



INSTITUTE OF TECHNOLOGY

Transfer-In Report

April 2020

Oklahoma State University Institute of Technology
Okmulgee, Oklahoma

OSUIT Office of Institutional Research

EXECUTIVE SUMMARY

Introduction

Students in higher education transfer for a variety of reasons including changing majors, changing careers, and changing life situations, among others. Although Oklahoma State University Institute of Technology (OSUIT) has a number of articulation agreements with other state colleges and universities, the process of transferring from one institution to another is not always executed smoothly, particularly from the student's perspective. The OSUIT Office of Institutional Research continues to seek feedback from students transferring in to identify strengths and challenges in the transfer process.

The Transfer-In Feedback Form (Appendix F), updated for 2020, is a self-report instrument that addresses the perceptions of students entering OSUIT from other higher-ed institutions and the transfer process as currently administered by the areas included under Student Services. This survey also aligns with the Student Services satisfaction scale used in other surveys on the OSUIT campus. Results yield information useful in addressing the perceptions of students and their satisfaction with the transfer process.

Unless otherwise specified, data is listed by the report year. For example, report year 2020 is based on data for students who transferred to OSUIT for the fall 2019 trimester. Data tables for the past five years are reported as 2016-2020, and these tables encompass data from fall trimesters 2015-2019.

The 2020 survey instrument also received a minor update. Demographic data for gender, age, and primary major were gathered from Banner, the student information system. Further, redundant items were combined and/or removed from the survey. The response sets for most items were adjusted to a forced-choice format and re-ordered so that responses progress positive-to-negative. For example:

- Very Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Very Dissatisfied

Method

The sample for this fifth annual administration of the Transfer-In Feedback Form consisted of students who transferred to OSUIT for the fall trimester of 2019 and, typically, from other post-secondary institutions. Because the administration format is online, the sample only included students with valid email addresses on file. In total, 205 new transfers were invited to participate. The survey opened with an email invitation sent on 02/20/2020 and closed on 04/06/2020 with 35 responses for a participation rate of 17.1%.

Demographics

The median age of respondents was 27; 14 (40.0%) were female, 21 (60.0%) were male (appendix A). Over half (19, 54.3%) of the respondents enrolled with majors in Pre-Professional Studies or Information Technologies (appendix B). Nine transfer students listed OSUIT as the most recent college previously attended, followed by Tulsa Community College with seven transfers into OSUIT in fall 2019. The students listing OSUIT as the most recent college previously attended misunderstood the question. This question may need to be reworded for the next administration. See appendix C for lists of the most recent transfer feeder institutions for each of the past five years, 2016-2020.

Results

General findings from the 2020 data revealed the following (see appendix D for detailed responses covering years 2016-2020):

- 10 (28.6%) earned a degree prior to their transfers to OSUIT.
- 6 (17.1%) earned associate-level degrees prior to their transfer to OSUIT.
- 3 (8.6%) earned bachelor-level degrees prior to their transfer to OSUIT.
- 20 (57.1%) reported the transfer process took less than a month.
- 10 (28.6%) reported the transfer process took less than a week.
- 6 (17.1%) reported difficulty transferring their general education classes.
- 5 (14.3%) reported difficulty transferring classes specific to their majors.
- 31 (88.6%) were satisfied with information from OSUIT on requirements and processes.
- 33 (94.3%) were satisfied with transfer assistance received from OSUIT.
- 32 (91.4%) were satisfied with the ease of the transfer process overall.

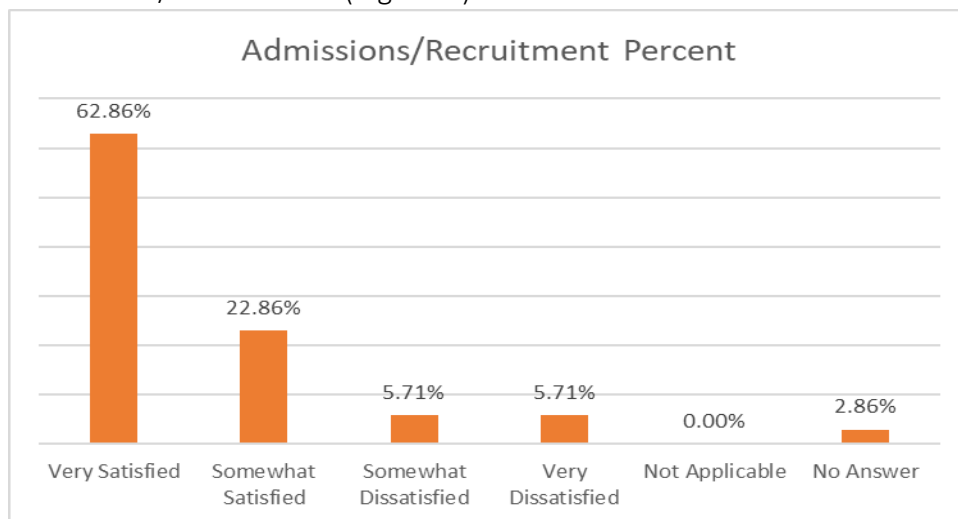
Because the Student Services area plays such an important role in the transfer process, data gathered on student satisfaction focused on this area. However, while some student services are accessed by all students (ex., Admissions/Recruitment), some areas may or may not be used. Due to the changes in satisfaction rating scales and the addition of the “not applicable” response category, the 2020 satisfaction ratings appear lower. The ratings now reflect how many transfer students actually used the service in question.

Students transferring to OSUIT reported satisfaction (total percentage of *somewhat* and *very satisfied*) with *Admissions/Recruitment* as 85.7 percent. While most transfer students provided a satisfaction rating for *Admissions/Recruitment*, other services were accessed less often. For example, 40.0% percent of respondents reported *Library Services* were not applicable to them; the same goes for the *Assessment Center* (48.6% not applicable), *Counseling Services* (51.4% not applicable), and tutoring through the *LASSO Center* (54.3% not applicable). The following tables and graphs represent student satisfaction responses including whether or not the services were applicable to them.

