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2014 Student Satisfaction Inventory

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SOUTHWESTERN OKLAHOMA STATE UNIVERSITY
NOEL-LEVITZ STUDENT SATISFACTION INVENTORY
2014

The Noel-Levitz Student Satisfaction Inventory (SSI) was chosen by Southwestern's Assessment Committee to replace the obsolete Survey of Student Opinions (SOSO), which was utilized over the past six years. This Noel-Levitz survey gives Southwestern's leadership insights about the aspects of college that are important to students as well as how satisfied students are with them.

The SSI was utilized as a student satisfaction survey for the first time this year. Southwestern results of the SSI are compared nationally through Noel-Levitz, Inc. with normative data based on 83,749 student records obtained from colleges that administered the SSI within the last three years.

For Southwestern's 2014 administration of the SSI, basically all sophomores, juniors, and graduate students were invited to participate. The online survey was accessible to 2,119 students; it was completed by 354 respondents. Results have been tabulated, and for the 2014 administration, the response rate was 16.71 percent; the response rate from the last administration of the SOSO was 13.90 percent. In general, respondents are female, ages 19 to 24, and Caucasian/White. The largest groups of respondents are Education, Pharm.D. or Pre-Pharmacy, and Nursing majors (21.89%, 21.60%, and 8.58% respectively).

The class levels of the respondents are divided as shown:

	<u>13-14</u>	<u>11-12</u>	<u>09-10</u>	<u>08-09</u>	<u>07-08</u>	<u>06-07</u>
◆ Sophomores	34%	31%	19%	16%	15%	19%
◆ Juniors	28%	33%	23%	27%	14%	16%
◆ Graduate/Prof. Students	31%	32%	24%	11%	20%	20%
◆ Other	7%	1%	1%	0%	4%	0%

The respondents' major fields of study are sorted by department as follows:

	<u>13-14</u>	<u>11-12</u>	<u>09-10</u>	<u>08-09</u>	<u>07-08</u>	<u>06-07</u>
◆ Education	22%	27%	21%	20%	15%	23%
◆ Pharmacy	22%	19%	16%	16%	19%	16%
◆ Nursing	9%	7%	8%	7%	4%	4%
◆ Allied Health majors	7%	9%	11%	18%	14%	9%
◆ Accounting/Entrepreneurship/Comp. Sys.	7%	5%	7%	5%	3%	12%
◆ Biology, Finance/Management/Marketing, Park/Recreation Management, MBA, Psychology, Communication & Theatre, Technology, Sayre Campus, and others	< 5% each					

Summary

Students were given the opportunity to rate the importance of and satisfaction with various aspects of college. Choices for rating importance were **7 Very Important, 6 Important, 5 Somewhat Important, 4 Neutral, 3 Somewhat Unimportant, 2 Not Very Important, and 1 Not Important At All**. Satisfaction response choices were **7 Very Satisfied, 6 Satisfied, 5 Somewhat Satisfied, 4 Neutral, 3 Somewhat Dissatisfied, 2 Dissatisfied, and 1 Very Dissatisfied**. In general, Southwestern students continue to display more satisfaction than students at other four-year public colleges. Data reveals the following points of interest:

1. Almost all satisfaction scores of SWOSU students were higher than the national average.
2. The highest satisfaction scores of SWOSU students (all of which are higher than the national average) apply to the following items:
 - ◆ 51. This institution has a good reputation within the community. (6.25)
 - ◆ 68. Nearly all of the faculty are knowledgeable in their field. (6.20)
 - ◆ 72. On the whole, the campus is well-maintained. (6.19)
 - ◆ 33. My academic advisor is knowledgeable about requirements in my major. (6.17)
 - ◆ 7. The campus is safe and secure for all students. (6.17)
 - ◆ 36. Security staff respond quickly in emergencies. (6.15)
 - ◆ 16. The instruction in my major field is excellent. (6.07)
 - ◆ 39. I am able to experience intellectual growth here. (6.07)
 - ◆ 50. Class change (drop/add) policies are reasonable. (6.07)
 - ◆ 8. The content of the courses within my major is valuable. (6.06)
 - ◆ 55. Major requirements are clear and reasonable. (6.06)
 - ◆ 65. Faculty are usually available after class and during office hours. (6.04)
 - ◆ 35. The assessment and course placement procedures are reasonable. (6.04)
 - ◆ 58. The quality of instruction I receive in most of my classes is excellent. (6.01)
3. For item 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.), the satisfaction of SWOSU students was a little lower than the national average (4.35 and 4.68, respectively).
4. On item 42. There are a sufficient number of weekend activities for students, the satisfaction of SWOSU students (4.49) was slightly lower than the national average (4.59).

5. The table below is the result of grouping questions into various scales, and they are sorted according to importance:

# Imp.	Scales in order of importance	2014 SWOSU		
		Imp.	Sat.	Performance Gap
1	Instructional Effectiveness questions	6.54	5.90	0.64
2	Academic Advising questions	6.53	5.92	0.61
3	Safety and Security questions	6.46	5.30	1.16
4	Registration Effectiveness questions	6.40	5.85	0.55
5	Student Centeredness questions	6.40	5.85	0.55
6	Concern for the Individual questions	6.39	5.74	0.65
7	Recruitment and Financial Aid questions	6.39	5.67	0.72
8	Campus Climate questions	6.37	5.84	0.53
9	Service Excellence questions	6.27	5.76	0.51
10	Campus Support Services questions	6.26	5.84	0.42
11	Campus Life questions	6.37	5.40	0.56
12	Responsiveness to Diverse Populations questions		5.78	

6. The largest gap between importance and satisfaction applies to item 21. The amount of student parking space on campus is adequate. While Importance was rated at 6.27, Satisfaction was rated at only 3.74 (a gap of 2.53). The table below shows the largest gaps:

2014 SWOSU	Imp.	Sat.	Performance Gap
21. The amount of student parking space on campus is adequate.	6.27	3.74	2.53
77. There is plenty to do in town when I have free time, on the weekends, etc.	5.99	3.81	2.18
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.12	4.35	1.77
73. Student activities fees are put to good use.	6.38	5.10	1.28
42. There are sufficient number of weekend activities for students.	5.73	4.49	1.24
17. Adequate financial aid is available for most students.	6.59	5.50	1.09
38. There is an adequate selection of food available in the cafeteria.	6.09	5.03	1.06
28. Parking lots are well-lighted and secure.	6.27	5.27	1.00

7. Of the top 25% most important items to Southwestern students, the highest satisfaction is found in the following items:

2014 SWOSU	Imp.	Sat.	Performance Gap
80. I want to continue to attend SWOSU and graduate from SWOSU. (Campus Item)	6.55	6.35	0.20
68. Nearly all of the faculty are knowledgeable in their field.	6.67	6.20	0.47
33. My acadmic advisor is knowledgeable about requirements in my major.	6.68	6.17	0.51
7. The campus is safe and secure for all students.	6.65	6.17	0.48
36. Security staff respond quickly in emergencies.	6.65	6.15	0.50
16. The instruction in my major field is excellent.	6.73	6.07	0.66
39. I am able to experience intellectual growth here.	6.56	6.07	0.49
8. The content of the courses within my major is valuable.	6.70	6.06	0.64
55. Major requirements are clear and reasonable.	6.60	6.06	0.54
65. Faculty are usually available after class and during office hours.	6.47	6.04	0.43
58. The quality of instruction I receive in most of my classes is excellent.	6.70	6.01	0.69

