1.66	1.29	0.57 ***
3. The campus is safe and secure for all students.	6.66	6.18 / 1.18	0.48	6.55	5.89 / 1.30	0.66	0.29 ***
4. The content of the courses within my major is valuable.	6.58	5.84 / 1.34	0.74	6.54	5.54 / 1.40	1.00	0.30 ***
5. Administrators are available to hear students' concerns.	6.45	5.75 / 1.37	0.70	6.25	5.21 / 1.59	1.04	0.54 ***
6. Billing policies are reasonable.	6.11	5.23 / 1.62	0.88	6.19	4.98 / 1.65	1.21	0.25 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.26	5.72 / 1.38	0.54	5.99	5.16 / 1.60	0.83	0.56 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.29	5.02 / 1.79	1.27	6.24	5.12 / 1.69	1.12	-0.10
9. Library resources and services are adequate.	6.36	5.85 / 1.43	0.51	6.17	5.76 / 1.41	0.41	0.09
10. My academic advisor helps me set goals to work toward.	6.50	6.01 / 1.43	0.49	6.27	5.31 / 1.79	0.96	0.70 ***
11. Financial aid counseling is available if I need it.	6.31	5.46 / 1.68	0.85	6.13	5.29 / 1.64	0.84	0.17 **
12. The amount of student parking space on campus is adequate.	6.01	4.43 / 2.10	1.58	6.11	3.75 / 2.06	2.36	0.68 ***
13. Living conditions in the residence halls are comfortable.	6.02	4.40 / 1.93	1.62	6.14	4.88 / 1.76	1.26	-0.48 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.64 / 1.53	0.84	6.41	5.40 / 1.55	1.01	0.24 ***
15. Computer labs are adequate and accessible.	6.44	5.95 / 1.42	0.49	6.29	5.76 / 1.41	0.53	0.19 ***
16. My academic advisor is available when I need help.	6.59	6.15 / 1.28	0.44	6.38	5.55 / 1.64	0.83	0.60 ***

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

National Group Means are based on 21933 records.

Institutional Summary

Items: In Sequential Order

Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. There are sufficient courses within my program of study available each term.	6.53	5.72 / 1.45	0.81	6.47	5.10 / 1.74	1.37	0.62 ***
18. Parking lots are well-lighted and secure.	6.20	5.46 / 1.56	0.74	6.13	5.20 / 1.64	0.93	0.26 ***
19. Residence hall staff are concerned about me as an individual.	6.00	5.36 / 1.68	0.64	5.77	4.98 / 1.74	0.79	0.38 ***
20. Tutoring services are readily available.	6.28	5.76 / 1.53	0.52	6.10	5.61 / 1.46	0.49	0.15 **
21. My academic advisor is knowledgeable about requirements in my major.	6.69	6.38 / 1.14	0.31	6.53	5.74 / 1.62	0.79	0.64 ***
22. This campus provides online access to services I need.	6.49	5.96 / 1.32	0.53	6.38	5.75 / 1.40	0.63	0.21 ***
23. I am able to register for classes I need with few conflicts.	6.53	5.90 / 1.39	0.63	6.52	5.05 / 1.81	1.47	0.85 ***
24. I receive the help I need to apply my academic major to my career goals.	6.54	5.95 / 1.38	0.59	6.46	5.48 / 1.55	0.98	0.47 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.42	5.76 / 1.40	0.66	6.31	5.40 / 1.50	0.91	0.36 ***
26. Counseling services are available if I need them.	6.33	5.84 / 1.48	0.49	6.12	5.68 / 1.44	0.44	0.16 **
27. This institution helps me identify resources to finance my education.	6.36	5.30 / 1.74	1.06	6.19	4.99 / 1.72	1.20	0.31 ***
28. Security staff respond quickly to calls for assistance.	6.40	5.68 / 1.58	0.72	6.37	5.55 / 1.53	0.82	0.13 *
29. Faculty use a variety of technology and media in the classroom.	6.12	5.85 / 1.38	0.27	5.83	5.58 / 1.42	0.25	0.27 ***
30. There is an adequate selection of food available on campus.	5.91	4.02 / 2.01	1.89	6.07	4.60 / 1.94	1.47	-0.58 ***
31. Students are made to feel welcome here.	6.50	5.91 / 1.47	0.59	6.36	5.67 / 1.48	0.69	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 21933 records.