Admissions/Recruitment (Table 1)

Response	Count	Percent
Very Satisfied	22	62.86%
Somewhat Satisfied	8	22.86%
Somewhat Dissatisfied	2	5.71%
Very Dissatisfied	2	5.71%
Not Applicable	0	0.00%
No Answer	1	2.86%
Total	35	100.00%

Admissions/Recruitment (Figure 1)

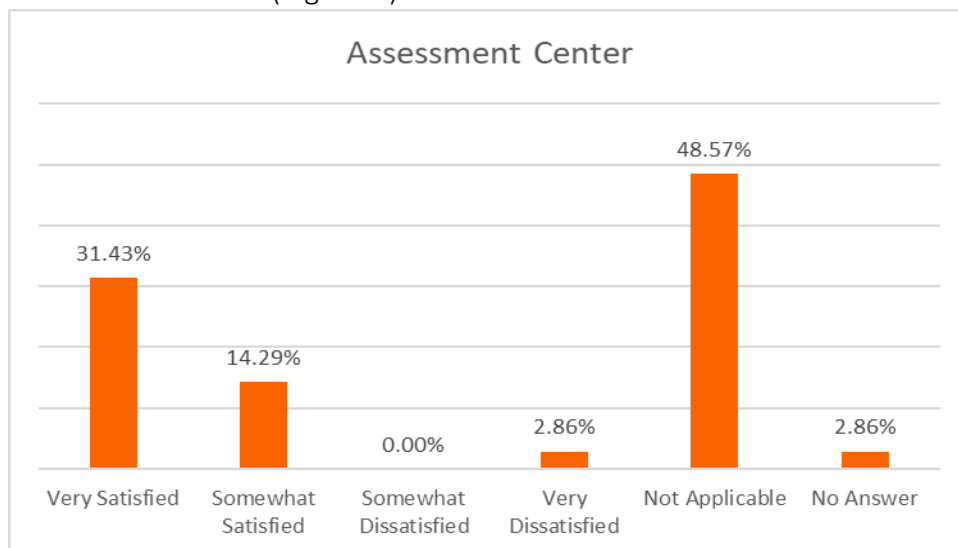


Transfer-In students reported a combined satisfaction of 85.7 percent and a combined dissatisfaction of 11.4 percent for Admissions/Recruitment. All students who responded to this item reportedly took advantage of services in this department.

Assessment Center (Table 2)

Response	Count	Percent
Very Satisfied	11	31.43%
Somewhat Satisfied	5	14.29%
Somewhat Dissatisfied	0	0.00%
Very Dissatisfied	1	2.86%
Not Applicable	17	48.57%
No Answer	1	2.86%
Total	35	100.00%

Assessment Center (Figure 2)

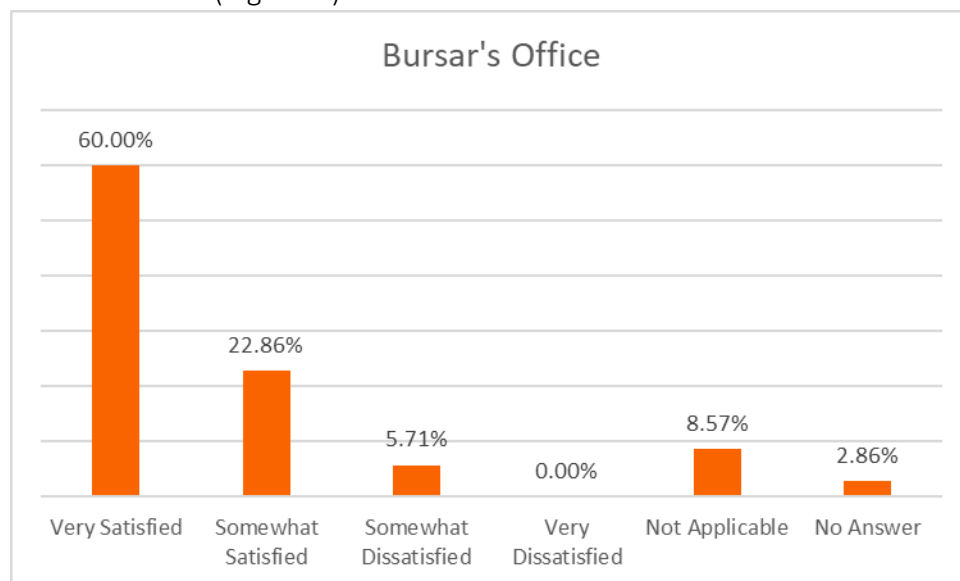


Transfer-In students reported a combined satisfaction of 45.7 percent and a combined dissatisfaction of only 2.9 percent for the Assessment Center services. Reportedly, 48.6 percent did not have need of services in this department.

Bursar's Office (Table 3)

Response	Count	Percent
Very Satisfied	21	60.00%
Somewhat Satisfied	8	22.86%
Somewhat Dissatisfied	2	5.71%
Very Dissatisfied	0	0.00%
Not Applicable	3	8.57%
No Answer	1	2.86%
Total	35	100.00%

Bursar's Office (Figure 3)

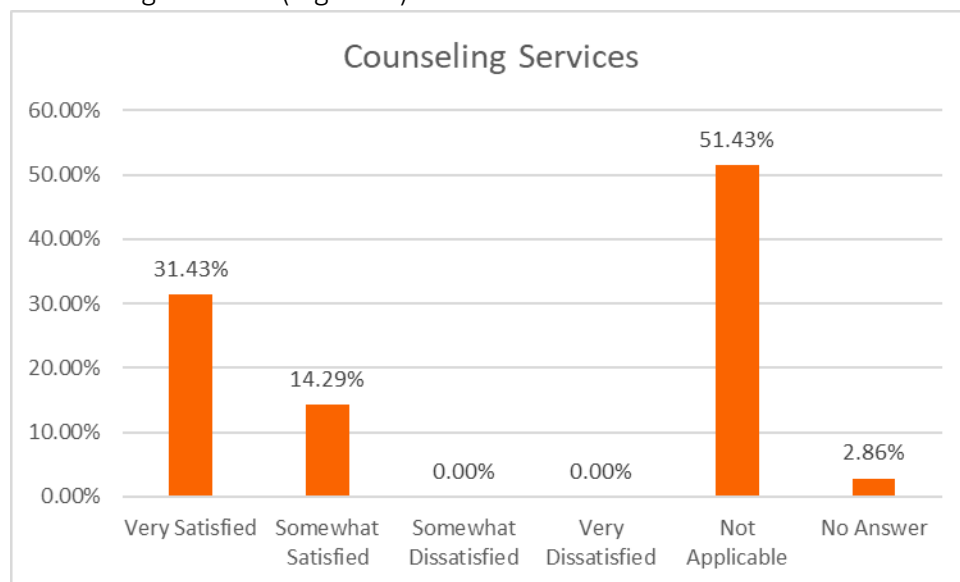


Transfer-In students reported a combined satisfaction of 82.9 percent and a combined dissatisfaction of 5.7 percent for the Bursar's Office. Reportedly, 8.6 percent did not have need of services in this department.