8. Items with the lowest satisfaction level according to SWOSU students are as follows:

2014 SWOSU	Imp.	Sat.	Performance Gap
21. The amount of student parking space on campus is adequate.	6.27	3.74	2.53
77. There is plenty to do in town when I have free time, on the weekends, etc. (Campus Item)	5.99	3.81	2.18
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.12	4.35	1.77
42. There are sufficient number of weekend activities for students.	5.73	4.49	1.24
78. I usually stay in town rather than drive out of town on the weekends. (Campus Item)	5.49	4.67	0.82
76. I feel a connection with the community of Weatherford/Sayre. (Campus Item)	5.74	4.96	0.78

9. Items rated with both high importance and high satisfaction by SWOSU students:

2014 SWOSU	Imp.	Sat.	Performance Gap
80. I want to continue to attend SWOSU and graduate from SWOSU.	6.55	6.35	0.20%
51. This institution has a good reputation within the community.	6.42	6.25	0.17%
68. Nearly all of the faculty are knowledgeable in their field.	6.67	6.20	0.47%
72. On the whole, the campus is well-maintained.	6.46	6.19	0.27%
33. My academic advisor is knowledgeable about requirements in my major.	6.68	6.17	0.51%
16. The instruction in my major field is excellent.	6.73	6.07	0.66%
8. The content of the courses within my major is valuable.	6.70	6.06	0.64%
58. The quality of instruction I receive in most of my classes is excellent.	6.70	6.01	0.69%

10. Most SWOSU respondents indicate that:

- ◆ Their college experience so far is either about what was expected or better than expected (by 62%).
- ◆ They are satisfied or very satisfied with the experience here thus far (by 74%).
- ◆ If they had to do it over, they would enroll here again (by 78%).
- ◆ They want to continue to attend SWOSU and graduate from SWOSU (based on mean score of 6.35).

Following is supporting data.

SOUTHWESTERN OK STATE UNIV.
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2014

Item	2014 SWOSU		2014 SWOSU		2014 SWOSU		2014 SWOSU		Nat. 4-year		National 4-year	
	2014 SWOSU		Sophomores		Juniors		Graduate/ Prof.		Publics S. Reg.		Publics	
	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.
1. Most students feel a sense of belonging here.	6.04	5.73	6.23	5.71	6.07	5.70	5.84	5.80	5.83	5.23	5.74	5.07
2. The campus staff are caring and helpful.	6.55	5.91	6.73	5.91	6.54	5.76	6.46	6.06	6.32	5.32	6.25	5.20
3. Faculty care about me as an individual.	6.35	5.85	6.50	5.69	6.24	5.71	6.25	6.06	6.18	5.20	6.08	5.04
4. Admissions staff are knowledgeable.	6.39	5.88	6.51	5.93	6.35	5.82	6.35	5.91	6.30	5.27	6.22	5.12
5. Financial aid counselors are helpful.	6.37	5.50	6.45	5.68	6.30	5.17	6.31	5.48	6.31	4.98	6.20	4.91
6. My academic advisor is approachable.	6.55	5.92	6.67	5.73	6.57	6.02	6.46	5.96	6.49	5.64	6.42	5.51
7. The campus is safe and secure for all students.	6.65	6.17	6.80	6.24	6.67	5.99	6.49	6.25	6.50	5.27	6.44	5.44
8. The content of the courses within my major is valuable.	6.70	6.06	6.79	6.09	6.70	5.88	6.63	6.14	6.58	5.63	6.54	5.52
9. A variety of intramural activities are offered.	5.03	5.55	5.25	5.55	5.06	5.57	4.51	5.49	5.09	5.28	5.06	5.15
10. Administrators are approachable to students.	6.28	5.82	6.46	5.88	6.37	5.77	6.01	5.89	6.07	5.21	5.95	5.05
11. Billing policies are reasonable.	6.37	5.55	6.51	5.61	6.39	5.14	6.29	5.99	6.24	4.88	6.17	4.79
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.68	6.46	5.89	6.51	5.40	6.26	5.79	6.37	5.00	6.28	4.91
13. Library staff are helpful and approachable.	5.92	5.98	6.05	5.93	5.96	6.02	5.67	6.04	5.94	5.66	5.82	5.56
14. My academic advisor is concerned about my success as an individual.	6.52	5.82	6.61	5.59	6.49	5.81	6.51	6.06	6.39	5.45	6.30	5.28
15. The staff in the health services area are competent.	6.30	5.95	6.46	6.17	6.41	5.84	5.98	5.84	6.10	5.30	5.97	5.19
16. The instruction in my major field is excellent.	6.73	6.07	6.82	6.00	6.69	5.95	6.71	6.23	6.56	5.59	6.51	5.46
17. Adequate financial aid is available for most students.	6.59	5.50	6.72	5.62	6.67	5.31	6.40	5.46	6.39	5.01	6.34	4.90
18. Library resources and services are adequate.	6.36	5.98	6.35	6.03	6.43	6.00	6.35	5.96	6.24	5.67	6.14	5.58
19. My academic advisor helps me set goals to work toward.	6.31	5.60	6.38	5.40	6.42	5.48	6.11	5.87	6.24	5.23	6.13	5.04
20. The business office is open during hours which are convenient for most students.	6.15	5.78	6.30	5.88	6.23	5.87	6.00	5.59	6.10	5.34	5.97	5.18
21. The amount of student parking space on campus is adequate.	6.27	3.74	6.42	3.66	6.45	3.60	5.92	3.99	6.23	3.68	6.07	3.53
22. Counseling staff care about students as individuals.	6.20	5.82	6.43	5.95	6.27	5.73	5.99	5.80	6.13	5.21	6.02	5.04

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Item	2014 SWOSU		2014 SWOSU		2014 SWOSU		2014 SWOSU		Nat. 4-year		National 4-year	
	2014 SWOSU		Sophomores		Juniors		Graduate/ Prof.		Publics S. Reg.		Publics	
	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.12	4.35	6.37	4.36	6.19	4.27	5.88	4.18	6.01	4.69	5.87	4.68
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.36	5.07	5.58	5.35	5.48	4.97	5.01	4.78	5.49	5.04	5.30	4.80
25. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.73	6.70	5.57	6.64	5.58	6.58	6.03	6.42	5.34	6.36	5.24
26. Computer labs are adequate and accessible.	6.51	5.98	6.64	6.17	6.56	6.02	6.35	5.65	6.30	5.56	6.22	5.47
27. The personnel involved in registration are helpful.	6.39	5.98	6.56	5.92	6.47	6.08	6.23	5.99	6.30	5.35	6.22	5.20
28. Parking lots are well-lighted and secure.	6.27	5.27	6.48	5.32	6.23	5.10	6.15	5.41	6.30	5.11	6.10	5.00
29. It is an enjoyable experience to be a student on this campus.	6.49	5.90	6.68	5.88	6.49	5.94	6.32	5.97	6.36	5.45	6.29	5.28
30. Residence hall staff are concerned about me as an individual.	5.95	5.26	6.10	5.19	6.11	5.56	5.65	5.10	5.75	4.92	5.58	4.81
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.66	5.79	6.01	5.88	5.60	5.70	5.19	5.81	5.70	5.46	5.60	5.38
32. Tutoring services are readily available.	6.00	5.88	6.29	6.02	6.14	5.83	5.46	5.61	6.13	5.51	6.05	5.43
33. My acadmic advisor is knowledgeable about requirements in my major.	6.68	6.17	6.85	5.93	6.57	6.11	6.63	6.45	6.55	5.69	6.50	5.57
34. My academic advisor is knowledgeable about requirements in my major.	6.68	5.89	6.76	5.67	6.79	5.86	6.57	6.26	6.56	5.16	6.52	4.96
35. The assessment and course placement procedures are reasonable.	6.45	6.04	6.64	6.05	6.41	6.06	6.32	6.04	6.28	5.40	6.20	5.22
36. Security staff respond quickly in emergencies.	6.65	6.15	6.75	6.22	6.77	5.99	6.41	6.13	6.43	5.28	6.32	5.20
37. I feel a sense of pride about my campus.	6.07	5.68	6.20	5.69	6.06	5.63	5.90	5.73	6.00	5.37	5.84	5.15
38. There is an adequate selection of food available in the cafeteria.	6.09	5.03	6.30	5.09	6.15	4.88	5.85	5.15	6.02	4.62	5.91	4.50
39. I am able to experience intellectual growth here.	6.56	6.07	6.58	6.01	6.61	6.04	6.48	6.24	6.46	5.68	6.39	5.54
40. Residence hall regulations are reasonable.	6.01	5.37	6.18	5.28	6.08	5.38	5.77	5.53	5.86	4.96	5.71	4.92

