



# Student Satisfaction and Priorities

STUDENT SATISFACTION INVENTORY™ RESULTS,

Spring 2025

ADMINISTRATION

Northwestern Oklahoma State University

N=

904

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



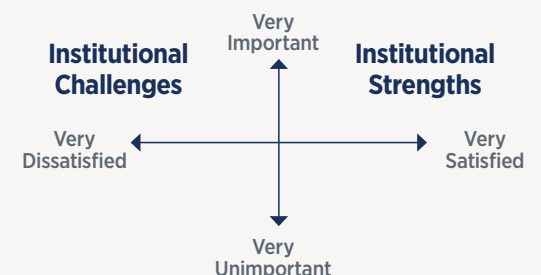
Annual giving



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. The campus is safe and secure for all students.
2. My academic advisor is knowledgeable about requirements in my major.
3. I am able to register for classes I need with few conflicts.
4. My academic advisor is available when I need help.
5. I receive the help I need to apply my academic major to my career goals.

## 2 Our Institutional Challenges

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

1. The quality of instruction I receive in most of my classes is excellent.
2. There are sufficient courses within my program of study available each term.
3. The content of the courses within my major is valuable.
4. Faculty are fair and unbiased in their treatment of individual students.
5. Financial aid awards are announced in time to be helpful in college planning.

## 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          | 66.48% |
| 2ND CHOICE          | 25.62% |
| 3RD CHOICE OR LOWER | 7.90%  |

## 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       | 87% |
| COST                | 88% |
| ACADEMIC REPUTATION | 78% |

## 5 Bottom Line Indicators

How satisfied are our students compared with students nationally?

|                                         |     |
|-----------------------------------------|-----|
| PERCENTAGE SATISFIED/VERY SATISFIED     | 66% |
| NATIONAL LEVEL SATISFIED/VERY SATISFIED | 52% |

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

|                                        |     |
|----------------------------------------|-----|
| PERCENTAGE PROBABLY/DEFINITELY YES     | 70% |
| NATIONAL LEVEL PROBABLY/DEFINITELY YES | 60% |

\*\*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:

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| 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<br>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 | 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**

|     |    |                                                               | <b>NWOSU</b> |              |      |      | <b>National Four-Year Publics Form B</b> |              |      |      |            |     |
|-----|----|---------------------------------------------------------------|--------------|--------------|------|------|------------------------------------------|--------------|------|------|------------|-----|
| S/C | No | Item                                                          | Importance   | Satisfaction | SD   | Gap  | Importance                               | Satisfaction | SD   | Gap  | Difference | SS  |
| 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?     | <b>Total</b>                          | <b>5.01</b> | <b>4.57</b>    | <b>0.44</b> | <b>★★★</b> |
|                                                                    | 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. | <b>Total</b>                          | <b>5.69</b> | <b>5.18</b>    | <b>0.51</b> | <b>★★★</b> |
|                                                                    | 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? | <b>Total</b>                          | <b>5.76</b> | <b>5.34</b>    | <b>0.42</b> | <b>★★★</b> |
|                                                                    | 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%            |             |            |