



Student Satisfaction Survey

Student Satisfaction Survey - Spring 2023 ()
No. of responses = 166

Overall indicators

Global Index

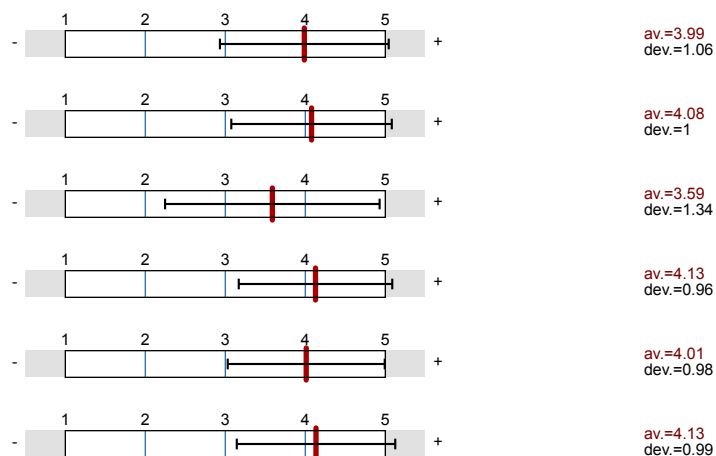
2. Advisement

3. Financial

4. Course/Degree

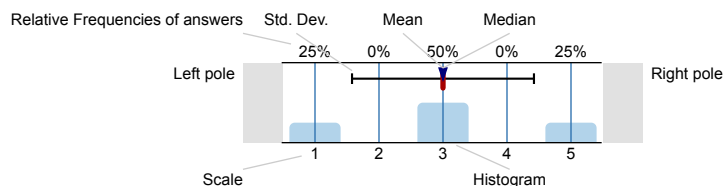
6. Academic Support

7. Non-academic Support



Legend

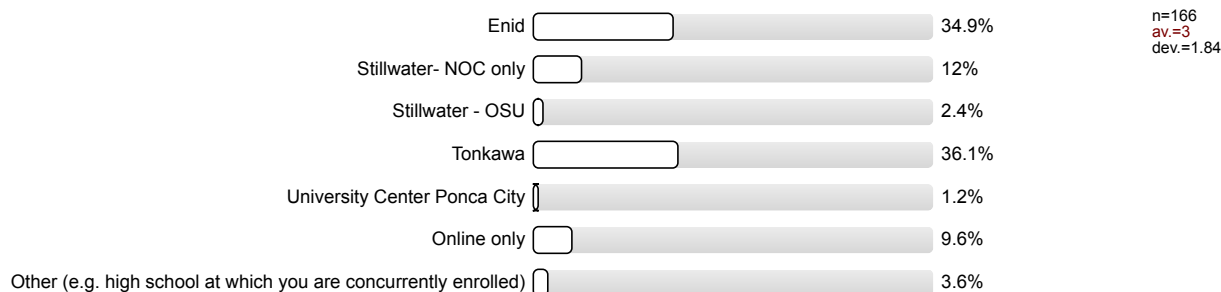
Question text



n=No. of responses
av.=Mean
md=Median
dev.=Std. Dev.
ab.=Abstention

1. General Information

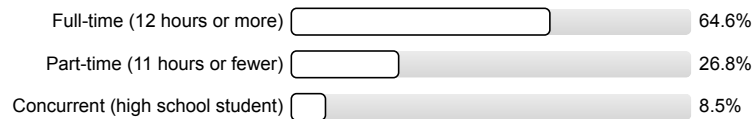
1.1) Location



1.2) Gender

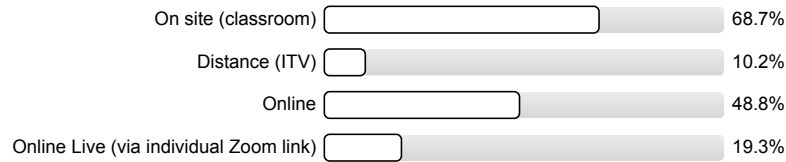


1.3) Enrollment Status



n=164
av.=1.44
dev.=0.65

1.4) Delivery Mode of Classes (Check all that apply)



n=166

1.5) How did you learn about NOC?



