



INSTITUTE OF TECHNOLOGY

Student Satisfaction Inventory Report

May 2023

Oklahoma State University Institute of Technology
Okmulgee, Oklahoma

Office of Institutional Research

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 OSUIT campus used the 40-question version for community, junior, and technical colleges for the annual Spring 2023 administration of the SSI.

Sample Selection & Response Rate

A list of all traditional (face-to-face) and blended (less than or equal to 25% online) classes taught during the spring 2023 term provided the sample. The survey was distributed to 1,378 students. In total, 214 students completed all or part of the survey, resulting in a 15.53 percent response rate. Although this is an increase of 9.61 percent from the Spring 2022 administration, it is still below the 20 percent average expected response rate for the RNL SSI. The low response rate can be attributed to the number of other OSUIT surveys running simultaneously and the continued increase in online student enrollment.

Demographics

(See Appendix A for Demographic tables and visualizations)

Generic

- **Gender:** 69.40 percent *male*, 26.23 percent *female*, and 1.64 percent *genderqueer*.
- **Age:** 9.39 percent of respondents were age *18 or under*, 62.98 percent were age *19-24*, 11.05 percent were *25-34*, 9.94 percent were age *35-44*, and 6.63 percent were *45 or older*.
- **Ethnicity/Race:** *White/Caucasian* at 62.01 percent, followed by 15.64 percent *American Indian*, 9.50 percent *Hispanic or Latino (and Puerto Rican)*, 5.59 percent *Multi-racial*, 5.03 percent *Black/African American*, 1.68 percent *Other race*, and 0.56 percent *Asian*.
- **Employment:** 35.63 percent were employed *part-time off campus*, and 32.18 percent were employed *full-time off campus*, 16.67 percent reported they were *not employed*, and a total of 15.52 percent reported being *employed on campus* in a *part-time* or *full-time capacity*.
- **Tuition Source:** *Financial aid* was the largest reported tuition source at 42.72 percent, followed by *self-support* at 22.82 percent, *other tuition sources* at 14.08 percent, *scholarships* at 10.68 percent, and *family contributions* at 9.71 percent.
- **Residence Classification:** 85.65 percent of students identified as *in-state residence*. *Out-of-state* and *International* each identified at 14.35 percent.

Academic & Institution

- **Current GPA:** A total of 48.86 percent selected a *GPA of 3.5 or above*. 29.55 percent reported a GPA of *3.0 - 3.49*. 11.36 percent reported a GPA of *2.5 - 2.99*. 1.70 percent selected *No credits earned*. 0.57 percent reported *1.99 or below*.
- **Current Enrollment Status:** Full-time enrollment was reported by 80.23 percent and 19.77 percent as part-time. 97.19 percent of respondents attended *Day* classes and 2.81 percent attended *Evening*.
- **Class Level:** Students with *1 year or less* comprised 53.67 percent of responses, and those with *2 years* each comprised 37.29 percent. 4.52 percent reported *3 years* and *4 years or more*.
- **Educational goals:** 72.99 percent were seeking an *Associate degree*, 8.62 percent were seeking *Vocational/technical programs*, 7.47 percent *Job-related training Certification*, 4.60 percent

Other Educational Goal, and Transfer to another institution, Certification, and Self-improvement/pleasure totaled 6.32 percent of the responses.

- **Institution Choice:** OSUIT was the *1st choice* for 80.19 percent of respondents, the *2nd choice* for 15.94 percent, and the *3rd choice or lower* for 3.86 percent.
 - **Organizational Membership:** 74.27 percent of students responded they had *no organization memberships*, 22.82 percent responded they had *one or two memberships*, and a total of 2.91 percent responded *three or four memberships or five or more memberships*.
 - **Plan to Transfer:** 86.47 percent said *no I do not plan to transfer* to another institution.
 - **Decision to Attend OSUIT:** 42.44 percent selected *None of the above*. 41.46 percent of students were influenced by *Word-of-mouth/reputation*, 11.71 by their *high school counselor*, 2.93 percent by *information they received by mail*, and 1.46 percent from *television advertisements*.
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Instrument

The SSI asks students to respond with a level of importance and satisfaction for most survey items using Likert rating scales. The survey validity of SSI Form B was determined by utilizing the Cronbach's Alpha assessment. All values demonstrated above or just below 0.70, with 0.70 being the commonly accepted proof of reliability.

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 (Form B) consists 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: National Benchmarks and Internal Comparisons

The 2023 SSI results were reported alongside two comparison groups:

1. A national comparison group provided by Ruffalo Noel Levitz that creates a “benchmark” of all community and technical colleges administering the 40-item version (Form B) of the SSI. It utilizes datasets from the 2019-2022 academic years and contains 59,057 student responses.
2. OSUIT student responses from previous years covering SSI administrations for year-to-year comparisons up to five years (2019-2023).

(See Appendix B for results compared to the national group benchmarks and results comparing the OSUIT 2022 and 2023 administrations of the SSI, and Appendix D for five years of OSUIT satisfaction data for determining trends.)

Results: Survey Scale Comparisons

OSUIT was above the benchmark on all scales except *Academic Advising Effectiveness* (Table 1). The mean differences for *Campus Climate*, *Safety and Security*, and *Academic Advising Effectiveness* were all statistically significant. Consistent with past reports, students described the survey scales as *less important* than did the benchmark group.

Table 1. OSUIT 2023 National Benchmark Comparisons

Scale	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Gap	Mean Difference	Statistically Significant
Academic Advising Effectiveness	6.33	6.08	1.15	0.25	6.44	5.88	1.30	0.56	0.20	★
Admissions and Financial Aid Effectiveness	6.27	5.83	1.29	0.44	6.38	5.86	1.25	0.52	-0.03	
Campus Climate	6.33	5.85	1.19	0.48	6.50	6.06	1.06	0.44	-0.21	★★
Campus Services	6.30	5.97	1.06	0.33	6.40	6.10	1.04	0.30	-0.13	
Instructional Effectiveness	6.28	5.90	1.15	0.38	6.46	5.99	1.09	0.47	-0.09	
Registration Effectiveness	6.35	5.94	1.12	0.41	6.51	6.02	1.05	0.49	-0.08	
Safety and Security	6.24	5.68	1.57	0.56	6.42	5.94	1.23	0.48	-0.26	★★
Student Centeredness	6.31	5.83	1.24	0.48	6.45	5.96	1.18	0.49	-0.13	

★ Difference statistically significant at the .05 level, ★★ Difference statistically significant at the .01 level, SD = Standard Deviation

Satisfaction, as characterized by scale scores, did not trend consistently in any direction although most of the scales experienced a decline in satisfaction from 2022 to 2023 (Table 2). Students also did not move importance on the scales consistently. In fact, the scales were equally divided in the number of increases and decreases from 2022 to 2023. Importance provides context for satisfaction levels; satisfaction only matters when the issue at hand is also important.

Table 2. OSUIT Two Year Scale Comparisons (2022-2023)

Scale	OSUIT 2022 Importance	OSUIT 2022 Satisfaction	OSUIT 2022 SD	OSUIT 2022 Gap	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Gap	Mean Difference	Statistically Significant
Academic Advising Effectiveness	6.25	5.87	1.43	0.38	6.33	6.08	1.15	0.25	-0.21	
Admissions and Financial Aid Effectiveness	6.20	5.70	1.33	0.50	6.27	5.83	1.29	0.44	-0.13	
Campus Climate	6.40	5.94	1.34	0.46	6.33	5.85	1.19	0.48	0.09	
Campus Services	6.23	5.99	1.16	0.24	6.30	5.97	1.06	0.33	0.02	
Instructional Effectiveness	6.32	5.91	1.20	0.41	6.28	5.90	1.15	0.38	0.01	
Registration Effectiveness	6.24	5.88	1.22	0.36	6.35	5.94	1.12	0.41	-0.06	
Safety and Security	6.38	5.91	1.26	0.47	6.24	5.68	1.57	0.56	0.23	
Student Centeredness	6.39	5.89	1.40	0.50	6.31	5.83	1.24	0.48	0.06	

SD = Standard Deviation

Strengths and Challenges vs National Comparison Group Benchmarks

The OSUIT 2023 SSI results were benchmarked against 59,057 responses from community, junior, and technical colleges across the country administering the SSI Form B. *Strengths* are evidenced by high importance and high satisfaction scores, and *Challenges* are evidenced by high importance and lower satisfaction scores resulting in a relatively large gap score. The following are the strengths and challenges identified by OSUIT students during the spring 2023 administration of the SSI.

Strengths (high importance and high satisfaction – listed in order of importance rank)

Challenges (high importance and low satisfaction, large gap – listed in order of importance rank)

Question	Item
14	My academic advisor is knowledgeable about my program requirements.
13	The campus is safe and secure for all students.
3	My academic advisor is available when I need help.
28	This campus provides online access to services I need.
16	My advisor helps me apply my program of study to career goals.
15	Financial aid counseling is available if I need it.
32	I am able to take care of college-related business at times that are convenient for me.
6	Library resources and services are adequate.

Question	Item
8	The quality of instruction I receive in most of my classes is excellent.
9	I am able to register for the classes I need with few conflicts.
43	Campus item: My department prepares students well for their professions.
18	Computers and/or Wi-Fi are adequate and accessible.
19	Registration processes and procedures are convenient.
36	Tuition paid is a worthwhile investment.
24	The equipment in the lab facilities is kept up to date.
39	On the whole, the campus is well-maintained.

OSUIT Item Level Benchmark Comparisons.

Higher Satisfaction vs. National Group Benchmarks:

- Question 3 - My academic advisor is available when I need help.
- Question 14 - My academic advisor is knowledgeable about my program requirements.

Lower Satisfaction vs. National Group Benchmarks:

- Question 39 – On the whole, the campus is well-maintained.
- Question 24 – The equipment in the lab facilities is kept up to date.
- Question 19 – Registration processes and procedures are convenient.
- Question 18 – Computers and/or Wi-Fi are adequate and accessible.
- Question 20 – Students are made to feel welcome here.

OSUIT year-to-year change at the item level

While the benchmarks on specific items are useful for seeing how this campus compares to other institutions nationally, year-to-year comparisons within this institution also help to indicate changes in student priorities and satisfaction. Because students at OSUIT appear to have somewhat different attitudes toward the importance and satisfaction of scales and items on the SSI versus the national norms, internal comparisons continue to be included as indicators of performance for the OSUIT campus.

Year-Over-Year Mean Difference Greatest *Increase* in Satisfaction

Question	Item
3	My academic advisor is available when I need help.
35	I receive ongoing feedback about progress toward my academic goals.
44	Campus item: My academic advisor adequately assists me with career planning issues.
23	This institution helps me identify resources to finance my education.
14	My academic advisor is knowledgeable about my program requirements.

Year-Over-Year Mean Difference Greatest *Decrease* in Satisfaction

Question	Item
21	Campus item: Individual differences are valued at this college.
18	Tutoring services are readily available.
48	Campus item: College personnel and students show tolerance and respect for different viewpoints.
27	Computer labs are adequate and accessible.
42	The amount of student parking space on campus is adequate.

Institutional Summary Items

Each year the SSI includes three summary items regarding students' general attitudes; these questions are often used 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. See Appendix B for a breakdown by response type.

Summary Items: OSUIT National Benchmark Comparison

Summary Items	OSUIT Mean Response	National Benchmark Mean Response	Mean Difference	Statistically Significant
So far, how has your college experience met your expectations?	4.77	5.06	-0.29	★★
Rate your overall satisfaction with your experience here thus far.	5.36	5.68	-0.32	★★
All in all, if you had it to do over again, would you enroll here?	5.63	5.97	-0.34	★★★

★★ Difference statistically significant at the .01 level, ★★★ Difference statistically significant at the .001 level, Benchmark (SSI National Group of Community Colleges using Form B) based on 59,057 records.

Summary Items: OSUIT Two Year Comparison

Summary Items	OSUIT 2022 Mean Response	OSUIT 2023 Mean Response	Mean Difference	Statistically Significant
So far, how has your college experience met your expectations?	4.52	4.77	-0.25	
Rate your overall satisfaction with your experience here thus far.	5.35	5.36	-0.01	
All in all, if you had to do it over, would you enroll here again?	5.71	5.63	0.08	

OSUIT 2022 results based on 73 student responses.

OSUIT: Five Years of Comparison Data

Appendix D provides tables and visualizations that contain five-year comparisons for all parts of the SSI survey except Demographics. It includes the individual survey items for the last five consecutive years (2019-2023). The departments and areas with the highest 5-year levels of mean satisfaction were *Academic Advising Effectiveness* and *Instructional Effectiveness*, and those with the lowest levels were *Safety and Security* and *Admissions and Financial Aid Effectiveness*.

A 5-year analysis of the item survey questions revealed the items with the *highest average mean satisfaction* are:

- 14. My academic advisor is knowledgeable about my program requirements.
- 6. Library resources and services are adequate
- 13. The campus is safe and secure for all students
- 16. My advisor helps me apply my program of study to career goals
- 20. Students are made to feel welcome here
 - *Questions 16 and 20 had identical mean averages.
- 50. Campus item 10: My Instructors demonstrate professionalism as appropriate for the workplace

A 5-year analysis of the item survey questions revealed the items with the *lowest average mean satisfaction* are:

- 21. The amount of student parking space on campus is adequate
- 5. Financial aid awards are announced in time to be helpful in college planning
- 37. I seldom get the "run-around" when seeking information on this campus
- 23. This institution helps me identify resources to finance my education
- 4. Security staff respond quickly to calls for assistance

The top three most important factors in a student's decision to enroll at OSUIT, according to five-year averages, are *distance from campus*, *personal recommendations*, and *information on the website*.

Conclusions

The format, delivery time frame, and the increase in number of students taking courses with content that is 75 percent or more online, all contributed to the limited response from the survey population. There was an overlap of more than 800 students who received the SSI and the PSOL. Survey burnout is becoming increasingly problematic, particularly for longer surveys like those from RNL. However, since the survey response population resembles the enrolled demographic population of the institution, the survey data gathered is still relevant for gathering useful insights.

