

Demographics

Gender		N	%	Current Class Load		N	%
Female		450	69.23%	Full-time		579	89.35%
Male		200	30.77%	Part-time		69	10.65%
Total		650	100.00%	Total		648	100.00%
No Response		5		No Response		7	
Age				Class Level			
		N	%			N	%
18 and under		35	5.38%	Freshman		129	19.91%
19 to 24		457	70.20%	Sophomore		131	20.22%
25 to 34		94	14.44%	Junior		193	29.78%
35 to 44		41	6.30%	Senior		185	28.55%
45 and over		24	3.69%	Special student		1	0.15%
Total		651	100.00%	Graduate/Professional		3	0.46%
No Response		4		Other class level		6	0.93%
Ethnicity/Race				Current GPA			
		N	%			N	%
Alaskan Native		0	0.00%	No credits earned		11	1.71%
American Indian		29	4.47%	1.99 or below		6	0.93%
Asian		18	2.77%	2.0 - 2.49		58	9.03%
Black/African-American		32	4.93%	2.5 - 2.99		115	17.91%
Hispanic or Latino (and Puerto Rican)		40	6.16%	3.0 - 3.49		238	37.07%
Native Hawaiian or Pacific Islander		1	0.15%	3.5 or above		214	33.33%
White/Caucasian		514	79.20%	Total		642	100.00%
Multi-racial		11	1.69%	No Response		13	
Other race		4	0.62%	Educational Goal			
Total		649	100.00%			N	%
No Response		6		Associate degree		31	4.82%
Current Enrollment Status				Bachelor's degree		518	80.56%
		N	%	Master's degree		44	6.84%
Day		580	89.37%	Doctorate or professional degree		35	5.44%
Evening		68	10.48%	Certification (initial/renewal)		2	0.31%
Weekend		1	0.15%	Self-improvement/pleasure		1	0.16%
Total		649	100.00%	Job-related training		2	0.31%
No Response		6		Other educational goal		10	1.56%
				Total		643	100.00%
				No Response		12	

Demographics

Employment			Plan to Transfer		
	N	%		N	%
Full-time off campus	139	21.52%	Yes I plan to transfer	117	18.11%
Part-time off campus	202	31.27%	No I do not plan to transfer	529	81.89%
Full-time on campus	16	2.48%	Total	646	100.00%
Part-time on campus	96	14.86%	No Response	9	
Not employed	193	29.88%			
Total	646	100.00%			
No Response	9				
Current Residence			Organization Memberships		
	N	%		N	%
Residence hall	207	32.24%	No organization memberships	307	47.38%
Fraternity/Sorority	0	0.00%	One or two organization memberships	283	43.67%
Own house	181	28.19%	Three or four organization memberships	47	7.25%
Rent room or apt off campus	163	25.39%	Five or more organization memberships	11	1.70%
Parent's home	65	10.12%	Total	648	100.00%
Other residence	26	4.05%	No Response	7	
Total	642	100.00%			
No Response	13				
Residence Classification			Tuition Source		
	N	%		N	%
In-state	518	80.94%	Scholarships	132	20.40%
Out-of-state	102	15.94%	Financial aid	307	47.45%
International (not U.S. citizen)	20	3.13%	Family contributions	101	15.61%
Total	640	100.00%	Self support	77	11.90%
No Response	15		Other tuition source	30	4.64%
			Total	647	100.00%
			No Response	8	
Institution Was My			Please indicate your main site:		
	N	%		N	%
1st choice	412	63.98%	Alva	440	67.80%
2nd choice	173	26.86%	Enid	96	14.79%
3rd choice or lower	59	9.16%	Woodward	84	12.94%
Total	644	100.00%	Ponca City	27	4.16%
No Response	11		Remote site	2	0.31%
			Campus item - Answer 6	0	0.00%
			Total	649	100.00%
			No Response	6	
Did Transfer Here			Group Code		
	N	%		N	%
Yes transferred here	244	38.18%	0001: Accounting	24	3.79%
No did not transfer here	395	61.82%	0002: Agriculture	22	3.48%
Total	639	100.00%	0003: Agriculture Education	3	0.47%
No Response	16		0004: Biology	51	8.06%
			0005: Business Administration	86	13.59%