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	2014 SWOSU		Sophomores		Juniors		Graduate/ Prof.		Publics S. Reg.		Publics	
	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.
41. There is a commitment to academic excellence on this campus.	6.55	5.98	6.71	6.04	6.49	5.75	6.42	6.14	6.39	5.53	6.30	5.37
42. There are sufficient number of weekend activities for students.	5.73	4.49	5.95	4.52	5.73	4.23	5.48	4.54	5.58	4.70	5.42	4.59
43. Admissions counselors respond to prospective students' unique needs and requests.	6.29	5.74	6.50	5.71	6.22	5.78	6.13	5.80	6.15	5.24	6.03	5.07
44. Academic support services adequately meet the needs of students.	6.39	5.87	6.59	5.85	6.28	5.87	6.30	5.98	6.24	5.36	6.14	5.20
45. Students are made to feel welcome on this campus.	6.52	5.96	6.68	5.87	6.47	5.93	6.42	6.11	6.30	5.53	6.21	5.38
46. I can easily get involved in campus organizations.	6.05	5.83	6.29	5.73	5.96	5.84	5.80	5.94	5.94	5.38	5.83	5.28
47. Faculty provide timely feedback about student progress in a course.	6.54	5.63	6.63	5.55	6.52	5.59	6.48	5.79	6.40	5.17	6.32	5.07
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.28	5.70	6.43	5.79	6.15	5.52	6.21	5.80	6.10	5.25	5.98	5.09
49. There are adequate services to help me decide upon a career.	6.45	5.59	6.57	5.64	6.52	5.52	6.25	5.72	6.26	5.29	6.20	5.12
50. Class change (drop/add) policies are reasonable.	6.41	6.07	6.55	6.06	6.47	5.93	6.47	5.93	6.26	5.52	6.18	5.34
51. This institution has a good reputation within the community.	6.42	6.25	6.64	6.38	6.34	6.00	6.34	6.00	6.28	5.65	6.19	5.50
52. The student center is a comfortable place for students to spend their leisure time.	6.12	5.58	6.40	5.59	5.98	5.54	5.98	5.54	5.97	5.41	5.88	5.29
53. Faculty take into consideration student differences as they teach a course.	6.38	5.50	6.56	5.50	6.39	5.29	6.39	5.29	6.23	5.09	6.13	4.97
54. Bookstore staff are helpful.	6.21	5.56	6.36	5.74	6.24	5.38	6.24	5.38	6.06	5.57	5.94	5.51
55. Major requirements are clear and reasonable.	6.60	6.06	6.75	6.00	6.63	6.02	6.63	6.02	6.48	5.59	6.43	5.44
56. The student handbook provides helpful information about campus life.	5.89	5.67	6.14	5.79	5.87	5.43	5.87	5.43	5.89	5.41	5.72	5.21

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	2014 SWOSU		Sophomores		Juniors		Graduate/ Prof.		Publics S. Reg.		Publics	
	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.
57. I seldom get the "run-around" when seeking information on this campus.	6.36	5.49	6.48	5.61	6.28	5.30	6.28	5.30	6.27	4.77	6.16	4.62
58. The quality of instruction I receive in most of my classes is excellent.	6.70	6.01	6.76	5.90	6.68	5.75	6.68	5.75	6.52	5.50	6.47	5.36
59. This institution shows concern for students as individuals.	6.51	5.76	6.62	5.64	6.53	5.54	6.53	5.54	6.34	5.26	6.26	5.08
60. I generally know what's happening on campus.	6.17	5.66	6.36	5.59	6.15	5.55	6.15	5.55	5.95	5.15	5.81	4.97
61. Adjunct faculty are competent as classroom instructors.	6.32	5.75	6.45	5.75	6.29	5.59	6.29	5.59	6.25	5.41	6.16	5.29
62. There is a strong commitment to racial harmony on this campus.	6.17	5.99	6.27	6.13	6.14	5.93	6.14	5.93	6.12	5.55	5.99	5.45
63. Student disciplinary procedures are fair.	6.37	5.95	6.46	6.08	6.40	6.06	6.23	5.73	6.18	5.50	6.06	5.34
64. New student orientation services help students adjust to college.	6.18	5.56	6.38	5.51	6.08	5.46	6.00	5.77	6.07	5.35	5.94	5.18
65. Faculty are usually available after class and during office hours.	6.47	6.04	6.63	6.01	6.52	5.94	6.22	6.15	6.38	5.68	6.31	5.60
66. Tuition paid is a worthwhile investment.	6.60	5.86	6.69	5.91	6.60	5.51	6.55	6.18	6.48	5.27	6.43	5.14
67. Freedom of expression is protected on campus.	6.35	5.95	6.52	6.09	6.31	5.66	6.19	6.05	6.23	5.58	6.13	5.47
68. Nearly all of the faculty are knowledgeable in their field.	6.67	6.20	6.77	6.18	6.66	6.07	6.57	6.36	6.54	5.80	6.49	5.69
69. There is a good variety of courses provided on this campus.	6.50	5.91	6.66	5.91	6.55	5.78	6.32	6.06	6.44	5.52	6.39	5.43
70. Graduate teaching assistants are competent as classroom instructors.	6.37	5.65	6.59	5.76	6.23	5.47	6.23	5.64	6.19	5.29	6.11	5.16
71. Channels for expressing student complaints are readily available.	6.25	5.29	6.41	5.33	6.10	5.00	6.15	5.57	6.16	4.97	6.05	4.80
72. On the whole, the campus is well-maintained.	6.46	6.19	6.63	6.23	6.45	6.16	6.29	6.25	6.35	5.75	6.28	5.62
73. Student activities fees are put to good use.	6.38	5.10	6.52	5.27	6.53	4.93	6.10	5.13	6.21	4.77	6.13	4.63
74. I feel a connection with other SWOSU students.	6.19	5.70	6.31	5.48	6.15	5.71	6.07	5.92				