n=165

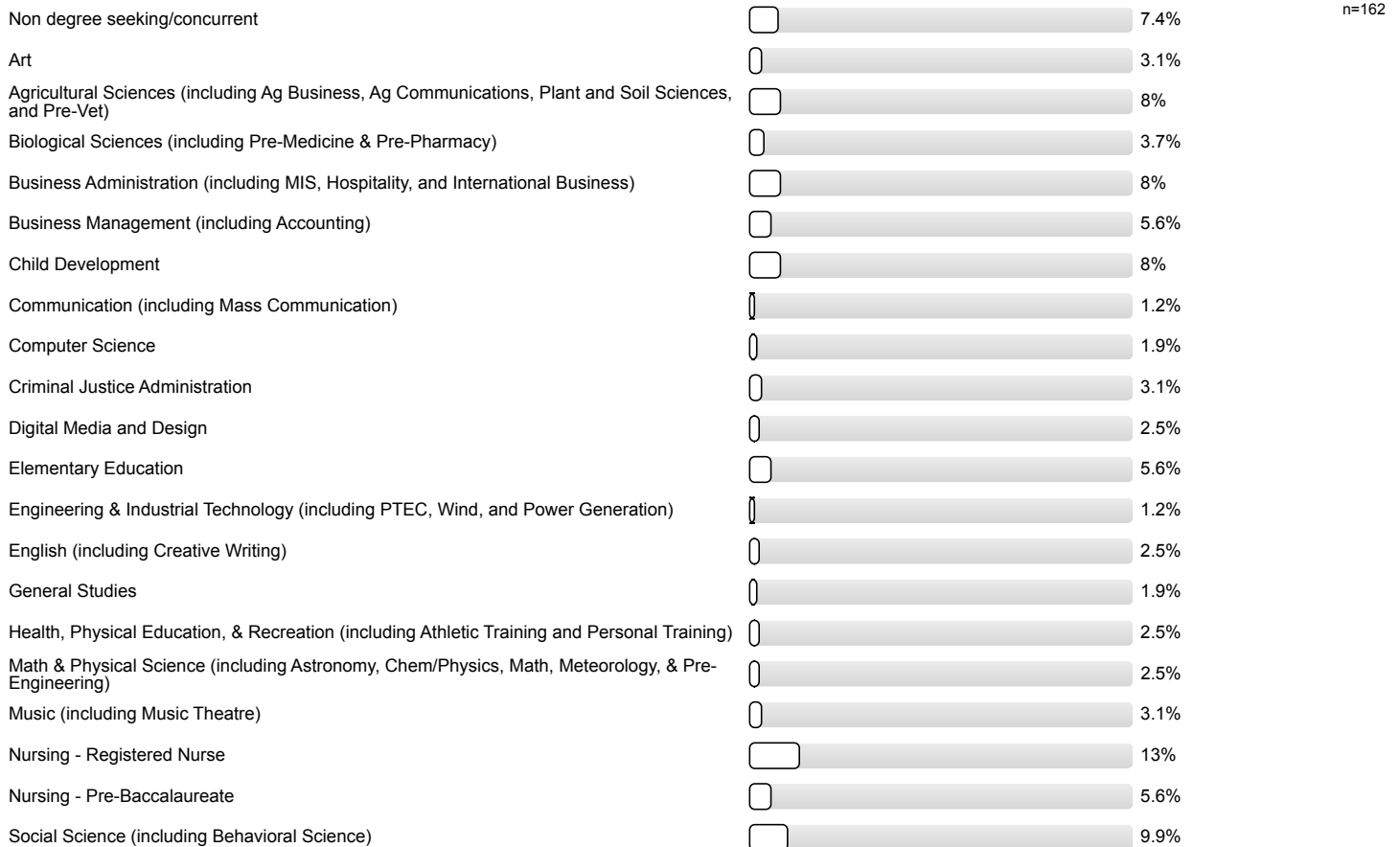
1.6) Explain how you heard about NOC.