Some of the most interesting trend information comes from viewing the changes in student satisfaction illustrated through the eight institutional scales and the summary questions. The data from the previous five years that includes the time before the COVID-19 pandemic and the recovery afterward, reveals how impactful world events can be on student sentiment. The lowest levels of satisfaction in most areas at OSUIT actually occurred in 2021 with substantial increases in 2022 and then declines in 2023.

The addition of the aggregated response analysis of the open-ended question in Appendix E, allows the institution to make greater use of student feedback. Respondents tend to answer more positively when answering Likert and style questions, but the open-ended responses allow for more detailed and specific insights from students.

Notes

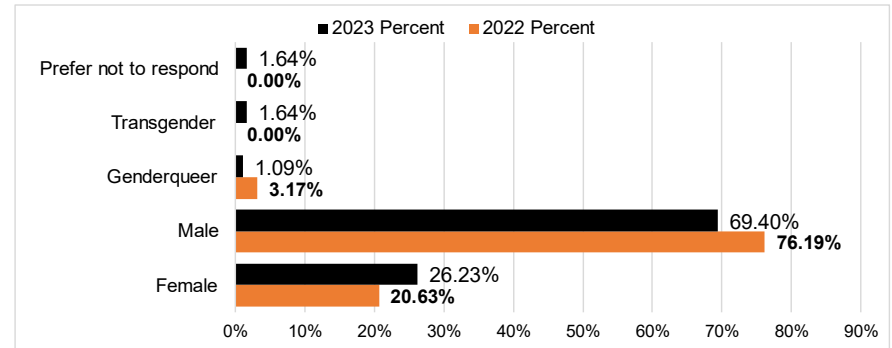
When comparing exceptionally large samples, small differences can sometimes be detected and reported as *statistically significant*. When identifying statistically significant differences in reports such as this current document, it is also useful to understand that these relatively small differences, 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.

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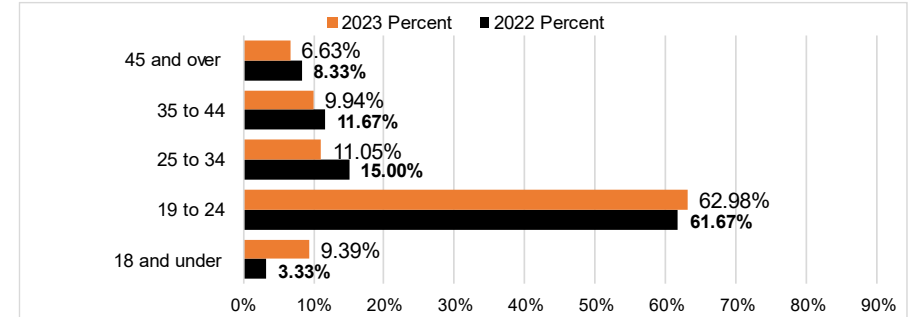
APPENDIX A: Demographics

Demographics with Two Year Comparisons: Generic

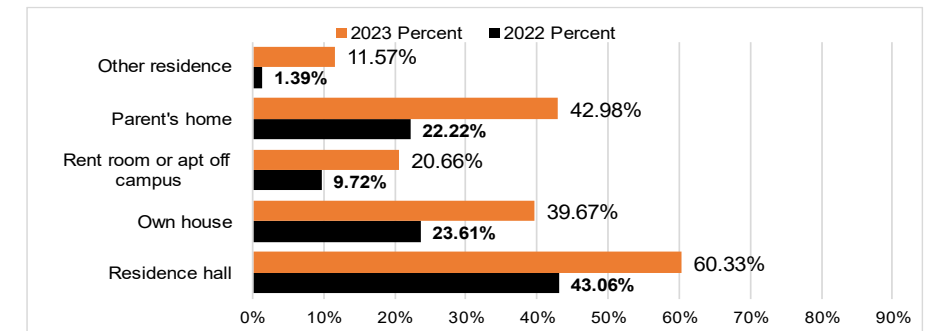
Gender	2022 Count	2022 Percent	2023 Count	2023 Percent
Female	13	20.63%	48	26.23%
Male	48	76.19%	127	69.40%
Genderqueer	2	3.17%	2	1.09%
Transgender	Not an option	Not an option	3	1.64%
Prefer not to respond	0	0.00%	3	1.64%
Total	63	100%	183	100%
No Answer	10		31	



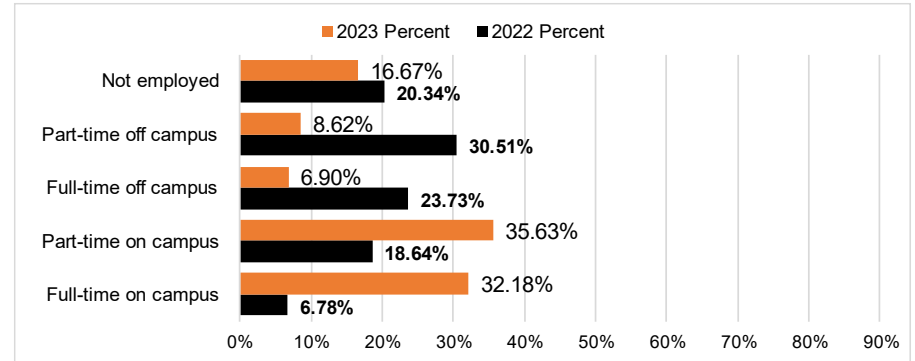
Age Range	2022 Count	2022 Percent	2023 Count	2023 Percent
18 and under	2	3.33%	17	9.39%
19 to 24	37	61.67%	114	62.98%
25 to 34	9	15.00%	20	11.05%
35 to 44	7	11.67%	18	9.94%
45 and over	5	8.33%	12	6.63%
Total	60	100.00%	181	100.00%
No Answer	13		33	



Current Residence	2022 Count	2022 Percent	2023 Count	2023 Percent
Residence hall	31	43.06%	73	60.33%
Own house	17	23.61%	48	39.67%
Rent room or apt off campus	7	9.72%	25	20.66%
Parent's home	16	22.22%	52	42.98%
Other residence	1	1.39%	14	11.57%
Total	72	100.00%	121	100.00%
No Answer	1		2	

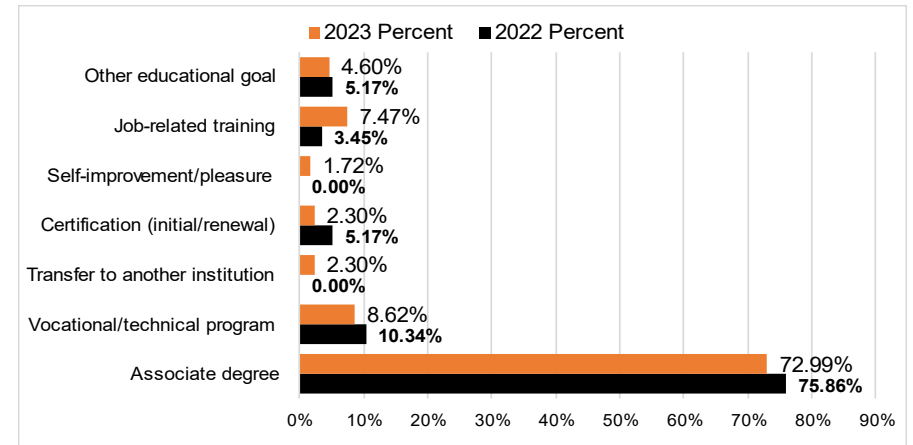


Employment	2022 Count	2022 Percent	2023 Count	2023 Percent
Full-time on campus	4	6.78%	56	32.18%
Part-time on campus	11	18.64%	62	35.63%
Full-time off campus	14	23.73%	12	6.90%
Part-time off campus	18	30.51%	15	8.62%
Not employed	12	20.34%	29	16.67%
Total	59	100.00%	174	100.00%
No Answer	14		40	

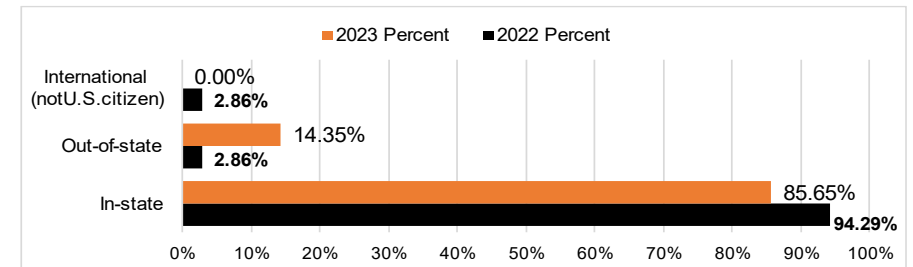


Demographics with Two Year Comparisons: Academic & Institution

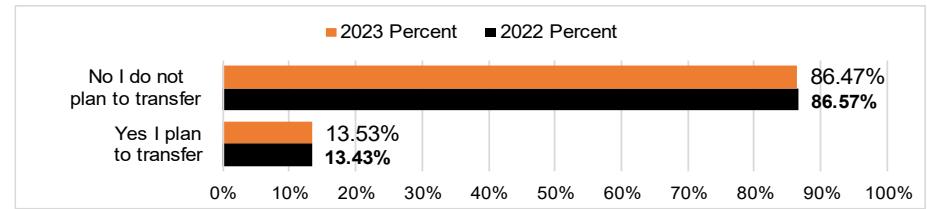
Educational Goal	2022 Count	2022 Percent	2023 Count	2023 Percent
Associate degree	44	75.86%	127	72.99%
Vocational/technical program	6	10.34%	15	8.62%
Transfer to another institution	0	0.00%	4	2.30%
Certification (initial/renewal)	3	5.17%	4	2.30%
Self-improvement/pleasure	0	0.00%	3	1.72%
Job-related training	2	3.45%	13	7.47%
Other educational goal	3	5.17%	8	4.60%
Total	58	100.00%	174	100.00%
No Answer	15		40	



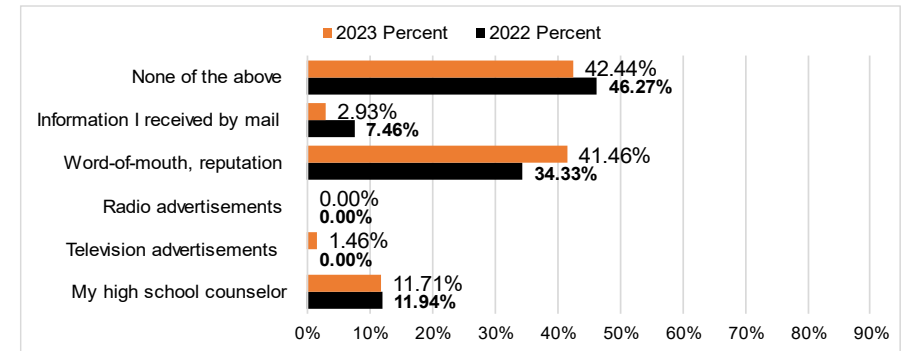
Residence Classification	2022 Count	2022 Percent	2023 Count	2023 Percent
In-state	66	94.29%	179	85.65%
Out-of-state	2	2.86%	30	14.35%
International (not U.S. Citizen)	2	2.86%	0	0.00%
Total	70	100.00%	209	100.00%
No Answer	3		5	



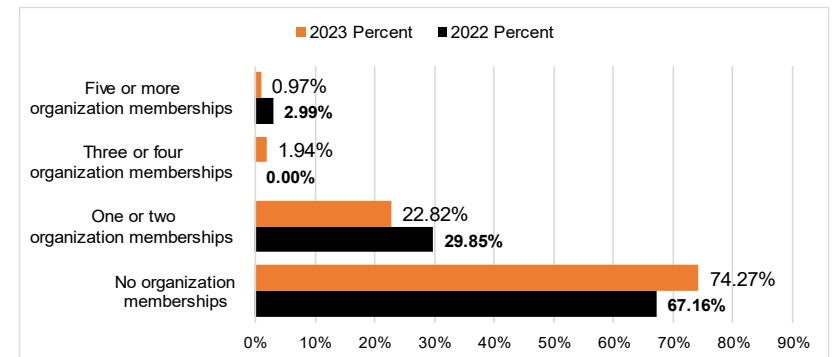
Plan to transfer	2022 Count	2022 Percent	2023 Count	2023 Percent
Yes I plan to transfer	9	13.43%	28	13.53%
No I do not plan to transfer	58	86.57%	179	86.47%
Total	67	100.00%	207	100.00%
No Answer	6		7	



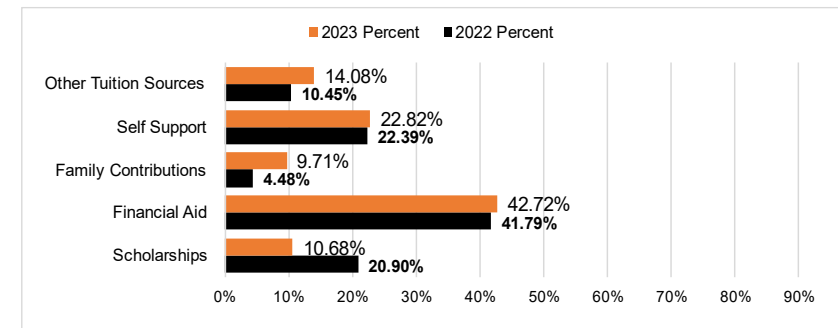
Mark one best answer: "My decision to attend this college was influenced most by..."	2022 Count	2022 Percent	2023 Count	2023 Percent
My high school counselor	8	11.94%	24	11.71%
Television advertisements	0	0.00%	3	1.46%
Radio advertisements	0	0.00%	0	0.00%
Word-of-mouth, reputation	23	34.33%	85	41.46%
Information I received by mail	5	7.46%	6	2.93%
None of the above	31	46.27%	87	42.44%
Total	67	100.00%	205	100.00%
No Answer	6		9	



