



# ***INSTITUTE OF TECHNOLOGY***

## Student Satisfaction Inventory Report

May 31, 2016

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Oklahoma State University Institute of Technology  
Okmulgee, Oklahoma

Office of Institutional Research

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## **Introduction**

The Ruffalo Noel Levitz Student Satisfaction Inventory (SSI) measures student satisfaction and priorities showing how satisfied students are as well as what issues are important to them. The SSI is available in both online and paper formats with versions for specific institution types; it also comes in 70-question and 40-question versions. The 40-question version for community, junior, and technical colleges was selected for the spring 2016 administration of the SSI; we also chose to administer paper surveys in classrooms to improve the participation rate. The survey was sent to a sample of classes across campus; students who attended exclusively through distance learning, cooperative agreement, or the Pryor campus were excluded because this survey focused primarily on student services provided and attitudes of students on the OSUIT campus in Okmulgee.

## **Notification and Administration**

The survey was initially scheduled for administration from February 22<sup>nd</sup> through March 11<sup>th</sup>, then extended through April 7<sup>th</sup>, 2016. Letters of announcement were sent to each of the selected instructors followed by survey packets and pencils for their classes.

## **Incentives**

Prior interaction with students in classroom survey situations led this office to believe that students might appreciate being allowed to keep the pencils used during a survey administration. Pencils were specially purchased and imprinted with “*OSUIT INSTITUTE OF TECHNOLOGY*” and “*Please enjoy this high-quality, technologically advanced #2 pencil on us!*” The directions to students (included with each survey) included the statement “Use the #2 lead pencil provided, and keep the pencil with our thanks—one per participant, please.” Incentives have become commonplace among most institutions of higher education; the pencils are an initial attempt to incentivize survey completion fairly, equally, and at minimal cost.

## **Sample Selection**

A list of classes taught during the spring semester was drawn from the pool of all available traditional classes; these were assigned numbers randomly using Microsoft Excel's “RANDOM” function, sorted, and the first forty classes were selected for the SSI spring 2016 administration. The selected classes included 581 enrolled students, 471 of which completed the survey for a response rate of 81.1 percent.

## **Demographics**

Participants in the 2016 sample were 68.7 percent male. Only 9.7 percent were age 18 or under; 67.1 percent were age 19-24; 16.2 percent were 25-34; 7.0 percent were age 35 and over. Sixty-one percent listed a current GPA 3.0 or above. Over sixty-five percent of the sample were White with 16.5 percent American Indian/Alaskan Native, 5.1% Hispanic or Latino, and 3.4 percent Black/African American. Eighty-eight percent were enrolled full-time. First-year students comprised 59.2 percent of this sample, while 27.7 percent were in their second year. Educational goals for this sample included 70.4 percent seeking an Associate degree and only 4.7 percent intending to transfer to another institution.

## Instrument

The SSI asks students to respond with a level of importance and a level of satisfaction for most survey items. The rating scales follow.

### IMPORTANCE

- 1 = not important at all
- 2 = not very important
- 3 = somewhat unimportant
- 4 = neutral
- 5 = somewhat important
- 6 = important
- 7 = very important

### SATISFACTION

- 1 = not satisfied at all
- 2 = not very satisfied
- 3 = somewhat dissatisfied
- 4 = neutral
- 5 = somewhat satisfied
- 6 = satisfied
- 7 = very satisfied

The 40-question version of the survey consisted of the following eight *survey scales*:

- Academic Advising and Counseling Effectiveness
- Admissions and Financial Aid Effectiveness
- Campus Climate
- Campus Services
- Instructional Effectiveness
- Registration Effectiveness
- Safety and Security
- Student Centeredness

## Importance, Satisfaction, and Gap Scores

Satisfaction is meaningless if it is also unimportant. The higher the importance of an item, the more meaningful its satisfaction score becomes. The *performance gap* is useful for understanding the students' satisfaction in-context. Performance gaps are calculated by subtracting the *satisfaction* score from the *importance* score on each item that makes up the scale and, cumulatively, for the scales themselves. This *gap score* is also useful in determining institutional *strengths* and *challenges*.

## Comparison Groups

The 2016 SSI results are reported alongside two comparison groups: 1) OSUIT student responses from the previous year's (spring 2015) SSI administration for a two-year comparison, and 2) a *national comparison group* (national group) of all community and technical colleges administering the 40-item version of the SSI during academic year 2015-2016. See Appendix A for report including the national comparison group, and Appendix B for report comparing results for OSUIT 2015 and 2016 administrations of the SSI.

### Two-year comparison

In 2015, forty classes were randomly selected from those that had not already been sampled earlier in the semester for administration of another survey. Of the 504 students enrolled in these classes, 359 completed the SSI for a response rate of 71.2%. For 2016, forty randomly selected classes reported a total enrollment of 581 students, of which 471 completed surveys for a response rate of 81.1%. All eight scales revealed higher levels of satisfaction in 2016 as compared to the prior year's administration of the SSI. As students in 2016 reported higher satisfaction, they also reported that the survey scales were considered more important as compared to student responses from 2015.

### National group

Ruffalo Noel Levitz reports include OSUIT results compared with all other schools nationwide that administered the SSI *Community, Junior and Technical College Version, Form B*. The national group means for 2016 were based on 66,622 responses.

Both in 2015 and 2016, compared to the national group, respondents at OSUIT were less satisfied on all scales but one: OSUIT students reported slightly *higher* satisfaction on *Academic Advising Effectiveness*. Our students continue to report these scales as less important than the national group and with smaller performance gaps on seven of the eight scales; the exception in this case was *Safety and Security* which evidenced a relatively large gap score (1.10) between importance (6.0) and satisfaction (4.9) on the seven-point scale, and the largest mean satisfaction score difference as compared to the national group.

### Scales in Order of Importance

Scale	OSUIT 2016					National Group 2016					Mean Difference
	imp	sat		sd	gap	imp	sat		sd	gap	
Instructional Effectiveness	6.13	5.6	/	1.1	0.6	6.4	5.7	/	1	0.7	-0.16***
Registration Effectiveness	6.11	5.5	/	1.1	0.7	6.5	5.7	/	1.1	0.8	-0.26***
Campus Climate	6.11	5.5	/	1.1	0.6	6.4	5.8	/	1	0.6	-0.27***
Student Centeredness	6.07	5.5	/	1.2	0.6	6.4	5.6	/	1.2	0.7	-0.17**
Academic Advising Effectiveness	6.07	5.6	/	1.1	0.5	6.4	5.5	/	1.3	0.9	0.09
Safety and Security	6.00	4.9	/	1.3	1.1	6.3	5.5	/	1.2	0.8	-0.60***
Admissions and Financial Aid Effectiveness	5.98	5.2	/	1.2	0.8	6.2	5.4	/	1.3	0.8	-0.20***
Campus Services	5.98	5.6	/	1.1	0.4	6.3	5.8	/	1	0.5	-0.19***

\*Difference statistically significant at the .05 level

\*\*Difference statistically significant at the .01 level

\*\*\*Difference statistically significant at the .001 level

### Strengths and Challenges

As previously mentioned, gap scores are useful in determining an institution's strengths and challenges. Following are the strengths and challenges identified during the 2016 administration of the SSI. Strengths are evidenced by high importance and satisfaction scores. Challenges are evidenced by high importance and lower satisfaction scores resulting in a relatively large gap score. Items followed

by a (+) indicate significantly higher satisfaction compared to the national group; items followed by a (-) indicate significantly lower satisfaction compared to the national group. Note that the first listed strength is also listed first as a challenge; this means that, although the item is rated as high on both importance and satisfaction, there is enough of a gap between importance and satisfaction scores to suggest that improvements can be made.

*Strengths (high importance and high satisfaction)*

- 42. *Campus-defined item #2*: My department prepares students well for their professions.
- 8. The quality of instruction I receive in most of my classes is excellent.
- 14. My academic advisor is knowledgeable about my program requirements.
- 13. The campus is safe and secure for all students. (-)
- 18. Computer labs are adequate and accessible. (-)
- 20. Students are made to feel welcome here. (-)
- 28. This campus provides online access to services I need. (-)
- 34. Faculty are usually available to students outside of class (during office hours, phone, or e-mail). (-)
- 16. My advisor helps me apply my program of study to career goals. (+)
- 1. The campus staff are caring and helpful.

*Challenges (high importance and low satisfaction, large gap)*

- 42. *Campus-defined item #2*: My department prepares students well for their professions.
  - 36. Tuition paid is a worthwhile investment. (-)
  - 43. *Campus-defined item #3*: My academic advisor adequately assists me with career planning issues.
  - 21. The amount of student parking space on campus is adequate. (-)
  - 12. Faculty are fair and unbiased in their treatment of individual students. (-)
  - 24. The equipment in the lab facilities is kept up to date. (-)
  - 29. There are convenient ways of paying my school bill. (-)
  - 25. Faculty provide timely feedback about my academic progress. (-)
  - 35. I receive ongoing feedback about progress toward my academic goals.
- (+) Significantly higher satisfaction vs. national comparison group  
(-) Significantly lower satisfaction vs. national comparison group

## **Benchmarks**

The OSUIT 2016 SSI results were benchmarked against 66,622 responses from community, junior, and technical colleges across the country administering the SSI Form B. Again, satisfaction with an item is meaningless if it is also unimportant. The following lists of items were rated among the top half of items by OSUIT students in terms of importance.