SOUTHWESTERN OK STATE UNIV.
NOEL-LEVITZ STUDENT SATISFACTION INVENTORY
2014

Item	2014 SWOSU		2014 SWOSU		2014 SWOSU		2014 SWOSU		Nat. 4-year		National 4-year	
	2014 SWOSU		Sophomores		Juniors		Graduate/ Prof.		Publics S. Reg.		Publics	
	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.
75. I feel a connection with SWOSU teachers.	6.31	5.74	6.47	5.59	6.26	5.61	6.13	5.96				
76. I feel a connection with the community of Weatherford/Sayre.	5.74	4.96	5.99	4.89	5.49	4.73	5.60	5.37				
77. There is plenty to do in town when I have free time, on the weekends, etc.	5.99	3.81	6.11	3.91	6.07	3.64	5.74	3.89				
78. I usually stay in town rather than drive out of town on the weekends.	5.49	4.67	5.63	4.68	5.57	4.71	5.37	4.84				
79. I participate in SWOSU activities (campus organizations, sports events, Panorama events, etc.)	5.73	5.36	5.97	5.43	5.69	5.44	5.49	5.09				
80. I want to continue to attend SWOSU and graduate from SWOSU.	6.55	6.35	6.59	6.20	6.56	6.33	6.59	6.59				
84. Institution's commitment to part-time students?		5.85		5.77		5.75		6.09		5.35		5.22
85. Institution's commitment to evening students?		5.67		5.49		5.46		6.09		5.36		5.22
86. Institution's commitment to older, returning learners?		5.94		5.84		5.79		6.26		5.45		5.32
87. Institution's commitment to under-represented populations?		5.80		5.92		5.61		6.03		5.38		5.27
88. Institution's commitment to commuters?		5.48		5.35		5.37		5.78		5.23		5.11
89. Institution's commitment to students with disabilities?		5.99		6.06		5.83		6.31		5.55		5.44
90. Cost as factor in decision to enroll.	6.37		6.45		6.41		6.29		6.26		6.28	
91. Financial aid as factor in decision to enroll.	6.12		6.36		6.13		5.79		6.17		6.09	
92. Academic reputation as factor in decision to enroll.	6.17		6.29		6.01		6.16		6.14		6.03	
93. Size of institution as factor in decision to enroll.	5.51		5.73		5.52		5.39		5.36		5.32	
94. Opportunity to play sports as factor in decision to enroll.	3.25		3.43		3.52		2.61		3.67		3.65	

SOUTHWESTERN OK STATE UNIV.
NOEL-LEVITZ STUDENT SATISFACTION INVENTORY
2014

Item	2014 SWOSU		2014 SWOSU		2014 SWOSU		2014 SWOSU		Nat. 4-year		National 4-year	
	2014 SWOSU		Sophomores		Juniors		Graduate/ Prof.		Publics S. Reg.		Publics	
	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.	Imp.	Sat.
95. Recommendations from family/friends as factor in decision to enroll.	5.32		5.50		5.29		5.28		4.99		4.92	
96. Geographic setting as factor in decision to enroll.	5.22		5.50		5.07		5.08		5.67		5.59	
97. Campus appearance as factor in decision to enroll.	5.05		5.27		4.96		4.84		5.49		5.36	
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.46		5.75		5.38		5.45		5.53		5.38	

SOUTHWESTERN OK STATE UNIV.
NOEL-LEVITZ STUDENT SATISFACTION INVENTORY
2014

Item	2014 SWOSU	2014 SWOSU	2014 SWOSU	2014 SWOSU	Nat. 4-year Publics S. Reg.	Nat. 4-year Publics
		Sophomores	Juniors	Graduate/ Prof.		
99. So far, how has your college experience met your expectations?	4.93	4.66	4.84	5.27	4.65	4.53
1=Much worse than expected	0%	1%	1%	0%	2%	2%
2=Quite a bit worse than I expected	0%	0%	0%	0%	2%	2%
3=Worse than I expected	7%	9%	7%	3%	10%	11%
4=About what I expected	32%	37%	37%	24%	36%	38%
5=Better than I expected	30%	29%	26%	33%	23%	23%
6=Quite a bit better than I expected	14%	9%	16%	17%	12%	11%
7=Much better than I expected	14%	11%	11%	20%	13%	10%
100. Rate your overall satisfaction with your experience here thus far.	5.84	5.71	5.71	6.16	5.31	5.19
1=Not satisfied at all	0%	0%	1%	0%	2%	2%
2=Not very satisfied	1%	2%	1%	0%	3%	4%
3=Somewhat dissatisfied	3%	1%	6%	2%	7%	8%
4=Neutral	3%	5%	4%	1%	10%	11%
5=Somewhat satisfied	15%	18%	17%	10%	18%	19%
6=Satisfied	47%	51%	45%	47%	38%	38%
7=Very satisfied	27%	19%	24%	38%	19%	15%
101. All in all, if you had to do it over, would you enroll here again?	5.97	5.87	5.76	6.28	5.36	5.24
1=Definitely not	1%	0%	1%	0%	4%	4%
2=Probably not	4%	4%	4%	3%	6%	7%
3=Maybe not	3%	4%	8%	0%	5%	6%
4=I don't know	4%	4%	5%	4%	9%	10%
5=Maybe yes	6%	8%	5%	5%	11%	12%
6=Probably yes	32%	38%	38%	23%	27%	28%
7=Definitely yes	46%	39%	38%	61%	34%	29%

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
16. The instruction in my major field is excellent.	6.73	6.07	0.66	6.82	6.00	0.82	6.69	5.95	0.74	6.71	6.23	0.48
8. The content of the courses within my major is valuable.	6.70	6.06	0.64	6.79	6.09	0.70	6.70	5.88	0.82	6.63	6.14	0.49
58. The quality of instruction I receive in most of my classes is excellent.	6.70	6.01	0.69	6.76	5.90	0.86	6.68	5.75	0.93	6.65	6.36	0.29
33. My academic advisor is knowledgeable about requirements in my major.	6.68	6.17	0.51	6.85	5.93	0.92	6.57	6.11	0.46	6.63	6.45	0.18
34. I am able to register for classes I need with few conflicts.	6.68	5.89	0.79	6.76	5.67	1.09	6.79	5.86	0.93	6.57	6.26	0.31
68. Nearly all of the faculty are knowledgeable in their field.	6.67	6.20	0.47	6.77	6.18	0.59	6.66	6.07	0.59	6.57	6.36	0.21
7. The campus is safe and secure for all students.	6.65	6.17	0.48	6.80	6.24	0.56	6.67	5.99	0.68	6.49	6.25	0.24
36. Security staff respond quickly in emergencies.	6.65	6.15	0.50	6.75	6.22	0.53	6.77	5.99	0.78	6.41	6.13	0.28
25. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.73	0.90	6.70	5.57	1.13	6.64	5.58	1.06	6.58	6.03	0.55
55. Major requirements are clear and reasonable.	6.60	6.06	0.54	6.75	6.00	0.75	6.63	6.02	0.61	6.43	6.23	0.20
66. Tuition paid is a worthwhile investment.	6.60	5.86	0.74	6.69	5.91	0.78	6.60	5.51	1.09	6.55	6.18	0.37
17. Adequate financial aid is available for most students.	6.59	5.50	1.09	6.72	5.62	1.10	6.67	5.31	1.36	6.40	5.46	0.94

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
39. I am able to experience intellectual growth here.	6.56	6.07	0.49	6.58	6.01	0.57	6.61	6.04	0.57	6.48	6.24	0.24
2. The campus staff are caring and helpful.	6.55	5.91	0.64	6.73	5.91	0.82	6.54	5.76	0.78	6.46	6.06	0.40
6. My academic advisor is approachable.	6.55	5.92	0.63	6.67	5.73	0.94	6.57	6.02	0.55	6.46	5.96	0.50
41. There is a commitment to academic excellence on this campus.	6.55	5.98	0.57	6.71	6.04	0.67	6.49	5.75	0.74	6.42	6.14	0.28
80. Campus: I want to continue to attend SWOSU and graduate from SWOSU.	6.55	6.35	0.20	6.59	6.20	0.39	6.56	6.33	0.23	6.59	6.59	0.00
47. Faculty provide timely feedback about student progress in a course.	6.54	5.63	0.91	6.63	5.55	1.08	6.52	5.59	0.93	6.48	5.79	0.69
14. My academic advisor is concerned about my success as an individual.	6.52	5.82	0.70	6.61	5.59	1.02	6.49	5.81	0.68	6.51	6.06	0.45
45. Students are made to feel welcome on this campus.	6.52	5.96	0.56	6.68	5.87	0.81	6.47	5.93	0.54	6.42	6.11	0.31
26. Computer labs are adequate and accessible.	6.51	5.98	0.53	6.64	6.17	0.47	6.56	6.02	0.54	6.35	5.65	0.70
59. This institution shows concern for students as individuals.	6.51	5.76	0.75	6.62	5.64	0.98	6.53	5.54	0.99	6.37	6.06	0.31
69. There is a good variety of courses provided on this campus.	6.50	5.91	0.59	6.66	5.91	0.75	6.55	5.78	0.77	6.32	6.06	0.26
29. It is an enjoyable experience to be a student on this campus.	6.49	5.90	0.59	6.68	5.88	0.80	6.49	5.94	0.55	6.32	5.97	0.35
65. Faculty are usually available after class and during office hours.	6.47	6.04	0.43	6.63	6.01	0.62	6.52	5.94	0.58	6.22	6.15	0.07