Demographics

0006: Chemistry	13	2.05%
0007: Computer Science	18	2.84%
0008: Criminal Justice	28	4.42%
0009: Early Childhood Education	30	4.74%
0010: Elementary Education	37	5.85%
0011: English	6	0.95%
0012: English Education	9	1.42%
0013: General Studies	15	2.37%
0014: Health & Sports Science	39	6.16%
0015: Health & Sports Science Education	13	2.05%
0016: History	10	1.58%
0017: Mass Communication	13	2.05%
0018: Mathematics	10	1.58%
0019: Mathematics Education	2	0.32%
0020: Music	2	0.32%
0021: Music Education	4	0.63%
0022: Natural Science Education	1	0.16%
0023: Nursing	93	14.69%
0024: Organizational Leadership	3	0.47%
0025: Political Science	7	1.11%
0026: Psychology	43	6.79%
0027: Social Science Education	4	0.63%
0028: Social Work	22	3.48%
0029: Sociology	3	0.47%
0030: Spanish	1	0.16%
0031: Special Education	8	1.26%
0032: Speech & Theatre	8	1.26%
0033: Technical Management	5	0.79%
Total	633	100.00%
No Response	22	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 21. My academic advisor is knowledgeable about requirements in my major.
- 4. The content of the courses within my major is valuable.
- 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.
- 3. The campus is safe and secure for all students.
- 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
- 22. This campus provides online access to services I need.
- 10. My academic advisor helps me set goals to work toward.
- 31. Students are made to feel welcome here.
- 15. Computer labs are adequate and accessible.

Challenges

- 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.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 32. Faculty provide timely feedback about my academic progress.
- 8. Financial aid awards are announced in time to be helpful in college planning.
- 35. I seldom get the "run-around" when seeking information on this campus.
- 13. Living conditions in the residence halls are comfortable.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Four-Year Publics Form B

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

Higher Importance vs. National Four-Year Publics Form B

- 16. My academic advisor is available when I need help.
- 1. The campus staff are caring and helpful.
- 10. My academic advisor helps me set goals to work toward.
- 25. I am able to take care of college-related business at times that are convenient for me.
- 31. Students are made to feel welcome here.
- 15. Computer labs are adequate and accessible.
- 8. Financial aid awards are announced in time to be helpful in college planning.
- 35. I seldom get the "run-around" when seeking information on this campus.
- 6. Billing policies are reasonable.
- 5. Administrators are available to hear students' concerns.

Strategic Planning Overview

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	6.50	5.73 / 1.25	0.77	6.34	5.19 / 1.39	1.15	0.54 ***
Instructional Effectiveness	6.49	5.64 / 1.04	0.85	6.38	5.30 / 1.11	1.08	0.34 ***
Registration Effectiveness	6.42	5.42 / 1.14	1.00	6.33	5.01 / 1.28	1.32	0.41 ***
Student Centeredness	6.41	5.61 / 1.21	0.80	6.23	5.06 / 1.28	1.17	0.55 ***
Safety and Security	6.35	5.37 / 1.20	0.98	6.22	4.80 / 1.27	1.42	0.57 ***
Campus Climate	6.34	5.65 / 1.08	0.69	6.22	5.24 / 1.16	0.98	0.41 ***
Campus Services	6.29	5.73 / 1.00	0.56	6.20	5.33 / 1.11	0.87	0.40 ***
Recruitment and Financial Aid Effectiveness	6.24	5.35 / 1.23	0.89	6.02	4.97 / 1.29	1.05	0.38 ***
Campus Life	6.13	4.83 / 1.43	1.30	5.99	4.73 / 1.43	1.26	0.10