### *Higher Satisfaction vs. National Group*

16. My advisor helps me apply my program of study to career goals.

### *Lower Satisfaction vs. National Group*

36. Tuition paid is a worthwhile investment.
13. The campus is safe and secure for all students.
18. Computer labs are adequate and accessible.
20. Students are made to feel welcome here.
21. The amount of student parking space on campus is adequate.
12. Faculty are fair and unbiased in their treatment of individual students.
24. The equipment in the lab facilities is kept up to date.
28. This campus provides online access to services I need.
29. There are convenient ways of paying my school bill.
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
38. Most classes deal with practical experiences and applications.
32. I am able to take care of college-related business at times that are convenient for me.
39. On the whole, the campus is well-maintained.
25. Faculty provide timely feedback about my academic progress.

## **Trends at OSUIT: Year-to-Year Comparison**

While the preceding benchmarks are useful for seeing how this campus compares to other institutions nationally, year-to-year comparisons can also indicate changes in student priorities on this campus specifically. In most cases, both importance and satisfaction increased from 2015 to 2016 on the OSUIT campus. Only items showing statistically significant mean differences are reported.

### *Higher Satisfaction at OSUIT 2016 vs. 2015*

47. Campus-defined item #7: College personnel and students show tolerance and respect for different viewpoints.\*\*\*

- 49. Campus-defined item #9: I feel a sense of pride about my campus.\*\*\*
- 42. Campus-defined item #2: My department prepares students well for their professions.\*\*\*
- 41. Campus-defined item #1: Most students feel a sense of belonging here.\*\*
- 46. Campus-defined item #6: A variety of activities and social events are provided on campus.\*\*
- 48. Campus-defined item #8: The level of ethnic and cultural diversity on this campus is satisfactory.\*\*
- 2. Classes are scheduled at times that are convenient for me.\*\*
- 45. Campus-defined item #5: The school provides an adequate orientation for first year students.\*\*
- 8. The quality of instruction I receive in most of my classes is excellent.\*\*
- 43. Campus-defined item #3: My academic advisor adequately assists me with career planning issues.\*
- 36. Tuition paid is a worthwhile investment.\*
- 44. Campus-defined item #4: There are adequate services to develop job search skills and to learn of career opportunities.\*
- 6. Library resources and services are adequate.\*

#### Lower Satisfaction at OSUIT 2016 vs. 2015

- 21. The amount of student parking space on campus is adequate.\*

#### Summary Items

The SSI included three summary items regarding students' general attitude; these questions are often used in marketing to determine the likelihood of a positive or negative attitude that may reflect on the institution's reputation during face-to-face interactions with others. Results of these summary items were statistically different ( $p < .001$ ) from the national group.

When asked, "So far, how has your college experience met your expectations?" the average of responses for OSUIT was 4.60 on a seven point scale between 4 = "About what I expected" and 5 = "Better than I expected". The average of responses for the national group was higher at 4.91 which is statistically significant at the .001 level.

When asked, "Rate your overall satisfaction with your experience here thus far", the average of responses for OSUIT was 5.26 falling between 5 = "Somewhat satisfied" and 6 = "Satisfied". The average of responses for the national group was higher at 5.58; again, statistically significant at the .001 level.

When asked, "All in all, if you had to do it over, would you enroll here again?" the average of responses for OSUIT was 5.51 vs. 5.82 for the national group. On a seven point scale, these responses fall between 5 = "Maybe yes" and 6 = "Probably yes". Once again, the difference was statistically significant at the .001 level.

## Conclusions

Satisfaction from year 2015 to year 2016 characterized by scale scores appears to have improved though variances in timing and conflicting events may have differentially impacted these SSI administrations. In 2015, another large survey project was carried out prior to the SSI administration; in 2016, no other major survey project was administered to students. The SSI was administered late in the spring semester 2015 as students were preparing for final exams, possibly creating an element of pressure on some students, but the 2016 administration was carried out across the midterm to allow students with internship responsibilities to participate. However, compared to the online administration of the 2014 SSI, the 2015 and 2016 administrations were relatively consistent year-to-year as suggested in the *Student Satisfaction Inventory Report 2015*: “No other major survey is currently slated for spring 2016 aside from the SSI; it will be interesting to see how results differ in the spring 2016 administration of the SSI without the influence of another major survey occurring in the same semester.”

The *Academic Advising Effectiveness* scale continues to be reported as a strength with results significantly higher than those of the national group, particularly regarding the availability of academic advisors to the students and advisors’ knowledge of how a program of study pertains to students’ career goals. On the other hand, students apparently want more feedback than they currently receive about their progress toward their *academic* goals and, in some cases, would like advisors to be more knowledgeable about the transfer requirements of other schools. On the remaining scales, OSUIT students reported lower importance corresponding with lower satisfaction which moderates the results to some extent.

The results also indicate an increase in *importance* and a decline in *satisfaction* regarding the adequacy of student parking on campus. While parking issues are nothing new to this or most other campuses across the country, the difference between students’ ratings of importance and satisfaction on this topic this year is substantial (2016 gap score = 2.23; 2015 gap score = 1.86; difference significant at the .05 level). Also related to parking: “Parking lots are well-lighted and secure” received nearly a full scale point performance gap that reveals student concerns over parking lot safety. However, the scale *Safety and Security*, in which survey items on parking issues are found, also reveals that students find the campus “...safe and secure for all students” and report that “the security staff respond quickly to calls for assistance.” In this case, disaggregating the *Safety and Security* scale places the emphasis heavily on student parking rather than on other campus security issues.

Comparison of results from 2015 to 2016 revealed that students on this campus found the items in the SSI, in general, both more important and were more satisfied this year over last, though satisfaction compared to the national group benchmarks continues to lag. As suggested in the 2015 *Student Satisfaction Inventory Report*, this may be due to social, fiscal, and political issues within the State of Oklahoma; or, satisfaction may simply be higher among community and junior colleges as compared to predominantly technical colleges. Since the version of the SSI used in the current study includes community, junior and technical colleges, it would be interesting to see Ruffalo Noel Levitz disaggregate national results by these three institution types.

**Comment:** When comparing exceptionally large samples, small differences can sometimes be detected and reported as *statistically significant*. When identifying statistically significant differences in reports such as this current document, it is also useful to understand that these relatively small differences, though perhaps *statistically significant*, may not be very *meaningful or effective* in application. Benchmark comparisons are useful over time to detect trends and consistency (or inconsistency) in the data; in some cases, however, the degree of



real difference may be inconsequential and, in those instances, needs to be recognized and evaluated as such. -cm

APPENDIX A:  
Ruffalo Noel Levitz Student Satisfaction Inventory  
Report with National Comparison

## Demographics

<b>Gender</b>		<b>N</b>	<b>%</b>	<b>Current Class Load</b>		<b>N</b>	<b>%</b>
Female		143	31.29%	Full-time		405	87.85%
Male		314	68.71%	Part-time		56	12.15%
Total		457	100.00%	Total		461	100.00%
No Response		14		No Response		10	

  

<b>Age</b>		<b>N</b>	<b>%</b>	<b>Class Level</b>		<b>N</b>	<b>%</b>
18 and under		44	9.65%	1 year or less		271	59.17%
19 to 24		306	67.11%	2 years		127	27.73%
25 to 34		74	16.23%	3 years		38	8.30%
35 to 44		22	4.82%	4 or more years		22	4.80%
45 and over		10	2.19%	Total		458	100.00%
Total		456	100.00%	No Response		13	
No Response		15					

  

<b>Ethnicity/Race</b>		<b>N</b>	<b>%</b>	<b>Current GPA</b>		<b>N</b>	<b>%</b>
Alaskan Native		2	0.45%	No credits earned		15	3.33%
American Indian		74	16.52%	1.99 or below		14	3.11%
Asian		13	2.90%	2.0 - 2.49		38	8.44%
Black/African-American		15	3.35%	2.5 - 2.99		109	24.22%
Hispanic or Latino (and Puerto Rican)		23	5.13%	3.0 - 3.49		132	29.33%
Native Hawaiian or Pacific Islander		1	0.22%	3.5 or above		142	31.56%
White/Caucasian		294	65.63%	Total		450	100.00%
Multi-racial		15	3.35%	No Response		21	
Other race		11	2.46%				
Total		448	100.00%				
No Response		23					

  

<b>Current Enrollment Status</b>		<b>N</b>	<b>%</b>	<b>Educational Goal</b>		<b>N</b>	<b>%</b>
Day		442	97.57%	Associate degree		317	70.44%
Evening		9	1.99%	Vocational/technical program		26	5.78%
Weekend		2	0.44%	Transfer to another institution		21	4.67%
Total		453	100.00%	Certification (initial/renewal)		7	1.56%
No Response		18		Self-improvement/pleasure		2	0.44%
				Job-related training		14	3.11%
				Other educational goal		63	14.00%
				Total		450	100.00%
				No Response		21	