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
72. On the whole, the campus is well-maintained.	6.46	6.19	0.27	6.63	6.23	0.40	6.45	6.16	0.29	6.29	6.25	0.04
35. The assessment and course placement procedures are reasonable.	6.45	6.04	0.41	6.64	6.05	0.59	6.41	6.06	0.35	6.32	6.04	0.28
49. There are adequate services to help me decide upon a career.	6.45	5.59	0.86	6.57	5.64	0.93	6.52	5.52	1.00	6.25	5.72	0.53
51. This institution has a good reputation within the community.	6.42	6.25	0.17	6.64	6.38	0.26	6.34	6.00	0.34	6.30	6.36	-0.06
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.68	0.73	6.46	5.89	0.57	6.51	5.40	1.11	6.26	5.79	0.47
50. Class change (drop/add) policies are reasonable.	6.41	6.07	0.34	6.55	6.06	0.49	6.47	5.93	0.54	6.19	6.21	-0.02
4. Admissions staff are knowledgeable.	6.39	5.88	0.51	6.51	5.93	0.58	6.35	5.82	0.53	6.35	5.91	0.44
27. The personnel involved in registration are helpful.	6.39	5.98	0.41	6.56	5.92	0.64	6.47	6.08	0.39	6.23	5.99	0.24
44. Academic support services adequately meet the needs of students.	6.39	5.87	0.52	6.59	5.85	0.74	6.28	5.87	0.41	6.30	5.98	0.32
53. Faculty take into consideration student differences as they teach a course.	6.38	5.50	0.88	6.56	5.50	1.06	6.39	5.29	1.10	6.17	5.74	0.43
73. Student activities fees are put to good use.	6.38	5.10	1.28	6.52	5.27	1.25	6.53	4.93	1.60	6.10	5.13	0.97
5. Financial aid counselors are helpful.	6.37	5.50	0.87	6.45	5.68	0.77	6.30	5.17	1.13	6.31	5.48	0.83
11. Billing policies are reasonable.	6.37	5.55	0.82	6.51	5.61	0.90	6.39	5.14	1.25	6.29	5.99	0.30

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
63. Student disciplinary procedures are fair.	6.37	5.95	0.42	6.46	6.08	0.38	6.40	6.06	0.34	6.23	5.73	0.50
70. Graduate teaching assistants are competent as classroom instructors.	6.37	5.65	0.72	6.59	5.76	0.83	6.23	5.47	0.76	6.23	5.64	0.59
90. Cost as factor in decision to enroll.	6.37			6.45			6.41			6.29		
18. Library resources and services are adequate.	6.36	5.98	0.38	6.35	6.03	0.32	6.43	6.00	0.43	6.35	5.96	0.39
57. I seldom get the "run-around" when seeking information on this campus.	6.36	5.49	0.87	6.48	5.61	0.87	6.28	5.30	0.98	6.28	5.64	0.64
3. Faculty care about me as an individual.	6.35	5.85	0.50	6.50	5.69	0.81	6.24	5.71	0.53	6.25	6.06	0.19
67. Freedom of expression is protected on campus.	6.35	5.95	0.40	6.52	6.09	0.43	6.31	5.66	0.65	6.19	6.05	0.14
61. Adjunct faculty are competent as classroom instructors.	6.32	5.75	0.57	6.45	5.75	0.70	6.29	5.59	0.70	6.25	5.90	0.35
19. My academic advisor helps me set goals to work toward.	6.31	5.60	0.71	6.38	5.40	0.98	6.42	5.48	0.94	6.11	5.87	0.24
75. Campus: I feel a connection with my SWOSU teachers.	6.31	5.74	0.57	6.47	5.59	0.88	6.26	5.61	0.65	6.13	5.96	0.17
15. The staff in the health services area are competent.	6.30	5.95	0.35	6.46	6.17	0.29	6.41	5.84	0.57	5.98	5.84	0.14
43. Admissions counselors respond to prospective students' unique needs and requests.	6.29	5.74	0.55	6.50	5.71	0.79	6.22	5.78	0.44	6.13	5.80	0.33
10. Administrators are approachable to students.	6.28	5.82	0.46	6.46	5.88	0.58	6.37	5.77	0.60	6.01	5.89	0.12

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.28	5.70	0.58	6.43	5.79	0.64	6.15	5.52	0.63	6.21	5.80	0.41
21. The amount of student parking space on campus is adequate.	6.27	3.74	2.53	6.42	3.66	2.76	6.45	3.60	2.85	5.92	3.99	1.93
28. Parking lots are well-lighted and secure.	6.27	5.27	1.00	6.48	5.32	1.16	6.23	5.10	1.13	6.15	5.41	0.74
71. Channels for expressing student complaints are readily available.	6.25	5.29	0.96	6.41	5.33	1.08	6.10	5.00	1.10	6.15	5.57	0.58
54. Bookstore staff are helpful.	6.21	5.56	0.65	6.36	5.74	0.62	6.24	5.38	0.86	6.02	5.40	0.62
22. Counseling staff care about students as individuals.	6.20	5.82	0.38	6.43	5.95	0.48	6.27	5.73	0.54	5.99	5.80	0.19
74. Campus: I feel a connection with other SWOSU students.	6.19	5.70	0.49	6.31	5.48	0.83	6.15	5.71	0.44	6.07	5.92	0.15
64. New student orientation services help students adjust to college.	6.18	5.56	0.62	6.38	5.51	0.87	6.08	5.46	0.62	6.00	5.77	0.23
60. I generally know what's happening on campus.	6.17	5.66	0.51	6.36	5.59	0.77	6.15	5.55	0.60	5.87	5.91	-0.04
62. There is a strong commitment to racial harmony on this campus.	6.17	5.99	0.18	6.27	6.13	0.14	6.14	5.93	0.21	6.00	5.87	0.13
92. Academic reputation as factor in decision to enroll.	6.17			6.29			6.01			6.16		
20. The business office is open during hours which are convenient for most students.	6.15	5.78	0.37	6.30	5.88	0.42	6.23	5.87	0.36	6.00	5.59	0.41