Counseling Services (Table 4)

Response	Count	Percent
Very Satisfied	11	31.43%
Somewhat Satisfied	5	14.29%
Somewhat Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Not Applicable	18	51.43%
No Answer	1	2.86%
Total	35	100.00%

Counseling Services (Figure 4)

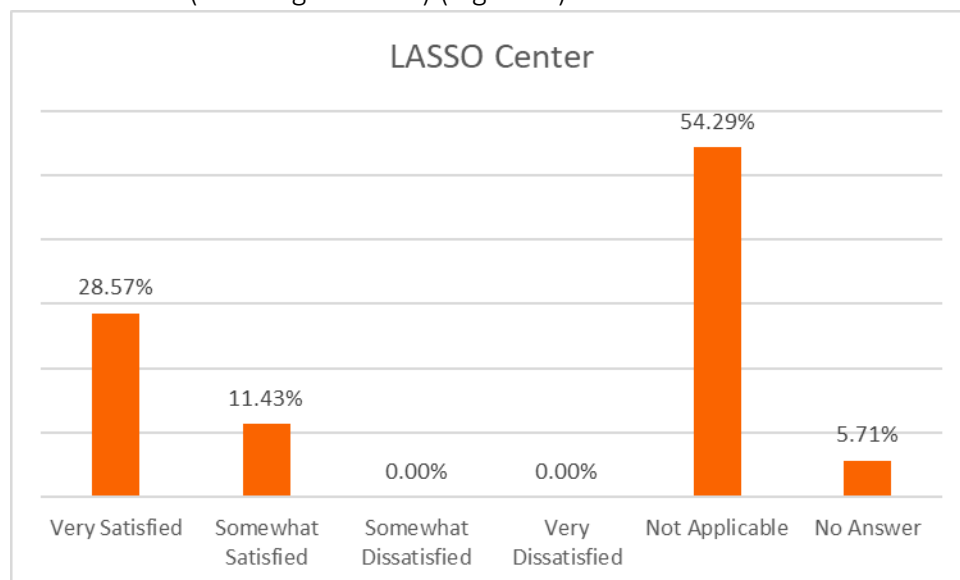


Transfer-In students reported a combined satisfaction of 45.7 percent and a combined dissatisfaction of 0.0 percent for Counseling Services. Reportedly, 51.4 percent did not have need of services in this department.

LASSO Center (tutoring services) (Table 5)

Response	Count	Percent
Very Satisfied	10	28.57%
Somewhat Satisfied	4	11.43%
Somewhat Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Not Applicable	19	54.29%
No Answer	2	5.71%
Total	35	100.00%

Lasso Center (tutoring services) (Figure 5)

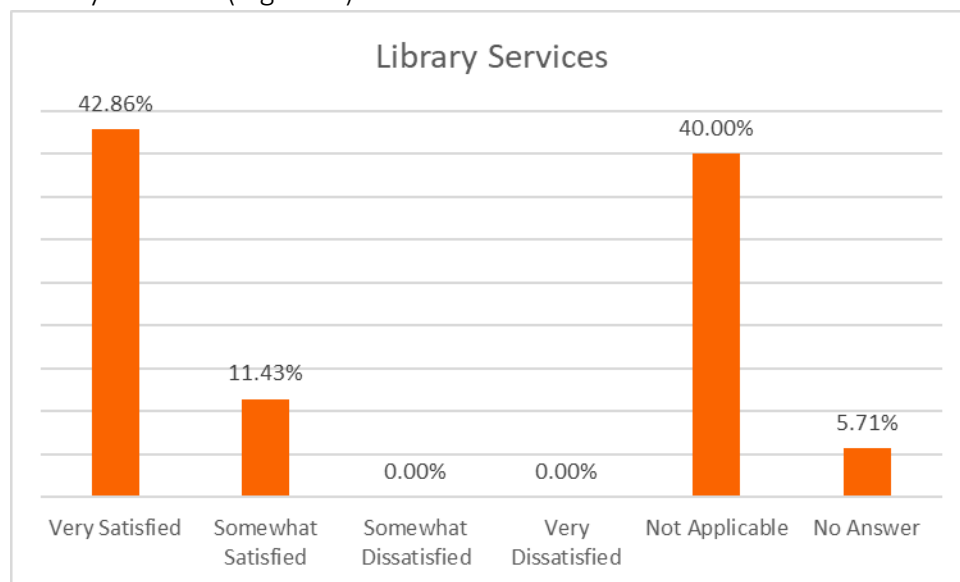


Transfer-In students reported a combined satisfaction of 40.0 percent and a combined dissatisfaction of 5.7 percent for the LASSO Center services. Reportedly, 54.3 percent did not have need of services in this department.

Library Services (Table 6)

Response	Count	Percent
Very Satisfied	15	42.86%
Somewhat Satisfied	4	11.43%
Somewhat Dissatisfied	0	0.00%
Very Dissatisfied	0	0.00%
Not Applicable	14	40.00%
No Answer	2	5.71%
Total	35	100.00%

Library Services (Figure 6)