* 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 28087 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.	6.64	6.06 / 1.37	0.58	6.49	5.49 / 1.66	1.00	0.57 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.63	5.66 / 1.37	0.97	6.54	5.38 / 1.47	1.16	0.28 ***
4. The content of the courses within my major is valuable.	6.62	5.83 / 1.25	0.79	6.47	5.36 / 1.46	1.11	0.47 ***
17. There are sufficient courses within my program of study available each term.	6.60	5.48 / 1.51	1.12	6.45	4.88 / 1.75	1.57	0.60 ***
56. Cost as factor in decision to enroll.	6.58			6.17			
23. I am able to register for classes I need with few conflicts.	6.56	5.50 / 1.56	1.06	6.51	4.91 / 1.79	1.60	0.59 ***
24. I receive the help I need to apply my academic major to my career goals.	6.56	5.79 / 1.39	0.77	6.42	5.22 / 1.58	1.20	0.57 ***
16. My academic advisor is available when I need help.	6.56	5.84 / 1.52	0.72	6.37	5.29 / 1.68	1.08	0.55 ***
3. The campus is safe and secure for all students.	6.55	6.11 / 1.15	0.44	6.46	5.63 / 1.44	0.83	0.48 ***
41. Tuition paid is a worthwhile investment.	6.53	5.54 / 1.49	0.99	6.49	5.22 / 1.64	1.27	0.32 ***
32. Faculty provide timely feedback about my academic progress.	6.53	5.29 / 1.51	1.24	6.39	5.16 / 1.55	1.23	0.13 *
14. Faculty are fair and unbiased in their treatment of individual students.	6.53	5.43 / 1.58	1.10	6.42	5.15 / 1.61	1.27	0.28 ***

* 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 28087 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	
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.49	5.99 / 1.22	0.50	6.41	5.69 / 1.43	0.72	0.30 ***
1. The campus staff are caring and helpful.	6.49	5.73 / 1.31	0.76	6.29	5.29 / 1.46	1.00	0.44 ***
22. This campus provides online access to services I need.	6.47	5.96 / 1.21	0.51	6.42	5.73 / 1.40	0.69	0.23 ***
10. My academic advisor helps me set goals to work toward.	6.46	5.79 / 1.56	0.67	6.28	5.12 / 1.78	1.16	0.67 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.46	5.64 / 1.34	0.82	6.27	5.19 / 1.53	1.08	0.45 ***
31. Students are made to feel welcome here.	6.45	5.84 / 1.42	0.61	6.28	5.34 / 1.57	0.94	0.50 ***
55. Campus item: I can find up to date, accurate major/program or departmental information on the campus Web site.	6.45	5.56 / 1.53	0.89				
15. Computer labs are adequate and accessible.	6.40	5.97 / 1.29	0.43	6.24	5.48 / 1.52	0.76	0.49 ***
47. Campus item: The core/general education curriculum provides the basic knowledge and skills needed to succeed in college and later life.	6.39	5.64 / 1.52	0.75				
8. Financial aid awards are announced in time to be helpful in college planning.	6.38	5.11 / 1.69	1.27	6.04	4.96 / 1.69	1.08	0.15 *
35. I seldom get the "run-around" when seeking information on this campus.	6.37	5.26 / 1.71	1.11	6.16	4.70 / 1.80	1.46	0.56 ***
6. Billing policies are reasonable.	6.37	5.39 / 1.45	0.98	6.19	4.89 / 1.63	1.30	0.50 ***

* 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 28087 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	
28. Security staff respond quickly to calls for assistance.	6.37	5.54 / 1.50	0.83	6.25	5.20 / 1.60	1.05	0.34 ***
5. Administrators are available to hear students' concerns.	6.36	5.59 / 1.40	0.77	6.20	4.88 / 1.65	1.32	0.71 ***
34. There are adequate services to help me decide upon a career.	6.34	5.41 / 1.54	0.93	6.23	5.03 / 1.61	1.20	0.38 ***
44. On the whole, the campus is well-maintained.	6.34	5.70 / 1.50	0.64	6.30	5.56 / 1.57	0.74	0.14 *
13. Living conditions in the residence halls are comfortable.	6.34	4.16 / 1.85	2.18	5.91	4.73 / 1.71	1.18	-0.57 ***
27. This institution helps me identify resources to finance my education.	6.33	5.27 / 1.59	1.06	6.08	4.85 / 1.67	1.23	0.42 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.33	5.21 / 1.58	1.12	6.20	4.83 / 1.63	1.37	0.38 ***
46. Campus item: Coursework is challenging and demands my best effort.	6.33	5.98 / 1.16	0.35				
49. Campus item: The college provides various ways to take a particular class (video, correspondence, self-paced, open lab and ITV).	6.32	5.95 / 1.27	0.37				
9. Library resources and services are adequate.	6.30	5.85 / 1.30	0.45	6.20	5.55 / 1.49	0.65	0.30 ***
42. Students are free to express their ideas on this campus.	6.29	5.63 / 1.42	0.66	6.23	5.35 / 1.58	0.88	0.28 ***

