Class Climate	Student Satisfaction Survey Spring 2021	SCANTRON

NORTHERN
Oklahoma College
TONKAWA | ENID | STILLWATER

Mark as shown: ☐ ☒ ☐ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: ☐ ■ ☐ ☒ ☐ Please follow the examples shown on the left hand side to help optimize the reading results.

1. General Information

1.1 **Location**
☐ Enid ☐ Stillwater- NOC only ☐ Stillwater - OSU
☐ Tonkawa ☐ University Center Ponca City ☐ Online only
☐ Other (e.g. high school at which you are concurrently enrolled)

1.2 **Gender**
☐ Female ☐ Male

1.3 **Enrollment Status**
☐ Full-time (12 hours or more) ☐ Part-time (11 hours or fewer) ☐ Concurrent (high school student)

1.4 **Delivery Mode of Classes (Check all that apply)**
☐ On site (classroom) ☐ Distance (ITV) ☐ Online
☐ Online Live (via individual Zoom link)

1.5 How did you learn about NOC?
☐ Online ☐ NOC Recruiters ☐ Family/friends
☐ High school ☐ Other

1.6 Explain how you heard about NOC.

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1. General Information   [Continue]

1.7 **Major**

☐ Non degree seeking/concurrent
☐ Biological Sciences (including Pre-Medicine & Pre-Pharmacy)

☐ Art
☐ Business Administration (including MIS, Hospitality, and International Business)

☐ Agricultural Sciences
☐ Business Management (including Accounting)

☐ Child Development

☐ Communication (including Mass Communication and Photography)

☐ Computer Science

☐ Criminal Justice Administration

☐ Digital Media and Design

☐ Elementary Education

☐ Engineering & Industrial Technology (including PTEC and Power Generation)

☐ English (including Creative Writing)

☐ Enterprise Development

☐ General Studies

☐ Health, Physical Education, & Recreation (including Athletic Training and Personal Training)

☐ Math & Physical Science (including Astronomy, Chem/ Physics, Math, & Pre-Engineering)

☐ Music (including Music Theatre)

☐ Nursing - Registered Nurse

☐ Nursing - Pre-Baccalaureate

☐ Respiratory Care

☐ Social Science (including Behavioral Science)

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2. Advisement

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
2.1	The communication I received from the school about the overall enrollment process was clear.	☐	☐	☐	☐	☐

2.2 Comment 2.1

| |

2.3 I had chosen a degree program (major) ☐ Yes ☐ No
before beginning classwork.

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
2.4	If undecided on a major, an advisor worked with me to identify an academic degree program (major) that met my goals.	☐	☐	☐	☐	☐

2.5 Comment 2.4

| |

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
2.6	An academic advisor was available to help me with questions about my course of study (courses for my major).	☐	☐	☐	☐	☐

2.7 Comment 2.6

| |

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
2.8	I was placed at the appropriate course level that matched my academic level.	☐	☐	☐	☐	☐

2.9 Comment 2.8

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3. Financial

3.1 Prior to enrollment, clear information was made available on how much my education would cost (e.g. cost comparison sheet, NOC website).

Strongly Disagree ☐ Disagree ☐ Neither ☐ Agree ☐ Strongly Agree ☐

3.2 Comment 3.1

[   ]

3.3 Prior to enrollment, a school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education.

Strongly Disagree ☐ Disagree ☐ Neither ☐ Agree ☐ Strongly Agree ☐ Not Applicable ☐

3.4 Comment 3.3

[   ]

3.5 Did you use the financial aid page on the NOC website? ☐ No ☐ Yes

3.6 Were you satisfied with the financial aid page on the NOC website? ☐ No ☐ Yes

3.7 Please recommend improvement to the financial aid page on the NOC website.

[   ]

3.8 I completed a federal financial aid application (FAFSA).
☐ Before Enrollment   ☐ After enrollment but before the first day of class   ☐ After classes started

☐ Not applicable - I did not apply for financial aid

3.9 Please explain why you did not apply for financial aid.

[   ]

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4. Course/Degree

Column headers (diagonal): Strongly Disagree, Disagree, Neither, Agree, Strongly Agree

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

4.2 Comment 4.1

[   ]

4.3 Course content is appropriately challenging for my program of study (degree). ☐ ☐ ☐ ☐ ☐

4.4 Comment 4.3

[   ]

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

4.6 Please indicate any courses that are needed and are not offered or are not offered in the timeframe needed.

[   ]

4.7 The course format that best meets my needs and learning style　☐ Traditional, on-site class　☐ Online　☐ Online live (set class times but accessed from your computer)