- BEEN ENROLLED PREVIOUSLY
- Coworkers at Stillwater Medical Center
- Dean's meeting
- Educational talent search
- Friend of mine told me about it in 2016.
- I am here for the Lovestock Judging Team. I heard about XXXX the coaching job and decided to tour here I attended here in
- the past.
- I grew up in Tonkawa
- I heard about NOC through my coach reaching out to me.
- I learned about NOC from Livestock Judging Alumni
- I live in Enid and I am a former student from 2014.
- I live in Enid.
- I work at Blackwell High School and NOC is the closest college
- Moved to Enid
- My boss told me about the course I am taking.
- My director at the childcare center I work at told me about NOC child development program
- OSU pathway program
- Osu
- Proximity - I drove by the campus regularly
- fcounsler for my therapy

■ my job with Big Five community Service, Inc.

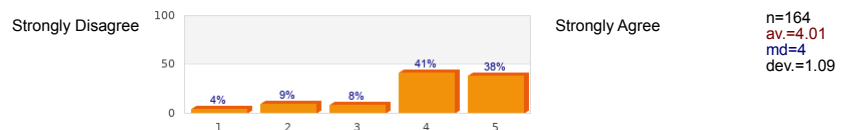
■ scholars for excellence program

1.7) Major



2. Advisement

2.1) The communication I received from the school about the overall enrollment process was clear.



2.2) Comment 2.1

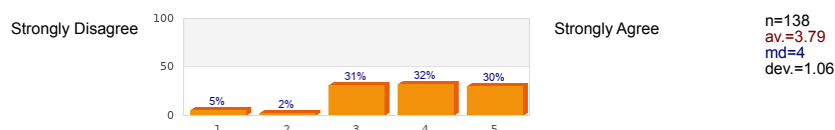
- XXXX did a great job helping me enrolled but I was not enrolled in all my classes during the year.
- Enrollment is difficult with the new system.
- Everyone was very helpful.
- I don't understand why you have a registration office that doesn't register you. But the gentelman was super nice, and my advisor XXXX was awesome
- I don't recall being contacted by the college about enrollment at all. The only time I spoke to my advisor was in my 3rd semester at the school.
- I had to reach out and email the registration people using a link... I waited for the nursing department and never heard. XXXX thankfully emailed me back within 24 hours.
- I never had any issues when it came to the enrollment process

- I received the communication from the school about the enrollment after I did a FASA forms right before the school even started.
- I understood what I needed to do while enrolling
- I was running around for two months before school started because no one was telling me anything. I almost didn't get a dorm I needed for my scholarship.
- It has been very helpful
- It was easy and clear
- My adviser was wonderful and very helpful with enrolling and helping me under stand my degree requirements
- My original adviser had me register for classes I shouldn't have been in and the registration process was incredibly cumbersome
- My student advisor helped me through the process completely and what little I had to do was fairly straightforward.
- Someone came to our High School and heped us enroll on campus.
- The communication wasn't exactly clear as far as what NOC was sending out, but as soon as I went to the administration office they were very helpful and informative.
- The office staff is so helpful and wonderful!
- The people that helped me were nice and explained what I needed to do in great detail.
- They have helped me every step of the way and beyond what they needed too to put me in the direction I needed to go in.
- Very good
- When an advisor assigned every semester has been easier to enroll. But coming in as a freshman in the summer it was very very confusing
- When i first enrolled XXXX the admin office was a life saver.
- communication was ok, but it's difficult to find what I needed
- the lost my housing paper work

2.3) I had chosen a degree program (major) before beginning classwork.



2.4) If undecided on a major, an advisor worked with me to identify an academic degree program (major) that met my goals.

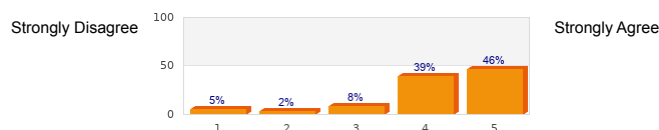


2.5) Comment 2.4

- Advisor was good
- Being concurrent, I don't have access to an advisor, but I've had help from XXXX in declaring a major and enrolling.
- Concurrent student.
- I already had my degree chosen.
- I had a really difficult time choosing a major on my own. Though most of that decision making complications were my own personal business, I did take a world of work class that was supposed to help guide me in a direction but that class didn't really do anything for me and I'm unsatisfied that I had to pay for it and dedicate so much time to be there for it. It would be great if that class could actually show students the options they have for degrees here. Like going over what degrees NOC offers, what they can go into, what classes they have, etc. so undeclared students can actually pick something sooner, stay on track with their academics, and see what interests them.
- I had a teacher go out of their way to check out some classes I would be interested in.
- I had help when choosing my major at OSU.