## Demographics

Group Code	N	%	Major
0002	24	5.81%	Air Conditioning & Refrigeration Technology
0003	1	0.24%	Automotive Collision Repair Technology
0004	1	0.24%	Automotive Service Technology - Pro-Tech
0011	23	5.57%	Construction Technology
0012	6	1.45%	Information Technologies (AAS)
0014	13	3.15%	Graphic Design Technology
0034	11	2.66%	3D Modeling and Animation
0044	5	1.21%	General Studies
0046	12	2.91%	Culinary Arts
0061	1	0.24%	Photography Technology
0077	1	0.24%	<i>invalid entry</i>
0080	16	3.87%	Engineering Technologies
0089	12	2.91%	Orthotics & Prosthetics
0090	8	1.94%	Pre_Education, Elementary or Secondary
0091	11	2.66%	Business
0092	4	0.97%	Information Technologies (AS)
0093	66	15.98%	Nursing
0094	7	1.69%	Information Technologies (BT)
0095	35	8.47%	Instrument Engineering Technologies (BT)
0096	14	3.39%	Civil Engineering Technology (BT)
0100	22	5.33%	Power Plant Technology
0101	14	3.39%	Pipeline Integrity Technology
0102	10	2.42%	Automotive Service Technology - Ford ASSET
0103	14	3.39%	Automotive Service Technology - GM ASEP
0106	37	8.96%	Construction Technologies - High Voltage Lineman
0107	11	2.66%	Diesel & Heavy Equipment Technology - Aggreko
0108	1	0.24%	Diesel & Heavy Equipment Technology - CAT
0110	2	0.48%	Diesel & Heavy Equipment Technology - Truck Tech
0111	14	3.39%	Diesel & Heavy Equipment Technology - WEDA
0112	3	0.73%	Natural Gas Compression
0123	9	2.18%	Allied Health Sciences
1277	1	0.24%	<i>invalid entry</i>
7777	4	0.97%	Non-Degree Seeking
Total	413	100.00%	
No Response	58		

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 42. Campus item 2: My department prepares students well for their professions.
- 8. The quality of instruction I receive in most of my classes is excellent.
- 14. My academic advisor is knowledgeable about my program requirements.
- 13. The campus is safe and secure for all students.
- 18. Computer labs are adequate and accessible.
- 20. Students are made to feel welcome here.
- 28. This campus provides online access to services I need.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 16. My advisor helps me apply my program of study to career goals.
- 1. The campus staff are caring and helpful.

#### **Challenges**

- 42. Campus item 2: My department prepares students well for their professions.
- 36. Tuition paid is a worthwhile investment.
- 43. Campus item 3: My academic advisor adequately assists me with career planning issues.
- 21. The amount of student parking space on campus is adequate.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 24. The equipment in the lab facilities is kept up to date.
- 29. There are convenient ways of paying my school bill.
- 25. Faculty provide timely feedback about my academic progress.
- 35. I receive ongoing feedback about progress toward my academic goals.

## **Strategic Planning Overview Benchmarks**

### **Higher Satisfaction vs. National Community Colleges Form B**

16. My advisor helps me apply my program of study to career goals.

### **Lower Satisfaction vs. National Community Colleges Form B**

36. Tuition paid is a worthwhile investment.

13. The campus is safe and secure for all students.

18. Computer labs are adequate and accessible.

20. Students are made to feel welcome here.

21. The amount of student parking space on campus is adequate.

12. Faculty are fair and unbiased in their treatment of individual students.

24. The equipment in the lab facilities is kept up to date.

28. This campus provides online access to services I need.

29. There are convenient ways of paying my school bill.

34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).

38. Most classes deal with practical experiences and applications.

32. I am able to take care of college-related business at times that are convenient for me.

39. On the whole, the campus is well-maintained.

25. Faculty provide timely feedback about my academic progress.

**Institutional Summary**  
**Scales: In Order of Importance**

Scale	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.13	5.57 / 1.09	0.56	6.42	5.73 / 1.04	0.69	-0.16 ***
Campus Climate	6.11	5.51 / 1.11	0.60	6.41	5.78 / 1.04	0.63	-0.27 ***
Registration Effectiveness	6.11	5.46 / 1.13	0.65	6.48	5.72 / 1.07	0.76	-0.26 ***
Academic Advising Effectiveness	6.07	5.56 / 1.13	0.51	6.35	5.47 / 1.34	0.88	0.09
Student Centeredness	6.07	5.47 / 1.17	0.60	6.36	5.64 / 1.19	0.72	-0.17 **
Safety and Security	6.00	4.90 / 1.31	1.10	6.29	5.50 / 1.18	0.79	-0.60 ***
Admissions and Financial Aid Effectiveness	5.98	5.23 / 1.22	0.75	6.24	5.43 / 1.28	0.81	-0.20 ***
Campus Services	5.98	5.57 / 1.05	0.41	6.25	5.76 / 1.00	0.49	-0.19 ***

\* 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 66622 records.



**Institutional Summary**  
**Items: In Order of Importance**

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Future career opportunities as factor in decision to enroll.	6.48			6.43			
42. Campus item 2: My department prepares students well for their professions.	6.41	5.75 / 1.41	0.66				
8. The quality of instruction I receive in most of my classes is excellent.	6.35	5.74 / 1.28	0.61	6.64	5.79 / 1.32	0.85	-0.05
51. Cost as factor in decision to enroll.	6.26			6.53			
14. My academic advisor is knowledgeable about my program requirements.	6.24	5.84 / 1.31	0.40	6.52	5.71 / 1.54	0.81	0.13
36. Tuition paid is a worthwhile investment.	6.22	5.51 / 1.51	0.71	6.55	5.82 / 1.40	0.73	-0.31 ***
13. The campus is safe and secure for all students.	6.21	5.67 / 1.30	0.54	6.54	6.02 / 1.19	0.52	-0.35 ***
43. Campus item 3: My academic advisor adequately assists me with career planning issues.	6.20	5.51 / 1.54	0.69				
44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities	6.20	5.55 / 1.44	0.65				
9. I am able to register for the classes I need with few conflicts.	6.18	5.56 / 1.40	0.62	6.57	5.65 / 1.47	0.92	-0.09
18. Computer labs are adequate and accessible.	6.17	5.68 / 1.33	0.49	6.35	5.95 / 1.33	0.40	-0.27 ***
20. Students are made to feel welcome here.	6.16	5.62 / 1.45	0.54	6.44	5.97 / 1.29	0.47	-0.35 ***
21. The amount of student parking space on campus is adequate.	6.15	3.92 / 2.12	2.23	6.33	4.92 / 1.94	1.41	-1.00 ***
40. There are sufficient courses within my program of study available each term.	6.15	5.59 / 1.38	0.56	6.53	5.56 / 1.55	0.97	0.03
12. Faculty are fair and unbiased in their treatment of individual students.	6.14	5.48 / 1.53	0.66	6.46	5.75 / 1.43	0.71	-0.27 ***
53. Academic reputation as factor in decision to enroll.	6.14			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 66622 records.

**Institutional Summary**  
**Items: In Order of Importance**

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
24. The equipment in the lab facilities is kept up to date.	6.13	5.46 / 1.51	0.67	6.36	5.73 / 1.38	0.63	-0.27 ***
28. This campus provides online access to services I need.	6.13	5.73 / 1.31	0.40	6.43	6.00 / 1.24	0.43	-0.27 ***
29. There are convenient ways of paying my school bill.	6.13	5.30 / 1.61	0.83	6.39	5.87 / 1.37	0.52	-0.57 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.12	5.73 / 1.33	0.39	6.42	5.92 / 1.31	0.50	-0.19 **
16. My advisor helps me apply my program of study to career goals.	6.11	5.71 / 1.44	0.40	6.36	5.47 / 1.65	0.89	0.24 **
38. Most classes deal with practical experiences and applications.	6.11	5.56 / 1.40	0.55	6.35	5.74 / 1.30	0.61	-0.18 **
2. Classes are scheduled at times that are convenient for me.	6.10	5.52 / 1.37	0.58	6.57	5.62 / 1.42	0.95	-0.10
32. I am able to take care of college-related business at times that are convenient for me.	6.09	5.47 / 1.45	0.62	6.41	5.70 / 1.39	0.71	-0.23 ***
39. On the whole, the campus is well-maintained.	6.09	5.53 / 1.49	0.56	6.37	6.08 / 1.19	0.29	-0.55 ***
52. Financial assistance as factor in decision to enroll.	6.09			6.29			
25. Faculty provide timely feedback about my academic progress.	6.08	5.27 / 1.50	0.81	6.46	5.55 / 1.47	0.91	-0.28 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.07	5.22 / 1.57	0.85	6.31	5.26 / 1.64	1.05	-0.04
1. The campus staff are caring and helpful.	6.06	5.70 / 1.30	0.36	6.41	5.80 / 1.29	0.61	-0.10
15. Financial aid counseling is available if I need it.	6.06	5.41 / 1.49	0.65	6.29	5.60 / 1.51	0.69	-0.19 **
3. My academic advisor is available when I need help.	6.05	5.74 / 1.31	0.31	6.25	5.51 / 1.58	0.74	0.23 **
19. Registration processes and procedures are convenient.	6.05	5.47 / 1.39	0.58	6.46	5.78 / 1.40	0.68	-0.31 ***

\* 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 66622 records.