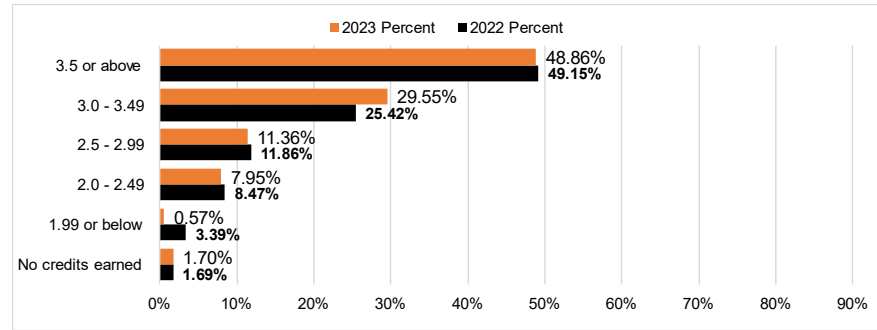
Organization Memberships	2022 Count	2022 Percent	2023 Count	2023 Percent
No organization memberships	45	67.16%	153	74.27%
One or two organization memberships	20	29.85%	47	22.82%
Three or four organization memberships	0	0.00%	4	1.94%
Five or more organization memberships	2	2.99%	2	0.97%
Total	67	100.00%	206	100.00%
No Answer	6		8	



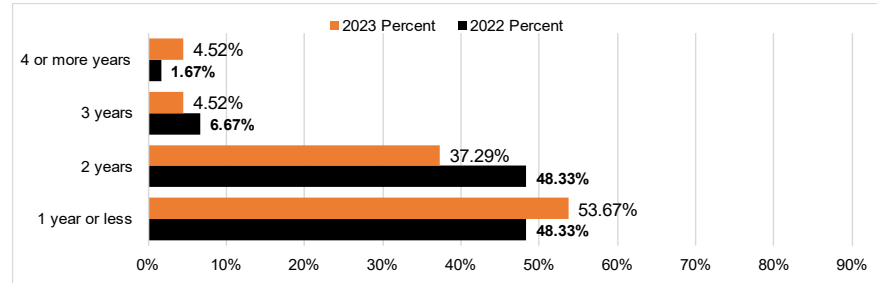
Tuition Source	2022 Count	2022 Percent	2023 Count	2023 Percent
Scholarships	14	20.90%	22	10.68%
Financial Aid	28	41.79%	88	42.72%
Family Contributions	3	4.48%	20	9.71%
Self-Support	15	22.39%	47	22.82%
Other Tuition Sources	7	10.45%	29	14.08%
Total	67	100.00%	206	100.00%
No Answer	6		8	



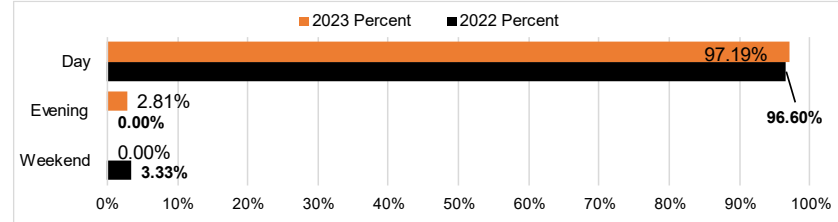
Current GPA	2022 Count	2022 Percent	2023 Count	2023 Percent
No credits earned	1	1.69%	3	1.70%
1.99 or below	2	3.39%	1	0.57%
2.0 - 2.49	5	8.47%	14	7.95%
2.5 - 2.99	7	11.86%	20	11.36%
3.0 - 3.49	15	25.42%	52	29.55%
3.5 or above	29	49.15%	86	48.86%
Total	59	100.00%	176	100.00%
No Answer	14		38	



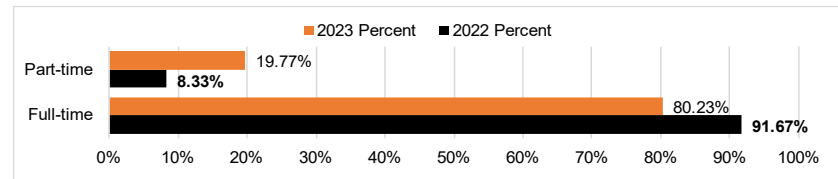
Class Level	2022 Count	2022 Percent	2023 Count	2023 Percent
1 year or less	29	48.33%	95	53.67%
2 years	26	48.33%	66	37.29%
3 years	4	6.67%	8	4.52%
4 or more years	1	1.67%	8	4.52%
Total	60	100.00%	177	100.00%
No Answer	13		37	



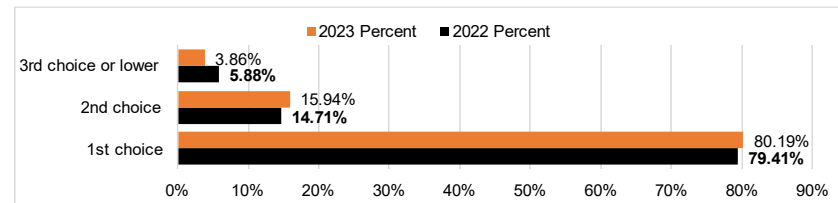
Current Enrollment Status	2022 Count	2022 Percent	2023 Count	2023 Percent
Weekend	2	3.33%	0	0.00%
Evening	0	0.00%	5	2.81%
Day	58	96.60%	173	97.19%
Total	60	100.00%	178	100.00%
No Answer	13		36	



Current Class Load	2022 Count	2022 Percent	2023 Count	2023 Percent
Full-time	55	91.67%	142	80.23%
Part-time	5	8.33%	35	19.77%
Total	60	100.00%	177	100.00%
No Answer	13		37	

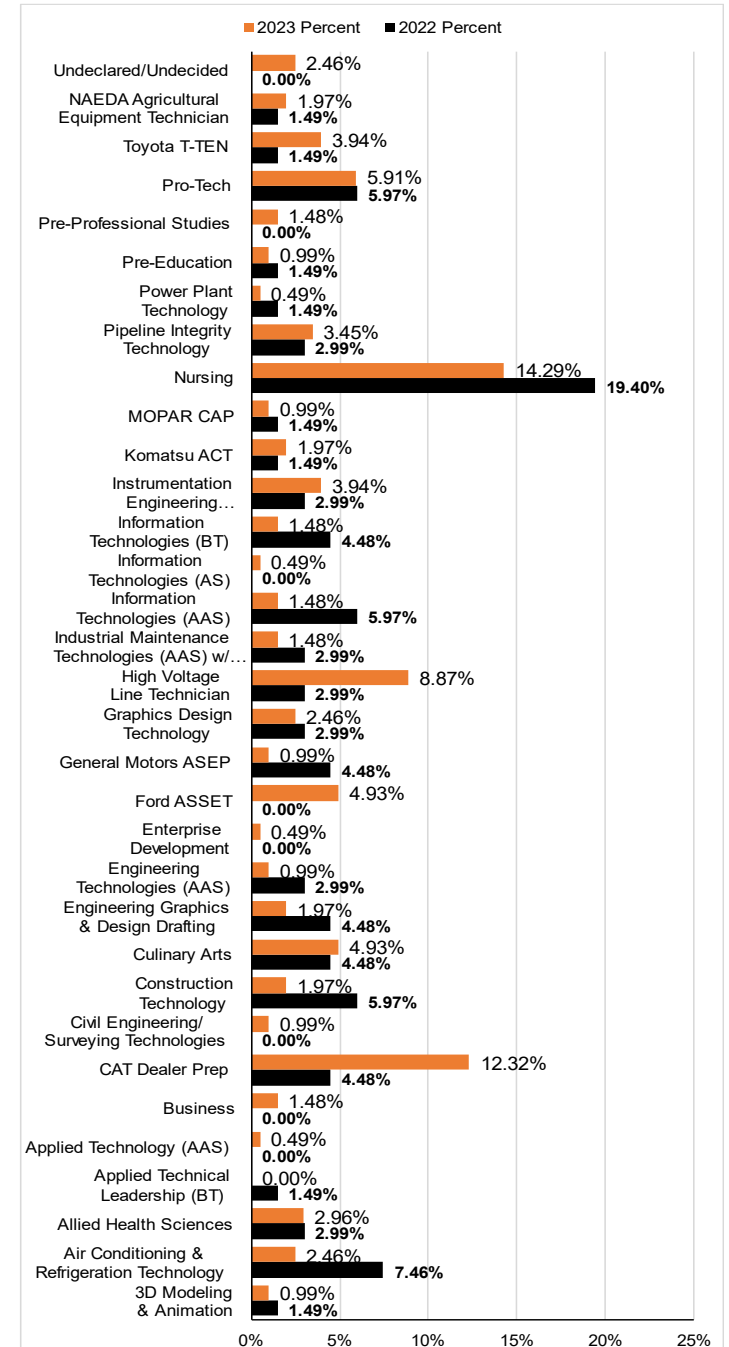


OSUIT was my...	2022 Count	2022 Percent	2023 Count	2023 Percent
1st choice	54	79.41%	166	80.19%
2nd choice	10	14.71%	33	15.94%
3rd choice or lower	4	5.88%	8	3.86%
Total	68	100.00%	207	100.00%
No Answer	5		7	



Majors/Programs

Major Code	Program	2022 Count	2022 Percent	2023 Count	2023 Percent
9001	3D Modeling & Animation	1	1.49%	2	0.99%
9002	Air Conditioning & Refrigeration Technology	5	7.46%	5	2.46%
9003	Allied Health Sciences	2	2.99%	6	2.96%
9004	Applied Technical Leadership (BT)	1	1.49%	0	0.00%
9005	Applied Technology (AAS)	0	0.00%	1	0.49%
9006	Business	0	0.00%	3	1.48%
9007	CAT Dealer Prep	3	4.48%	25	12.32%
9008	Civil Engineering/Surveying Technologies	0	0.00%	2	0.99%
9009	Construction Technology	4	5.97%	4	1.97%
9010	Culinary Arts	3	4.48%	10	4.93%
9013	Engineering Graphics & Design Drafting	3	4.48%	4	1.97%
9014	Engineering Technologies (AAS)	2	2.99%	2	0.99%
9015	Enterprise Development	0	0.00%	1	0.49%
9016	Ford ASSET	0	0.00%	10	4.93%
9017	General Motors ASEP	3	4.48%	2	0.99%
9018	Graphics Design Technology	2	2.99%	5	2.46%
9019	High Voltage Line Technician	2	2.99%	18	8.87%
9020	Industrial Maintenance Technologies (AAS) w/ NGC option	2	2.99%	3	1.48%
9021	Information Technologies (AAS)	4	5.97%	3	1.48%
9022	Information Technologies (AS)	0	0.00%	1	0.49%
9023	Information Technologies (BT)	3	4.48%	3	1.48%
9024	Instrumentation Engineering Technologies (BT)	2	2.99%	8	3.94%
9025	Komatsu ACT	1	1.49%	4	1.97%
9026	MOPAR CAP	1	1.49%	2	0.99%
9027	Nursing	13	19.40%	29	14.29%
9028	Pipeline Integrity Technology	2	2.99%	7	3.45%
9029	Power Plant Technology	1	1.49%	1	0.49%
9030	Pre-Education	1	1.49%	2	0.99%
9031	Pre-Professional Studies	0	0.00%	3	1.48%
9032	Pro-Tech	4	5.97%	12	5.91%
9033	Toyota T-TEN	1	1.49%	8	3.94%
9035	NAEDA Agricultural Equipment Technician	1	1.49%	4	1.97%
9888	Undeclared/Undecided	0	0.00%	5	2.46%
	Total	67	100.00%	203	100.00%
	No Answer	6		11	



APPENDIX B
All Survey Item Level Report

All Survey Items in descending order of OSUIT Importance

Benchmark (SSI National Group of Community Colleges using Form B) based on 59,057 records, SS = Statistical Significance; SD = Standard Deviation; N.A. = not applicable

★ Difference statistically significant at the .05 level, ★★ Difference statistically significant at the .01 level, ★★★ Difference statistically significant at the .001 level

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
43	Campus item: My department prepares students well for their professions.	6.58	5.93	1.57	0.65	N.A.	N.A.	N.A.	N.A.	N.A.	
20	Students are made to feel welcome here.	6.53	6.1	1.49	0.43	6.54	6.22	1.21	0.32	-0.12	
10	Parking lots are well-lighted and secure.	6.52	5.9	1.6	0.62	6.28	5.87	1.42	0.41	0.03	
8	The quality of instruction I receive in most of my classes is excellent.	6.48	5.76	1.39	0.72	6.61	5.86	1.34	0.75	-0.10	
14	My academic advisor is knowledgeable about my program requirements.	6.48	6.1	1.47	0.38	6.57	6.01	1.43	0.56	0.09	
6	Library resources and services are adequate.	6.47	6.28	1.19	0.19	6.32	6.14	1.2	0.18	0.14	
13	The campus is safe and secure for all students.	6.47	6.26	1.26	0.21	6.64	6.27	1.1	0.37	-0.01	
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.43	6.14	1.36	0.29	6.49	6.1	1.26	0.39	0.04	
40	There are sufficient courses within my program of study available each term.	6.41	5.84	1.62	0.57	6.55	5.9	1.41	0.65	-0.06	
44	Campus item: My academic advisor adequately assists me with career planning issues.	6.41	5.74	1.82	0.67	N.A	N.A	N.A	N.A	N.A	
1	The campus staff are caring and helpful.	6.40	5.93	1.4	0.47	6.48	6	1.23	0.48	-0.07	
16	My advisor helps me apply my program of study to career goals.	6.39	6	1.62	0.39	6.43	5.83	1.56	0.6	0.17	
29	There are convenient ways of paying my school bill.	6.39	5.95	1.59	0.44	6.49	6.06	1.35	0.43	-0.11	
36	Tuition paid is a worthwhile investment.	6.39	5.82	1.59	0.57	6.54	5.96	1.41	0.58	-0.14	
54	Future career opportunities as factor in decision to enroll.	6.39	N.A	N.A	N.A	6.45	N.A	N.A	N.A	N.A	
4	Security staff respond quickly to calls for assistance.	6.38	5.86	1.66	0.52	6.36	5.89	1.37	0.47	-0.03	
37	I seldom get the "run-around" when seeking information on this campus.	6.36	5.63	1.59	0.73	6.28	5.58	1.64	0.7	0.05	