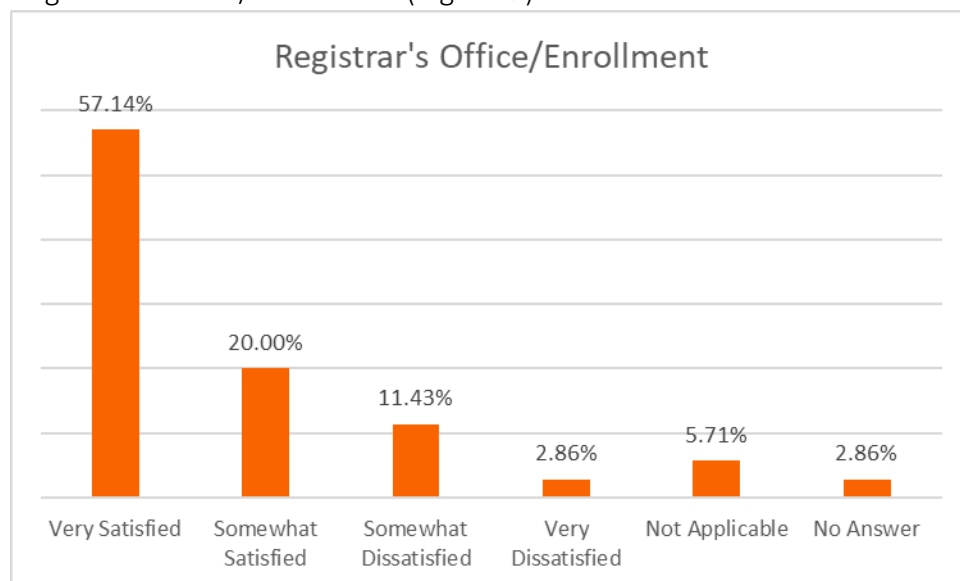


Transfer-In students reported a combined satisfaction of 54.3 percent and a combined dissatisfaction of 0.0 percent for Library Services. Reportedly, 40.0 percent did not have need of services in this department.

Registrar's Office/Enrollment (Table 7)

Response	Count	Percent
Very Satisfied	20	57.14%
Somewhat Satisfied	7	20.00%
Somewhat Dissatisfied	4	11.43%
Very Dissatisfied	1	2.86%
Not Applicable	2	5.71%
No Answer	1	2.86%
Total	35	100.00%

Registrar's Office/Enrollment (Figure 7)

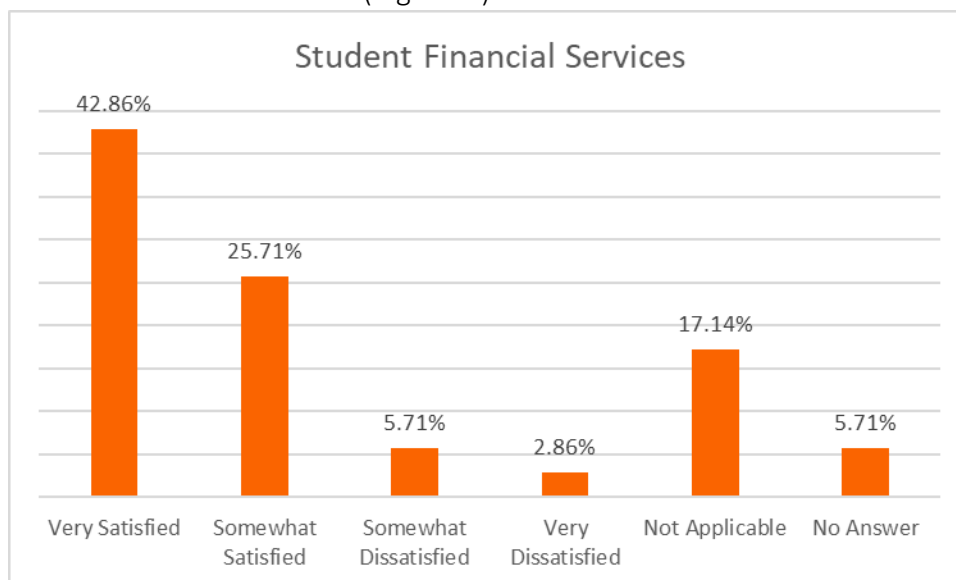


Transfer-In students reported a combined satisfaction of 77.1 percent and a combined dissatisfaction of 14.3 percent for the Registrar's Office/Enrollment Services. Reportedly, 5.7 percent did not have need of services in this department.

Student Financial Services (Table 8)

Response	Count	Percent
Very Satisfied	15	42.86%
Somewhat Satisfied	9	25.71%
Somewhat Dissatisfied	2	5.71%
Very Dissatisfied	1	2.86%
Not Applicable	6	17.14%
No Answer	2	5.71%
Total	35	100.00%

Student Financial Services (Figure 8)



Transfer-In students reported a combined satisfaction of 68.6 percent and a combined dissatisfaction of 8.6 percent for Student Financial Services. Reportedly, 17.1 percent did not have need of services in this department.

The following appendices summarize five years of responses by transfer students at OSUIT. Appendix A includes *Gender* and *Age* data. Appendix B reports *Majors/Programs* of transfer students upon entry to OSUIT. Appendix C lists the *Most recent school transferred from*. Student perceptions of the *Transfer Process*, both pro and con, follow in Appendix D. Appendix E reports the results of scales measuring *Satisfaction with Student Services*. Appendix F is the Transfer-In Feedback Form.

Respectfully,

Curtis E. Miller, Analyst
 OSUIT Institutional Research
 April 23, 2020

APPENDIX A:
Gender and Age, 2016-2020

Gender (Table 9)

Response	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	2020 Count	2020 Percent
Female	33	56.90%	22	44.90%	27	48.21%	23	42.59%	13	37.14%
Male	24	41.38%	26	53.06%	27	48.21%	30	55.56%	21	60.00%
No Answer	1	1.72%	1	2.04%	2	3.57%	1	1.85%	1	2.86%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	35	100.00%

Age (Table 10)

Year	Median	Mean	StdDev	Range	Responses	No Answer	Total
2016	37	29.46	11.28	19-67	57	1	58
2017	26	27.96	7.1	20-51	47	2	49
2018	25	31.1	12.1	19-62	54	2	56
2019	26	29.53	9.79	18-56	53	1	54
2020	27	31.76	12.23	19-60	34	1	35

APPENDIX B:
Majors/Programs 2016-2020

What major(s)* are you currently taking at OSUIT? (Table 11)