**Institutional Summary**  
**Items: In Order of Importance**

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. Administrators are available to hear students' concerns.	6.04	5.52 / 1.39	0.52	6.28	5.44 / 1.56	0.84	0.08
47. Campus item 7: College personnel and students show tolerance and respect for different viewpoints.	6.04	5.60 / 1.45	0.44				
23. This institution helps me identify resources to finance my education.	6.03	5.15 / 1.58	0.88	6.34	5.34 / 1.64	1.00	-0.19 *
26. There are adequate services to help me decide upon a career.	6.01	5.41 / 1.39	0.60	6.28	5.48 / 1.47	0.80	-0.07
5. Financial aid awards are announced in time to be helpful in college planning.	6.00	4.83 / 1.66	1.17	6.32	5.36 / 1.65	0.96	-0.53 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.00	5.04 / 1.67	0.96	6.30	5.30 / 1.67	1.00	-0.26 **
31. Faculty use a variety of technology and media in the classroom.	5.97	5.65 / 1.37	0.32	6.06	5.81 / 1.27	0.25	-0.16 **
30. The assessment and course placement procedures are reasonable.	5.96	5.45 / 1.38	0.51	6.26	5.67 / 1.36	0.59	-0.22 ***
41. Campus item 1: Most students feel a sense of belonging here.	5.95	5.32 / 1.47	0.63				
6. Library resources and services are adequate.	5.94	5.75 / 1.26	0.19	6.15	5.88 / 1.26	0.27	-0.13 *
45. Campus item 5: The school provides an adequate orientation for first year students.	5.93	5.53 / 1.49	0.40				
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.92	5.34 / 1.44	0.58	6.13	5.38 / 1.52	0.75	-0.04
27. Tutoring services are readily available.	5.89	5.55 / 1.47	0.34	6.21	5.80 / 1.39	0.41	-0.25 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.88	5.42 / 1.39	0.46	6.14	5.46 / 1.51	0.68	-0.04
55. Personal recommendations as factor in decision to enroll.	5.87			5.89			

\* 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 66622 records.

**Institutional Summary**  
**Items: In Order of Importance**

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.84	5.24 / 1.49	0.60	6.32	5.40 / 1.61	0.92	-0.16 *
4. Security staff respond quickly to calls for assistance.	5.80	5.22 / 1.50	0.58	6.10	5.45 / 1.44	0.65	-0.23 **
10. Parking lots are well-lighted and secure.	5.80	4.83 / 1.84	0.97	6.16	5.60 / 1.49	0.56	-0.77 ***
49.Campus item 9: I feel a sense of pride about my campus.	5.79	5.45 / 1.52	0.34				
46. Campus item 6: A variety of activities and social events are provided on campus.	5.70	5.42 / 1.60	0.28				
57. Information on the campus Web site as factor in decision to enroll.	5.69			5.86			
56. Distance from campus as factor in decision to enroll.	5.63			6.17			
11. Counseling services are available if I need them.	5.61	5.47 / 1.35	0.14	5.95	5.55 / 1.44	0.40	-0.08
50.Campus item 10: Leave blank.	5.59	5.16 / 1.51	0.43				
48. Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.58	5.50 / 1.43	0.08				
58. Campus visits as factor in decision to enroll.	5.46			5.40			

\* 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 66622 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Academic Advising Effectiveness

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING EFFECTIVENESS</b>	6.07	5.56 / 1.13	0.51	6.35	5.47 / 1.34	0.88	0.09
3. My academic advisor is available when I need help.	6.05	5.74 / 1.31	0.31	6.25	5.51 / 1.58	0.74	0.23 **
14. My academic advisor is knowledgeable about my program requirements.	6.24	5.84 / 1.31	0.40	6.52	5.71 / 1.54	0.81	0.13
16. My advisor helps me apply my program of study to career goals.	6.11	5.71 / 1.44	0.40	6.36	5.47 / 1.65	0.89	0.24 **
22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.84	5.24 / 1.49	0.60	6.32	5.40 / 1.61	0.92	-0.16 *
35. I receive ongoing feedback about progress toward my academic goals.	6.07	5.22 / 1.57	0.85	6.31	5.26 / 1.64	1.05	-0.04

\* 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 66622 records.

## Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid Effectiveness**

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID EFFECTIVENESS</b>	5.98	5.23 / 1.22	0.75	6.24	5.43 / 1.28	0.81	-0.20 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.00	4.83 / 1.66	1.17	6.32	5.36 / 1.65	0.96	-0.53 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.88	5.42 / 1.39	0.46	6.14	5.46 / 1.51	0.68	-0.04
15. Financial aid counseling is available if I need it.	6.06	5.41 / 1.49	0.65	6.29	5.60 / 1.51	0.69	-0.19 **
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.92	5.34 / 1.44	0.58	6.13	5.38 / 1.52	0.75	-0.04
23. This institution helps me identify resources to finance my education.	6.03	5.15 / 1.58	0.88	6.34	5.34 / 1.64	1.00	-0.19 *

\* 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 66622 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.11	5.51 / 1.11	0.60	6.41	5.78 / 1.04	0.63	-0.27 ***
1. The campus staff are caring and helpful.	6.06	5.70 / 1.30	0.36	6.41	5.80 / 1.29	0.61	-0.10
13. The campus is safe and secure for all students.	6.21	5.67 / 1.30	0.54	6.54	6.02 / 1.19	0.52	-0.35 ***
20. Students are made to feel welcome here.	6.16	5.62 / 1.45	0.54	6.44	5.97 / 1.29	0.47	-0.35 ***
33. Administrators are available to hear students' concerns.	6.04	5.52 / 1.39	0.52	6.28	5.44 / 1.56	0.84	0.08
36. Tuition paid is a worthwhile investment.	6.22	5.51 / 1.51	0.71	6.55	5.82 / 1.40	0.73	-0.31 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.00	5.04 / 1.67	0.96	6.30	5.30 / 1.67	1.00	-0.26 **
39. On the whole, the campus is well-maintained.	6.09	5.53 / 1.49	0.56	6.37	6.08 / 1.19	0.29	-0.55 ***

\* 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 66622 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Services

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SERVICES</b>	5.98	5.57 / 1.05	0.41	6.25	5.76 / 1.00	0.49	-0.19 ***
6. Library resources and services are adequate.	5.94	5.75 / 1.26	0.19	6.15	5.88 / 1.26	0.27	-0.13 *
11. Counseling services are available if I need them.	5.61	5.47 / 1.35	0.14	5.95	5.55 / 1.44	0.40	-0.08
18. Computer labs are adequate and accessible.	6.17	5.68 / 1.33	0.49	6.35	5.95 / 1.33	0.40	-0.27 ***
24. The equipment in the lab facilities is kept up to date.	6.13	5.46 / 1.51	0.67	6.36	5.73 / 1.38	0.63	-0.27 ***
26. There are adequate services to help me decide upon a career.	6.01	5.41 / 1.39	0.60	6.28	5.48 / 1.47	0.80	-0.07
27. Tutoring services are readily available.	5.89	5.55 / 1.47	0.34	6.21	5.80 / 1.39	0.41	-0.25 ***
28. This campus provides online access to services I need.	6.13	5.73 / 1.31	0.40	6.43	6.00 / 1.24	0.43	-0.27 ***
30. The assessment and course placement procedures are reasonable.	5.96	5.45 / 1.38	0.51	6.26	5.67 / 1.36	0.59	-0.22 ***

\* 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 66622 records.



## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.13	5.57 / 1.09	0.56	6.42	5.73 / 1.04	0.69	-0.16 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.35	5.74 / 1.28	0.61	6.64	5.79 / 1.32	0.85	-0.05
12. Faculty are fair and unbiased in their treatment of individual students.	6.14	5.48 / 1.53	0.66	6.46	5.75 / 1.43	0.71	-0.27 ***
25. Faculty provide timely feedback about my academic progress.	6.08	5.27 / 1.50	0.81	6.46	5.55 / 1.47	0.91	-0.28 ***
31. Faculty use a variety of technology and media in the classroom.	5.97	5.65 / 1.37	0.32	6.06	5.81 / 1.27	0.25	-0.16 **
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.12	5.73 / 1.33	0.39	6.42	5.92 / 1.31	0.50	-0.19 **
38. Most classes deal with practical experiences and applications.	6.11	5.56 / 1.40	0.55	6.35	5.74 / 1.30	0.61	-0.18 **
40. There are sufficient courses within my program of study available each term.	6.15	5.59 / 1.38	0.56	6.53	5.56 / 1.55	0.97	0.03

\* 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 66622 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.11	5.46 / 1.13	0.65	6.48	5.72 / 1.07	0.76	-0.26 ***
2. Classes are scheduled at times that are convenient for me.	6.10	5.52 / 1.37	0.58	6.57	5.62 / 1.42	0.95	-0.10
9. I am able to register for the classes I need with few conflicts.	6.18	5.56 / 1.40	0.62	6.57	5.65 / 1.47	0.92	-0.09
19. Registration processes and procedures are convenient.	6.05	5.47 / 1.39	0.58	6.46	5.78 / 1.40	0.68	-0.31 ***
29. There are convenient ways of paying my school bill.	6.13	5.30 / 1.61	0.83	6.39	5.87 / 1.37	0.52	-0.57 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.09	5.47 / 1.45	0.62	6.41	5.70 / 1.39	0.71	-0.23 ***

\* 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 66622 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.00	4.90 / 1.31	1.10	6.29	5.50 / 1.18	0.79	-0.60 ***
4. Security staff respond quickly to calls for assistance.	5.80	5.22 / 1.50	0.58	6.10	5.45 / 1.44	0.65	-0.23 **
10. Parking lots are well-lighted and secure.	5.80	4.83 / 1.84	0.97	6.16	5.60 / 1.49	0.56	-0.77 ***
13. The campus is safe and secure for all students.	6.21	5.67 / 1.30	0.54	6.54	6.02 / 1.19	0.52	-0.35 ***
21. The amount of student parking space on campus is adequate.	6.15	3.92 / 2.12	2.23	6.33	4.92 / 1.94	1.41	-1.00 ***

\* 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 66622 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.07	5.47 / 1.17	0.60	6.36	5.64 / 1.19	0.72	-0.17 **
1. The campus staff are caring and helpful.	6.06	5.70 / 1.30	0.36	6.41	5.80 / 1.29	0.61	-0.10
20. Students are made to feel welcome here.	6.16	5.62 / 1.45	0.54	6.44	5.97 / 1.29	0.47	-0.35 ***
33. Administrators are available to hear students' concerns.	6.04	5.52 / 1.39	0.52	6.28	5.44 / 1.56	0.84	0.08
37. I seldom get the "run-around" when seeking information on this campus.	6.00	5.04 / 1.67	0.96	6.30	5.30 / 1.67	1.00	-0.26 **

\* 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 66622 records.