- I have always wanted to take some college classes but was a little undecided but after talking to the company I work with now has really help me decided what I have wanted major on
- I knew what I wanted to do.
- I met with a career counselor and she wasn't all that helpful.
- I received emails.
- I was not undecided
- XXXX is so helpful!
- My advisor help me to identify my degree program (major) by explaining what I need to do and try to pass this class.
- My advisor is very informative.
- My advisor kept choosing classes to prepare me for the NOC nursing program after I already told them I wanted to transfer to SWOSU.
- My advisor put me in classes that also would benefit me in what I specifically want to do after school
- My advisor was very good at helping me with anything I needed.
- N/a
- Not majoring at NOC
- She told me about classes I could be interested in taking.
- The advisor I was assigned was very unhelpful and made me feel unwelcomed/unsupported.
- i didnt choose one for here
- was decided

2.6) An academic advisor was available to help me with questions about my course of study (courses for my major).



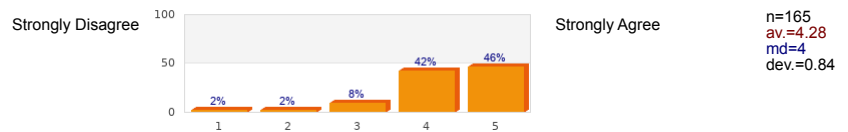
n=164
av.=4.18
md=4
dev.=1.02

2.7) Comment 2.6

- Absolutely satisfied with the help from my advisor
- Again, I had a teacher go out of their way to check out some classes I would be interested in.
- XXXX was always unavailable and pretty much useless in this role.
- I didn't have a lot of questions to ask.
- I had to keep finding and emailing people myself.
- XXXX is a great advisor
- Majority of my classes are with my advisor
- XXXX answered all questions that I had and made it so easy for me to choose the classes that I need.
- My advisor taught a lot of the classes I was in so it was helpful if I had questions or concerns.
- My advisor was not always there to help me with the questions that I had and was not there to help with registration.
- None
- One might have been available, but I was never aware of how to contact them.
- Other advisors not assigned to me were very helpful with any questions I had and promptly got back to me with answers regarding my questions.
- XXXX was amazing.

- Right when I first enrolled I had a "random" advisor helping me but once I got into the first semester I had the correct advisor.
- They helped me decide what classes are required for my major.
- Yes, my academic advisor helping me by answering my questions and help me understanding of my course.
- didn't seem to know what she was doing
- i recieved help
- never asked
- very helpful

2.8) I was placed at the appropriate course level that matched my academic level.

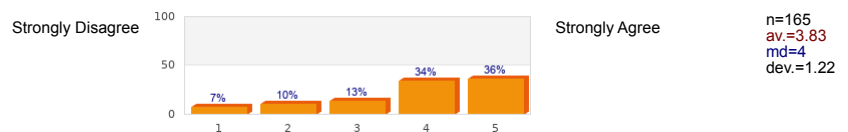


2.9) Comment 2.8

- Concurrent.
- Having to start in a lower maths was redundant.
- I felt like the math class I was put in was at a higher education level than I was in, but other than that, the classes were around my education level.
- I felt like the math class was above my academic level.
- I felt very good about all of my courses.
- I hope so.
- I really have no idea.
- None
- They helped me pick out classes that matched my skill level.
- i do not know
- very helpful

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).

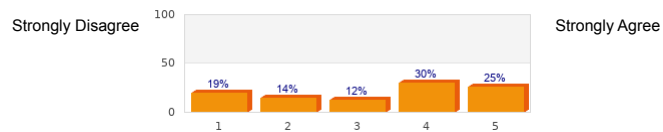


3.2) Comment 3.1

- I already had a basic understanding that tuition and education would be expensive.
- I never asked for help with this.
- I received no guidance on cost.
- I still don't understand the cost, well not for the OSU or gateway
- I was never provided with this information. I sought it out on my own to find the website was largely outdated information.
- I was pretty well aware of costs before attending NOC
- I went over to NOC website and look over the cost of my education.