* 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 28087 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	
2. Registration processes and procedures are convenient.	6.29	5.14 / 1.62	1.15	6.31	5.03 / 1.66	1.28	0.11
48. Campus item: There are sufficient experiential learning opportunities. (Internships/field studies/ community service programs).	6.29	5.45 / 1.54	0.84				
57. Financial assistance as factor in decision to enroll.	6.26			5.96			
59. Future career opportunities as factor in decision to enroll.	6.25			6.30			
52. Campus item: Students with disabilities have access to academic support services.	6.24	5.93 / 1.23	0.31				
18. Parking lots are well-lighted and secure.	6.23	5.37 / 1.57	0.86	6.05	4.86 / 1.76	1.19	0.51 ***
43. Mentors are available to guide my life and career goals.	6.23	5.38 / 1.56	0.85	6.05	4.96 / 1.62	1.09	0.42 ***
12. The amount of student parking space on campus is adequate.	6.23	4.49 / 2.00	1.74	6.13	3.57 / 2.08	2.56	0.92 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.21	5.50 / 1.47	0.71	5.95	4.89 / 1.63	1.06	0.61 ***
39. Student disciplinary procedures are fair.	6.19	5.55 / 1.38	0.64	6.08	5.06 / 1.68	1.02	0.49 ***
45. Student activity fees are put to good use.	6.18	4.82 / 1.80	1.36	6.14	4.71 / 1.77	1.43	0.11
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.16	5.44 / 1.52	0.72	6.05	5.12 / 1.59	0.93	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 28087 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	
11. Financial aid counseling is available if I need it.	6.12	5.44 / 1.48	0.68	5.97	5.05 / 1.64	0.92	0.39 ***
53. Campus item: The institution educates and helps me to develop a personal budget and spending plan for my education.	6.09	4.85 / 1.81	1.24				
51. Campus item: A variety of campus activities are offered and available for students.	6.08	5.53 / 1.53	0.55				
50. Campus item: Effective programs are offered to orient new students to campus policies, programs and services.	6.07	5.54 / 1.46	0.53				
58. Academic reputation as factor in decision to enroll.	6.04			6.12			
30. There is an adequate selection of food available on campus.	6.00	4.33 / 1.96	1.67	6.01	4.37 / 1.95	1.64	-0.04
29. Faculty use a variety of technology and media in the classroom.	5.98	5.80 / 1.22	0.18	5.96	5.48 / 1.43	0.48	0.32 ***
20. Tutoring services are readily available.	5.97	5.64 / 1.37	0.33	5.98	5.29 / 1.55	0.69	0.35 ***
60. Personal recommendations as factor in decision to enroll.	5.95			5.71			
26. Counseling services are available if I need them.	5.93	5.75 / 1.28	0.18	5.98	5.29 / 1.49	0.69	0.46 ***
54. Campus item: Opportunities are available to participate in civic engagement and leadership development activities.	5.93	5.49 / 1.39	0.44				

* 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 28087 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	
61. Distance from campus as factor in decision to enroll.	5.93			5.85			
19. Residence hall staff are concerned about me as an individual.	5.89	5.04 / 1.70	0.85	5.65	4.85 / 1.67	0.80	0.19 *
37. There is a strong commitment to diversity on this campus.	5.82	5.52 / 1.40	0.30	5.73	5.22 / 1.54	0.51	0.30 ***
62. Information on the campus Web site as factor in decision to enroll.	5.59			5.54			
63. Campus visits as factor in decision to enroll.	5.41			5.36			

* 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 28087 records.