## Institutional Summary

### Items: In Sequential Order

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.06	5.70 / 1.30	0.36	6.41	5.80 / 1.29	0.61	-0.10
2. Classes are scheduled at times that are convenient for me.	6.10	5.52 / 1.37	0.58	6.57	5.62 / 1.42	0.95	-0.10
3. My academic advisor is available when I need help.	6.05	5.74 / 1.31	0.31	6.25	5.51 / 1.58	0.74	0.23 **
4. Security staff respond quickly to calls for assistance.	5.80	5.22 / 1.50	0.58	6.10	5.45 / 1.44	0.65	-0.23 **
5. Financial aid awards are announced in time to be helpful in college planning.	6.00	4.83 / 1.66	1.17	6.32	5.36 / 1.65	0.96	-0.53 ***
6. Library resources and services are adequate.	5.94	5.75 / 1.26	0.19	6.15	5.88 / 1.26	0.27	-0.13 *
7. Admissions staff provide personalized attention prior to enrollment.	5.88	5.42 / 1.39	0.46	6.14	5.46 / 1.51	0.68	-0.04
8. The quality of instruction I receive in most of my classes is excellent.	6.35	5.74 / 1.28	0.61	6.64	5.79 / 1.32	0.85	-0.05
9. I am able to register for the classes I need with few conflicts.	6.18	5.56 / 1.40	0.62	6.57	5.65 / 1.47	0.92	-0.09
10. Parking lots are well-lighted and secure.	5.80	4.83 / 1.84	0.97	6.16	5.60 / 1.49	0.56	-0.77 ***
11. Counseling services are available if I need them.	5.61	5.47 / 1.35	0.14	5.95	5.55 / 1.44	0.40	-0.08
12. Faculty are fair and unbiased in their treatment of individual students.	6.14	5.48 / 1.53	0.66	6.46	5.75 / 1.43	0.71	-0.27 ***
13. The campus is safe and secure for all students.	6.21	5.67 / 1.30	0.54	6.54	6.02 / 1.19	0.52	-0.35 ***
14. My academic advisor is knowledgeable about my program requirements.	6.24	5.84 / 1.31	0.40	6.52	5.71 / 1.54	0.81	0.13
15. Financial aid counseling is available if I need it.	6.06	5.41 / 1.49	0.65	6.29	5.60 / 1.51	0.69	-0.19 **

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 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 66622 records.

## Institutional Summary

### Items: In Sequential Order

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. My advisor helps me apply my program of study to career goals.	6.11	5.71 / 1.44	0.40	6.36	5.47 / 1.65	0.89	0.24 **
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.92	5.34 / 1.44	0.58	6.13	5.38 / 1.52	0.75	-0.04
18. Computer labs are adequate and accessible.	6.17	5.68 / 1.33	0.49	6.35	5.95 / 1.33	0.40	-0.27 ***
19. Registration processes and procedures are convenient.	6.05	5.47 / 1.39	0.58	6.46	5.78 / 1.40	0.68	-0.31 ***
20. Students are made to feel welcome here.	6.16	5.62 / 1.45	0.54	6.44	5.97 / 1.29	0.47	-0.35 ***
21. The amount of student parking space on campus is adequate.	6.15	3.92 / 2.12	2.23	6.33	4.92 / 1.94	1.41	-1.00 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.84	5.24 / 1.49	0.60	6.32	5.40 / 1.61	0.92	-0.16 *
23. This institution helps me identify resources to finance my education.	6.03	5.15 / 1.58	0.88	6.34	5.34 / 1.64	1.00	-0.19 *
24. The equipment in the lab facilities is kept up to date.	6.13	5.46 / 1.51	0.67	6.36	5.73 / 1.38	0.63	-0.27 ***
25. Faculty provide timely feedback about my academic progress.	6.08	5.27 / 1.50	0.81	6.46	5.55 / 1.47	0.91	-0.28 ***
26. There are adequate services to help me decide upon a career.	6.01	5.41 / 1.39	0.60	6.28	5.48 / 1.47	0.80	-0.07
27. Tutoring services are readily available.	5.89	5.55 / 1.47	0.34	6.21	5.80 / 1.39	0.41	-0.25 ***
28. This campus provides online access to services I need.	6.13	5.73 / 1.31	0.40	6.43	6.00 / 1.24	0.43	-0.27 ***
29. There are convenient ways of paying my school bill.	6.13	5.30 / 1.61	0.83	6.39	5.87 / 1.37	0.52	-0.57 ***
30. The assessment and course placement procedures are reasonable.	5.96	5.45 / 1.38	0.51	6.26	5.67 / 1.36	0.59	-0.22 ***

\* 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 66622 records.

## Institutional Summary

### Items: In Sequential Order

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Faculty use a variety of technology and media in the classroom.	5.97	5.65 / 1.37	0.32	6.06	5.81 / 1.27	0.25	-0.16 **
32. I am able to take care of college-related business at times that are convenient for me.	6.09	5.47 / 1.45	0.62	6.41	5.70 / 1.39	0.71	-0.23 ***
33. Administrators are available to hear students' concerns.	6.04	5.52 / 1.39	0.52	6.28	5.44 / 1.56	0.84	0.08
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.12	5.73 / 1.33	0.39	6.42	5.92 / 1.31	0.50	-0.19 **
35. I receive ongoing feedback about progress toward my academic goals.	6.07	5.22 / 1.57	0.85	6.31	5.26 / 1.64	1.05	-0.04
36. Tuition paid is a worthwhile investment.	6.22	5.51 / 1.51	0.71	6.55	5.82 / 1.40	0.73	-0.31 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.00	5.04 / 1.67	0.96	6.30	5.30 / 1.67	1.00	-0.26 **
38. Most classes deal with practical experiences and applications.	6.11	5.56 / 1.40	0.55	6.35	5.74 / 1.30	0.61	-0.18 **
39. On the whole, the campus is well-maintained.	6.09	5.53 / 1.49	0.56	6.37	6.08 / 1.19	0.29	-0.55 ***
40. There are sufficient courses within my program of study available each term.	6.15	5.59 / 1.38	0.56	6.53	5.56 / 1.55	0.97	0.03
41. Campus item 1: Most students feel a sense of belonging here.	5.95	5.32 / 1.47	0.63				
42. Campus item 2: My department prepares students well for their professions.	6.41	5.75 / 1.41	0.66				
43. Campus item 3: My academic advisor adequately assists me with career planning issues.	6.20	5.51 / 1.54	0.69				
44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities.	6.20	5.55 / 1.44	0.65				
45. Campus item 5: The school provides an adequate orientation for first year students.	5.93	5.53 / 1.49	0.40				

\* 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 66622 records.

## Institutional Summary

### Items: In Sequential Order

Item	Oklahoma State University Institute of			National Community Colleges Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. Campus item 6: A variety of activities and social events are provided on campus.	5.70	5.42 / 1.60	0.28				
47. Campus item 7: College personnel and students show tolerance and respect for different viewpoints.	6.04	5.60 / 1.45	0.44				
48. Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.58	5.50 / 1.43	0.08				
49. Campus item 9: I feel a sense of pride about my campus.	5.79	5.45 / 1.52	0.34				
50. Campus item 10: Leave blank.	5.59	5.16 / 1.51	0.43				
51. Cost as factor in decision to enroll.	6.26			6.53			
52. Financial assistance as factor in decision to enroll.	6.09			6.29			
53. Academic reputation as factor in decision to enroll.	6.14			6.12			
54. Future career opportunities as factor in decision to enroll.	6.48			6.43			
55. Personal recommendations as factor in decision to enroll.	5.87			5.89			
56. Distance from campus as factor in decision to enroll.	5.63			6.17			
57. Information on the campus Web site as factor in decision to enroll.	5.69			5.86			
58. Campus visits as factor in decision to enroll.	5.46			5.40			

\* 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 66622 records.