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.12	4.35	1.77	6.37	4.36	2.01	6.19	4.27	1.92	5.88	4.18	1.70
52. The student center is a comfortable place for students to spend their leisure time.	6.12	5.58	0.54	6.40	5.59	0.81	5.98	5.54	0.44	5.93	5.61	0.32
91. Financial aid as factor in decision to enroll.	6.12			6.36			6.13			5.79		
38. There is an adequate selection of food available in the cafeteria.	6.09	5.03	1.06	6.30	5.09	1.21	6.15	4.88	1.27	5.85	5.15	0.70
37. I feel a sense of pride about my campus.	6.07	5.68	0.39	6.20	5.69	0.51	6.06	5.63	0.43	5.90	5.73	0.17
46. I can easily get involved in campus organizations.	6.05	5.83	0.22	6.29	5.73	0.56	5.96	5.84	0.12	5.80	5.94	-0.14
1. Most students feel a sense of belonging here.	6.04	5.73	0.31	6.23	5.71	0.52	6.07	5.70	0.37	5.84	5.80	0.04
40. Residence hall regulations are reasonable.	6.01	5.37	0.64	6.18	5.28	0.90	6.08	5.38	0.70	5.77	5.53	0.24
32. Tutoring services are readily available.	6.00	5.88	0.12	6.29	6.02	0.27	6.14	5.83	0.31	5.46	5.61	-0.15
77. Campus: There is plenty to do in town when I have free time, on the weekends, etc.	5.99	3.81	2.18	6.11	3.91	2.20	6.07	3.64	2.43	5.74	3.89	1.85
30. Residence hall staff are concerned about me as an individual.	5.95	5.26	0.69	6.10	5.19	0.91	6.11	5.56	0.55	5.65	5.10	0.55
13. Library staff are helpful and approachable.	5.92	5.98	-0.06	6.05	5.93	0.12	5.96	6.02	-0.06	5.67	6.04	-0.37

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
56. The student handbook provides helpful information about campus life.	5.89	5.67	0.22	6.14	5.79	0.35	5.87	5.43	0.44	5.64	5.64	0.00
76. Campus: I feel a connection with the community of Weatherford/Sayre.	5.74	4.96	0.78	5.99	4.89	1.10	5.49	4.73	0.76	5.60	5.37	0.23
42. There are a sufficient number of weekend activities for students.	5.73	4.49	1.24	5.95	4.52	1.43	5.73	4.23	1.50	5.48	4.54	0.94
79. Campus: I participate in SWOSU activities (campus organizations, sports events, Panorama events, etc.).	5.73	5.36	0.37	5.97	5.43	0.54	5.69	5.44	0.25	5.49	5.09	0.40
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.66	5.79	-0.13	6.01	5.88	0.13	5.60	5.70	-0.10	5.19	5.81	-0.62
93. Size of institution as factor in decision to enroll.	5.51			5.73			5.52			5.39		
78. Campus: I usually stay in town rather than drive out of town on the weekends.	5.49	4.67	0.82	5.63	4.68	0.95	5.57	4.71	0.86	5.37	4.84	0.53
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.46			5.75			5.38			5.45		
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.36	5.07	0.29	5.58	5.35	0.23	5.48	4.97	0.51	5.01	4.78	0.23
95. Recommendations from family/friends as factor in decision to enroll.	5.32			5.50			5.29			5.28		
96. Geographic setting as factor in decision to enroll.	5.22			5.50			5.07			5.08		

Institutional Summary
Items: In Order of Importance

Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
97. Campus appearance as factor in decision to enroll.	5.05			5.27			4.96			4.84		
9. A variety of intramural activities are offered.	5.03	5.55	-0.52	5.25	5.55	-0.30	5.06	5.57	-0.51	4.51	5.49	-0.98
94. Opportunity to play sports as factor in decision to enroll.	3.25			3.43			3.52			2.61		
81. Campus item 8												
82. Campus item 9												
83. Campus item 10												
84. Institution's commitment to part-time students?		5.85			5.77			5.75			6.09	
85. Institution's commitment to evening students?		5.67			5.49			5.46			6.09	
86. Institution's commitment to older, returning learners?		5.94			5.84			5.79			6.26	
87. Institution's commitment to under-represented populations?		5.80			5.92			5.61			6.03	
88. Institution's commitment to commuters?		5.48			5.35			5.37			5.78	
89. Institution's commitment to students with disabilities?		5.99			6.06			5.83			6.31	

Institutional Summary
Scales: In Order of Importance

Scale	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Instructional Effectiveness	6.54	5.90	0.64	6.66	5.86	0.80	6.52	5.75	0.77	6.44	6.08	0.36
Academic Advising	6.53	5.92	0.61	6.65	5.73	0.92	6.53	5.89	0.64	6.43	6.12	0.31
Safety and Security	6.46	5.30	1.16	6.61	5.32	1.29	6.53	5.12	1.41	6.24	5.43	0.81
Registration Effectiveness	6.40	5.85	0.55	6.54	5.83	0.71	6.47	5.78	0.69	6.26	6.01	0.25
Student Centeredness	6.40	5.85	0.55	6.57	5.81	0.76	6.41	5.77	0.64	6.24	5.98	0.26
Concern for the Individual	6.39	5.74	0.65	6.51	5.62	0.89	6.40	5.66	0.74	6.29	5.95	0.34
Recruitment and Financial Aid	6.39	5.67	0.72	6.51	5.77	0.74	6.37	5.50	0.87	6.28	5.71	0.57
Campus Climate	6.37	5.84	0.53	6.53	5.86	0.67	6.35	5.69	0.66	6.23	5.99	0.24
Service Excellence	6.27	5.76	0.51	6.44	5.80	0.64	6.28	5.66	0.62	6.10	5.87	0.23
Campus Support Services	6.26	5.84	0.42	6.41	5.91	0.50	6.31	5.81	0.50	6.07	5.78	0.29
Campus Life	5.96	5.40	0.56	6.17	5.44	0.73	5.96	5.31	0.65	5.69	5.42	0.27
Responsiveness to Diverse Populations		5.78			5.72			5.62			6.09	

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
ACADEMIC ADVISING	6.53	5.92	0.61	6.65	5.73	0.92	6.53	5.89	0.64	6.43	6.12	0.31
6. My academic advisor is approachable.	6.55	5.92	0.63	6.67	5.73	0.94	6.57	6.02	0.55	6.46	5.96	0.50
14. My academic advisor is concerned about my success as an individual.	6.52	5.82	0.70	6.61	5.59	1.02	6.49	5.81	0.68	6.51	6.06	0.45
19. My academic advisor helps me set goals to work toward.	6.31	5.60	0.71	6.38	5.40	0.98	6.42	5.48	0.94	6.11	5.87	0.24
33. My academic advisor is knowledgeable about requirements in my major.	6.68	6.17	0.51	6.85	5.93	0.92	6.57	6.11	0.46	6.63	6.45	0.18
55. Major requirements are clear and reasonable.	6.60	6.06	0.54	6.75	6.00	0.75	6.63	6.02	0.61	6.43	6.23	0.20

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS CLIMATE	6.37	5.84	0.53	6.53	5.86	0.67	6.35	5.69	0.66	6.23	5.99	0.24
1. Most students feel a sense of belonging here.	6.04	5.73	0.31	6.23	5.71	0.52	6.07	5.70	0.37	5.84	5.80	0.04
2. The campus staff are caring and helpful.	6.55	5.91	0.64	6.73	5.91	0.82	6.54	5.76	0.78	6.46	6.06	0.40
3. Faculty care about me as an individual.	6.35	5.85	0.50	6.50	5.69	0.81	6.24	5.71	0.53	6.25	6.06	0.19
7. The campus is safe and secure for all students.	6.65	6.17	0.48	6.80	6.24	0.56	6.67	5.99	0.68	6.49	6.25	0.24
10. Administrators are approachable to students.	6.28	5.82	0.46	6.46	5.88	0.58	6.37	5.77	0.60	6.01	5.89	0.12
29. It is an enjoyable experience to be a student on this campus.	6.49	5.90	0.59	6.68	5.88	0.80	6.49	5.94	0.55	6.32	5.97	0.35
37. I feel a sense of pride about my campus.	6.07	5.68	0.39	6.20	5.69	0.51	6.06	5.63	0.43	5.90	5.73	0.17
41. There is a commitment to academic excellence on this campus.	6.55	5.98	0.57	6.71	6.04	0.67	6.49	5.75	0.74	6.42	6.14	0.28
45. Students are made to feel welcome on this campus.	6.52	5.96	0.56	6.68	5.87	0.81	6.47	5.93	0.54	6.42	6.11	0.31
51. This institution has a good reputation within the community.	6.42	6.25	0.17	6.64	6.38	0.26	6.34	6.00	0.34	6.30	6.36	-0.06
57. I seldom get the "run-around" when seeking information on this campus.	6.36	5.49	0.87	6.48	5.61	0.87	6.28	5.30	0.98	6.28	5.64	0.64
59. This institution shows concern for students as individuals.	6.51	5.76	0.75	6.62	5.64	0.98	6.53	5.54	0.99	6.37	6.06	0.31