Response	2016 Count	2017 Count	2018 Count	2019 Count	2020 Count
SASH - Allied Health Sciences (AS)	10	3	5	7	0
SASH - Business	0	2	2	1	2
SASH - Culinary Arts	3	0	4	4	3
SASH - Enterprise Development, Business Admin	1	0	0	0	0
SASH - Enterprise Development, General Studies	1	1	0	2	0
SASH - Nursing (AAS)	8	13	8	4	2
SASH - Nursing LPN to RN Transition	2	1	2	1	0
SASH - Office Information Systems Technologies	0	0	0	0	0
SASH - Orthotics & Prosthetics Technology	2	0	1	2	1
SASH - Pre-Education	2	1	0	0	0
SASH - Pre-Professional Studies	0	0	0	0	8
SCIT - 3D Modeling & Animation	0	1	2	0	0
SCIT - Graphic Design Technology	2	1	2	3	2
SCIT - Information Technologies (AAS)	4	3	1	7	6
SCIT - Information Technologies (AS)	4	2	1	4	0
SCIT - Information Technologies (BT)	8	15	15	11	5
SECT - Air Conditioning & Refrigeration	1	0	0	3	1
SECT - Civil Engineering (BT)	0	3	0	0	0
SECT - Civil Engineering/Surveying (AAS)	0	2	0	0	0
SECT - Construction Technologies	2	3	2	2	1
SECT - Electrical/Electronics & Instrumentation (AAS)	1	0	1	0	0
SECT - Electromechanical	0	0	0	0	0
SECT - Engineering Graphics & Design Drafting	0	1	3	1	1
SECT - Instrumentation Engineering (BT)	0	3	1	2	0
SECT - Instrumentation Technology (AAS)	0	0	1	1	0
SECT - Natural Gas Compression	0	0	1	1	1
SECT - Pipeline Integrity Technology	4	3	2	0	1
SECT - Power Plant Technology	1	0	0	0	1
STHE - Aggreko SelecTech	1	0	0	0	0
STHE - CAT Dealer Prep	0	1	2	0	0
STHE - Ford ASSET	2	1	1	0	0
STHE - GM ASEP	0	0	0	0	0
STHE - Komatsu	0	0	0	0	0
STHE - MOPAR CAP	1	0	0	0	0
STHE - PRO-TECH	0	0	0	0	0
STHE - Toyota T-TEN	0	0	1	0	0
STHE - Truck Technician	0	0	0	1	0
STHE - Western Equipment Dealers Assoc.	1	0	0	2	0
Other (Please specify)	2	4	2	4	0
Non-Degree Seeking Undergraduate	0	0	0	0	0
Total majors (includes cancelled majors not listed)	68	65	62	63	35

*Note: Students in years 2016-2019 reported multiple majors resulting in totals higher than the number of respondents. In 2020, primary major was drawn from student records.

APPENDIX C:

Most Recent Institution of Transfer: 2016-2020

2016 Transfer Schools (Table 12)

2016 Transfer School	Count
Tulsa Community College	17
Northeastern State University	3
Connors State College	2
East Central University	2
Eastern Oklahoma State College	2
Oklahoma City Community College	2
Oklahoma State University (Stillwater)	2
Oklahoma state university institute of technology	2
Red Rocks Community College	2
Rose State College	2
Allen County Community College	1
Breckinridge School of Nursing at ITT Technical Institute	1
Central Technology Center	1
College of Southern Maryland	1
Crowder College	1
Grayson County College	1
Lonestar College	1
Murray State College	1
NEO A&M College	1
Northern Oklahoma College	1
Purdue University	1
Rogers State University	1
Seminole State College	1
Seward County Community College	1
South Louisiana Community College	1
Southern Maine Community College	1
The University of Tulsa	1
Trinity Valley Community College	1
University of Arkansas	1
University of Oklahoma	1
Wichita State University	1
No Answer	1
Total	58

2017 Transfer Schools (Table 13)

2017 Transfer School	Count
Tulsa Community College	14
Rose State College	3
Seminole State College	3
Connors State College	2
Oklahoma State University Institute of Technology	2
Oklahoma State University Stillwater	2
Oklahoma State University-OKC	2
University of Central Oklahoma	2
American Intercontinental University- Online	1
American Military University	1
Cape Fear Community College	1
Concorde Career Institute	1
Green Country Technology Center	1
ITT Technical Institute	1
Ivy Tech Community College	1
Jefferson State Community College	1
Langston University	1
Murray State College	1
Northeastern Oklahoma A&M College	1
Northeastern State University	1
Northern Oklahoma College-Enid	1
Northern Oklahoma College-Stillwater	1
Oklahoma City Community College	1
Rogers State University	1
University of Arkansas Community College at Morrilton	1
University of Oklahoma	1
University of Wisconsin - Stevens Point	1
No Answer	0
Total	49

2018 Transfer Schools (Table 14)

2018 Transfer School	Count
Tulsa Community College	9
Connors State College	7
Northeastern State University	4
Oklahoma State University-OKC	4
East Central University	3
Oklahoma State University Institute of Technology	2
Oklahoma State University- Stillwater	2
Rose State College	2
Seminole State College	2
Arkansas State University-Midsouth	1
Black Hills State University	1
Eastern Oklahoma State College	1
Langston University	1
Northwest Technical Institute	1
Oklahoma City Community College	1
Oral Roberts University	1
Paris Junior College	1
Phillips University	1
Rogers State University	1
San Joaquin Delta College	1
Strayer University	1
Tulsa Technology Center	1
University of Oklahoma	1
University of Phoenix	1
University of Texas in Dallas	1
University of Wisconsin - Stevens Point	1
Waubonsee Community College	1
No Answer	3
Total	56

2019 Transfer Schools (Table 15)

2019 Transfer School	Count
Tulsa Community College	9
Connors State College	4
Oklahoma City Community College	4
Oklahoma State University Institute of Technology	4
Oklahoma State University-Stillwater	4
Tulsa Technology Center	3
Murray State College	2
Rose State College	2
Bacone College	1
Barton County Community College	1
Central Michigan University	1
College of the Muscogee Nation	1
Colorado Mountain College	1
Des Moines Area Community College	1
DeSales University in PA	1
East Central University	1
Green Country Technology Center	1
Highland Community College Technical Center	1
Iowa State University	1
Louisiana State University at Shreveport	1
McNeese State University	1
Northeastern State University	1
Northern Oklahoma College	1
Panhandle State University	1
Platt College	1
Rogers State University	1
Southeastern Oklahoma State University	1
University of Central Oklahoma	1
University of Oklahoma	1
University of Phoenix-Tulsa	1
No Answer	0
Total	54