- I went to a meeting with the financial aid office before enrolling and learned about the cost there.
- None
- There was a handout that gave us cost
- They only way I could find costs was on a paper in the registration building. It would have been nice if that information was made more easily available online or if that was mentioned when registering.
- You guys were straight out horrible with that. There is no reason people in the bursar department should be so rude. No information was clear. Your website is horrible, and needs a better layout and the financial information for students needs to be delivered much quicker. I would have thought this was your first year open as a college
- everything was listed on the website
- im a concurrent student
- my company has been very helpful in helping to stay on top my education cost.
- some people in the music program doing the same music classes, don't get the same amount of money on scholarships.

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.



n=131
av.=3.28
md=4
dev.=1.46
ab.=35

3.4) Comment 3.3

- Didn't happen. they also missed my pell grant which took an additional two weeks to get, which messed up my childcare payments. That was stressful but nice in getting it resolved. Shouldn't take another 14 days if it was the schools error.
- Financial aid office was difficult to get a hold of and told me to google scholarships
- Here on scholarship
- I had all the resources needed to understand all of it.
- I never done this before, but I went over to talk to the financial aid instructor.
- I never had a financial aid person help with loans or anything like that.
- I still don't really understand how financial aid works. I just submit a form every semester and hope for the best. I learned how to apply for scholarships on my own, through trial and error, and it would've been nice if someone could have been there to told me NOC even offered scholarships. And if those who offer scholarships could keep in touch and send an email of whether or not I will get the scholarship would be very thoughtful and better help me financially prepapre, whether than waiting till after tuition is due to see if anything has magically been taken off my bill.
- Im not applicable
- Nobody told me anything about how financial aid or scholarships work. It was a very confusing process I had to figure out on my own, which in the end caused me a lot of financial hardships. It would be nice if someone was available to keep students up-to-date with how financial aid works or with how to apply for scholarships and the satus of their applications.
- None
- So very helpful!
- The financial aid was helpful and did a good job helping me.
- The officer was really nice and great at explaining.
- They help majority of Freshman year
- the financial aid advisor acted like i was suppose to already know what all needed to be done in order to receive any of my financial aid money and i had no clue as to what to do or where to even to begin. it took me a while to get it figured out and a few times going in to her office until i got it all figured out. at one point i finally just took my computer into her office and just had her show me what needed to be done i wasnt very satisfied with the way she done things and the way she had made me feel. all in all i feel like she needed to be more informative on what all needed to be done almost step by step because if a person has no idea what they are doing or what they should be doing in order to get any financial aid they could be missing out on the help they can get that would help them in getting their education and not miss out on the opportunity due to financial problems

■ very helpful

■ yes they did

3.5) Did you use the financial aid page on the NOC website?



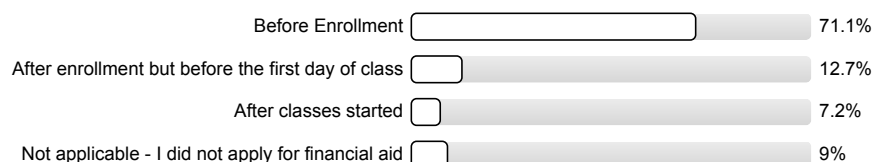
3.6) Were you satisfied with the financial aid page on the NOC website?