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
60. I generally know what's happening on campus.	6.17	5.66	0.51	6.36	5.59	0.77	6.15	5.55	0.60	5.87	5.91	-0.04
62. There is a strong commitment to racial harmony on this campus.	6.17	5.99	0.18	6.27	6.13	0.14	6.14	5.93	0.21	6.00	5.87	0.13
66. Tuition paid is a worthwhile investment.	6.60	5.86	0.74	6.69	5.91	0.78	6.60	5.51	1.09	6.55	6.18	0.37
67. Freedom of expression is protected on campus.	6.35	5.95	0.40	6.52	6.09	0.43	6.31	5.66	0.65	6.19	6.05	0.14
71. Channels for expressing student complaints are readily available.	6.25	5.29	0.96	6.41	5.33	1.08	6.10	5.00	1.10	6.15	5.57	0.58

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS LIFE	5.96	5.40	0.56	6.17	5.44	0.73	5.96	5.31	0.65	5.69	5.42	0.27
9. A variety of intramural activities are offered.	5.03	5.55	-0.52	5.25	5.55	-0.30	5.06	5.57	-0.51	4.51	5.49	-0.98
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.12	4.35	1.77	6.37	4.36	2.01	6.19	4.27	1.92	5.88	4.18	1.70
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.36	5.07	0.29	5.58	5.35	0.23	5.48	4.97	0.51	5.01	4.78	0.23
30. Residence hall staff are concerned about me as an individual.	5.95	5.26	0.69	6.10	5.19	0.91	6.11	5.56	0.55	5.65	5.10	0.55
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.66	5.79	-0.13	6.01	5.88	0.13	5.60	5.70	-0.10	5.19	5.81	-0.62
38. There is an adequate selection of food available in the cafeteria.	6.09	5.03	1.06	6.30	5.09	1.21	6.15	4.88	1.27	5.85	5.15	0.70
40. Residence hall regulations are reasonable.	6.01	5.37	0.64	6.18	5.28	0.90	6.08	5.38	0.70	5.77	5.53	0.24
42. There are a sufficient number of weekend activities for students.	5.73	4.49	1.24	5.95	4.52	1.43	5.73	4.23	1.50	5.48	4.54	0.94
46. I can easily get involved in campus organizations.	6.05	5.83	0.22	6.29	5.73	0.56	5.96	5.84	0.12	5.80	5.94	-0.14
52. The student center is a comfortable place for students to spend their leisure time.	6.12	5.58	0.54	6.40	5.59	0.81	5.98	5.54	0.44	5.93	5.61	0.32
56. The student handbook provides helpful information about campus life.	5.89	5.67	0.22	6.14	5.79	0.35	5.87	5.43	0.44	5.64	5.64	0.00

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
63. Student disciplinary procedures are fair.	6.37	5.95	0.42	6.46	6.08	0.38	6.40	6.06	0.34	6.23	5.73	0.50
64. New student orientation services help students adjust to college.	6.18	5.56	0.62	6.38	5.51	0.87	6.08	5.46	0.62	6.00	5.77	0.23
67. Freedom of expression is protected on campus.	6.35	5.95	0.40	6.52	6.09	0.43	6.31	5.66	0.65	6.19	6.05	0.14
73. Student activities fees are put to good use.	6.38	5.10	1.28	6.52	5.27	1.25	6.53	4.93	1.60	6.10	5.13	0.97

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS SUPPORT SERVICES	6.26	5.84	0.42	6.41	5.91	0.50	6.31	5.81	0.50	6.07	5.78	0.29
13. Library staff are helpful and approachable.	5.92	5.98	-0.06	6.05	5.93	0.12	5.96	6.02	-0.06	5.67	6.04	-0.37
18. Library resources and services are adequate.	6.36	5.98	0.38	6.35	6.03	0.32	6.43	6.00	0.43	6.35	5.96	0.39
26. Computer labs are adequate and accessible.	6.51	5.98	0.53	6.64	6.17	0.47	6.56	6.02	0.54	6.35	5.65	0.70
32. Tutoring services are readily available.	6.00	5.88	0.12	6.29	6.02	0.27	6.14	5.83	0.31	5.46	5.61	-0.15
44. Academic support services adequately meet the needs of students.	6.39	5.87	0.52	6.59	5.85	0.74	6.28	5.87	0.41	6.30	5.98	0.32
49. There are adequate services to help me decide upon a career.	6.45	5.59	0.86	6.57	5.64	0.93	6.52	5.52	1.00	6.25	5.72	0.53
54. Bookstore staff are helpful.	6.21	5.56	0.65	6.36	5.74	0.62	6.24	5.38	0.86	6.02	5.40	0.62

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Concern for the Individual

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CONCERN FOR THE INDIVIDUAL	6.39	5.74	0.65	6.51	5.62	0.89	6.40	5.66	0.74	6.29	5.95	0.34
3. Faculty care about me as an individual.	6.35	5.85	0.50	6.50	5.69	0.81	6.24	5.71	0.53	6.25	6.06	0.19
14. My academic advisor is concerned about my success as an individual.	6.52	5.82	0.70	6.61	5.59	1.02	6.49	5.81	0.68	6.51	6.06	0.45
22. Counseling staff care about students as individuals.	6.20	5.82	0.38	6.43	5.95	0.48	6.27	5.73	0.54	5.99	5.80	0.19
25. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.73	0.90	6.70	5.57	1.13	6.64	5.58	1.06	6.58	6.03	0.55
30. Residence hall staff are concerned about me as an individual.	5.95	5.26	0.69	6.10	5.19	0.91	6.11	5.56	0.55	5.65	5.10	0.55
59. This institution shows concern for students as individuals.	6.51	5.76	0.75	6.62	5.64	0.98	6.53	5.54	0.99	6.37	6.06	0.31

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
INSTRUCTIONAL EFFECTIVENESS	6.54	5.90	0.64	6.66	5.86	0.80	6.52	5.75	0.77	6.44	6.08	0.36
3. Faculty care about me as an individual.	6.35	5.85	0.50	6.50	5.69	0.81	6.24	5.71	0.53	6.25	6.06	0.19
8. The content of the courses within my major is valuable.	6.70	6.06	0.64	6.79	6.09	0.70	6.70	5.88	0.82	6.63	6.14	0.49
16. The instruction in my major field is excellent.	6.73	6.07	0.66	6.82	6.00	0.82	6.69	5.95	0.74	6.71	6.23	0.48
25. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.73	0.90	6.70	5.57	1.13	6.64	5.58	1.06	6.58	6.03	0.55
39. I am able to experience intellectual growth here.	6.56	6.07	0.49	6.58	6.01	0.57	6.61	6.04	0.57	6.48	6.24	0.24
41. There is a commitment to academic excellence on this campus.	6.55	5.98	0.57	6.71	6.04	0.67	6.49	5.75	0.74	6.42	6.14	0.28
47. Faculty provide timely feedback about student progress in a course.	6.54	5.63	0.91	6.63	5.55	1.08	6.52	5.59	0.93	6.48	5.79	0.69
53. Faculty take into consideration student differences as they teach a course.	6.38	5.50	0.88	6.56	5.50	1.06	6.39	5.29	1.10	6.17	5.74	0.43
58. The quality of instruction I receive in most of my classes is excellent.	6.70	6.01	0.69	6.76	5.90	0.86	6.68	5.75	0.93	6.65	6.36	0.29
61. Adjunct faculty are competent as classroom instructors.	6.32	5.75	0.57	6.45	5.75	0.70	6.29	5.59	0.70	6.25	5.90	0.35
65. Faculty are usually available after class and during office hours.	6.47	6.04	0.43	6.63	6.01	0.62	6.52	5.94	0.58	6.22	6.15	0.07