2020 Transfer Schools (Table 16)

2020 Transfer School	Count
OSU Institute of Technology	9
Tulsa Community College	7
Connors State College	2
Eastern Oklahoma State College	2
Butte Community College	1
Kansas State University	1
North Dakota State University	1
Northeastern State University	1
Northwestern Oklahoma State University	1
OSU-Oklahoma City	1
OSU-Stillwater	1
Paris Junior College	1
Rose State College	1
University of Arkansas	1
University of Central Oklahoma	1
West Texas A&M University	1
<i>Invalid response</i>	1
No Answer	2
Total	35

APPENDIX D:

Transfer Process— Results of Procedural Questions, 2016-2020

Did you earn a degree prior to enrolling at OSUIT? (Table 17)

Response	2016 count	2016 percent	2017 count	2017 percent	2018 count	2018 percent	2019 count	2019 percent	2020 count	2020 percent
No Degree	34	55.74%	29	59.18%	33	57.89%	37	67.27%	25	71.43%
Associate of Arts (AA)	5	8.20%	4	8.16%	3	5.26%	5	9.09%	1	2.86%
Associate of Applied Science (AAS)	5	8.20%	8	16.33%	9	15.79%	7	12.73%	3	8.57%
Associate of Science (AS)	6	9.84%	6	12.24%	3	5.26%	2	3.64%	2	5.71%
Bachelor of Arts (BA)	3	4.92%	0	0.00%	1	1.75%	1	1.82%	1	2.86%
Bachelor of Science (BS)	6	9.84%	2	4.08%	4	7.02%	3	5.45%	1	2.86%
Bachelor of Technology (BT)	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	2.86%
Other (Please specify)	2	3.28%	0	0.00%	4	7.02%	0	0.00%	1	2.86%
Total	61	100.00%	49	100.00%	57	100.00%	55	100.00%	35	100.00%

Length of transfer process* (Table 18)

Response	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	2020 Count	2020 Percent
Less than a week	24	41.38%	18	36.73%	13	23.21%	9	16.67%	10	28.57%
Less than a month	19	32.76%	16	32.65%	18	32.14%	22	40.74%	20	57.14%
Less than a semester	9	15.52%	8	16.33%	12	21.43%	15	27.78%	2	5.71%
More than a semester	6	10.34%	7	14.29%	9	16.07%	7	12.96%	2	5.71%
No Answer	0	0.00%	0	0.00%	4	7.14%	1	1.85%	1	2.86%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	35	100.00%

* How long have you been working on completing your transfer or, if finished, how long did the process take?

Did you have trouble transferring your general education courses to OSUIT? (Table 19)

Response	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	2020 Count	2020 Percent
Yes	5	8.62%	7	14.29%	3	5.36%	12	22.22%	6	17.14%
No	50	86.21%	41	83.67%	45	80.36%	42	77.78%	28	80.00%
Not applicable	2	3.45%	1	2.04%	4	7.14%	0	0.00%	0	0.00%
No Answer	1	1.72%	0	0.00%	4	7.14%	0	0.00%	1	2.86%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	35	100.00%

Did you have trouble transferring courses in your major area/program? (Table 20)

Response	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	2020 Count	2020 Percent
Yes	4	6.90%	8	16.33%	1	1.79%	9	16.67%	5	14.29%

Response	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	2020 Count	2020 Percent
No	44	75.86%	33	67.35%	42	75.00%	36	66.67%	24	68.57%
Not applicable	9	15.52%	8	16.33%	9	16.07%	9	16.67%	5	14.29%
No Answer	1	1.72%	0	0.00%	4	7.14%	0	0.00%	1	2.86%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	35	100.00%

If you answered Yes to either of the above, what problems did you have?

- A few classes did not transfer/count towards my nursing degree from my previous school. Delays in obtaining transcripts
- Getting my transcript sent to OSU from OU for Oklahoma Junior College
- I lost some classes, at least they didn't count, which is the same thing, that would not transfer when I moved from CASC to OSUIT.
- Nearly all of the upper level courses at Rose state were not eligible for transfer due to them being 2000 level courses, and the equivalent courses at OSUIT are 3000 level, resulting in about 15 credit hours of wasted time.
- Some classes did not initially transfer over. Had to inquire about it. Eventually they did transfer after another evaluation.
- Some of the courses I transferred over weren't counted correctly for corresponding classes. I have talked with someone about this and I am sorting it out.
- The academic office didn't put my credits in the computer for many months.
- There were several classes at Rogers State University and Tulsa Community College that did not transfer. I took Human Anatomy and Physiology and Tulsa Community College and that did not transfer and I ended up having to take Human Physiology at OSU-IT. It wasn't too big of a deal.
- ya done

Information about transfer*(Table 21)

Response	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	2020 Count	2020 Percent
Very Dissatisfied	1	1.72%	3	6.12%	4	7.14%	1	1.85%	0	0.00%
Dissatisfied	2	3.45%	1	2.04%	2	3.57%	3	5.56%	3	8.57%
Neutral	4	6.90%	4	8.16%	4	7.14%	6	11.11%	0	0.00%
Satisfied	22	37.93%	13	26.53%	17	30.36%	23	42.59%	8	22.86%
Very Satisfied	23	39.66%	24	48.98%	23	41.07%	18	33.33%	23	65.71%
No Answer	6	10.34%	4	8.16%	6	10.71%	3	5.56%	1	2.86%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	35	100.00%

* How satisfied are you with the information made available about transfer requirements and processes at OSUIT?

How satisfied are you with the assistance you received in the transfer process at OSUIT? (Table 22)

Response	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	2020 Count	2020 Percent
Very Dissatisfied	3	5.17%	4	8.16%	4	7.14%	2	3.70%	0	0.00%
Dissatisfied	1	1.72%	5	10.20%	1	1.79%	2	3.70%	1	2.86%
Neutral	1	1.72%	3	6.12%	0	0.00%	4	7.41%	0	0.00%
Satisfied	19	32.76%	6	12.24%	18	32.14%	13	24.07%	11	31.43%
Very Satisfied	27	46.55%	28	57.14%	24	42.86%	28	51.85%	22	62.86%
No Answer	7	12.07%	3	6.12%	9	16.07%	5	9.26%	1	2.86%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	35	100.00%

How satisfied are you with the ease of the transfer process overall? (Table 23)