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
38	Most classes deal with practical experiences and applications.	6.36	6.02	1.32	0.34	6.41	5.91	1.31	0.5	0.11	
39	On the whole, the campus is well-maintained.	6.35	5.92	1.54	0.43	6.48	6.28	1.12	0.2	-0.36	★
51	Cost as factor in decision to enroll.	6.35	N.A	N.A	N.A	6.43	N.A	N.A	N.A	N.A	
9	I am able to register for the classes I need with few conflicts.	6.34	5.92	1.46	0.42	6.55	5.9	1.4	0.65	0.02	
17	Admissions counselors accurately portray program offerings in their recruiting practices.	6.34	5.8	1.52	0.54	6.29	5.78	1.45	0.51	0.02	
48	Campus item: College personnel and students show tolerance and respect for different viewpoints.	6.34	6.05	1.5	0.29	N.A	N.A	N.A	N.A	N.A	
28	This campus provides online access to services I need.	6.32	5.95	1.67	0.37	6.51	6.19	1.19	0.32	-0.24	
45	Campus item: There are adequate services to develop job search skills and to learn of career opportunities.	6.32	5.95	1.49	0.37	N.A	N.A	N.A	N.A	N.A	
27	Tutoring services are readily available.	6.30	6.13	1.41	0.17	6.36	6.06	1.35	0.3	0.07	
33	Administrators are available to hear students' concerns.	6.29	5.91	1.51	0.38	6.4	5.78	1.51	0.62	0.13	
15	Financial aid counseling is available if I need it.	6.27	6.15	1.33	0.12	6.4	5.95	1.41	0.45	0.20	
24	The equipment in the lab facilities is kept up to date.	6.22	5.63	1.75	0.59	6.41	5.95	1.35	0.46	-0.32	
31	Faculty use a variety of technology and media in the classroom.	6.22	6.01	1.33	0.21	6.12	6	1.26	0.12	0.01	
53	Academic reputation as factor in decision to enroll.	6.22	N.A	N.A	N.A	6.1	N.A	N.A	N.A	N.A	
7	Admissions staff provide personalized attention prior to enrollment.	6.20	5.69	1.65	0.51	6.25	5.78	1.44	0.47	-0.09	
12	Faculty are fair and unbiased in their treatment of individual students.	6.20	5.8	1.74	0.40	6.53	5.99	1.38	0.54	-0.19	
19	Registration processes and procedures are convenient.	6.20	5.79	1.58	0.41	6.5	6.03	1.32	0.47	-0.24	
26	There are adequate services to help me decide upon a career.	6.20	5.9	1.53	0.30	6.39	5.83	1.41	0.56	0.07	
21	The amount of student parking space on campus is adequate.	6.17	5.62	1.67	0.55	6.31	5.41	1.82	0.9	0.21	
25	Faculty provide timely feedback about my academic progress.	6.17	5.79	1.56	0.38	6.49	5.82	1.41	0.67	-0.03	
32	I am able to take care of college-related business at times that are convenient for me.	6.16	6.03	1.51	0.13	6.45	5.93	1.34	0.52	0.10	
52	Financial assistance as factor in decision to enroll.	6.16	N.A	N.A	N.A	6.28	N.A	N.A	N.A	N.A	

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
18	Computer labs are adequate and accessible.	6.15	6.04	1.43	0.11	6.39	6.2	1.22	0.19	-0.16	
35	I receive ongoing feedback about progress toward my academic goals.	6.15	5.5	1.78	0.65	6.35	5.6	1.59	0.75	-0.10	
3	My academic advisor is available when I need help.	6.14	5.83	1.71	0.31	6.35	5.84	1.49	0.51	-0.01	
42	Campus item: Individual differences are valued at this college.	6.14	5.91	1.67	0.23						
5	Financial aid awards are announced in time to be helpful in college planning.	6.13	5.49	1.66	0.64	6.36	5.66	1.56	0.7	-0.17	
49	Campus item: The level of ethnic and cultural diversity on this campus is satisfactory.	6.13	6.11	1.48	0.02	N.A	N.A	N.A	N.A	N.A	
2	Classes are scheduled at times that are convenient for me.	6.11	5.71	1.56	0.40	6.51	5.85	1.35	0.66	-0.14	
22	My academic advisor is knowledgeable about transfer requirements of other schools.	6.11	5.93	1.46	0.18	6.42	5.79	1.52	0.63	0.14	
30	The assessment and course placement procedures are reasonable.	6.11	5.84	1.48	0.27	6.38	5.98	1.28	0.4	-0.14	
46	Campus item: The school provides an adequate orientation for first year students.	6.11	5.8	1.52	0.31	N.A	N.A	N.A	N.A	N.A	
50	Campus item: I feel a sense of pride about my campus.	6.11	5.8	1.65	0.31	N.A	N.A	N.A	N.A	N.A	
41	Campus item: Most students feel a sense of belonging here.	6.09	5.87	1.56	0.22	N.A	N.A	N.A	N.A	N.A	
11	Counseling services are available if I need them.	6.07	6.17	1.37	-0.10	6.23	5.94	1.37	0.29	0.23	
23	This institution helps me identify resources to finance my education.	6.07	5.4	1.8	0.67	6.41	5.71	1.56	0.7	-0.31	
47	Campus item: A variety of activities and social events are provided on campus.	5.95	6.02	1.6	-0.07	N.A	N.A	N.A	N.A	N.A	
57	Information on the campus Web site as factor in decision to enroll.	5.80	N.A.	N.A	N.A	5.83	N.A	N.A	N.A	N.A	
56	Distance from campus as factor in decision to enroll.	5.78	N.A	N.A	N.A	6.08	N.A	N.A	N.A	N.A	
55	Personal recommendations as factor in decision to enroll.	5.75	N.A	N.A	N.A	5.86	N.A	N.A	N.A	N.A	
58	Campus visits as factor in decision to enroll.	5.53	N.A	N.A	N.A	5.48	N.A	N.A	N.A	N.A	

All Survey Items in sequential order

Benchmark (SSI National Group of Community Colleges using Form B) based on 59,057 records, SS = Statistical Significance; SD = Standard Deviation; N.A. = not applicable

★ Difference statistically significant at the .05 level, ★★ Difference statistically significant at the .01 level, ★★★ Difference statistically significant at the .001 level

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
1	The campus staff are caring and helpful.	6.34	5.89	1.3	0.45	6.49	6.02	1.24	0.47	-0.13	
2	Classes are scheduled at times that are convenient for me.	6.33	5.92	1.46	0.41	6.51	5.93	1.33	0.58	-0.01	
3	My academic advisor is available when I need help.	6.47	6.16	1.25	0.31	6.37	5.89	1.5	0.48	0.27	★
4	Security staff respond quickly to calls for assistance.	6.26	5.84	1.56	0.42	6.39	5.99	1.34	0.4	-0.15	
5	Financial aid awards are announced in time to be helpful in college planning.	6.25	5.55	1.69	0.70	6.39	5.77	1.53	0.62	-0.22	
6	Library resources and services are adequate.	6.28	6.25	1.12	0.03	6.34	6.2	1.18	0.14	0.05	
7	Admissions staff provide personalized attention prior to enrollment.	6.30	5.88	1.42	0.42	6.28	5.85	1.45	0.43	0.03	
8	The quality of instruction I receive in most of my classes is excellent.	6.50	5.81	1.47	0.69	6.6	5.89	1.36	0.71	-0.08	
9	I am able to register for the classes I need with few conflicts.	6.49	5.97	1.34	0.52	6.55	5.98	1.37	0.57	-0.01	
10	Parking lots are well-lighted and secure.	6.09	5.69	1.67	0.40	6.32	5.96	1.4	0.36	-0.27	★
11	Counseling services are available if I need them.	6.23	6.17	1.3	0.06	6.29	6.02	1.35	0.27	0.15	
12	Faculty are fair and unbiased in their treatment of individual students.	6.35	5.87	1.57	0.48	6.55	6.05	1.38	0.5	-0.18	
13	The campus is safe and secure for all students.	6.49	6.13	1.26	0.36	6.65	6.29	1.1	0.36	-0.16	
14	My academic advisor is knowledgeable about my program requirements.	6.52	6.34	1.21	0.18	6.58	6.07	1.42	0.51	0.27	★
15	Financial aid counseling is available if I need it.	6.30	6.04	1.43	0.26	6.44	6.03	1.39	0.41	0.01	
16	My advisor helps me apply my program of study to career goals.	6.35	6.07	1.37	0.28	6.46	5.9	1.55	0.56	0.17	
17	Admissions counselors accurately portray program offerings in their recruiting practices.	6.26	5.99	1.45	0.27	6.34	5.87	1.44	0.47	0.12	
18	Computers and/or Wi-Fi are adequate and accessible.	6.37	5.7	1.53	0.67	6.39	6.22	1.22	0.17	-0.52	★★★
19	Registration processes and procedures are convenient.	6.35	5.86	1.4	0.49	6.52	6.09	1.29	0.43	-0.23	★

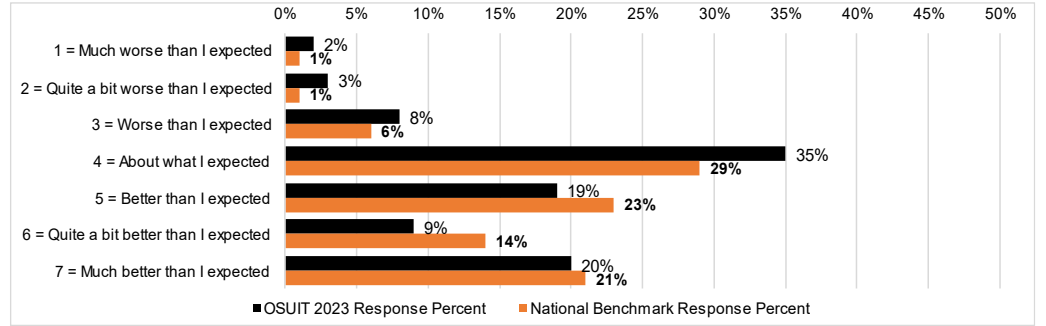
#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
20	Students are made to feel welcome here.	6.39	5.98	1.38	0.41	6.57	6.26	1.21	0.31	-0.28	★★
21	The amount of student parking space on campus is adequate.	6.15	5.21	2.04	0.94	6.32	5.59	1.74	0.73	-0.38	★★
22	My academic advisor is knowledgeable about transfer requirements of other schools.	6.08	5.99	1.45	0.09	6.44	5.88	1.5	0.56	0.11	
23	This institution helps me identify resources to finance my education.	6.23	5.65	1.63	0.58	6.44	5.8	1.55	0.64	-0.15	
24	The equipment in the lab facilities is kept up to date.	6.31	5.69	1.59	0.62	6.43	6	1.34	0.43	-0.31	★★
25	Faculty provide timely feedback about my academic progress.	6.27	5.79	1.54	0.48	6.49	5.88	1.41	0.61	-0.09	
26	There are adequate services to help me decide upon a career.	6.23	6	1.27	0.23	6.41	5.91	1.4	0.5	0.09	
27	Tutoring services are readily available.	6.27	5.89	1.52	0.38	6.39	6.14	1.31	0.25	-0.25	★
28	This campus provides online access to services I need.	6.40	6.11	1.35	0.29	6.53	6.25	1.17	0.28	-0.14	
29	There are convenient ways of paying my school bill.	6.27	5.89	1.62	0.38	6.51	6.13	1.32	0.38	-0.24	★
30	The assessment and course placement procedures are reasonable.	6.31	5.92	1.31	0.39	6.41	6.05	1.27	0.36	-0.13	
31	Faculty use a variety of technology and media in the classroom.	6.01	6.04	1.22	-0.03	6.15	6.05	1.26	0.1	-0.01	
32	I am able to take care of college-related business at times that are convenient for me.	6.29	6.03	1.28	0.26	6.47	5.99	1.34	0.48	0.04	
33	Administrators are available to hear students' concerns.	6.26	5.88	1.43	0.38	6.43	5.85	1.51	0.58	0.03	
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.27	5.94	1.38	0.33	6.5	6.14	1.27	0.36	-0.20	★
35	I receive ongoing feedback about progress toward my academic goals.	6.21	5.8	1.47	0.41	6.36	5.66	1.61	0.7	0.14	
36	Tuition paid is a worthwhile investment.	6.33	5.8	1.54	0.53	6.55	6.01	1.4	0.54	-0.21	
37	I seldom get the "run-around" when seeking information on this campus.	6.23	5.54	1.72	0.69	6.29	5.63	1.64	0.66	-0.09	
38	Most classes deal with practical experiences and applications.	6.32	5.91	1.44	0.41	6.43	5.97	1.31	0.46	-0.06	
39	On the whole, the campus is well-maintained.	6.28	5.74	1.55	0.54	6.5	6.32	1.1	0.18	-0.58	★★★