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

- A little more clear icons
- Didn't really use it much at all besides when trying to apply for scholarships, but it was difficult to understand and navigate where I was supposed to go.
- I can't think of any improvements.
- I can't think of some improvements to the financial aid page.
- I did took a look at some improvement in the financial aid page, but I didn't took a great look at a lot of stuff.
- I have none.
- It has very limited information and is not user friendly.
- Make things easy to find and clearly labled
- None (2 Counts)
- Nothing I can think of.
- Sometimes it was hard to log in
- The NOC website is difficult to navigate, poorly organized, and nonaccessible.
- The financial aide page was fine. Nothing spectacular. A bare minimum website
- The scholarship office did not put my scholarships in fast enough for me to set up a payment plan. I had late fees because of it.
- There are no improvements needed.
- They are extremely rude in the office. I was extremely confused about how college payments worked and how to fill out fafsa and when I went to ask for help all I received was a piece of paper and a lot of sarcasm. I am a 21 year old who chose to go to college a few years after highschool, I saw no point in putting my parents in on fafsa because I was not going to be receiving any help from them. When I tired to explain this to them she told me, very rudely, that it didn't matter and I had to put my parents down. I later learned this wasn't the truth and I didn't have to put my parents down. They are rude and uninformed.
- has been very helpful
- i would like to see more detailed information on that page
- it's fine
- no comment

3.8) I completed a federal financial aid application (FAFSA).



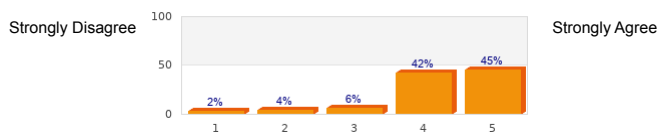
n=166
av.=1.54
dev.=0.97

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

- Currently a Junior in High School
- Do not qualify for
- I am paying out of pocket.
- I was denied the first time I applied
- International Student paid by the family
- I'm a concurrent student
- My school paid for concurrent classes.
- Spouse and I make too much money, but we also have a dependent. Still make too much.

4. Course/Degree

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



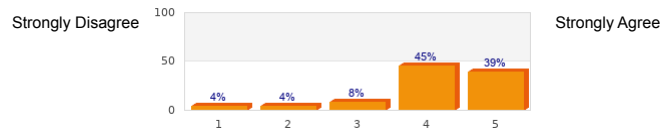
n=165
av.=4.24
md=4
dev.=0.92

4.2) Comment 4.1

- I am not satisfied with my progress at Noc nursing. It was not a good experience. It seems as if all of the professors are in over their heads, which cause them to be unorganized, unhelpful and unprepared. When they make a mistake, they blame it on the fact that "nursing is always unpredictable". Most of them seem incapable of teaching. We have to teach ourselves because they leave things out that will be on exams. Their instructions are never clear, and are just not good educators
- I am trying my best to complete this degree by making sure all of my assignment is completed and turn it in to the instructor, but I get a bit confuse and stressful about the instruction and how to do it.
- I am very happy with everything
- I think I earned too many credit's and could have graduated sooner, but I'm not sure to be honest. I didn't realize universities required 60 credits no matter what.
- Im glad im getting classes out of the way for the coming school year.
- It's too early for me to answer this question.
- One of my grades could be higher, but I'm glad I'm not failing.
- Some professors in the business department make the class harder than needed
- The nursing instructors are not teaching. The program is designed for us to self-teach everything and then answer "popsicle questions" during class time. The dropout rate in this program is ridiculous because of this. This program is awful and should be overhauled - including the staff. It's college - not kindergarten.
- The nursing program has been a hot mess the entire time.
- There are not science class options that are adult friendly who have to work a mon-fri job. No one seems to care.
- With military medical experience and previous college nursing courses completed I had hoped there would be an accelerated program
- i am satisfied