## Institutional Summary

### Summary Items

Summary Item	Oklahoma State University Institute of	National Community Colleges Form B	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.60	Average: 4.91	-0.31
1=Much worse than expected	2%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	11%	6%	
4=About what I expected	37%	34%	
5=Better than I expected	24%	25%	
6=Quite a bit better than I expected	10%	13%	
7=Much better than expected	12%	17%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.26	Average: 5.58	-0.32
1=Not satisfied at all	1%	1%	
2=Not very satisfied	4%	2%	
3=Somewhat dissatisfied	6%	5%	
4=Neutral	16%	10%	
5=Somewhat satisfied	15%	15%	
6=Satisfied	38%	42%	
7=Very satisfied	17%	23%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.51	Average: 5.82	-0.31
1=Definitely not	2%	2%	
2=Probably not	4%	3%	
3=Maybe not	3%	3%	
4=I don't know	13%	7%	
5=Maybe yes	13%	9%	
6=Probably yes	31%	31%	
7=Definitely yes	31%	42%	

APPENDIX B  
Ruffalo Noel Levitz Student Satisfaction Inventory  
Year to Year Report

**Institutional Summary**  
**Scales: In Order of Importance**

Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
INSTRUCTIONAL EFFECTIVENESS	6.13	5.57 / 1.09	0.56	6.07	5.43 / 1.16	0.64	0.14	
CAMPUS CLIMATE	6.11	5.51 / 1.11	0.60	6.03	5.38 / 1.21	0.65	0.13	
REGISTRATION EFFECTIVENESS	6.11	5.46 / 1.13	0.65	6.05	5.42 / 1.15	0.63	0.04	
ACADEMIC ADVISING EFFECTIVENESS	6.07	5.56 / 1.13	0.51	6.07	5.49 / 1.19	0.58	0.07	
STUDENT CENTEREDNESS	6.07	5.47 / 1.17	0.6	6.01	5.36 / 1.25	0.65	0.11	
SAFETY AND SECURITY	6.00	4.90 / 1.31	1.1	5.91	4.97 / 1.28	0.94	-0.07	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	5.98	5.23 / 1.22	0.75	5.93	5.20 / 1.23	0.73	0.03	
CAMPUS SERVICES	5.98	5.57 / 1.05	0.41	5.92	5.46 / 1.04	0.46	0.11	

## Institutional Summary

### Items: In Order of Importance

Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
54. Future career opportunities as factor in decision to enroll.	6.48			6.41			0.00	
42. Campus item 2: My department prepares students well for their professions	6.41	5.75 / 1.41	0.66	6.28	5.40 / 1.49	0.88	0.35	***
8. The quality of instruction I receive in most of my classes is excellent.	6.35	5.74 / 1.28	0.61	6.29	5.49 / 1.49	0.80	0.25	**
51. Cost as factor in decision to enroll.	6.26			6.15			0.00	
14. My academic advisor is knowledgeable about my program requirements.	6.24	5.84 / 1.31	0.40	6.25	5.81 / 1.27	0.44	0.03	
36. Tuition paid is a worthwhile investment.	6.22	5.51 / 1.51	0.71	6.11	5.30 / 1.56	0.81	0.21	*
13. The campus is safe and secure for all students.	6.21	5.67 / 1.30	0.54	6.09	5.51 / 1.41	0.58	0.16	
43. Campus item 3: My academic advisor adequately assists me with career planning issues.	6.20	5.51 / 1.54	0.69	6.12	5.26 / 1.54	0.86	0.25	*
44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities.	6.20	5.55 / 1.44	0.65	6.10	5.35 / 1.50	0.75	0.20	*
9. I am able to register for the classes I need with few conflicts.	6.18	5.56 / 1.40	0.62	6.13	5.57 / 1.41	0.56	-0.01	
18. Computer labs are adequate and accessible.	6.17	5.68 / 1.33	0.49	6.01	5.54 / 1.37	0.47	0.14	
20. Students are made to feel welcome here.	6.16	5.62 / 1.45	0.54	6.04	5.55 / 1.51	0.49	0.07	
21. The amount of student parking space on campus is adequate.	6.15	3.92 / 2.12	2.23	6.09	4.23 / 1.98	1.86	-0.31	
40. There are sufficient courses within my program of study available each term.	6.15	5.59 / 1.38	0.56	6.13	5.43 / 1.49	0.70	0.16	
12. Faculty are fair and unbiased in their treatment of individual students.	6.14	5.48 / 1.53	0.66	6.03	5.42 / 1.50	0.61	0.06	
53. Academic reputation as factor in decision to enroll.	6.14			6.09			0.00	
24. The equipment in the lab facilities is kept up to date.	6.13	5.46 / 1.51	0.67	6.08	5.34 / 1.56	0.74	0.12	
28. This campus provides online access to services I need.	6.13	5.73 / 1.31	0.40	6.06	5.61 / 1.34	0.45	0.12	
29. There are convenient ways of paying my school bill.	6.13	5.30 / 1.61	0.83	5.98	5.38 / 1.47	0.60	-0.08	

\*Statistically significant at the .05 level

\*\*Statistically significant at the .01 level

\*\*\*Statistically significant at the .001 level

## Institutional Summary

### Items: In Order of Importance

Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.12	5.73 / 1.33	0.39	6.03	5.58 / 1.40	0.45	0.15	
16. My advisor helps me apply my program of study to career goals.	6.11	5.71 / 1.44	0.40	6.12	5.58 / 1.43	0.54	0.13	
38. Most classes deal with practical experiences and applications.	6.11	5.56 / 1.40	0.55	6.05	5.39 / 1.42	0.66	0.17	
2. Classes are scheduled at times that are convenient for	6.10	5.52 / 1.37	0.58	6.07	5.21 / 1.59	0.86	0.31	
32. I am able to take care of college-related business at times that are convenient for me.	6.09	5.47 / 1.45	0.62	6.04	5.41 / 1.40	0.63	0.06	
39. On the whole, the campus is well-maintained.	6.09	5.53 / 1.49	0.56	6.00	5.37 / 1.52	0.63	0.16	
52. Financial assistance as factor in decision to enroll.	6.09			6.02			0.00	
25. Faculty provide timely feedback about my academic progress.	6.08	5.27 / 1.50	0.81	6.11	5.18 / 1.60	0.93	0.09	
35. I receive ongoing feedback about progress toward my academic goals.	6.07	5.22 / 1.57	0.85	5.95	5.15 / 1.57	0.80	0.07	
1. The campus staff are caring and helpful.	6.06	5.70 / 1.30	0.36	6.08	5.53 / 1.39	0.55	0.17	
15. Financial aid counseling is available if I need it.	6.06	5.41 / 1.49	0.65	5.95	5.45 / 1.46	0.50	-0.04	
3. My academic advisor is available when I need help.	6.05	5.74 / 1.31	0.31	6.08	5.64 / 1.42	0.44	0.10	
19. Registration processes and procedures are convenient.	6.05	5.47 / 1.39	0.58	6.01	5.54 / 1.28	0.47	-0.07	
33. Administrators are available to hear students' concerns.	6.04	5.52 / 1.39	0.52	5.97	5.38 / 1.46	0.59	0.14	
47. Campus item 7: College personnel and students show tolerance and respect for different viewpoints.	6.04	5.60 / 1.45	0.44	5.96	5.18 / 1.54	0.78	0.42	***
23. This institution helps me identify resources to finance my education.	6.03	5.15 / 1.58	0.88	5.95	5.06 / 1.57	0.89	0.09	
26. There are adequate services to help me decide upon a career.	6.01	5.41 / 1.39	0.60	5.99	5.41 / 1.35	0.58	0.00	
5. Financial aid awards are announced in time to be helpful in college planning.	6.00	4.83 / 1.66	1.17	6.04	4.94 / 1.63	1.10	-0.11	

\*Statistically significant at the .05 level

\*\*Statistically significant at the .01 level

\*\*\*Statistically significant at the .001 level

## Institutional Summary

### Items: In Order of Importance

Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
37. I seldom get the "run-around" when seeking information on this campus.	6.00	5.04 / 1.67	0.96	5.94	4.99 / 1.61	0.95	0.05	
31. Faculty use a variety of technology and media in the classroom.	5.97	5.65 / 1.37	0.32	5.86	5.49 / 1.38	0.37	0.16	
30. The assessment and course placement procedures are reasonable.	5.96	5.45 / 1.38	0.51	5.89	5.42 / 1.29	0.47	0.03	
41. Campus item 1: Most students feel a sense of belonging here.	5.95	5.32 / 1.47	0.63	5.82	4.98 / 1.64	0.84	0.34	**
6. Library resources and services are adequate.	5.94	5.75 / 1.26	0.19	5.85	5.57 / 1.31	0.28	0.18	*
45. Campus item 5: The school provides an adequate orientation for first year students.	5.93	5.53 / 1.49	0.40	5.77	5.23 / 1.58	0.54	0.30	**
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.92	5.34 / 1.44	0.58	5.88	5.29 / 1.38	0.59	0.05	
27. Tutoring services are readily available.	5.89	5.55 / 1.47	0.34	5.90	5.40 / 1.40	0.50	0.15	
7. Admissions staff provide personalized attention prior to enrollment.	5.88	5.42 / 1.39	0.46	5.84	5.27 / 1.42	0.57	0.15	
55. Personal recommendations as factor in decision to enroll.	5.87			5.82			0.00	
22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.84	5.24 / 1.49	0.60	5.93	5.26 / 1.51	0.67	-0.02	
4. Security staff respond quickly to calls for assistance.	5.80	5.22 / 1.50	0.58	5.72	5.13 / 1.47	0.59	0.09	
10. Parking lots are well-lighted and secure.	5.80	4.83 / 1.84	0.97	5.74	5.03 / 1.68	0.71	-0.20	
49. Campus item 9: I feel a sense of pride about my campus.	5.79	5.45 / 1.52	0.34	5.73	5.07 / 1.66	0.66	0.38	***
46. Campus item 6: A variety of activities and social events are provided on campus.	5.70	5.42 / 1.60	0.28	5.64	5.08 / 1.69	0.56	0.34	**
57. Information on the campus Web site as factor in decision to enroll.	5.69			5.75			0.00	
56. Distance from campus as factor in decision to enroll.	5.63			5.66			0.00	
11. Counseling services are available if I need them.	5.61	5.47 / 1.35	0.14	5.55	5.42 / 1.24	0.13	0.05	