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
68. Nearly all of the faculty are knowledgeable in their field.	6.67	6.20	0.47	6.77	6.18	0.59	6.66	6.07	0.59	6.57	6.36	0.21
69. There is a good variety of courses provided on this campus.	6.50	5.91	0.59	6.66	5.91	0.75	6.55	5.78	0.77	6.32	6.06	0.26
70. Graduate teaching assistants are competent as classroom instructors.	6.37	5.65	0.72	6.59	5.76	0.83	6.23	5.47	0.76	6.23	5.64	0.59

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Recruitment and Financial Aid

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
RECRUITMENT AND FINANCIAL AID	6.39	5.67	0.72	6.51	5.77	0.74	6.37	5.50	0.87	6.28	5.71	0.57
4. Admissions staff are knowledgeable.	6.39	5.88	0.51	6.51	5.93	0.58	6.35	5.82	0.53	6.35	5.91	0.44
5. Financial aid counselors are helpful.	6.37	5.50	0.87	6.45	5.68	0.77	6.30	5.17	1.13	6.31	5.48	0.83
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.41	5.68	0.73	6.46	5.89	0.57	6.51	5.40	1.11	6.26	5.79	0.47
17. Adequate financial aid is available for most students.	6.59	5.50	1.09	6.72	5.62	1.10	6.67	5.31	1.36	6.40	5.46	0.94
43. Admissions counselors respond to prospective students' unique needs and requests.	6.29	5.74	0.55	6.50	5.71	0.79	6.22	5.78	0.44	6.13	5.80	0.33
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.28	5.70	0.58	6.43	5.79	0.64	6.15	5.52	0.63	6.21	5.80	0.41

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
REGISTRATION EFFECTIVENESS	6.40	5.85	0.55	6.54	5.83	0.71	6.47	5.78	0.69	6.26	6.01	0.25
11. Billing policies are reasonable.	6.37	5.55	0.82	6.51	5.61	0.90	6.39	5.14	1.25	6.29	5.99	0.30
20. The business office is open during hours which are convenient for most students.	6.15	5.78	0.37	6.30	5.88	0.42	6.23	5.87	0.36	6.00	5.59	0.41
27. The personnel involved in registration are helpful.	6.39	5.98	0.41	6.56	5.92	0.64	6.47	6.08	0.39	6.23	5.99	0.24
34. I am able to register for classes I need with few conflicts.	6.68	5.89	0.79	6.76	5.67	1.09	6.79	5.86	0.93	6.57	6.26	0.31
50. Class change (drop/add) policies are reasonable.	6.41	6.07	0.34	6.55	6.06	0.49	6.47	5.93	0.54	6.19	6.21	-0.02

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
RESPONSIVENESS TO DIVERSE POPULATIONS		5.78			5.72			5.62			6.09	
84. Institution's commitment to part-time students?		5.85			5.77			5.75			6.09	
85. Institution's commitment to evening students?		5.67			5.49			5.46			6.09	
86. Institution's commitment to older, returning learners?		5.94			5.84			5.79			6.26	
87. Institution's commitment to under-represented populations?		5.80			5.92			5.61			6.03	
88. Institution's commitment to commuters?		5.48			5.35			5.37			5.78	
89. Institution's commitment to students with disabilities?		5.99			6.06			5.83			6.31	

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SAFETY AND SECURITY	6.46	5.30	1.16	6.61	5.32	1.29	6.53	5.12	1.41	6.24	5.43	0.81
7. The campus is safe and secure for all students.	6.65	6.17	0.48	6.80	6.24	0.56	6.67	5.99	0.68	6.49	6.25	0.24
21. The amount of student parking space on campus is adequate.	6.27	3.74	2.53	6.42	3.66	2.76	6.45	3.60	2.85	5.92	3.99	1.93
28. Parking lots are well-lighted and secure.	6.27	5.27	1.00	6.48	5.32	1.16	6.23	5.10	1.13	6.15	5.41	0.74
36. Security staff respond quickly in emergencies.	6.65	6.15	0.50	6.75	6.22	0.53	6.77	5.99	0.78	6.41	6.13	0.28

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SERVICE EXCELLENCE	6.27	5.76	0.51	6.44	5.80	0.64	6.28	5.66	0.62	6.10	5.87	0.23
2. The campus staff are caring and helpful.	6.55	5.91	0.64	6.73	5.91	0.82	6.54	5.76	0.78	6.46	6.06	0.40
13. Library staff are helpful and approachable.	5.92	5.98	-0.06	6.05	5.93	0.12	5.96	6.02	-0.06	5.67	6.04	-0.37
15. The staff in the health services area are competent.	6.30	5.95	0.35	6.46	6.17	0.29	6.41	5.84	0.57	5.98	5.84	0.14
22. Counseling staff care about students as individuals.	6.20	5.82	0.38	6.43	5.95	0.48	6.27	5.73	0.54	5.99	5.80	0.19
27. The personnel involved in registration are helpful.	6.39	5.98	0.41	6.56	5.92	0.64	6.47	6.08	0.39	6.23	5.99	0.24
57. I seldom get the "run-around" when seeking information on this campus.	6.36	5.49	0.87	6.48	5.61	0.87	6.28	5.30	0.98	6.28	5.64	0.64
60. I generally know what's happening on campus.	6.17	5.66	0.51	6.36	5.59	0.77	6.15	5.55	0.60	5.87	5.91	-0.04
71. Channels for expressing student complaints are readily available.	6.25	5.29	0.96	6.41	5.33	1.08	6.10	5.00	1.10	6.15	5.57	0.58

Institutional Summary

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

Scale/Item	Southwestern Oklahoma State			Sophomore			Junior			Graduate/Professional		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
STUDENT CENTEREDNESS	6.40	5.85	0.55	6.57	5.81	0.76	6.41	5.77	0.64	6.24	5.98	0.26
1. Most students feel a sense of belonging here.	6.04	5.73	0.31	6.23	5.71	0.52	6.07	5.70	0.37	5.84	5.80	0.04
2. The campus staff are caring and helpful.	6.55	5.91	0.64	6.73	5.91	0.82	6.54	5.76	0.78	6.46	6.06	0.40
10. Administrators are approachable to students.	6.28	5.82	0.46	6.46	5.88	0.58	6.37	5.77	0.60	6.01	5.89	0.12
29. It is an enjoyable experience to be a student on this campus.	6.49	5.90	0.59	6.68	5.88	0.80	6.49	5.94	0.55	6.32	5.97	0.35
45. Students are made to feel welcome on this campus.	6.52	5.96	0.56	6.68	5.87	0.81	6.47	5.93	0.54	6.42	6.11	0.31
59. This institution shows concern for students as individuals.	6.51	5.76	0.75	6.62	5.64	0.98	6.53	5.54	0.99	6.37	6.06	0.31