Response	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	2020 Count	2020 Percent
Very Dissatisfied	1	1.72%	4	8.16%	3	5.36%	3	5.56%	0	0.00%
Dissatisfied	3	5.17%	3	6.12%	1	1.79%	2	3.70%	2	5.71%
Neutral	2	3.45%	1	2.04%	2	3.57%	6	11.11%	0	0.00%
Satisfied	18	31.03%	10	20.41%	16	28.57%	16	29.63%	9	25.71%
Very Satisfied	27	46.55%	23	46.94%	25	44.64%	21	38.89%	23	65.71%
No Answer	7	12.07%	8	16.33%	9	16.07%	6	11.11%	1	2.86%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	35	100.00%

APPENDIX E:
Student Services Satisfaction, 2016-2019

Admissions/Recruitment (Table 24)

Responses	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	(Adjusted to match previous years)	2020 Count	2020 Percent
Very Dissatisfied	1	1.72%	2	4.08%	2	3.57%	2	3.70%	Very Dissatisfied	2	5.71%
Dissatisfied	2	3.45%	3	6.12%	2	3.57%	2	3.70%	Somewhat Dissatisfied	2	5.71%
Neutral	9	15.52%	5	10.20%	6	10.71%	7	12.96%	(Neutral Removed)	0	0.00%
Satisfied	18	31.03%	15	30.61%	19	33.93%	12	22.22%	Somewhat Satisfied	8	22.86%
Very Satisfied	22	37.93%	18	36.73%	19	33.93%	31	57.41%	Very Satisfied	22	62.86%
N/A	5	8.62%	6	12.24%	4	7.14%	0	0.00%	Not Applicable	0	0.00%
No Answer	1	1.72%	0	0.00%	4	7.14%	0	0.00%	No Answer	1	2.86%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	Total	35	100.00%

Assessment Center (Table 25)

Responses	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	(Adjusted to match previous years)	2020 Count	2020 Percent
Very Dissatisfied	1	1.72%	1	2.04%	2	3.57%	1	1.85%	Very Dissatisfied	1	2.86%
Dissatisfied	1	1.72%	0	0.00%	0	0.00%	0	0.00%	Somewhat Dissatisfied	0	0.00%
Neutral	6	10.34%	8	16.33%	7	12.50%	6	11.11%	(Neutral Removed)	0	0.00%
Satisfied	12	20.69%	7	14.29%	7	12.50%	11	20.37%	Somewhat Satisfied	5	14.29%
Very Satisfied	12	20.69%	17	34.69%	11	19.64%	19	35.19%	Very Satisfied	11	31.43%
N/A	25	43.10%	16	32.65%	25	44.64%	17	31.48%	Not Applicable	17	48.57%
No Answer	1	1.72%	0	0.00%	4	7.14%	0	0.00%	No Answer	1	2.86%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	Total	35	100.00%

Bursar's Office (Table 26)

Responses	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	(Adjusted to match previous years)	2020 Count	2020 Percent
Very Dissatisfied	5	8.62%	1	2.04%	6	10.71%	2	3.70%	Very Dissatisfied	0	0.00%
Dissatisfied	1	1.72%	2	4.08%	3	5.36%	2	3.70%	Somewhat Dissatisfied	2	5.71%
Neutral	9	15.52%	8	16.33%	7	12.50%	4	7.41%	(Neutral Removed)	0	0.00%
Satisfied	21	36.21%	16	32.65%	14	25.00%	15	27.78%	Somewhat Satisfied	8	22.86%
Very Satisfied	19	32.76%	17	34.69%	21	37.50%	28	51.85%	Very Satisfied	21	60.00%
N/A	2	3.45%	5	10.20%	1	1.79%	3	5.56%	Not Applicable	3	8.57%
No Answer	1	1.72%	0	0.00%	4	7.14%	0	0.00%	No Answer	1	2.86%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	Total	35	100.00%

Counseling Services (Table 27)

Responses	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	(Adjusted to match previous years)	2020 Count	2020 Percent
Very Dissatisfied	1	1.72%	1	2.04%	2	3.57%	0	0.00%	Very Dissatisfied	0	0.00%
Dissatisfied	0	0.00%	0	0.00%	0	0.00%	2	3.70%	Somewhat Dissatisfied	0	0.00%
Neutral	7	12.07%	7	14.29%	7	12.50%	5	9.26%	(Neutral Removed)	0	0.00%
Satisfied	5	8.62%	7	14.29%	3	5.36%	8	14.81%	Somewhat Satisfied	5	14.29%
Very Satisfied	15	25.86%	8	16.33%	9	16.07%	14	25.93%	Very Satisfied	11	31.43%
N/A	29	50.00%	26	53.06%	31	55.36%	24	44.44%	Not Applicable	18	51.43%
No Answer	1	1.72%	0	0.00%	4	7.14%	1	1.85%	No Answer	1	2.86%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	Total	35	100.00%

LASSO Center (tutoring services) (Table 28)

Responses	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	(Adjusted to match previous years)	2020 Count	2020 Percent
Very Dissatisfied	0	0.00%	1	2.04%	2	3.57%	0	0.00%	Very Dissatisfied	0	0.00%
Dissatisfied	0	0.00%	0	0.00%	0	0.00%	0	0.00%	Somewhat Dissatisfied	0	0.00%
Neutral	7	12.07%	7	14.29%	6	10.71%	4	7.41%	(Neutral Removed)	0	0.00%
Satisfied	5	8.62%	8	16.33%	2	3.57%	8	14.81%	Somewhat Satisfied	4	11.43%
Very Satisfied	12	20.69%	4	8.16%	8	14.29%	12	22.22%	Very Satisfied	10	28.57%
N/A	32	55.17%	29	59.18%	34	60.71%	29	53.70%	Not Applicable	19	54.29%
No Answer	2	3.45%	0	0.00%	4	7.14%	1	1.85%	No Answer	2	5.71%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	Total	35	100.00%

Library Services (Table 29)