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	6.50	5.73 / 1.25	0.77	6.34	5.19 / 1.39	1.15	0.54 ***
10. My academic advisor helps me set goals to work toward.	6.46	5.79 / 1.56	0.67	6.28	5.12 / 1.78	1.16	0.67 ***
16. My academic advisor is available when I need help.	6.56	5.84 / 1.52	0.72	6.37	5.29 / 1.68	1.08	0.55 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.64	6.06 / 1.37	0.58	6.49	5.49 / 1.66	1.00	0.57 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.33	5.21 / 1.58	1.12	6.20	4.83 / 1.63	1.37	0.38 ***

* 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 28087 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	6.34	5.65 / 1.08	0.69	6.22	5.24 / 1.16	0.98	0.41 ***
3. The campus is safe and secure for all students.	6.55	6.11 / 1.15	0.44	6.46	5.63 / 1.44	0.83	0.48 ***
5. Administrators are available to hear students' concerns.	6.36	5.59 / 1.40	0.77	6.20	4.88 / 1.65	1.32	0.71 ***
31. Students are made to feel welcome here.	6.45	5.84 / 1.42	0.61	6.28	5.34 / 1.57	0.94	0.50 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.37	5.26 / 1.71	1.11	6.16	4.70 / 1.80	1.46	0.56 ***
37. There is a strong commitment to diversity on this campus.	5.82	5.52 / 1.40	0.30	5.73	5.22 / 1.54	0.51	0.30 ***
41. Tuition paid is a worthwhile investment.	6.53	5.54 / 1.49	0.99	6.49	5.22 / 1.64	1.27	0.32 ***
42. Students are free to express their ideas on this campus.	6.29	5.63 / 1.42	0.66	6.23	5.35 / 1.58	0.88	0.28 ***
44. On the whole, the campus is well-maintained.	6.34	5.70 / 1.50	0.64	6.30	5.56 / 1.57	0.74	0.14 *

* 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 28087 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	6.13	4.83 / 1.43	1.30	5.99	4.73 / 1.43	1.26	0.10
13. Living conditions in the residence halls are comfortable.	6.34	4.16 / 1.85	2.18	5.91	4.73 / 1.71	1.18	-0.57 ***
19. Residence hall staff are concerned about me as an individual.	5.89	5.04 / 1.70	0.85	5.65	4.85 / 1.67	0.80	0.19 *
30. There is an adequate selection of food available on campus.	6.00	4.33 / 1.96	1.67	6.01	4.37 / 1.95	1.64	-0.04
39. Student disciplinary procedures are fair.	6.19	5.55 / 1.38	0.64	6.08	5.06 / 1.68	1.02	0.49 ***
45. Student activity fees are put to good use.	6.18	4.82 / 1.80	1.36	6.14	4.71 / 1.77	1.43	0.11

* 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 28087 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	6.29	5.73 / 1.00	0.56	6.20	5.33 / 1.11	0.87	0.40 ***
9. Library resources and services are adequate.	6.30	5.85 / 1.30	0.45	6.20	5.55 / 1.49	0.65	0.30 ***
15. Computer labs are adequate and accessible.	6.40	5.97 / 1.29	0.43	6.24	5.48 / 1.52	0.76	0.49 ***
20. Tutoring services are readily available.	5.97	5.64 / 1.37	0.33	5.98	5.29 / 1.55	0.69	0.35 ***
22. This campus provides online access to services I need.	6.47	5.96 / 1.21	0.51	6.42	5.73 / 1.40	0.69	0.23 ***
24. I receive the help I need to apply my academic major to my career goals.	6.56	5.79 / 1.39	0.77	6.42	5.22 / 1.58	1.20	0.57 ***
26. Counseling services are available if I need them.	5.93	5.75 / 1.28	0.18	5.98	5.29 / 1.49	0.69	0.46 ***
34. There are adequate services to help me decide upon a career.	6.34	5.41 / 1.54	0.93	6.23	5.03 / 1.61	1.20	0.38 ***
43. Mentors are available to guide my life and career goals.	6.23	5.38 / 1.56	0.85	6.05	4.96 / 1.62	1.09	0.42 ***

