

Student Satisfaction Survey - Spring 2015

Your response to the following questions is taken very seriously as we strive to improve the quality of education at Northern. We greatly appreciate your comments.
The information you provide on this form will be kept completely confidential.

General Information

1. Campus

- Tonkawa
- Enid
- Stillwater
- University Center Ponca City
- University Center Enid High School
- Online only
- Other (please specify)

2. Gender

- Female
- Male

3. Delivery mode of classes

- Classroom/campus only
- Online only
- Both campus and online

4. Major

Advisement

5. The communication I received from the school about the overall enrollment process was clear.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

6. The school worked with me to identify an academic program that met my goals.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

7. An academic advisor was available to help me with questions about my courses of study.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

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8. I was placed at the appropriate course level that matched my academic preparation.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

Financial

9. Prior to enrollment, clear information was made available on how much my education would cost (e.g. website cost calculator).

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

10. Prior to enrollment, a school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Not Applicable

Comment

Course/Degree

11. I am satisfied with the progress I am making toward completing my degree.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

12. Course content is appropriately challenging for my program of study.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

13. Courses required to complete my degree are available when I need to take them. Please indicate below any courses that are needed and are not offered or are not offered in the time frame needed.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Please indicate any courses that are needed and are not offered or are not offered in the time frame needed.

Instructor

14. Faculty provide helpful instruction.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

15. Faculty are available through office hours and/or email.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

16. Faculty are knowledgeable about their subject areas.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

Academic Support

17. I have been able to access additional help with classes when needed, either from my instructor or tutoring services, on-site or online.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

18. I have access to the electronic databases and other library tools I need to complete research assignments and coursework.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

19. I am able to access computer labs/writing labs when needed for research and homework assignments.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

20. I am able to navigate the NOC website to find information needed for enrollment, financial aid, scholarships, and/or billing.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Comment

21. I am able to access IT help as needed for coursework and online services.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

22. I have found Blackboard mobile application useful in accessing course content and/or my student account.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Not Applicable
- Comment

Non-academic Support

23. Classrooms and general facilities are safe.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Not Applicable (distance learner)

Comment

24. Classrooms and general facilities are clean and conducive to learning.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Not Applicable (distance learner)
- Comments

25. When I have non-academic questions, I can reach someone who can help me in a timely manner.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Comment

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26. Employees are courteous and helpful in assisting with procedures in

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable
Enrollment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residence Hall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic Advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comment

27. Clubs and Organizations offer positive experiences to enhance campus culture.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Not Applicable

Comment

28. Special events and student activities (e.g. homecoming activities, mental health fair, intramurals, commuters luncheons) offer positive experiences to enhance campus culture.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Not Applicable
- Comment

29. Overall, I am satisfied with my experience at NOC.

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

Comment

30. What have you liked best about your NOC experience?

31. What is one thing NOC could do better to enhance your experience?