

## Survey Results for Student Satisfaction Survey Spring 2014

### Overall Results

Total respondents: 308 out of 2266 responded - 14%

Demographics: Freshman – 50%    Sophomore – 50%  
                           Male – 22%                      Females – 78%

Location:            Enid – 38%            Stillwater - 25%            Tonkawa – 32%  
                           UC – 3%              Online – 2%                Other < 1%

Question 1: I am satisfied with the progress I am making toward completing my degree.

	Percentage
Strongly Agree	32%
Agree	57%
Neither Agree nor Disagree	9%
Disagree	2%
Strongly Disagree	0%
Mean	4.19 out of 5

Question 2: Faculty who teach provide helpful instruction.

	Percentage
Strongly Agree	31
Agree	56
Neither Agree nor Disagree	10
Disagree	2
Strongly Disagree	1
Mean	4.13

Question 3: Faculty are available when I need help.

	Percentage
Strongly Agree	34
Agree	51
Neither Agree nor Disagree	13
Disagree	2
Strongly Disagree	0
Mean	4.15

Question 4: Course content is appropriately challenging for my program of study.

	Percentage
Strongly Agree	26
Agree	60
Neither Agree nor Disagree	11
Disagree	2
Strongly Disagree	1
Mean	4.06

Question 5: Faculty who teach are knowledgeable about their subject areas.

	Percentage
Strongly Agree	45
Agree	48
Neither Agree nor Disagree	6
Disagree	1
Strongly Disagree	0
Mean	4.37

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

	Percentage
Strongly Agree	25
Agree	47
Neither Agree nor Disagree	22
Disagree	5
Strongly Disagree	1
Mean	3.87

Question 7: An Academic advisor was available to help me with questions about my course of study.

	Percentage
Strongly Agree	38
Agree	39
Neither Agree nor Disagree	17
Disagree	4
Strongly Disagree	2
Mean	4.09

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

	Percentage
Strongly Agree	32
Agree	55
Neither Agree nor Disagree	10
Disagree	3
Strongly Disagree	<1
Mean	4.12

Question 9: When I have non-academic questions, I can reach someone who can help me in a timely way.

	Percentage
Strongly Agree	23
Agree	51
Neither Agree nor Disagree	22
Disagree	3
Strongly Disagree	1
Mean	3.89

Question 10: Course required to complete my degree are available when I need to take them.

	Percentage
Strongly Agree	21
Agree	52
Neither Agree nor Disagree	17
Disagree	9
Strongly Disagree	1
Mean	3.08

Question 11: The communication I received from the school about the overall enrollment process was clear.

	Percentage
Strongly Agree	26
Agree	51
Neither Agree nor Disagree	13
Disagree	7
Strongly Disagree	3
Mean	3.88

Question 12: Prior to enrollment, I received clear information as to how much my education would cost.

	Percentage
Strongly Agree	23
Agree	40
Neither Agree nor Disagree	21
Disagree	12
Strongly Disagree	4
Mean	3.64

Question 13: 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.

	Percentage
Strongly Agree	21
Agree	32
Neither Agree nor Disagree	24
Disagree	17
Strongly Disagree	6
Mean	3.44

Question 14: I have able to access additional help with classes when needed, either from my instructor or tutoring services.

	Percentage
Strongly Agree	28
Agree	54
Neither Agree nor Disagree	16
Disagree	2
Strongly Disagree	0
Mean	4.07

Question 15: I am able to access IT help as needed for coursework and online services (e.g. Blackboard access, bill paying, and enrollment).

	Percentage
Strongly Agree	28
Agree	42
Neither Agree nor Disagree	26
Disagree	3
Strongly Disagree	1
Mean	3.93

Question 16: Classrooms and general facilities are safe, clean, and conducive to effective learning.

	Percentage
Strongly Agree	35
Agree	55
Neither Agree nor Disagree	7
Disagree	3
Strongly Disagree	0
Mean	4.22

Question 17: Employees are courteous and helpful in assisting with procedures such as enrollment, financial aid, and teaching support.

	Percentage
Strongly Agree	32
Agree	51
Neither Agree nor Disagree	12
Disagree	4
Strongly Disagree	1
Mean	4.08

Question 18: Co-curricular activities (e.g. clubs, organizations, and special events) offer positive experiences to enhance campus culture.

	Percentage
Strongly Agree	22
Agree	34
Neither Agree nor Disagree	41
Disagree	2
Strongly Disagree	1
Mean	3.73

Question 19: Overall, I am satisfied with my experience at NOC.

	Percentage
Strongly Agree	37
Agree	53
Neither Agree nor Disagree	7
Disagree	3
Strongly Disagree	<1
Mean	4.23