* 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 28087 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	6.49	5.64 / 1.04	0.85	6.38	5.30 / 1.11	1.08	0.34 ***
4. The content of the courses within my major is valuable.	6.62	5.83 / 1.25	0.79	6.47	5.36 / 1.46	1.11	0.47 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.53	5.43 / 1.58	1.10	6.42	5.15 / 1.61	1.27	0.28 ***
17. There are sufficient courses within my program of study available each term.	6.60	5.48 / 1.51	1.12	6.45	4.88 / 1.75	1.57	0.60 ***
29. Faculty use a variety of technology and media in the classroom.	5.98	5.80 / 1.22	0.18	5.96	5.48 / 1.43	0.48	0.32 ***
32. Faculty provide timely feedback about my academic progress.	6.53	5.29 / 1.51	1.24	6.39	5.16 / 1.55	1.23	0.13 *
36. The quality of instruction I receive in most of my classes is excellent.	6.63	5.66 / 1.37	0.97	6.54	5.38 / 1.47	1.16	0.28 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.49	5.99 / 1.22	0.50	6.41	5.69 / 1.43	0.72	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 28087 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	6.24	5.35 / 1.23	0.89	6.02	4.97 / 1.29	1.05	0.38 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.21	5.50 / 1.47	0.71	5.95	4.89 / 1.63	1.06	0.61 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.38	5.11 / 1.69	1.27	6.04	4.96 / 1.69	1.08	0.15 *
11. Financial aid counseling is available if I need it.	6.12	5.44 / 1.48	0.68	5.97	5.05 / 1.64	0.92	0.39 ***
27. This institution helps me identify resources to finance my education.	6.33	5.27 / 1.59	1.06	6.08	4.85 / 1.67	1.23	0.42 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.16	5.44 / 1.52	0.72	6.05	5.12 / 1.59	0.93	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 28087 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	6.42	5.42 / 1.14	1.00	6.33	5.01 / 1.28	1.32	0.41 ***
2. Registration processes and procedures are convenient.	6.29	5.14 / 1.62	1.15	6.31	5.03 / 1.66	1.28	0.11
6. Billing policies are reasonable.	6.37	5.39 / 1.45	0.98	6.19	4.89 / 1.63	1.30	0.50 ***
23. I am able to register for classes I need with few conflicts.	6.56	5.50 / 1.56	1.06	6.51	4.91 / 1.79	1.60	0.59 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.46	5.64 / 1.34	0.82	6.27	5.19 / 1.53	1.08	0.45 ***

* 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 28087 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	6.35	5.37 / 1.20	0.98	6.22	4.80 / 1.27	1.42	0.57 ***
3. The campus is safe and secure for all students.	6.55	6.11 / 1.15	0.44	6.46	5.63 / 1.44	0.83	0.48 ***
12. The amount of student parking space on campus is adequate.	6.23	4.49 / 2.00	1.74	6.13	3.57 / 2.08	2.56	0.92 ***
18. Parking lots are well-lighted and secure.	6.23	5.37 / 1.57	0.86	6.05	4.86 / 1.76	1.19	0.51 ***
28. Security staff respond quickly to calls for assistance.	6.37	5.54 / 1.50	0.83	6.25	5.20 / 1.60	1.05	0.34 ***

* 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 28087 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	6.41	5.61 / 1.21	0.80	6.23	5.06 / 1.28	1.17	0.55 ***
1. The campus staff are caring and helpful.	6.49	5.73 / 1.31	0.76	6.29	5.29 / 1.46	1.00	0.44 ***
5. Administrators are available to hear students' concerns.	6.36	5.59 / 1.40	0.77	6.20	4.88 / 1.65	1.32	0.71 ***
31. Students are made to feel welcome here.	6.45	5.84 / 1.42	0.61	6.28	5.34 / 1.57	0.94	0.50 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.37	5.26 / 1.71	1.11	6.16	4.70 / 1.80	1.46	0.56 ***