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5. Instructor

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
5.1 Faculty provide helpful instruction and resources.	☐	☐	☐	☐	☐

5.2 Comment 5.1

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
5.3 Faculty are available through office hours, zoom meetings, and/or email.	☐	☐	☐	☐	☐

5.4 Comment 5.3

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
5.5 The instructor provides feedback on assignments and/or test results in time to benefit me.	☐	☐	☐	☐	☐
5.6 Faculty are knowledgeable about their subject areas.	☐	☐	☐	☐	☐

5.7 Comment 5.6

6. Academic Support

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
6.1	I have been able to access additional help with classes when needed from my instructor.	☐	☐	☐	☐	☐
6.2	I have been able to access additional help with classes when needed from campus tutoring services.	☐	☐	☐	☐	☐
6.3	I have been able to access additional help with classes when needed from online tutoring.	☐	☐	☐	☐	☐

6.4 Comment 6.1-6.3

[   ]

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
6.5	I have access to the electronic databases (e.g. Gale, Ebsco, Primo, ProQuest, World Wide Web Virtual Library) and other library tools I need to complete research assignments and coursework.	☐	☐	☐	☐	☐

6.6 Comment 6.5

[   ]

6.7 Which of the library tools did you use the most?

☐ Gale   ☐ Ebsco   ☐ Primo
☐ Proquest   ☐ World Wide Web Virtual
                      Library

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
6.8	I am able to access computer labs/writing labs when needed for research and homework assignments.	☐	☐	☐	☐	☐

6.9 Comment 6.8

[   ]

I am able to navigate the NOC website to find information needed for:

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Not Applicable
6.10	Enrollment	☐	☐	☐	☐	☐	☐
6.11	Financial Aid (e.g. Pell Grants, OK Promise, loans)	☐	☐	☐	☐	☐	☐
6.12	Scholarships	☐	☐	☐	☐	☐	☐
6.13	Billing (e.g. tuition, payments, refunds)	☐	☐	☐	☐	☐	☐

6. Academic Support   [Continue]

6.14 Comments for website

6. Academic Support   [Continue]

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
6.15 I am able to access IT help as needed for coursework and online services.	☐	☐	☐	☐	☐

6.16 Comment 6.15

| |

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
6.17 When used, technology in the classroom is effective for learning.	☐	☐	☐	☐	☐
6.18 The NOC Pandemic Plan has provided necessary information.	☐	☐	☐	☐	☐

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7. Non-academic Support

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Not Applicable
7.1	Classrooms and general facilities are safe.	☐	☐	☐	☐	☐	☐

7.2 Comment 7.1

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Not Applicable
7.3	Classrooms and general facilities are clean and conducive to learning.	☐	☐	☐	☐	☐	☐

7.4 Comment 7.3

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
7.5	When I have non-academic questions (issues outside of the classroom), I can reach someone who can help me in time to benefit me.	☐	☐	☐	☐	☐

7.6 Comment 7.5

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
7.7	The new enrollment and registration system (J1, my NOC) functions for me.	☐	☐	☐	☐	☐

7.8 Comment 7.7

Employees are courteous and helpful in assisting with procedures in

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Not Applicable
7.9	Enrollment	☐	☐	☐	☐	☐	☐
7.10	Billing/Payment (e.g. tuition, payments, refunds)	☐	☐	☐	☐	☐	☐
7.11	Financial Aid (e.g. Pell grants, OK Promise, loans)	☐	☐	☐	☐	☐	☐

7. Non-academic Support   [Continue]

7.12 Scholarships ☐ ☐ ☐ ☐ ☐   ☐
7.13 Residence Hall ☐ ☐ ☐ ☐ ☐   ☐
7.14 Academic Advising ☐ ☐ ☐ ☐ ☐   ☐
7.15 Counseling ☐ ☐ ☐ ☐ ☐   ☐
7.16 Bookstore ☐ ☐ ☐ ☐ ☐   ☐
7.17 Comments for employee courtesy and helpfulness

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Not Applicable
7.18 Clubs and organizations offer positive experiences to enhance campus culture.	☐	☐	☐	☐	☐	☐

7.19 Comment on clubs and organizations

7.20 Special events and student activities offer positive experiences to enhance campus culture.	☐	☐	☐	☐	☐	☐

7.21 Comment on special events and student activities

7.22 Overall, I am satisfied with my experience at NOC. ☐ ☐ ☐ ☐ ☐
7.23 What have you liked best about your NOC experience?

7.24 What is one thing NOC could do to enhance your experience?