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
40	There are sufficient courses within my program of study available each term.	6.28	5.95	1.42	0.33	6.56	5.98	1.39	0.58	-0.03	
41	Campus item: Most students feel a sense of belonging here.	6.18	5.72	1.61	0.46	N/A	N/A	N/A	N/A	N/A	
42	Campus item: Individual differences are valued at this college.	6.21	5.69	1.65	0.52	N/A	N/A	N/A	N/A	N/A	
43	Campus item: My department prepares students well for their professions.	6.40	5.89	1.54	0.51	N/A	N/A	N/A	N/A	N/A	
44	Campus item: My academic advisor adequately assists me with career planning issues.	6.27	6	1.33	0.27	N/A	N/A	N/A	N/A	N/A	
45	Campus item: There are adequate services to develop job search skills and to learn of career opportunities.	6.34	5.95	1.43	0.39	N/A	N/A	N/A	N/A	N/A	
46	Campus item: The school provides an adequate orientation for first year students.	6.22	5.91	1.51	0.31	N/A	N/A	N/A	N/A	N/A	
47	Campus item: A variety of activities and social events are provided on campus.	6.08	6.06	1.34	0.02	N/A	N/A	N/A	N/A	N/A	
48	Campus item: College personnel and students show tolerance and respect for different viewpoints.	6.25	5.8	1.65	0.45	N/A	N/A	N/A	N/A	N/A	
49	Campus item: The level of ethnic and cultural diversity on this campus is satisfactory.	6.03	5.91	1.6	0.12	N/A	N/A	N/A	N/A	N/A	
50	Campus item: I feel a sense of pride about my campus.	5.98	5.7	1.69	0.28	N/A	N/A	N/A	N/A	N/A	
51	Cost as factor in decision to enroll.	6.31	N/A	N/A	N/A	6.43	N/A	N/A	N/A	N/A	
52	Financial assistance as factor in decision to enroll.	6.28	N/A	N/A	N/A	6.3	N/A	N/A	N/A	N/A	
53	Academic reputation as factor in decision to enroll.	6.13	N/A	N/A	N/A	6.11	N/A	N/A	N/A	N/A	
54	Future career opportunities as factor in decision to enroll.	6.45	N/A	N/A	N/A	6.46	N/A	N/A	N/A	N/A	
55	Personal recommendations as factor in decision to enroll.	5.95	N/A	N/A	N/A	5.88	N/A	N/A	N/A	N/A	
56	Distance from campus as factor in decision to enroll.	5.73	N/A	N/A	N/A	6.09	N/A	N/A	N/A	N/A	
57	Information on the campus Web site as factor in decision to enroll.	5.84	N/A	N/A	N/A	5.89	N/A	N/A	N/A	N/A	
58	Campus visits as factor in decision to enroll.	5.72	N/A	N/A	N/A	5.52	N/A	N/A	N/A	N/A	

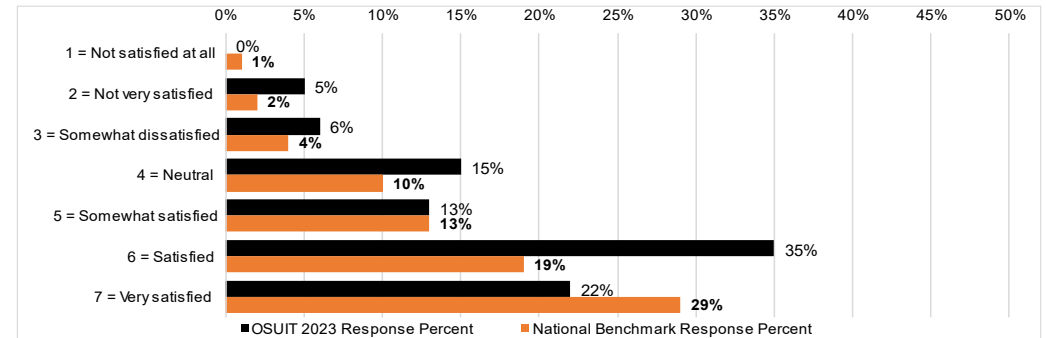
Institutional Summary Items: Benchmarks

Answer percentage data received as whole numbers from Ruffalo Noel Levitz. Benchmark (SSI National Group of Community Colleges using Form B) based on 59,057 records.

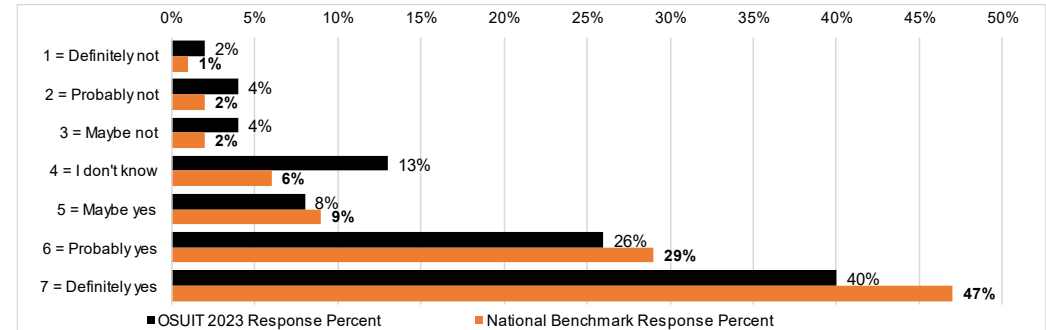
So far, how has your college experience met your expectations?	OSUIT 2023 Response Percent	National Benchmark Response Percent
1 = Much worse than I expected	2%	1%
2 = Quite a bit worse than I expected	3%	1%
3 = Worse than I expected	8%	6%
4 = About what I expected	35%	29%
5 = Better than I expected	19%	23%
6 = Quite a bit better than I expected	9%	14%
7 = Much better than I expected	20%	21%



Rate your overall satisfaction with your experience here thus far.	OSUIT 2023 Response Percent	National Benchmark Response Percent
1 = Not satisfied at all	0%	1%
2 = Not very satisfied	5%	2%
3 = Somewhat dissatisfied	6%	4%
4 = Neutral	15%	10%
5 = Somewhat satisfied	13%	13%
6 = Satisfied	35%	39%
7 = Very satisfied	22%	29%



All in all, if you had it to do over again, would you enroll here?	OSUIT 2023 Response Percent	National Benchmark Response Percent
1 = Definitely not	2%	1%
2 = Probably not	4%	2%
3 = Maybe not	4%	2%
4 = I don't know	13%	6%
5 = Maybe yes	8%	9%
6 = Probably yes	26%	29%
7 = Definitely yes	40%	47%



Institutional Summary: Scales with items that make up the scale

Benchmark (SSI National Group of Community Colleges using Form B) based on 59,057 records. SS = Statistical Significance; SD= Standard Deviation; N.A. = not applicable

★ Difference statistically significant at the .05 level, ★★ Difference statistically significant at the .01 level, ★★★ Difference statistically significant at the .001 level

Academic Advising Effectiveness

#	Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT Performance 2023 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
3	My academic advisor is available when I need help.	6.47	6.16	1.25	0.31	6.37	5.89	1.5	0.48	0.27	★
14	My academic advisor is knowledgeable about my program requirements.	6.52	6.34	1.21	0.18	6.58	6.07	1.42	0.51	0.27	★
16	My advisor helps me apply my program of study to career goals.	6.35	6.07	1.37	0.28	6.46	5.9	1.55	0.56	0.17	
22	My academic advisor is knowledgeable about transfer requirements of other schools.	6.08	5.99	1.45	0.09	6.44	5.88	1.5	0.56	0.11	
35	I receive ongoing feedback about progress toward my academic goals.	6.21	5.8	1.47	0.41	6.36	5.66	1.61	0.7	0.14	

Admissions and Financial Aid Effectiveness

#	Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT Performance 2023 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
5	Financial aid awards are announced in time to be helpful in college planning.	6.25	5.55	1.69	0.70	6.39	5.77	1.53	0.62	-0.22	
7	Admissions staff provide personalized attention prior to enrollment.	6.30	5.88	1.42	0.42	6.28	5.85	1.45	0.43	0.03	
15	Financial aid counseling is available if I need it.	6.30	6.04	1.43	0.26	6.44	6.03	1.39	0.41	0.01	
17	Admissions counselors accurately portray program offerings in their recruiting practices.	6.26	5.99	1.45	0.27	6.34	5.87	1.44	0.47	0.12	
23	This institution helps me identify resources to finance my education.	6.23	5.65	1.63	0.58	6.44	5.8	1.55	0.64	-0.15	

Campus Climate

#	Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT Performance 2023 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
1	The campus staff are caring and helpful.	6.34	5.89	1.3	0.45	6.49	6.02	1.24	0.47	-0.13	
13	The campus is safe and secure for all students.	6.49	6.13	1.26	0.36	6.65	6.29	1.1	0.36	-0.16	
20	Students are made to feel welcome here.	6.39	5.98	1.38	0.41	6.57	6.26	1.21	0.31	-0.28	★★
33	Administrators are available to hear students' concerns.	6.26	5.88	1.43	0.38	6.43	5.85	1.51	0.58	0.03	
36	Tuition paid is a worthwhile investment.	6.33	5.8	1.54	0.53	6.55	6.01	1.4	0.54	-0.21	
37	I seldom get the "run-around" when seeking information on this campus.	6.23	5.54	1.72	0.69	6.29	5.63	1.64	0.66	-0.09	
39	On the whole, the campus is well-maintained.	6.28	5.74	1.55	0.54	6.5	6.32	1.1	0.18	-0.58	★★★

Campus Services

#	Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT Performance 2023 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
6	Library resources and services are adequate.	6.28	6.25	1.12	0.03	6.34	6.2	1.18	0.14	0.05	
11	Counseling services are available if I need them.	6.23	6.17	1.3	0.06	6.29	6.02	1.35	0.27	0.15	
18	Computers and/or Wi-Fi are adequate and accessible.	6.37	5.7	1.53	0.67	6.39	6.22	1.22	0.17	-0.52	★★★
24	The equipment in the lab facilities is kept up to date.	6.31	5.69	1.59	0.62	6.43	6	1.34	0.43	-0.31	★★
26	There are adequate services to help me decide upon a career.	6.23	6	1.27	0.23	6.41	5.91	1.4	0.5	0.09	
27	Tutoring services are readily available.	6.27	5.89	1.52	0.38	6.39	6.14	1.31	0.25	-0.25	★
28	This campus provides online access to services I need.	6.40	6.11	1.35	0.29	6.53	6.25	1.17	0.28	-0.14	

Instructional Effectiveness

#	Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT Performance 2023 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
8	The quality of instruction I receive in most of my classes is excellent.	6.50	5.81	1.47	0.69	6.6	5.89	1.36	0.71	-0.08	
12	Faculty are fair and unbiased in their treatment of individual students.	6.35	5.87	1.57	0.48	6.55	6.05	1.38	0.5	-0.18	
25	Faculty provide timely feedback about my academic progress.	6.27	5.79	1.54	0.48	6.49	5.88	1.41	0.61	-0.09	
31	Faculty use a variety of technology and media in the classroom.	6.01	6.04	1.22	-0.03	6.15	6.05	1.26	0.1	-0.01	
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.27	5.94	1.38	0.33	6.5	6.14	1.27	0.36	-0.20	★
38	Most classes deal with practical experiences and applications.	6.32	5.91	1.44	0.41	6.43	5.97	1.31	0.46	-0.06	
40	There are sufficient courses within my program of study available each term.	6.28	5.95	1.42	0.33	6.56	5.98	1.39	0.58	-0.03	

Registration Effectiveness

#	Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT Performance 2023 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
2	Classes are scheduled at times that are convenient for me.	6.33	5.92	1.46	0.41	6.51	5.93	1.33	0.58	-0.01	
9	I am able to register for the classes I need with few conflicts.	6.49	5.97	1.34	0.52	6.55	5.98	1.37	0.57	-0.01	
19	Registration processes and procedures are convenient.	6.35	5.86	1.4	0.49	6.52	6.09	1.29	0.43	-0.23	★
29	There are convenient ways of paying my school bill.	6.27	5.89	1.62	0.38	6.51	6.13	1.32	0.38	-0.24	★
32	I am able to take care of college-related business at times that are convenient for me.	6.29	6.03	1.28	0.26	6.47	5.99	1.34	0.48	0.04	

Safety and Security

#	Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT Performance 2023 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
4	Security staff respond quickly to calls for assistance.	6.26	5.84	1.56	0.42	6.39	5.99	1.34	0.4	-0.15	
10	Parking lots are well-lighted and secure.	6.09	5.69	1.67	0.40	6.32	5.96	1.4	0.36	-0.27	★
13	The campus is safe and secure for all students.	6.49	6.13	1.26	0.36	6.65	6.29	1.1	0.36	-0.16	
21	The amount of student parking space on campus is adequate.	6.15	5.21	2.04	0.94	6.32	5.59	1.74	0.73	-0.38	★★

Student Centeredness

#	Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT Performance 2023 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
1	The campus staff are caring and helpful.	6.34	5.89	1.3	0.45	6.49	6.02	1.24	0.47	-0.13	
20	Students are made to feel welcome here.	6.39	5.98	1.38	0.41	6.57	6.26	1.21	0.31	-0.28	★★
33	Administrators are available to hear students' concerns.	6.26	5.88	1.43	0.38	6.43	5.85	1.51	0.58	0.03	
37	I seldom get the "run-around" when seeking information on this campus.	6.23	5.54	1.72	0.69	6.29	5.63	1.64	0.66	-0.09	

**APPENDIX C:
OSUIT Two Year Comparisons**

OSUIT Two Year Comparison: In descending order of Importance

OSUIT 2022 results based on 73 student responses. SS = Statistical Significance; SD. = Standard Deviation; N.A. = Not Applicable

★ Difference statistically significant at the .05 level, ★★ Difference statistically significant at the .01 level, ★★★ Difference statistically significant at the .001 level

#	Items	2022 OSUIT Importance	2022 OSUIT Satisfaction	2022 OSUIT SD	2022 OSUIT Performance Gap	2023 OSUIT Importance	2023 OSUIT Satisfaction	2023 OSUIT SD	2023 OSUIT Performance Gap	Mean Difference	SS
43	Campus item: My department prepares students well for their professions.	6.58	5.93	1.57	0.65	6.4	5.89	1.54	0.51	0.04	
20	Students are made to feel welcome here.	6.53	6.1	1.49	0.43	6.39	5.98	1.38	0.41	0.12	
10	Parking lots are well-lighted and secure.	6.52	5.9	1.6	0.62	6.09	5.69	1.67	0.40	0.21	
8	The quality of instruction I receive in most of my classes is excellent.	6.48	5.76	1.39	0.72	6.5	5.81	1.47	0.69	-0.05	
14	My academic advisor is knowledgeable about my program requirements.	6.48	6.1	1.47	0.38	6.52	6.34	1.21	0.18	-0.24	
6	Library resources and services are adequate.	6.47	6.28	1.19	0.19	6.28	6.25	1.12	0.03	0.03	
13	The campus is safe and secure for all students.	6.47	6.26	1.26	0.21	6.49	6.13	1.26	0.36	0.13	
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.43	6.14	1.36	0.29	6.27	5.94	1.38	0.33	0.20	
40	There are sufficient courses within my program of study available each term.	6.41	5.84	1.62	0.57	6.28	5.95	1.42	0.33	-0.11	
44	Campus item: My academic advisor adequately assists me with career planning issues.	6.41	5.74	1.82	0.67	6.27	6	1.33	0.27	-0.26	
1	The campus staff are caring and helpful.	6.4	5.93	1.4	0.47	6.34	5.89	1.3	0.45	0.04	
16	My advisor helps me apply my program of study to career goals.	6.39	6	1.62	0.39	6.35	6.07	1.37	0.28	-0.07	
29	There are convenient ways of paying my school bill.	6.39	5.95	1.59	0.44	6.27	5.89	1.62	0.38	0.06	
36	Tuition paid is a worthwhile investment.	6.39	5.82	1.59	0.57	6.33	5.8	1.54	0.53	0.02	
54	Future career opportunities as factor in decision to enroll.	6.39	N/A	N/A	N/A	6.45	N/A	N/A	N/A	N/A	

