

## Survey Results for Student Satisfaction Survey Spring 2016

### Overall Results

Total respondents: 198 responses

Location: Enid – 29%      Stillwater - 32%      Tonkawa – 32%  
UC PC – 7 %      Online – 2%      Other – 0%

Gender: Male – 24%      Females – 76%

Enrollment Status: Full-time – 64%  
Part-time – 33%  
Concurrent – 4%

Delivery mode of classes:

On site (classroom)	90%
Online	27%
Distance (ITV)	27%

Major:

Art	4%
Agricultural Sciences	2%
Biological Sciences	6%
Business Administration	14%
Child Development	4%
Communication	2%
Computer Science	2%
Criminal Justice Administration	3%
Digital Media and Design	1%
Elementary Education	6%
Engineering & Industrial Tech	2%
English	3%
General Studies	12%
Health, Physical Education & Rec	2%
Math & Physical Science	5%
Music	1%
Nursing – RN	24%
Nursing – Pre-Baccalaureate	7%

Question 2.1: The communication I received from the school about the overall enrollment process was clear.

	Percentage
Strongly Agree	44%
Agree	23%
Neither Agree nor Disagree	21%
Disagree	7%
Strongly Disagree	5%
Mean	3.95 out of 5

Question 2.3: An advisor worked with me to identify an academic program (major) that met my goals.

	Percentage
Strongly Agree	51%
Agree	18%
Neither Agree nor Disagree	12%
Disagree	10%
Strongly Disagree	9%
Mean	3.91 out of 5

Question 2.5: An academic advisor was available to help me with questions about my course of study (courses for my major).

	Percentage
Strongly Agree	57%
Agree	13%
Neither Agree nor Disagree	15%
Disagree	6%
Strongly Disagree	9%
Mean	4.04 out of 5

Question 2.7: I was placed at the appropriate course level that matched my academic level.

	Percentage
Strongly Agree	56%
Agree	23%
Neither Agree nor Disagree	11%
Disagree	4%
Strongly Disagree	6%
Mean	4.2 out of 5

Question 2.9: Primary source of enrollment assistance.

	Percentage
Faculty advisor	67%
Staff advisor	33%

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Question 3.1: Prior to enrollment, clear information was made available on how much my education would cost (e.g. website cost calculator).

	Percentage
Strongly Agree	39%
Agree	22%
Neither Agree nor Disagree	19%
Disagree	9%
Strongly Disagree	11%
Mean	3.68 out of 5

Question 3.3: 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	25%
Agree	16%
Neither Agree nor Disagree	25%
Disagree	14%
Strongly Disagree	20%
Mean	3.11 out of 5

Question 3.5: I completed a financial aid application (FAFSA).

	Percentage
Before Enrollment	62%
After enrollment but before the first day of class	11%
After classes started	7%
Not applicable – I did not apply for financial aid	20%

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Question 4.1: I am satisfied with the progress I am making toward completing my degree.

	Percentage
Strongly Agree	52%
Agree	22%
Neither Agree nor Disagree	14%
Disagree	6%
Strongly Disagree	6%
Mean	4.09 out of 5

Question 4.3: Course content is appropriately challenging for my program of study.

	Percentage
Strongly Agree	48%
Agree	28%
Neither Agree nor Disagree	10%
Disagree	7%
Strongly Disagree	6%
Mean	4.05 out of 5

Question 4.5: Courses required to complete my degree are available when I need to take them.

	Percentage
Strongly Agree	42%
Agree	21%
Neither Agree nor Disagree	20%
Disagree	9%
Strongly Disagree	9%
Mean	3.79 out of 5

Question 5.1: Faculty provide helpful instruction.

	Percentage
Strongly Agree	46%
Agree	29%
Neither Agree nor Disagree	12%
Disagree	6%
Strongly Disagree	6%
Mean	4.04 out of 5

Question 5.3: Faculty are available through office hours and/or email.

	Percentage
Strongly Agree	52%
Agree	27%
Neither Agree nor Disagree	11%
Disagree	6%
Strongly Disagree	5%
Mean	4.15 out of 5

Question 5.5: Faculty are knowledgeable about their subject areas.

	Percentage
Strongly Agree	56%
Agree	24%
Neither Agree nor Disagree	9%
Disagree	4%
Strongly Disagree	6%
Mean	4.21 out of 5

Question 6.1: I have been able to access additional help with classes when needed, either from my instructor or tutoring services, on-site or online.