* 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 28087 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.	6.49	5.73 / 1.31	0.76	6.29	5.29 / 1.46	1.00	0.44 ***
2. Registration processes and procedures are convenient.	6.29	5.14 / 1.62	1.15	6.31	5.03 / 1.66	1.28	0.11
3. The campus is safe and secure for all students.	6.55	6.11 / 1.15	0.44	6.46	5.63 / 1.44	0.83	0.48 ***
4. The content of the courses within my major is valuable.	6.62	5.83 / 1.25	0.79	6.47	5.36 / 1.46	1.11	0.47 ***
5. Administrators are available to hear students' concerns.	6.36	5.59 / 1.40	0.77	6.20	4.88 / 1.65	1.32	0.71 ***
6. Billing policies are reasonable.	6.37	5.39 / 1.45	0.98	6.19	4.89 / 1.63	1.30	0.50 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.21	5.50 / 1.47	0.71	5.95	4.89 / 1.63	1.06	0.61 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.38	5.11 / 1.69	1.27	6.04	4.96 / 1.69	1.08	0.15 *
9. Library resources and services are adequate.	6.30	5.85 / 1.30	0.45	6.20	5.55 / 1.49	0.65	0.30 ***
10. My academic advisor helps me set goals to work toward.	6.46	5.79 / 1.56	0.67	6.28	5.12 / 1.78	1.16	0.67 ***
11. Financial aid counseling is available if I need it.	6.12	5.44 / 1.48	0.68	5.97	5.05 / 1.64	0.92	0.39 ***
12. The amount of student parking space on campus is adequate.	6.23	4.49 / 2.00	1.74	6.13	3.57 / 2.08	2.56	0.92 ***
13. Living conditions in the residence halls are comfortable.	6.34	4.16 / 1.85	2.18	5.91	4.73 / 1.71	1.18	-0.57 ***

* 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 28087 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	
14. Faculty are fair and unbiased in their treatment of individual students.	6.53	5.43 / 1.58	1.10	6.42	5.15 / 1.61	1.27	0.28 ***
15. Computer labs are adequate and accessible.	6.40	5.97 / 1.29	0.43	6.24	5.48 / 1.52	0.76	0.49 ***
16. My academic advisor is available when I need help.	6.56	5.84 / 1.52	0.72	6.37	5.29 / 1.68	1.08	0.55 ***
17. There are sufficient courses within my program of study available each term.	6.60	5.48 / 1.51	1.12	6.45	4.88 / 1.75	1.57	0.60 ***
18. Parking lots are well-lighted and secure.	6.23	5.37 / 1.57	0.86	6.05	4.86 / 1.76	1.19	0.51 ***
19. Residence hall staff are concerned about me as an individual.	5.89	5.04 / 1.70	0.85	5.65	4.85 / 1.67	0.80	0.19 *
20. Tutoring services are readily available.	5.97	5.64 / 1.37	0.33	5.98	5.29 / 1.55	0.69	0.35 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.64	6.06 / 1.37	0.58	6.49	5.49 / 1.66	1.00	0.57 ***
22. This campus provides online access to services I need.	6.47	5.96 / 1.21	0.51	6.42	5.73 / 1.40	0.69	0.23 ***
23. I am able to register for classes I need with few conflicts.	6.56	5.50 / 1.56	1.06	6.51	4.91 / 1.79	1.60	0.59 ***
24. I receive the help I need to apply my academic major to my career goals.	6.56	5.79 / 1.39	0.77	6.42	5.22 / 1.58	1.20	0.57 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.46	5.64 / 1.34	0.82	6.27	5.19 / 1.53	1.08	0.45 ***