- some teachers aren't as helpful as others and have better teaching styles

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

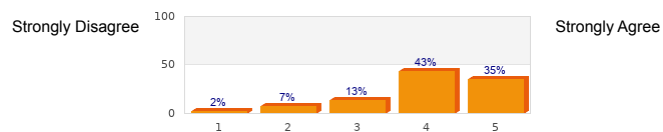


n=165
av.=4.12
md=4
dev.=1

4.4) Comment 4.3

- Because it's all self-taught it's ridiculous.
- Engineering Physics is ridiculously harder than it needs to be, Especially at this level.
- I feel like im being appropriately challenged.
- I learned that a few courses here do not completely transfer to Oklahoma state university
- I was struggling in one of my classes.
- It's tough, but it is challenging me to be great!
- It's only challenging because the teachers make it challenging. They don't do a good explanation of situations in the book. If we just read the book and no professors and applied what we learned on our own, I truly believe everyone of us would be successful
- Needing to get the specific science classes is still hard to understand.
- Some of the art classes could be a little more challenging
- The nursing program seems to have a high drop out rate. At the end of my first year in the program, over half of my cohort accross all 3 campuses is gone. It is usual to have some students drop, but not that many,
- They're not too hard (minus one class), but they're not that easy either.
- WHY DON'T ONLINE TEACHERS LECTURE. If I wanted to read a book I would have read a book, seems lazy and I learn better from lectures. Some classes were a joke. Also, discriminated against for being pregnant and had a terrible experience with unfair grading practices early on.
- Yes, I mean this course content can be challenging to me.
- i agree that it is
- was very happy with my course, was good challenging for sure.

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



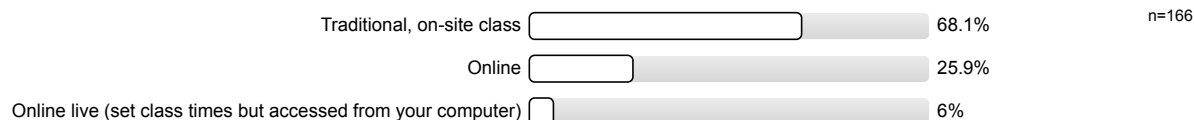
n=165
av.=4.03
md=4
dev.=0.96

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

- As long as I get right on it!
- Chem 2 heavily conflicts with my degree classes. Calc 3 and Diff Eq are only spring classes.
- Classes are not at logical times and do not allow students to do what they want it is based off what fits your schedule even if you have no interest
- Courses for more specified fields of art
- I am not seeking a degree from NOC
- I don't know what classes are needed at the moment.
- I don't know what courses I need to take yet.
- I don't remember but the reason I had to take an extra semester before graduating was because the last two classes I needed were not available in the fall and only in spring.

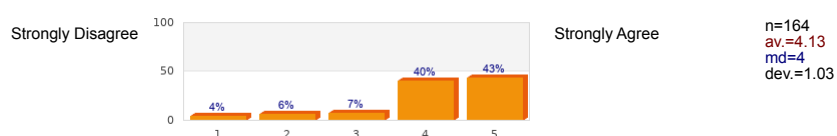
- I really have no idea about any other of my courses that are needed or not offered.
- I was a double major with communications as my second and the classes are not very accessible for athletes.
- Math
- Microbiology was not made available due to amount of people . I really could of used in person teaching in the summer
- More diverse options that are actually relevant to different degrees should be offered over the summer.
- My English class was switched without my knowledge, but I stayed to try it out.
- N/A (2 Counts)
- None (2 Counts)
- Sociology and developmental psych
- The science classes - some are labs online others require a lab kit but many other colleges and online courses allow for online labs. The kit is super expensive and hard to manage every time you have a lab.
- all is well taken care of, courses are all taken as needed.
- more evening options would be nice, not everyone can attend class during the day.
- none (2 Counts)

4.7) The course format that best meets my needs and learning style



5. Instructor

5.1) Faculty provide helpful instruction and resources.

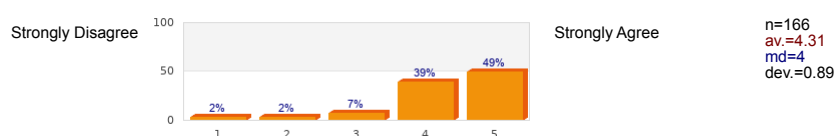


5.2) Comment 5.1

- Absolutely not. Instructions were never clear and concise. We had to decide what was wanted from us. 1/2 the time they don't remember the emails they send. Some professors are unapproachable and not nice people. Some are very odd with their interactions towards others and makes you not want to meet with them again.
- Bad financial communication.
- XXXX was excellent. XXXX was a joke
- XXXX instruction is not satisfactory to complete the work in her class.
- Faculty was very helpful when I reached out.
- Half of the sources she used were blocked by my high school
- I honestly think administrators need to send in evaluators to evaluate the teachers of the fine arts department.
- I think if a teacher is going to make a study guide for a test it should be helpful but instead in some classes i spend time studying things that aren't even on exam and i always feel unprepared after the exam
- It's a mixed bag - some instructors are helpful. Others behave hugely inappropriately.
- Ive only met one of my professors but she was very knowledgeable and kind.
- Just about every professor was very understanding and eager to help