Institutional Summary

Items: In Sequential Order

Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Faculty provide timely feedback about my academic progress.	6.42	5.45 / 1.57	0.97	6.41	5.26 / 1.58	1.15	0.19 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.66 / 1.50	0.66	6.13	5.35 / 1.57	0.78	0.31 ***
34. There are adequate services to help me decide upon a career.	6.35	5.55 / 1.55	0.80	6.25	5.29 / 1.58	0.96	0.26 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.29	5.44 / 1.65	0.85	6.19	4.87 / 1.83	1.32	0.57 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.56	5.69 / 1.42	0.87	6.55	5.48 / 1.43	1.07	0.21 ***
37. There is a strong commitment to diversity on this campus.	6.20	5.78 / 1.46	0.42	5.88	5.57 / 1.51	0.31	0.21 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.34	5.50 / 1.53	0.84	6.19	5.10 / 1.62	1.09	0.40 ***
39. Student disciplinary procedures are fair.	6.35	5.82 / 1.53	0.53	6.19	5.48 / 1.56	0.71	0.34 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.51	6.11 / 1.22	0.40	6.42	5.85 / 1.36	0.57	0.26 ***
41. Tuition paid is a worthwhile investment.	6.51	5.72 / 1.57	0.79	6.47	5.25 / 1.67	1.22	0.47 ***
42. Students are free to express their ideas on this campus.	6.42	5.87 / 1.45	0.55	6.26	5.59 / 1.53	0.67	0.28 ***
43. Mentors are available to guide my life and career goals.	6.30	5.59 / 1.55	0.71	6.14	5.28 / 1.62	0.86	0.31 ***
44. On the whole, the campus is well-maintained.	6.41	5.65 / 1.59	0.76	6.31	5.77 / 1.42	0.54	-0.12 *
45. Student activity fees are put to good use.	6.23	5.01 / 1.91	1.22	6.18	4.74 / 1.85	1.44	0.27 ***
46. Campus item: Coursework is challenging and demands my best effort.	6.39	5.95 / 1.34	0.44				

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

National Group Means are based on 21933 records.

Institutional Summary

Items: In Sequential Order

Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Campus item: The core/general education curriculum provides the basic knowledge and skills needed to succeed in college and later in life.	6.37	5.71 / 1.55	0.66				
48. Campus item: The college provides various ways to take a particular class. (Video, correspondence, self-paced, open lab and ITV)	6.42	6.03 / 1.33	0.39				
49. Campus item: Effective programs are offered to orient new students to campus policies, programs and services.	6.27	5.75 / 1.42	0.52				
50. Campus item: A variety of campus activities are offered and available for students.	6.25	5.78 / 1.49	0.47				
51. Campus item: Students with disabilities have access to academic support services.	6.53	6.19 / 1.20	0.34				
52. Campus item: I can find up to date, accurate major/program or departmental information on the campus website.	6.50	5.94 / 1.37	0.56				
53. Campus item: I am able to participate in civic engagement/ leadership development through various learning opportunities.	6.30	5.90 / 1.35	0.40				
54. Campus item: The library provides access to Interlibrary Loan and Intracampus Loan services I need.	6.25	5.83 / 1.45	0.42				
55. Campus item: How satisfied are you with the services and resources provided by the Interlibrary Loan program?	6.21	5.64 / 1.65	0.57				
56. Cost as factor in decision to enroll.	6.38			6.34			
57. Financial assistance as factor in decision to enroll.	6.36			6.24			
58. Academic reputation as factor in decision to enroll.	6.06			6.11			
59. Future career opportunities as factor in decision to enroll.	6.33			6.35			

* 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 21933 records.

Institutional Summary
Items: In Sequential Order

Item	Northwestern Oklahoma State University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
60. Personal recommendations as factor in decision to enroll.	5.87			5.77			
61. Distance from campus as factor in decision to enroll.	5.74			5.74			
62. Information on the campus Web site as factor in decision to enroll.	5.59			5.63			
63. Campus visits as factor in decision to enroll.	5.60			5.45			

National Group Means are based on 21933 records.

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

Institutional Summary

Summary Items

Summary Item	Northwestern Oklahoma State University - SSI	National Four-Year Publics 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: 4.76 1% 2% 9% 33% 23% 15% 14%	Average: 4.61 2% 3% 10% 34% 23% 13% 11%	0.15
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: 5.34 1% 3% 7% 13% 16% 38% 19%	Average: 5.23 1% 4% 7% 13% 18% 37% 17%	0.11
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: 5.46 3% 7% 4% 6% 15% 30% 33%	Average: 5.31 4% 6% 6% 10% 12% 28% 31%	0.15