#	Items	2022 OSUIT Importance	2022 OSUIT Satisfaction	2022 OSUIT SD	2022 OSUIT Performance Gap	2023 OSUIT Importance	2023 OSUIT Satisfaction	2023 OSUIT SD	2023 OSUIT Performance Gap	Mean Difference	SS
4	Security staff respond quickly to calls for assistance.	6.38	5.86	1.66	0.52	6.26	5.84	1.56	0.42	0.02	
37	I seldom get the "run-around" when seeking information on this campus.	6.36	5.63	1.59	0.73	6.23	5.54	1.72	0.69	0.09	
38	Most classes deal with practical experiences and applications.	6.36	6.02	1.32	0.34	6.32	5.91	1.44	0.41	0.11	
39	On the whole, the campus is well-maintained.	6.35	5.92	1.54	0.43	6.28	5.74	1.55	0.54	0.18	
51	Cost as factor in decision to enroll.	6.35	N/A	N/A	N/A	6.31	N/A	N/A	N/A	N/A	
9	I am able to register for the classes I need with few conflicts.	6.34	5.92	1.46	0.42	6.49	5.97	1.34	0.52	-0.05	
17	Admissions counselors accurately portray program offerings in their recruiting practices.	6.34	5.8	1.52	0.54	6.26	5.99	1.45	0.27	-0.19	
48	Campus item: College personnel and students show tolerance and respect for different viewpoints.	6.34	6.05	1.5	0.29	6.25	5.8	1.65	0.45	0.25	
28	This campus provides online access to services I need.	6.32	5.95	1.67	0.37	6.4	6.11	1.35	0.29	-0.16	
45	Campus item: There are adequate services to develop job search skills and to learn of career opportunities.	6.32	5.95	1.49	0.37	6.34	5.95	1.43	0.39	0.00	
27	Tutoring services are readily available.	6.3	6.13	1.41	0.17	6.27	5.89	1.52	0.38	0.24	
33	Administrators are available to hear students' concerns.	6.29	5.91	1.51	0.38	6.26	5.88	1.43	0.38	0.03	
15	Financial aid counseling is available if I need it.	6.27	6.15	1.33	0.12	6.3	6.04	1.43	0.26	0.11	
24	The equipment in the lab facilities is kept up to date.	6.22	5.63	1.75	0.59	6.31	5.69	1.59	0.62	-0.06	
31	Faculty use a variety of technology and media in the classroom.	6.22	6.01	1.33	0.21	6.01	6.04	1.22	-0.03	-0.03	
53	Academic reputation as factor in decision to enroll.	6.22	N/A	N/A	N/A	6.13	N/A	N/A	N/A	N/A	
7	Admissions staff provide personalized attention prior to enrollment.	6.2	5.69	1.65	0.51	6.3	5.88	1.42	0.42	-0.19	
12	Faculty are fair and unbiased in their treatment of individual students.	6.2	5.8	1.74	0.40	6.35	5.87	1.57	0.48	-0.07	
19	Registration processes and procedures are convenient.	6.2	5.79	1.58	0.41	6.35	5.86	1.4	0.49	-0.07	
26	There are adequate services to help me decide upon a career.	6.2	5.9	1.53	0.30	6.23	6	1.27	0.23	-0.10	
21	The amount of student parking space on campus is adequate.	6.17	5.62	1.67	0.55	6.15	5.21	2.04	0.94	0.41	

#	Items	2022 OSUIT Importance	2022 OSUIT Satisfaction	2022 OSUIT SD	2022 OSUIT Performance Gap	2023 OSUIT Importance	2023 OSUIT Satisfaction	2023 OSUIT SD	2023 OSUIT Performance Gap	Mean Difference	SS
25	Faculty provide timely feedback about my academic progress.	6.17	5.79	1.56	0.38	6.27	5.79	1.54	0.48	0.00	
32	I am able to take care of college-related business at times that are convenient for me.	6.16	6.03	1.51	0.13	6.29	6.03	1.28	0.26	0.00	
52	Financial assistance as factor in decision to enroll.	6.16	N/A	N/A	N/A	6.28	N/A	N/A	N/A	N/A	
18	Computer labs are adequate and accessible.	6.15	6.04	1.43	0.11	6.37	5.7	1.53	0.67	0.34	
35	I receive ongoing feedback about progress toward my academic goals.	6.15	5.5	1.78	0.65	6.21	5.8	1.47	0.41	-0.30	
3	My academic advisor is available when I need help.	6.14	5.83	1.71	0.31	6.47	6.16	1.25	0.31	-0.33	
42	Campus item: Individual differences are valued at this college.	6.14	5.91	1.67	0.23	6.21	5.69	1.65	0.52	0.22	
5	Financial aid awards are announced in time to be helpful in college planning.	6.13	5.49	1.66	0.64	6.25	5.55	1.69	0.70	-0.06	
49	Campus item: The level of ethnic and cultural diversity on this campus is satisfactory.	6.13	6.11	1.48	0.02	6.03	5.91	1.6	0.12	0.20	
2	Classes are scheduled at times that are convenient for me.	6.11	5.71	1.56	0.40	6.33	5.92	1.46	0.41	-0.21	
22	My academic advisor is knowledgeable about transfer requirements of other schools.	6.11	5.93	1.46	0.18	6.08	5.99	1.45	0.09	-0.06	
30	The assessment and course placement procedures are reasonable.	6.11	5.84	1.48	0.27	6.31	5.92	1.31	0.39	-0.08	
46	Campus item: The school provides an adequate orientation for first year students.	6.11	5.8	1.52	0.31	6.22	5.91	1.51	0.31	-0.11	
50	Campus item: I feel a sense of pride about my campus.	6.11	5.8	1.65	0.31	5.98	5.7	1.69	0.28	0.10	
41	Campus item: Most students feel a sense of belonging here.	6.09	5.87	1.56	0.22	6.18	5.72	1.61	0.46	0.15	
11	Counseling services are available if I need them.	6.07	6.17	1.37	-0.10	6.23	6.17	1.3	0.06	0.00	
23	This institution helps me identify resources to finance my education.	6.07	5.4	1.8	0.67	6.23	5.65	1.63	0.58	-0.25	
47	Campus item: A variety of activities and social events are provided on campus.	5.95	6.02	1.6	-0.07	6.08	6.06	1.34	0.02	-0.04	
57	Information on the campus Web site as factor in decision to enroll.	5.8	N/A	N/A	N/A	5.84	N/A	N/A	N/A	N/A	

#	Items	2022 OSUIT Importance	2022 OSUIT Satisfaction	2022 OSUIT SD	2022 OSUIT Performance Gap	2023 OSUIT Importance	2023 OSUIT Satisfaction	2023 OSUIT SD	2023 OSUIT Performance Gap	Mean Difference	SS
56	Distance from campus as factor in decision to enroll.	5.78	N/A	N/A	N/A	5.73	N/A	N/A	N/A	N/A	
55	Personal recommendations as factor in decision to enroll.	5.75	N/A	N/A	N/A	5.95	N/A	N/A	N/A	N/A	
58	Campus visits as factor in decision to enroll.	5.53	N/A	N/A	N/A	5.72	N/A	N/A	N/A	N/A	

OSUIT Two Year Comparison: Scale with items that make up the scale, in order of OSUIT 2022 importance.

OSUIT 2022 results based on 73 student responses. SS = Statistical Significance; SD = Standard Deviation

★ Difference statistically significant at the .05 level, ★★ Difference statistically significant at the .01 level, ★★★ Difference statistically significant at the .001 level

Academic Advising Effectiveness

#	Scale/Item	OSUIT 2022 Importance	OSUIT 2022 Satisfaction	OSUIT 2022 SD	OSUIT 2022 Performance Gap	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	Mean Difference	SS
14	My academic advisor is knowledgeable about my program requirements.	6.48	6.1	1.47	0.38	6.52	6.34	1.21	0.18	-0.24	
16	My advisor helps me apply my program of study to career goals.	6.39	6	1.62	0.39	6.35	6.07	1.37	0.28	-0.07	
35	I receive ongoing feedback about progress toward my academic goals.	6.15	5.5	1.78	0.65	6.21	5.8	1.47	0.41	-0.30	
3	My academic advisor is available when I need help.	6.14	5.83	1.71	0.31	6.47	6.16	1.25	0.31	-0.33	
22	My academic advisor is knowledgeable about transfer requirements of other schools.	6.11	5.93	1.46	0.18	6.08	5.99	1.45	0.09	-0.06	

Admissions and Financial Aid Effectiveness

#	Scale/Item	OSUIT 2022 Importance	OSUIT 2022 Satisfaction	OSUIT 2022 SD	OSUIT 2022 Performance Gap	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	Mean Difference	SS
17	Admissions counselors accurately portray program offerings in their recruiting practices.	6.34	5.8	1.52	0.54	6.26	5.99	1.45	0.27	-0.19	
15	Financial aid counseling is available if I need it.	6.27	6.15	1.33	0.12	6.3	6.04	1.43	0.26	0.11	
7	Admissions staff provide personalized attention prior to enrollment.	6.2	5.69	1.65	0.51	6.3	5.88	1.42	0.42	-0.19	
5	Financial aid awards are announced in time to be helpful in college planning.	6.13	5.49	1.66	0.64	6.25	5.55	1.69	0.70	-0.06	
23	This institution helps me identify resources to finance my education.	6.07	5.4	1.8	0.67	6.23	5.65	1.63	0.58	-0.25	

Campus Climate

#	Scale/Item	OSUIT 2022 Importance	OSUIT 2022 Satisfaction	OSUIT 2022 SD	OSUIT 2022 Performance Gap	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	Mean Difference	SS
20	Students are made to feel welcome here.	6.53	6.1	1.49	0.43	6.39	5.98	1.38	0.41	0.12	
13	The campus is safe and secure for all students.	6.47	6.26	1.26	0.21	6.49	6.13	1.26	0.36	0.13	
1	The campus staff are caring and helpful.	6.4	5.93	1.4	0.47	6.34	5.89	1.3	0.45	0.04	
36	Tuition paid is a worthwhile investment.	6.39	5.82	1.59	0.57	6.33	5.8	1.54	0.53	0.02	
37	I seldom get the "run-around" when seeking information on this campus.	6.36	5.63	1.59	0.73	6.23	5.54	1.72	0.69	0.09	
39	On the whole, the campus is well-maintained.	6.35	5.92	1.54	0.43	6.28	5.74	1.55	0.54	0.18	
33	Administrators are available to hear students' concerns.	6.29	5.91	1.51	0.38	6.26	5.88	1.43	0.38	0.03	

Campus Services

#	Scale/Item	OSUIT 2022 Importance	OSUIT 2022 Satisfaction	OSUIT 2022 SD	OSUIT 2022 Performance Gap	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	Mean Difference	SS
6	Library resources and services are adequate.	6.47	6.28	1.19	0.19	6.28	6.25	1.12	0.03	0.03	
28	This campus provides online access to services I need.	6.32	5.95	1.67	0.37	6.4	6.11	1.35	0.29	-0.16	
27	Tutoring services are readily available.	6.3	6.13	1.41	0.17	6.27	5.89	1.52	0.38	0.24	
24	The equipment in the lab facilities is kept up to date.	6.22	5.63	1.75	0.59	6.31	5.69	1.59	0.62	-0.06	
26	There are adequate services to help me decide upon a career.	6.2	5.9	1.53	0.30	6.23	6	1.27	0.23	-0.10	
18	Computer labs are adequate and accessible.	6.15	6.04	1.43	0.11	6.37	5.7	1.53	0.67	0.34	
30	The assessment and course placement procedures are reasonable.	6.11	5.84	1.48	0.27	6.31	5.92	1.31	0.39	-0.08	
11	Counseling services are available if I need them.	6.07	6.17	1.37	-0.10	6.23	6.17	1.3	0.06	0.00	

Instructional Effectiveness Scale

#	Scale/Item	OSUIT 2022 Importance	OSUIT 2022 Satisfaction	OSUIT 2022 SD	OSUIT 2022 Performance Gap	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	Mean Difference	SS
8	The quality of instruction I receive in most of my classes is excellent.	6.48	5.76	1.39	0.72	6.5	5.81	1.47	0.69	-0.05	
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.43	6.14	1.36	0.29	6.27	5.94	1.38	0.33	0.20	
40	There are sufficient courses within my program of study available each term.	6.41	5.84	1.62	0.57	6.28	5.95	1.42	0.33	-0.11	
38	Most classes deal with practical experiences and applications.	6.36	6.02	1.32	0.34	6.32	5.91	1.44	0.41	0.11	
31	Faculty use a variety of technology and media in the classroom.	6.22	6.01	1.33	0.21	6.01	6.04	1.22	-0.03	-0.03	
12	Faculty are fair and unbiased in their treatment of individual students.	6.2	5.8	1.74	0.40	6.35	5.87	1.57	0.48	-0.07	
25	Faculty provide timely feedback about my academic progress.	6.17	5.79	1.56	0.38	6.27	5.79	1.54	0.48	0.00	