\*Statistically significant at the .05 level

\*\*Statistically significant at the .01 level

\*\*\*Statistically significant at the .001 level

## Institutional Summary

### Items: In Order of Importance

Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	<u>Gap</u>	Importance	Satisfaction / SD	<u>Gap</u>		
50. Campus item 10: Leave blank.	5.59	5.16 / 1.51	0.43	5.48	4.96 / 1.73	0.52	0.20	
48. Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.58	5.50 / 1.43	0.08	5.49	5.18 / 1.52	0.31	0.32	**
58. Campus visits as factor in decision to enroll.	5.46			5.32			0.00	

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Academic Advising Effectiveness

Scale/Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
<b>ACADEMIC ADVISING EFFECTIVENESS</b>	6.07	5.56 / 1.13	0.51	6.07	5.49 / 1.19	0.58	0.07	
3. My academic advisor is available when I need help.	6.05	5.74 / 1.31	0.31	6.08	5.64 / 1.42	0.44	0.10	
14. My academic advisor is knowledgeable about my program requirements.	6.24	5.84 / 1.31	0.40	6.25	5.81 / 1.27	0.44	0.03	
16. My advisor helps me apply my program of study to career goals.	6.11	5.71 / 1.44	0.40	6.12	5.58 / 1.43	0.54	0.13	
22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.84	5.24 / 1.49	0.60	5.93	5.26 / 1.51	0.67	-0.02	
35. I receive ongoing feedback about progress toward my academic goals.	6.07	5.22 / 1.57	0.85	5.95	5.15 / 1.57	0.80	0.07	



## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid Effectiveness

Scale/Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
<b>ADMISSIONS AND FINANCIAL AID EFFECTIVENESS</b>	5.98	5.23 / 1.22	0.75	5.93	5.20 / 1.23	0.73	0.03	
5. Financial aid awards are announced in time to be helpful in college planning.	6.00	4.83 / 1.66	1.17	6.04	4.94 / 1.63	1.10	-0.11	
7. Admissions staff provide personalized attention prior to enrollment.	5.88	5.42 / 1.39	0.46	5.84	5.27 / 1.42	0.57	0.15	
15. Financial aid counseling is available if I need it.	6.06	5.41 / 1.49	0.65	5.95	5.45 / 1.46	0.5	-0.04	
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.92	5.34 / 1.44	0.58	5.88	5.29 / 1.38	0.59	0.05	
23. This institution helps me identify resources to finance my education.	6.03	5.15 / 1.58	0.88	5.95	5.06 / 1.57	0.89	0.09	

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
<b>CAMPUS CLIMATE</b>	6.11	5.51 / 1.11	0.60	6.03	5.38 / 1.21	0.65	0.13	
1. The campus staff are caring and helpful.	6.06	5.70 / 1.30	0.36	6.08	5.53 / 1.39	0.55	0.17	
13. The campus is safe and secure for all students.	6.21	5.67 / 1.30	0.54	6.09	5.51 / 1.41	0.58	0.16	
20. Students are made to feel welcome here.	6.16	5.62 / 1.45	0.54	6.04	5.55 / 1.51	0.49	0.07	
33. Administrators are available to hear students' concerns.	6.04	5.52 / 1.39	0.52	5.97	5.38 / 1.46	0.59	0.14	
36. Tuition paid is a worthwhile investment.	6.22	5.51 / 1.51	0.71	6.11	5.30 / 1.56	0.81	0.21	*
37. I seldom get the "run-around" when seeking information on this campus.	6.00	5.04 / 1.67	0.96	5.94	4.99 / 1.61	0.95	0.05	
39. On the whole, the campus is well-maintained.	6.09	5.53 / 1.49	0.56	6.00	5.37 / 1.52	0.63	0.16	

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Services

Scale/Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
<b>CAMPUS SERVICES</b>	5.98	5.57 / 1.05	0.41	5.92	5.46 / 1.04	0.46	0.11	
6. Library resources and services are adequate.	5.94	5.75 / 1.26	0.19	5.85	5.57 / 1.31	0.28	0.18	*
11. Counseling services are available if I need them.	5.61	5.47 / 1.35	0.14	5.55	5.42 / 1.24	0.13	0.05	
18. Computer labs are adequate and accessible.	6.17	5.68 / 1.33	0.49	6.01	5.54 / 1.37	0.47	0.14	
24. The equipment in the lab facilities is kept up to date.	6.13	5.46 / 1.51	0.67	6.08	5.34 / 1.56	0.74	0.12	
26. There are adequate services to help me decide upon a career.	6.01	5.41 / 1.39	0.6	5.99	5.41 / 1.35	0.58	0.00	
27. Tutoring services are readily available.	5.89	5.55 / 1.47	0.34	5.90	5.40 / 1.40	0.50	0.15	
28. This campus provides online access to services I need.	6.13	5.73 / 1.31	0.40	6.06	5.61 / 1.34	0.45	0.12	
30. The assessment and course placement procedures are reasonable.	5.96	5.45 / 1.38	0.51	5.89	5.42 / 1.29	0.47	0.03	

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.13	5.57 / 1.09	0.56	6.07	5.43 / 1.16	0.64	0.14	
8. The quality of instruction I receive in most of my classes is excellent.	6.35	5.74 / 1.28	0.61	6.29	5.49 / 1.49	0.80	0.25	**
12. Faculty are fair and unbiased in their treatment of individual students.	6.14	5.48 / 1.53	0.66	6.03	5.42 / 1.50	0.61	0.06	
25. Faculty provide timely feedback about my academic progress.	6.08	5.27 / 1.50	0.81	6.11	5.18 / 1.60	0.93	0.09	
31. Faculty use a variety of technology and media in the classroom.	5.97	5.65 / 1.37	0.32	5.86	5.49 / 1.38	0.37	0.16	
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.12	5.73 / 1.33	0.39	6.03	5.58 / 1.40	0.45	0.15	
38. Most classes deal with practical experiences and applications.	6.11	5.56 / 1.40	0.55	6.05	5.39 / 1.42	0.66	0.17	
40. There are sufficient courses within my program of study available each term.	6.15	5.59 / 1.38	0.56	6.13	5.43 / 1.49	0.70	0.16	

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
<b>REGISTRATION EFFECTIVENESS</b>	6.11	5.46 / 1.13	0.65	6.05	5.42 / 1.15	0.63	0.04	
2. Classes are scheduled at times that are convenient for me.	6.10	5.52 / 1.37	0.58	6.07	5.21 / 1.59	0.86	0.31	**
9. I am able to register for the classes I need with few conflicts.	6.18	5.56 / 1.40	0.62	6.13	5.57 / 1.41	0.56	-0.01	
18. Computer labs are adequate and accessible.	6.17	5.68 / 1.33	0.49	6.01	5.54 / 1.37	0.47	0.14	
19. Registration processes and procedures are convenient.	6.05	5.47 / 1.39	0.58	6.01	5.54 / 1.28	0.47	-0.07	
29. There are convenient ways of paying my school bill.	6.13	5.30 / 1.61	0.83	5.98	5.38 / 1.47	0.60	-0.08	
32. I am able to take care of college-related business at times that are convenient for me.	6.09	5.47 / 1.45	0.62	6.04	5.41 / 1.40	0.63	0.06	

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
<b>SAFETY AND SECURITY</b>	6.00	4.90 / 1.31	1.1	5.91	4.97 / 1.28	0.94	-0.07	
4. Security staff respond quickly to calls for assistance.	5.80	5.22 / 1.50	0.58	5.72	5.13 / 1.47	0.59	0.09	
10. Parking lots are well-lighted and secure.	5.80	4.83 / 1.84	0.97	5.74	5.03 / 1.68	0.71	-0.20	
13. The campus is safe and secure for all students.	6.21	5.67 / 1.3	0.54	6.09	5.51 / 1.41	0.58	0.16	
21. The amount of student parking space on campus is adequate.	6.15	3.92 / 2.12	2.23	6.09	4.23 / 1.98	1.86	-0.31	*

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
<b>STUDENT CENTEREDNESS</b>	6.07	5.47 / 1.17	0.6	6.01	5.36 / 1.25	0.65	0.11	
1. The campus staff are caring and helpful.	6.06	5.70 / 1.3	0.36	6.08	5.53 / 1.39	0.55	0.17	
20. Students are made to feel welcome here.	6.16	5.62 / 1.45	0.54	6.04	5.55 / 1.51	0.49	0.07	
33. Administrators are available to hear students' concerns.	6.04	5.52 / 1.39	0.52	5.97	5.38 / 1.46	0.59	0.14	
37. I seldom get the "run-around" when seeking information on this campus.	6.00	5.04 / 1.67	0.96	5.94	4.99 / 1.61	0.95	0.05	