Responses	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	(Adjusted to match previous years)	2020 Count	2020 Percent
Very Dissatisfied	0	0.00%	1	2.04%	1	1.79%	0	0.00%	Very Dissatisfied	0	0.00%
Dissatisfied	0	0.00%	3	6.12%	1	1.79%	1	1.85%	Somewhat Dissatisfied	0	0.00%
Neutral	7	12.07%	6	12.24%	5	8.93%	4	7.41%	(Neutral Removed)	0	0.00%
Satisfied	10	17.24%	7	14.29%	10	17.86%	10	18.52%	Somewhat Satisfied	4	11.43%
Very Satisfied	20	34.48%	16	32.65%	14	25.00%	19	35.19%	Very Satisfied	15	42.86%
N/A	20	34.48%	16	32.65%	21	37.50%	20	37.04%	Not Applicable	14	40.00%
No Answer	1	1.72%	0	0.00%	4	7.14%	0	0.00%	No Answer	2	5.71%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	Total	35	100.00%

Registrar's Office/Enrollment (Table 30)

Responses	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	(Adjusted to match previous years)	2020 Count	2020 Percent
Very Dissatisfied	2	3.45%	2	4.08%	4	7.14%	2	3.70%	Very Dissatisfied	1	2.86%
Dissatisfied	2	3.45%	2	4.08%	1	1.79%	2	3.70%	Somewhat Dissatisfied	4	11.43%
Neutral	8	13.79%	10	20.41%	6	10.71%	7	12.96%	(Neutral Removed)	0	0.00%
Satisfied	17	29.31%	13	26.53%	19	33.93%	13	24.07%	Somewhat Satisfied	7	20.00%
Very Satisfied	26	44.83%	18	36.73%	19	33.93%	30	55.56%	Very Satisfied	20	57.14%
N/A	2	3.45%	4	8.16%	3	5.36%	0	0.00%	Not Applicable	2	5.71%
No Answer	1	1.72%	0	0.00%	4	7.14%	0	0.00%	No Answer	1	2.86%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	Total	35	100.00%

Student Financial Services (Table 31)

Responses	2016 Count	2016 Percent	2017 Count	2017 Percent	2018 Count	2018 Percent	2019 Count	2019 Percent	(Adjusted to match previous years)	2020 Count	2020 Percent
Very Dissatisfied	4	6.90%	5	10.20%	4	7.14%	1	1.85%	Very Dissatisfied	1	2.86%
Dissatisfied	3	5.17%	8	16.33%	0	0.00%	1	1.85%	Somewhat Dissatisfied	2	5.71%
Neutral	8	13.79%	6	12.24%	7	12.50%	7	12.96%	(Neutral Removed)	0	0.00%
Satisfied	11	18.97%	10	20.41%	16	28.57%	18	33.33%	Somewhat Satisfied	9	25.71%
Very Satisfied	22	37.93%	14	28.57%	15	26.79%	19	35.19%	Very Satisfied	15	42.86%
N/A	9	15.52%	6	12.24%	10	17.86%	8	14.81%	Not Applicable	6	17.14%
No Answer	1	1.72%	0	0.00%	4	7.14%	0	0.00%	No Answer	2	5.71%
Total	58	100.00%	49	100.00%	56	100.00%	54	100.00%	Total	35	100.00%

APPENDIX F:
Transfer-In Feedback Form



TRANSFER-IN FEEDBACK FORM

We value your opinion and appreciate your feedback. This is a brief inventory regarding your transfer to OSUIT and should take five minutes to complete. The results will be used by OSUIT administration to improve services for transferring students as well as for accountability and accreditation purposes.

Confidentiality Statement: All responses to this survey are strictly confidential. Published reports will not include any personally identifiable information. If you have questions or concerns, feel free to contact Dr. Curtis E. Miller in the OSUIT Office of Institutional Research at (918) 293-5498, or by email at iar@okstate.edu.

1.1 Please list colleges you have attended in the past, starting with the most recent.

1.2 Did you earn a degree prior to enrolling at OSUIT?

- No degree
- Associate of Arts (AA)
- Associate of Science (AS)
- Associate of Applied Science (AAS)
- Bachelor of Arts (BA)
- Bachelor of Science (BS)
- Bachelor of Technology (BT)
- Other advanced degree

1.3 How long did it take to complete your transfer?

- Less than a week
- Less than a month
- Less than a semester
- More than a semester
- Not finished yet

- 1.4 Did you have trouble transferring your general education courses to OSUIT?
- Yes
 - No
 - Not applicable
- 1.5 Did you have trouble transferring courses in your major area/program?
- Yes
 - No
 - Not applicable
- 1.6 If you answered Yes to either of the above, what problems did you have?
- 1.7 How satisfied are you with the information made available about transfer requirements and processes at OSUIT?
- Very Satisfied
 - Somewhat Satisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
- 1.8 How satisfied are you with the assistance you received in the transfer process at OSUIT?
- Very Satisfied
 - Somewhat Satisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
- 1.9 How satisfied are you with the ease of the transfer process overall?
- Very Satisfied
 - Somewhat Satisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied

Please indicate your satisfaction with the Student Services department at OSUIT; if you have no experience with a particular service, mark “not applicable”.

- 2.1 Admissions/Recruitment
- Very Satisfied
 - Somewhat Satisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
 - not applicable
- 2.2 Assessment Center
- Very Satisfied
 - Somewhat Satisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
 - not applicable
- 2.3 Bursar’s Office
- Very Satisfied
 - Somewhat Satisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
 - not applicable
- 2.4 Counseling Services
- Very Satisfied
 - Somewhat Satisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
 - not applicable
- 2.5 LASSO Center (tutoring services)
- Very Satisfied
 - Somewhat Satisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
 - not applicable

- 2.6 Library Services
- Very Satisfied
 - Somewhat Satisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
 - not applicable
- 2.7 Registrar's Office/Enrollment
- Very Satisfied
 - Somewhat Satisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
 - not applicable
- 2.8 Student Financial Services
- Very Satisfied
 - Somewhat Satisfied
 - Somewhat Dissatisfied
 - Very Dissatisfied
 - not applicable

Please provide a brief answer to the following questions.

- 3.1 What led you to transfer to OSUIT?
- 3.2 If there was one thing you could change about the transfer process, what would it be?
- 3.3 Do you have any advice for new transferring students?

Thank you for your time and your feedback! It is our privilege to provide both college-level career education in advancing technologies *and* general education for your future academic goals. Thank you for choosing to work with us in this endeavor. Best wishes!

If you have any questions or concerns, please contact our office:

OSUIT Office of Institutional Research
Michelle Canan, Director of Institutional Research (918) 293-5494
Curtis E. Miller, Ph.D., Institutional Research Analyst (918) 293-5498
Email: iar@okstate.edu