Registration Effectiveness

#	Scale/Item	OSUIT 2022 Importance	OSUIT 2022 Satisfaction	OSUIT 2022 SD	OSUIT 2022 Performance Gap	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	Mean Difference	SS
29	There are convenient ways of paying my school bill.	6.39	5.95	1.59	0.44	6.27	5.89	1.62	0.38	0.06	
9	I am able to register for the classes I need with few conflicts.	6.34	5.92	1.46	0.42	6.49	5.97	1.34	0.52	-0.05	
19	Registration processes and procedures are convenient.	6.2	5.79	1.58	0.41	6.35	5.86	1.4	0.49	-0.07	
32	I am able to take care of college-related business at times that are convenient for me.	6.16	6.03	1.51	0.13	6.29	6.03	1.28	0.26	0.00	
2	Classes are scheduled at times that are convenient for me.	6.11	5.71	1.56	0.40	6.33	5.92	1.46	0.41	-0.21	

Safety and Security

#	Scale/Item	OSUIT 2022 Importance	OSUIT 2022 Satisfaction	OSUIT 2022 SD	OSUIT 2022 Performance Gap	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	Mean Difference	SS
10	Parking lots are well-lighted and secure.	6.52	5.9	1.6	0.62	6.09	5.69	1.67	0.40	0.21	
13	The campus is safe and secure for all students.	6.47	6.26	1.26	0.21	6.49	6.13	1.26	0.36	0.13	
4	Security staff respond quickly to calls for assistance.	6.38	5.86	1.66	0.52	6.26	5.84	1.56	0.42	0.02	
21	The amount of student parking space on campus is adequate.	6.17	5.62	1.67	0.55	6.15	5.21	2.04	0.94	0.41	

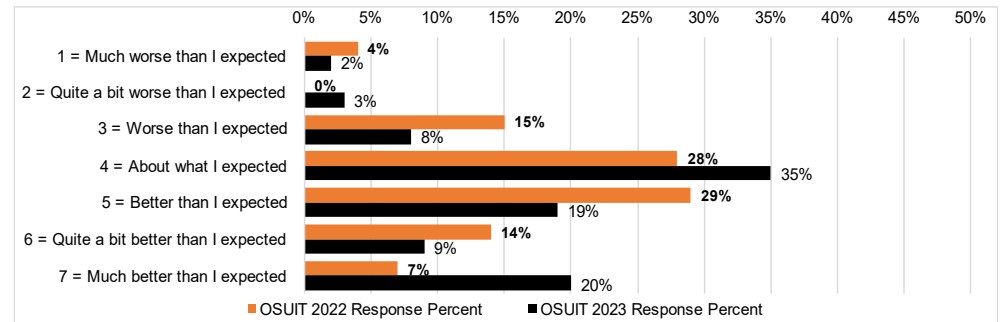
Student Centeredness

#	Scale/Item	OSUIT 2022 Importance	OSUIT 2022 Satisfaction	OSUIT 2022 SD	OSUIT 2022 Performance Gap	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	Mean Difference	SS
20	Students are made to feel welcome here.	6.53	6.1	1.49	0.43	6.39	5.98	1.38	0.41	0.12	
1	The campus staff are caring and helpful.	6.4	5.93	1.4	0.47	6.34	5.89	1.3	0.45	0.04	
37	I seldom get the "run-around" when seeking information on this campus.	6.36	5.63	1.59	0.73	6.23	5.54	1.72	0.69	0.09	
33	Administrators are available to hear students' concerns.	6.29	5.91	1.51	0.38	6.26	5.88	1.43	0.38	0.03	

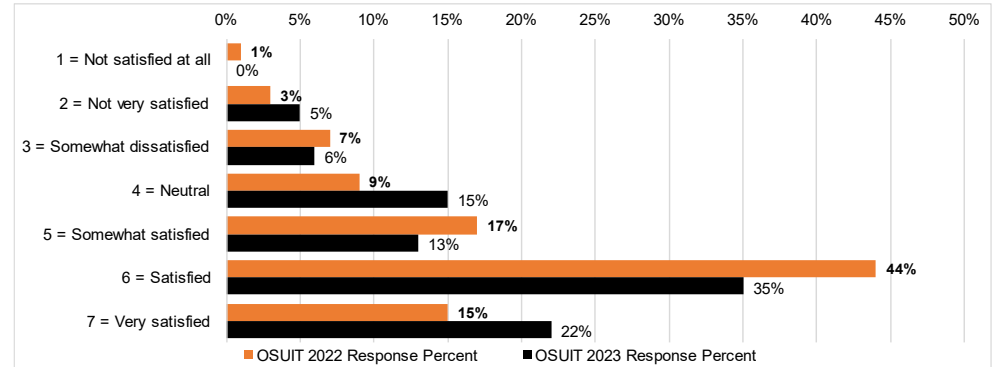
OSUIT Two-Year Comparison: Summary Items

Answer percentage data received as whole numbers from Ruffalo Noel Levitz.

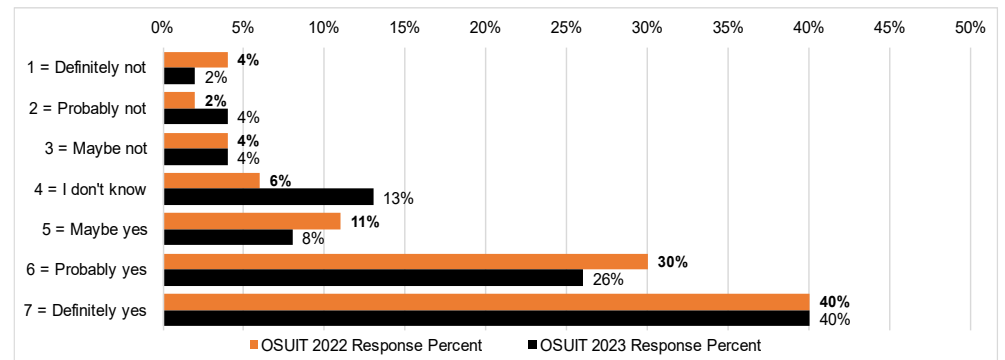
So far, how has your college experience met your expectations?	OSUIT 2022 Response Percent	OSUIT 2023 Response Percent	Difference
1 = Much worse than I expected	4%	2%	1%
2 = Quite a bit worse than I expected	0%	3%	-3%
3 = Worse than I expected	15%	8%	3%
4 = About what I expected	28%	35%	-5%
5 = Better than I expected	29%	19%	13%
6 = Quite a bit better than I expected	14%	9%	2%
7 = Much better than I expected	7%	20%	-9%



Rate your overall satisfaction with your experience here thus far.	OSUIT 2022 Response Percent	OSUIT 2023 Response Percent	Difference
1 = Not satisfied at all	4%	1%	-3%
2 = Not very satisfied	4%	3%	-1%
3 = Somewhat dissatisfied	8%	7%	-1%
4 = Neutral	14%	9%	-5%
5 = Somewhat satisfied	14%	17%	3%
6 = Satisfied	30%	44%	14%
7 = Very satisfied	24%	15%	-9%



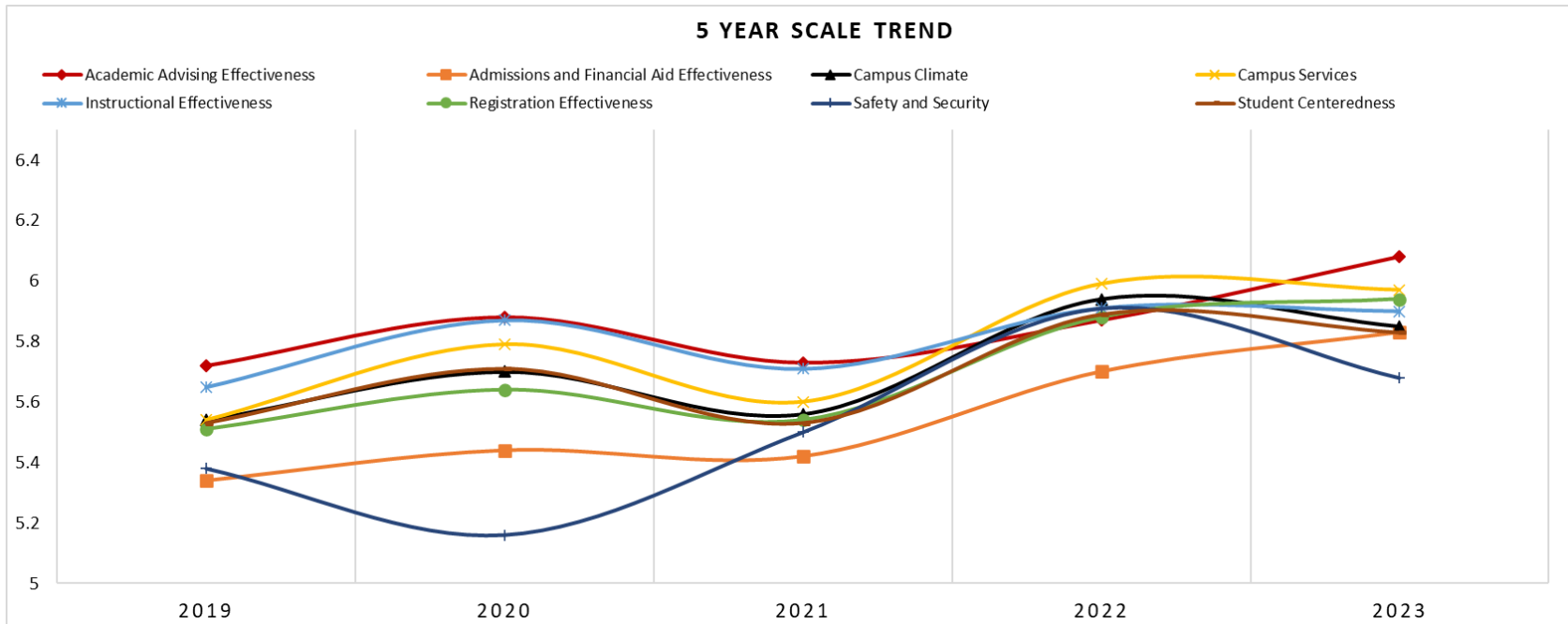
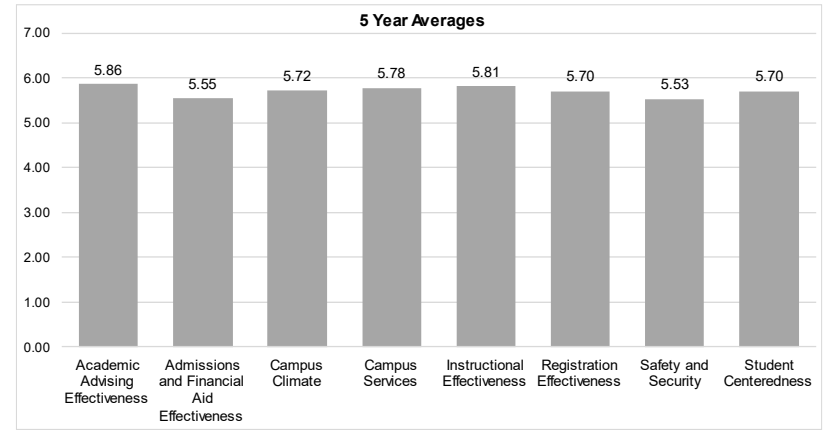
All in all, if you had it to do over again, would you enroll here?	OSUIT 2022 Response Percent	OSUIT 2023 Response Percent	Difference
1 = Definitely not	5%	4%	-1%
2 = Probably not	7%	2%	-5%
3 = Maybe not	3%	4%	1%
4 = I don't know	11%	6%	-5%
5 = Maybe yes	7%	11%	4%
6 = Probably yes	29%	30%	1%
7 = Definitely yes	35%	40%	5%



APPENDIX D: OSUIT Five-Year Comparisons

OSUIT Five-Year Comparison of Mean Satisfaction

Scale	2019	2020	2021	2022	2023
Academic Advising Effectiveness	5.72	5.88	5.73	5.87	6.08
Admissions and Financial Aid Effectiveness	5.34	5.44	5.42	5.70	5.83
Campus Climate	5.54	5.70	5.56	5.94	5.85
Campus Services	5.54	5.79	5.6	5.99	5.97
Instructional Effectiveness	5.65	5.87	5.71	5.91	5.90
Registration Effectiveness	5.51	5.64	5.54	5.88	5.94
Safety and Security	5.38	5.16	5.50	5.91	5.68
Student Centeredness	5.53	5.71	5.53	5.89	5.83