	Percentage
Strongly Agree	43%
Agree	27%
Neither Agree nor Disagree	19%
Disagree	4%
Strongly Disagree	8%
Mean	3.93 out of 5

Question 6.3: I have access to the electronic databases (e.g. Gale, Ebsco) and other library tools I need to complete research assignments and coursework.

	Percentage
Strongly Agree	51%
Agree	24%
Neither Agree nor Disagree	12%
Disagree	4%
Strongly Disagree	9%
Mean	4.03 out of 5

Question 6.5: I am able to access computer labs/writing labs when needed for research and homework assignments.

	Percentage
Strongly Agree	58%
Agree	21%
Neither Agree nor Disagree	9%
Disagree	6%
Strongly Disagree	8%
Mean	4.13 out of 5

Question 6.7: I am able to navigate the NOC website to find information needed for enrollment, financial aid, scholarships, and/or billing.

	Percentage
Strongly Agree	58%
Agree	22%
Neither Agree nor Disagree	8%
Disagree	6%
Strongly Disagree	6%
Mean	4.22 out of 5

Question 6.9: I am able to access IT help as needed for coursework and online services.

	Percentage
Strongly Agree	46%
Agree	19%
Neither Agree nor Disagree	23%
Disagree	8%
Strongly Disagree	5%
Mean	3.92 out of 5

Question 7.1: Classrooms and general facilities are safe.

	Percentage
Strongly Agree	68%
Agree	21%
Neither Agree nor Disagree	6%
Disagree	1%
Strongly Disagree	4%
Mean	4.47 out of 5

Question 7.3: Classrooms and general facilities are clean and conducive to learning.

	Percentage
Strongly Agree	63%
Agree	19%
Neither Agree nor Disagree	11%
Disagree	1%
Strongly Disagree	5%
Mean	4.34 out of 5

Question 7.5: When I have non-academic questions, I can reach someone who can help me in a timely manner.

	Percentage
Strongly Agree	47%
Agree	28%
Neither Agree nor Disagree	17%
Disagree	4%
Strongly Disagree	4%
Mean	4.12 out of 5

Question 7.7: Employees are courteous and helpful in assisting with procedures in Enrollment:

	Percentage
Strongly Agree	64%
Agree	19%
Neither Agree nor Disagree	8%
Disagree	3%
Strongly Disagree	6%
Mean	4.32 out of 5

Financial Aid:

	Percentage
Strongly Agree	51%
Agree	16%
Neither Agree nor Disagree	14%
Disagree	11%
Strongly Disagree	8%
Mean	3.91 out of 5

Scholarships:

	Percentage
Strongly Agree	45%
Agree	21%
Neither Agree nor Disagree	17%
Disagree	7%
Strongly Disagree	9%
Mean	3.85 out of 5

Residence Hall:

	Percentage
Strongly Agree	42%
Agree	22%
Neither Agree nor Disagree	21%
Disagree	4%
Strongly Disagree	11%
Mean	3.81 out of 5

Academic Advising:

	Percentage
Strongly Agree	55%
Agree	23%
Neither Agree nor Disagree	13%
Disagree	4%
Strongly Disagree	6%
Mean	4.16 out of 5

Counseling:

	Percentage
Strongly Agree	52%
Agree	22%
Neither Agree nor Disagree	11%
Disagree	6%
Strongly Disagree	9%
Mean	4.03 out of 5

Question 7.14: Clubs and Organization offer positive experiences to enhance campus culture.

	Percentage
Strongly Agree	41%
Agree	25%
Neither Agree nor Disagree	21%
Disagree	5%
Strongly Disagree	8%
Mean	3.86 out of 5



Question 7.16: Special events and student activities (e.g. homecoming activities, mental health fair, intramurals, commuter luncheons) offer positive experiences to enhance campus culture.

	Percentage
Strongly Agree	49%
Agree	26%
Neither Agree nor Disagree	15%
Disagree	5%
Strongly Disagree	6%
Mean	4.06 out of 5

Question 7.18: Overall, I am satisfied with my experience at NOC.

	Percentage
Strongly Agree	53%
Agree	24%
Neither Agree nor Disagree	13%
Disagree	6%
Strongly Disagree	4%
Mean	4.16 out of 5

Question 7.19: What have you liked best about your NOC experience?

Question 7.20: What is one thing NOC could do better to enhance your experience?