## Institutional Summary

### Items: In Sequential Order

Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
1. The campus staff are caring and helpful.	6.06	5.70 / 1.30	0.36	6.08	5.53 / 1.39	0.55	0.17	
2. Classes are scheduled at times that are convenient for me.	6.10	5.52 / 1.37	0.58	6.07	5.21 / 1.59	0.86	0.31	*
3. My academic advisor is available when I need help.	6.05	5.74 / 1.31	0.31	6.08	5.64 / 1.42	0.44	0.10	
4. Security staff respond quickly to calls for assistance.	5.80	5.22 / 1.50	0.58	5.72	5.13 / 1.47	0.59	0.09	
5. Financial aid awards are announced in time to be helpful in college planning.	6.00	4.83 / 1.66	1.17	6.04	4.94 / 1.63	1.10	-0.11	
6. Library resources and services are adequate.	5.94	5.75 / 1.26	0.19	5.85	5.57 / 1.31	0.28	0.18	*
7. Admissions staff provide personalized attention prior to enrollment.	5.88	5.42 / 1.39	0.46	5.84	5.27 / 1.42	0.57	0.15	
8. The quality of instruction I receive in most of my classes is excellent.	6.35	5.74 / 1.28	0.61	6.29	5.49 / 1.49	0.80	0.25	**
9. I am able to register for the classes I need with few conflicts.	6.18	5.56 / 1.40	0.62	6.13	5.57 / 1.41	0.56	-0.01	
10. Parking lots are well-lighted and secure.	5.80	4.83 / 1.84	0.97	5.74	5.03 / 1.68	0.71	-0.20	
11. Counseling services are available if I need them.	5.61	5.47 / 1.35	0.14	5.55	5.42 / 1.24	0.13	0.05	
12. Faculty are fair and unbiased in their treatment of individual students.	6.14	5.48 / 1.53	0.66	6.03	5.42 / 1.50	0.61	0.06	
13. The campus is safe and secure for all students.	6.21	5.67 / 1.30	0.54	6.09	5.51 / 1.41	0.58	0.16	
14. My academic advisor is knowledgeable about my program requirements.	6.24	5.84 / 1.31	0.40	6.25	5.81 / 1.27	0.44	0.03	
15. Financial aid counseling is available if I need it.	6.06	5.41 / 1.49	0.65	5.95	5.45 / 1.46	0.50	-0.04	
16. My advisor helps me apply my program of study to career goals.	6.11	5.71 / 1.44	0.40	6.12	5.58 / 1.43	0.54	0.13	
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.92	5.34 / 1.44	0.58	5.88	5.29 / 1.38	0.59	0.05	
18. Computer labs are adequate and accessible.	6.17	5.68 / 1.33	0.49	6.01	5.54 / 1.37	0.47	0.14	
19. Registration processes and procedures are convenient.	6.05	5.47 / 1.39	0.58	6.01	5.54 / 1.28	0.47	-0.07	
20. Students are made to feel welcome here.	6.16	5.62 / 1.45	0.54	6.04	5.55 / 1.51	0.49	0.07	

\*Statistically significant at the .05 level

\*\*Statistically significant at the .01 level

\*\*\*Statistically significant at the .001 level



## Institutional Summary

### Items: In Sequential Order

Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
21. The amount of student parking space on campus is adequate.	6.15	3.92 / 2.12	2.23	6.09	4.23 / 1.98	1.86	-0.31	*
22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.84	5.24 / 1.49	0.60	5.93	5.26 / 1.51	0.67	-0.02	
23. This institution helps me identify resources to finance my education.	6.03	5.15 / 1.58	0.88	5.95	5.06 / 1.57	0.89	0.09	
24. The equipment in the lab facilities is kept up to date.	6.13	5.46 / 1.51	0.67	6.08	5.34 / 1.56	0.74	0.12	
25. Faculty provide timely feedback about my academic progress.	6.08	5.27 / 1.50	0.81	6.11	5.18 / 1.60	0.93	0.09	
26. There are adequate services to help me decide upon a career.	6.01	5.41 / 1.39	0.60	5.99	5.41 / 1.35	0.58	0.00	
27. Tutoring services are readily available.	5.89	5.55 / 1.47	0.34	5.90	5.40 / 1.40	0.50	0.15	
28. This campus provides online access to services I need.	6.13	5.73 / 1.31	0.40	6.06	5.61 / 1.34	0.45	0.12	
29. There are convenient ways of paying my school bill.	6.13	5.30 / 1.61	0.83	5.98	5.38 / 1.47	0.60	-0.08	
30. The assessment and course placement procedures are reasonable.	5.96	5.45 / 1.38	0.51	5.89	5.42 / 1.29	0.47	0.03	
31. Faculty use a variety of technology and media in the classroom.	5.97	5.65 / 1.37	0.32	5.86	5.49 / 1.38	0.37	0.16	
32. I am able to take care of college-related business at times that are convenient for me.	6.09	5.47 / 1.45	0.62	6.04	5.41 / 1.40	0.63	0.06	
33. Administrators are available to hear students' concerns.	6.04	5.52 / 1.39	0.52	5.97	5.38 / 1.46	0.59	0.14	
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.12	5.73 / 1.33	0.39	6.03	5.58 / 1.40	0.45	0.15	
35. I receive ongoing feedback about progress toward my academic goals.	6.07	5.22 / 1.57	0.85	5.95	5.15 / 1.57	0.80	0.07	
36. Tuition paid is a worthwhile investment.	6.22	5.51 / 1.51	0.71	6.11	5.30 / 1.56	0.81	0.21	*
37. I seldom get the "run-around" when seeking information on this campus.	6.00	5.04 / 1.67	0.96	5.94	4.99 / 1.61	0.95	0.05	
38. Most classes deal with practical experiences and applications.	6.11	5.56 / 1.40	0.55	6.05	5.39 / 1.42	0.66	0.17	
39. On the whole, the campus is well-maintained.	6.09	5.53 / 1.49	0.56	6.00	5.37 / 1.52	0.63	0.16	

\*Statistically significant at the .05 level

\*\*Statistically significant at the .01 level

\*\*\*Statistically significant at the .001 level

## Institutional Summary

### Items: In Sequential Order

Item	OSUIT Spring 2016 (n = 471)			OSUIT Spring 2015 (n = 373)			Mean Difference	sig.
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap		
40. There are sufficient courses within my program of study available each term.	6.15	5.59 / 1.38	0.56	6.13	5.43 / 1.49	0.70	0.16	
41. Campus item 1: Most students feel a sense of belonging here.	5.95	5.32 / 1.47	0.63	5.82	4.98 / 1.64	0.84	0.34	**
42. Campus item 2: My department prepares students well for their professions	6.41	5.75 / 1.41	0.66	6.28	5.40 / 1.49	0.88	0.35	***
43. Campus item 3: My academic advisor adequately assists me with career planning issues.	6.20	5.51 / 1.54	0.69	6.12	5.26 / 1.54	0.86	0.25	*
44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities.	6.20	5.55 / 1.44	0.65	6.10	5.35 / 1.50	0.75	0.20	*
45. Campus item 5: The school provides an adequate orientation for first year students.	5.93	5.53 / 1.49	0.40	5.77	5.23 / 1.58	0.54	0.30	**
46. Campus item 6: A variety of activities and social events are provided on campus.	5.70	5.42 / 1.60	0.28	5.64	5.08 / 1.69	0.56	0.34	**
47. Campus item 7: College personnel and students show tolerance and respect for different viewpoints.	6.04	5.60 / 1.45	0.44	5.96	5.18 / 1.54	0.78	0.42	***
48. Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.58	5.50 / 1.43	0.08	5.49	5.18 / 1.52	0.31	0.32	**
49. Campus item 9: I feel a sense of pride about my campus.	5.79	5.45 / 1.52	0.34	5.73	5.07 / 1.66	0.66	0.38	***
50. Campus item 10: Leave blank.	5.59	5.16 / 1.51	0.43	5.48	4.96 / 1.73	0.52	0.20	
51. Cost as factor in decision to enroll.	6.26			6.15			0.00	
52. Financial assistance as factor in decision to enroll.	6.09			6.02			0.00	
53. Academic reputation as factor in decision to enroll.	6.14			6.09			0.00	
54. Future career opportunities as factor in decision to enroll.	6.48			6.41			0.00	
55. Personal recommendations as factor in decision to enroll.	5.87			5.82			0.00	
56. Distance from campus as factor in decision to enroll.	5.63			5.66			0.00	
57. Information on the campus Web site as factor in decision to enroll.	5.69			5.75			0.00	
58. Campus visits as factor in decision to enroll.	5.46			5.32			0.00	

\*Statistically significant at the .05 level

\*\*Statistically significant at the .01 level

\*\*\*Statistically significant at the .001 level

## Institutional Summary

### Summary Items

Summary Item	OSUIT Spring 2016 (n = 471)	OSUIT Spring 2015 (n = 373)	Mean Difference
So far, how has your college experience met your expectations? 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	Average: 4.6 2% 1% 11% 37% 24% 10% 12%	Average: 4.65 2% 2% 9% 39% 21% 12% 13%	-0.05
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.26 1% 4% 6% 16% 15% 38% 17%	Average: 5.27 2% 4% 5% 14% 14% 40% 17%	-0.01
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.51 2% 4% 3% 13% 13% 31% 31%	Average: 5.50 3% 5% 3% 10% 10% 32% 33%	-0.01