OSUIT Five-Year Comparisons of Mean Satisfaction by Item

#	Items	2019	2020	2021	2022	2023
1	The campus staff are caring and helpful	5.75	5.98	5.74	5.93	5.89
2	Classes are scheduled at times that are convenient for me	5.39	5.58	5.64	5.71	5.92
3	My academic advisor is available when I need help	5.89	6.01	5.85	5.83	5.92
4	Security staff respond quickly to calls for assistance	5.35	5.01	5.39	5.86	5.84
5	Financial aid awards are announced in time to be helpful in college planning	5.07	5.06	5.20	5.13	5.55
6	Library resources and services are adequate	5.77	5.92	5.65	6.28	6.25
7	Admissions staff provide personalized attention prior to enrollment	5.43	5.49	5.52	5.69	5.88
8	The quality of instruction I receive in most of my classes is excellent	5.87	5.98	5.80	5.76	5.81
9	I am able to register for the classes I need with few conflicts	5.72	5.77	5.61	5.92	5.97
10	Parking lots are well-lighted and secure	5.47	5.31	5.48	5.90	5.69
11	Counseling services are available if I need them	5.48	5.63	5.51	6.17	6.17
12	Faculty are fair and unbiased in their treatment of individual students	5.66	5.76	5.68	5.80	5.87
13	The campus is safe and secure for all students	5.74	5.74	5.84	6.26	6.13
14	My academic advisor is knowledgeable about my program requirements	5.99	6.14	5.93	6.10	6.34
15	Financial aid counseling is available if I need it	5.57	5.58	5.60	6.15	6.04
16	My advisor helps me apply my program of study to career goals	5.82	5.93	5.82	6.00	6.07
17	Admissions counselors accurately portray program offerings in their recruiting practices	5.51	5.67	5.52	5.80	5.99
18	Computer labs are adequate and accessible	5.72	5.86	5.62	6.04	5.70
19	Registration processes and procedures are convenient	5.63	5.65	5.55	5.79	5.86
20	Students are made to feel welcome here	5.81	5.92	5.82	6.10	5.98
21	The amount of student parking space on campus is adequate	4.39	4.94	4.58	5.26	5.21
22	My academic advisor is knowledgeable about transfer requirements of other schools	5.40	5.64	5.58	5.93	5.99
23	This institution helps me identify resources to finance my education	5.29	5.14	5.26	5.32	5.65
24	The equipment in the lab facilities is kept up to date	5.32	5.54	5.49	5.63	5.69
25	Faculty provide timely feedback about my academic progress	5.48	5.70	5.54	5.79	5.79
26	There are adequate services to help me decide upon a career	5.49	5.80	5.65	5.90	6.00
27	Tutoring services are readily available	5.51	5.89	5.73	6.13	5.89
28	This campus provides online access to services I need	5.52	5.95	5.67	5.95	6.11
29	There are convenient ways of paying my school bill	5.34	5.56	5.40	5.95	5.89
30	The assessment and course placement procedures are reasonable	5.49	5.71	5.50	5.84	5.92
31	Faculty use a variety of technology and media in the classroom	5.71	5.92	5.74	6.01	6.04
32	I am able to take care of college-related business at times that are convenient for me	5.49	5.65	5.51	6.03	6.03
33	Administrators are available to hear students' concerns	5.42	5.62	5.49	5.91	5.88
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail)	5.65	6.00	5.78	6.14	5.94
35	I receive ongoing feedback about progress toward my academic goals	5.46	5.63	5.46	5.50	5.80
36	Tuition paid is a worthwhile investment	5.36	5.58	5.29	5.82	5.80
37	I seldom get the "run-around" when seeking information on this campus	5.18	5.13	5.29	5.04	5.54
38	Most classes deal with practical experiences and applications	5.60	5.91	5.72	6.02	5.91
39	On the whole, the campus is well-maintained	5.50	5.73	5.69	5.92	5.74
40	There are sufficient courses within my program of study available each term	5.53	5.84	5.74	5.84	5.95
41	Campus item 1: Most students feel a sense of belonging here	5.30	5.68	5.53	5.87	5.72
42	Campus item 2: My department prepares students well for their professions	5.82	6.19	5.86	5.91	5.69
43	Campus item 3: My academic advisor adequately assists me with career planning issues	5.59	5.87	5.73	5.93	5.89

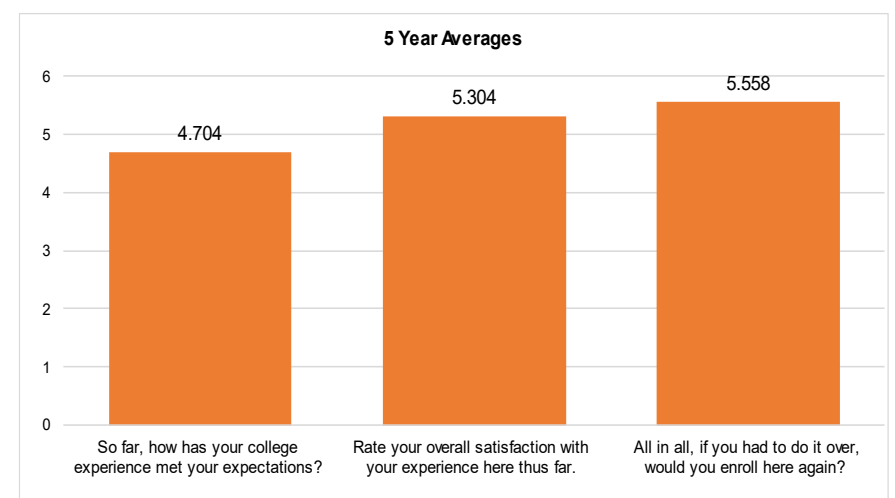
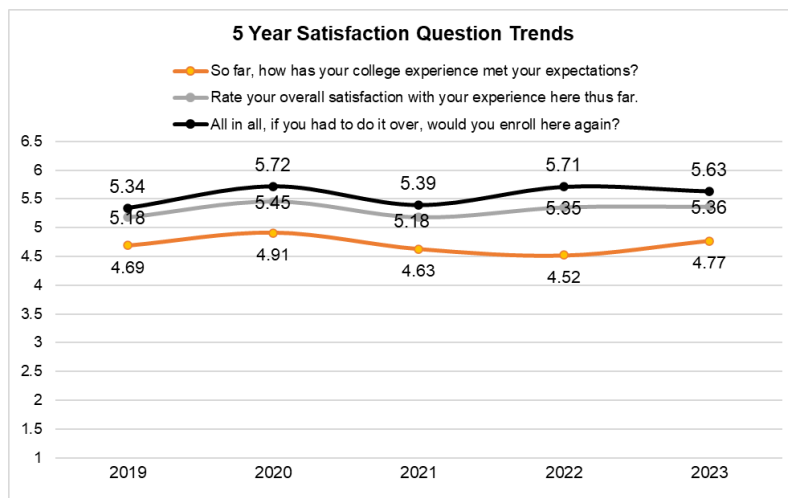
#	Items	2019	2020	2021	2022	2023
44	Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities	5.53	6.00	5.75	5.74	6.00
45	Campus item 5: The school provides an adequate orientation for first year students	5.50	5.79	5.59	5.95	5.95
46	Campus item 6: A variety of activities and social events are provided on campus	5.39	5.70	5.54	5.80	5.91
47	Campus item 7: College personnel and students show tolerance and respect for different viewpoints	5.37	5.71	5.58	6.02	6.06
48	Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory	5.33	5.57	5.51	6.05	5.80
49	Campus item 9: I feel a sense of pride about my campus	5.26	5.62	5.54	6.11	5.91
50	Campus item 10: My Instructors demonstrate professionalism as appropriate for the workplace	5.90	6.17	6.03	5.80	5.70

OSUIT Five-Year Comparisons of Mean Importance of Campus Specific Items

#	Items	2019	2020	2021	2022	2023
51	Cost as factor in decision to enroll	5.14	5.26	5.32	5.40	5.93
52	Financial assistance as factor in decision to enroll	5.13	5.29	5.04	5.63	5.71
53	Academic reputation as factor in decision to enroll	5.06	5.20	5.13	5.49	5.83
54	Future career opportunities as factor in decision to enroll	4.94	4.58	5.26	5.62	5.86
55	Personal recommendations as factor in decision to enroll	5.89	5.88	6.00	5.94	5.49
56	Distance from campus as factor in decision to enroll	5.83	5.74	5.83	5.53	6.28
57	Information on the campus Web site as factor in decision to enroll	5.82	5.66	5.78	5.52	5.69
58	Campus visits as factor in decision to enroll	5.53	5.63	5.69	5.43	5.76

OSUIT Five-Year Comparison, Summary Items

Summary Items	2019 average (n = 365)	2020 average (n = 437)	2021 average (n = 386)	2022 average (n= 64)	2023 average (n= 214)
So far, how has your college experience met your expectations?	4.69	4.91	4.63	4.52	4.77
Rate your overall satisfaction with your experience here thus far.	5.18	5.45	5.18	5.35	5.36
All in all, if you had to do it over, would you enroll here again?	5.34	5.72	5.39	5.71	5.63



*Answer percentage data received as whole numbers from Ruffalo Noel Levitz.

So far, how has your college experience met your expectations?	2019 Response Percent	2020 Response Percent	2021 Response Percent	2022 Response Percent	2023 Response Percent
1=Much worse than expected	3%	2%	3%	4%	2%
2=Quite a bit worse than I expected	1%	1%	3%	0%	3%
3=Worse than I expected	5%	5%	12%	15%	8%
4=About what I expected	41%	35%	33%	28%	35%
5=Better than I expected	19%	21%	16%	29%	19%
6=Quite a bit better than I expected	13%	12%	12%	14%	9%
7=Much better than expected	13%	19%	16%	7%	20%

Rate your overall satisfaction with your experience here thus far.	2019 Response Percent	2020 Response Percent	2021 Response Percent	2022 Response Percent	2023 Response Percent
1=Not satisfied at all	2%	1%	4%	1%	0%
2=Not very satisfied	3%	2%	4%	3%	5%
3=Somewhat dissatisfied	6%	5%	8%	7%	6%
4=Neutral	19%	14%	14%	9%	15%
5=Somewhat satisfied	15%	17%	14%	17%	13%
6=Satisfied	35%	33%	30%	44%	35%
7=Very satisfied	17%	25%	24%	15%	22%

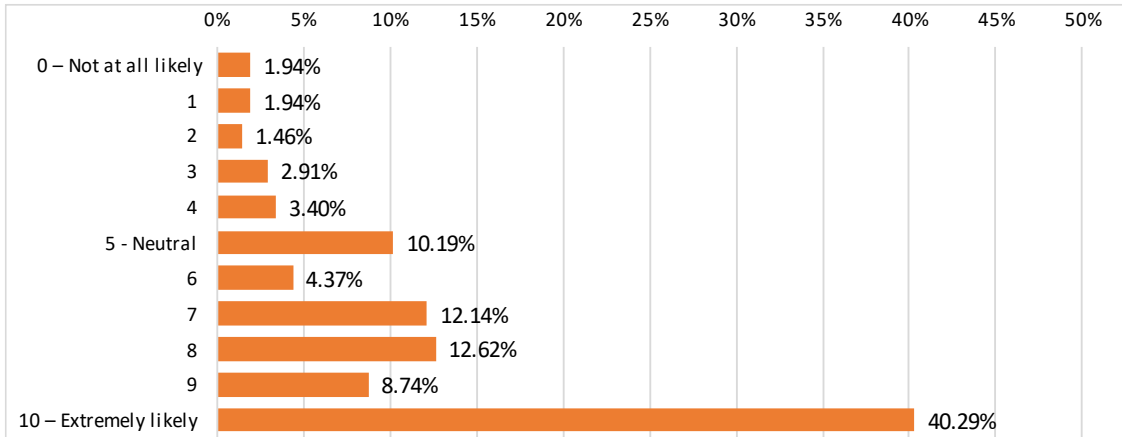
All in all, if you had to do it over, would you enroll here again?	2019 Response Percent	2020 Response Percent	2021 Response Percent	2022 Response Percent	2023 Response Percent
1=Definitely not	3%	2%	5%	4%	2%
2=Probably not	5%	3%	7%	2%	4%
3=Maybe not	3%	3%	3%	4%	4%
4=I don't know	17%	8%	11%	6%	13%
5=Maybe yes	13%	10%	7%	11%	8%
6=Probably yes	29%	31%	29%	30%	26%
7=Definitely yes	27%	38%	35%	40%	40%

APPENDIX E:

Recommendation Question

As part of the 2023 SSI an additional question was included to assess whether students would recommend OSUIT to others. The question provided Likert response options of one through ten. Students were given the option of writing additional comments and were provided with a textbox to type their open-ended answer. 1,378 students received the question, 206 students participated, resulting in a response rate of 14.94 percent.

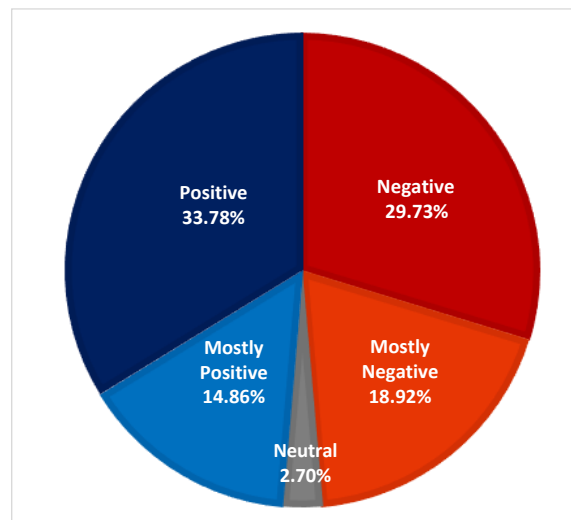
Would you recommend OSUIT?	Count	Percent
0 – Not at all likely	4	1.94%
1	4	1.94%
2	3	1.46%
3	6	2.91%
4	7	3.40%
5 - Neutral	21	10.19%
6	9	4.37%
7	25	12.14%
8	26	12.62%
9	18	8.74%
10 – Extremely likely	83	40.29%
Total	206	100.00%



Open-Ended Comment Analysis

Of those who responded to the Recommendation Question, 74 students left a comment and replied with “one”, “no” or “N/A.” The feedback in the comments presented was also analyzed by Sentiment. Sentiment was broken down into five types; Negative (no positive references at all), Mostly Negative (primarily negative with a few positive references), Neutral (meets satisfaction with no explanation), Mostly Positive (primarily positive with a few negative references), and Positive (no negative references at all).

Comment Sentiment	Count	Percentages
Negative	22	29.73%
Mostly Negative	14	18.92%
Neutral	2	2.70%
Mostly Positive	11	14.86%
Positive	25	33.78%
Grand Total	74	100.00%



Student comments were also sorted by thematically by subject and keyword. The sum of all the comments organized by theme does not equal that of the number of comments since many comments fall under multiple themes.

Theme	Comment Count
Course Structure (includes syllabus, resources, course content, format, deadlines, assignments)	35
N/A or No Feedback	21
General Positive (minimal or no explanation)	18
On-Campus Resources & Facilities (includes food, building maintenance, security, parking)	17
Instructional Environment (includes academic experience)	11
Learning Outcomes (includes quizzes, degrees, credentials, tests, course goals)	9
Educational Expense (includes grants, loans, payments, fees, tuition, bursar)	8
Career and Employment (includes workforce, employers, job)	6
Instructor - Instructor Connection (includes feedback, relationship, support, communication)	5
Student Engagement and Involvement (includes motivation, workload, participation, emotional impact)	4
General Negative (minimal or no explanation)	0