* 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 28087 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	
26. Counseling services are available if I need them.	5.93	5.75 / 1.28	0.18	5.98	5.29 / 1.49	0.69	0.46 ***
27. This institution helps me identify resources to finance my education.	6.33	5.27 / 1.59	1.06	6.08	4.85 / 1.67	1.23	0.42 ***
28. Security staff respond quickly to calls for assistance.	6.37	5.54 / 1.50	0.83	6.25	5.20 / 1.60	1.05	0.34 ***
29. Faculty use a variety of technology and media in the classroom.	5.98	5.80 / 1.22	0.18	5.96	5.48 / 1.43	0.48	0.32 ***
30. There is an adequate selection of food available on campus.	6.00	4.33 / 1.96	1.67	6.01	4.37 / 1.95	1.64	-0.04
31. Students are made to feel welcome here.	6.45	5.84 / 1.42	0.61	6.28	5.34 / 1.57	0.94	0.50 ***
32. Faculty provide timely feedback about my academic progress.	6.53	5.29 / 1.51	1.24	6.39	5.16 / 1.55	1.23	0.13 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.16	5.44 / 1.52	0.72	6.05	5.12 / 1.59	0.93	0.32 ***
34. There are adequate services to help me decide upon a career.	6.34	5.41 / 1.54	0.93	6.23	5.03 / 1.61	1.20	0.38 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.37	5.26 / 1.71	1.11	6.16	4.70 / 1.80	1.46	0.56 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.63	5.66 / 1.37	0.97	6.54	5.38 / 1.47	1.16	0.28 ***
37. There is a strong commitment to diversity on this campus.	5.82	5.52 / 1.40	0.30	5.73	5.22 / 1.54	0.51	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 28087 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	
38. I receive ongoing feedback about progress toward my academic goals.	6.33	5.21 / 1.58	1.12	6.20	4.83 / 1.63	1.37	0.38 ***
39. Student disciplinary procedures are fair.	6.19	5.55 / 1.38	0.64	6.08	5.06 / 1.68	1.02	0.49 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.49	5.99 / 1.22	0.50	6.41	5.69 / 1.43	0.72	0.30 ***
41. Tuition paid is a worthwhile investment.	6.53	5.54 / 1.49	0.99	6.49	5.22 / 1.64	1.27	0.32 ***
42. Students are free to express their ideas on this campus.	6.29	5.63 / 1.42	0.66	6.23	5.35 / 1.58	0.88	0.28 ***
43. Mentors are available to guide my life and career goals.	6.23	5.38 / 1.56	0.85	6.05	4.96 / 1.62	1.09	0.42 ***
44. On the whole, the campus is well-maintained.	6.34	5.70 / 1.50	0.64	6.30	5.56 / 1.57	0.74	0.14 *
45. Student activity fees are put to good use.	6.18	4.82 / 1.80	1.36	6.14	4.71 / 1.77	1.43	0.11
46. Campus item: Coursework is challenging and demands my best effort.	6.33	5.98 / 1.16	0.35				
47. Campus item: The core/general education curriculum provides the basic knowledge and skills needed to succeed in college and later life.	6.39	5.64 / 1.52	0.75				
48. Campus item: There are sufficient experiential learning opportunities. (Internships/field studies/ community service programs).	6.29	5.45 / 1.54	0.84				

* 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 28087 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	
49. Campus item: The college provides various ways to take a particular class (video, correspondence, self-paced, open lab and ITV).	6.32	5.95 / 1.27	0.37				
50. Campus item: Effective programs are offered to orient new students to campus policies, programs and services.	6.07	5.54 / 1.46	0.53				
51. Campus item: A variety of campus activities are offered and available for students.	6.08	5.53 / 1.53	0.55				
52. Campus item: Students with disabilities have access to academic support services.	6.24	5.93 / 1.23	0.31				
53. Campus item: The institution educates and helps me to develop a personal budget and spending plan for my education.	6.09	4.85 / 1.81	1.24				
54. Campus item: Opportunities are available to participate in civic engagement and leadership development activities.	5.93	5.49 / 1.39	0.44				
55. Campus item: I can find up to date, accurate major/program or departmental information on the campus Web site.	6.45	5.56 / 1.53	0.89				
56. Cost as factor in decision to enroll.	6.58			6.17			
57. Financial assistance as factor in decision to enroll.	6.26			5.96			
58. Academic reputation as factor in decision to enroll.	6.04			6.12			

* 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 28087 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	
59. Future career opportunities as factor in decision to enroll.	6.25			6.30			
60. Personal recommendations as factor in decision to enroll.	5.95			5.71			
61. Distance from campus as factor in decision to enroll.	5.93			5.85			
62. Information on the campus Web site as factor in decision to enroll.	5.59			5.54			
63. Campus visits as factor in decision to enroll.	5.41			5.36			

National Group Means are based on 28087 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
<p>So far, how has your college experience met your expectations?</p> <p>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</p>	<p>Average: 4.65</p> <p>1% 2% 7% 40% 24% 11% 11%</p>	<p>Average: 4.54</p> <p>3% 4% 11% 33% 23% 12% 11%</p>	<p>0.11</p>
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied</p>	<p>Average: 5.43</p> <p>1% 3% 5% 11% 17% 43% 17%</p>	<p>Average: 5.11</p> <p>2% 4% 9% 13% 20% 35% 14%</p>	<p>0.32</p>
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes</p>	<p>Average: 5.46</p> <p>3% 7% 4% 9% 8% 32% 34%</p>	<p>Average: 5.18</p> <p>5% 7% 7% 11% 12% 26% 29%</p>	<p>0.28</p>