- See previous comments. They are trying an “active learning” approach this year and they have no concept of how active learning should be structured.
- Some were very helpful, some were lacking.
- XXXX was amazing, she is the best teacher you have. A lot of the others I never really heard from due to online structure. The faculty
- are really helpful whenever I needed help on what the instruction is trying to tell me to do.
- The instructions are full of details and the resources are helpful in assignments
- The professors are always there to help
- They're good at explaining the subject they're teaching in great detail.
- Very hard to get information.
- You are apparently supposed to pay them so you can teach yourself and come to class to waste your time.
- i have had issues with grading points. I have emailed XXXX on multiple occasions about the total points including bonus/extra credit points. The grades are not accurately figured due to this.
- teachers who read 100 miles per hour through slides every class everyday are not teaching us
- very helpful
- yes they have

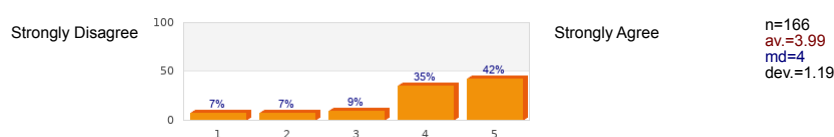
5.3) Faculty are available through office hours, zoom meetings, and/or email.



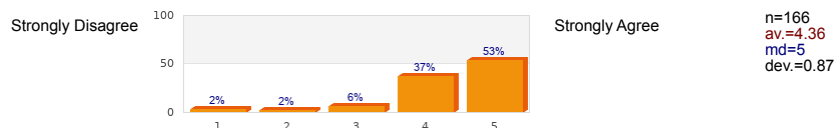
5.4) Comment 5.3

- XXXX of my online classes doesn't even respond to my paragraph long emails in a complete sentence. He will respond in either one word or a few words and even spells my name wrong. I sent a kind paragraph long email and he responds short and disrespectfully.
- If I have a question about the assignment, I could always put on a zoom meeting with the instructor.
- My professor has made it clear we are free to message her on remind or shoot her an email if we need to.
- Probably the only positive thing
- She had family issues so for a while she didn't respond
- Sometimes, I visit each of my course instructor during their office hours and also sending an email to them.
- Very rarely available on the Enid campus
- When I needed help, I could email them and get a quick response.
- the same said teacher never emailed me back through the entirety of the class
- they are
- very helpful

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

■ All of the teachers I've had at NOC have been amazing. Outstanding and amazing teachers I have had have been XXXX, XXXX, XXXX, and XXXX. I have loved learning from them and feel extremely blessed to be able to have them as my teachers. I am not good at understanding science and XXXX has done everything he can to help me understand and feel prepared for my classes. XXXX has taught things in a way everyone can understand and clearly shows the qualities of an amazing teacher. XXXX has been extremely understanding with my personal issues and is always willing to work with me to make sure I understand what is going on in class. XXXX has just been a joy to have as a teacher, what he teaches has been extremely fun to learn about and he does an amazing job at teaching it.

XXXX was slow and embarrassingly late with grades

■ XXXX was amazing, I always new my grade would be given the Monday or Tuesday after turning it in.

■ My professor is very knowledgable about her subject area.

■ No. Just no.

■ One instructor directly contradicted his own textbook

■ Some teachers are able to lecture and do well teaching us. Others just expect us to come to class for their lecture and do an 'in class activity' that teaches nothing and then teach ourselves the unit contents.

XXXX has no clue what he is teaching

■ They absolutely know what they're talking about.

■ They seem very passionate about the subject they teach.

■ They've all been so knowledgeable and helpful.

■ This is the 2nd semester where I have questioned why my grades do not add up to the percentages they say they use in their syllabus and no one gives an answer. They basically say blackboard does it for them. IF you DONT know how to figure it up manually then do not advertise that you are using a percentage system. I break it down on my own and I use the percentages they put in the syllabus but my grade never matches! This is very frustrating.

Yes, these people are well smart and always posted an assignment to prepared for the classes.

■ i agree that they are

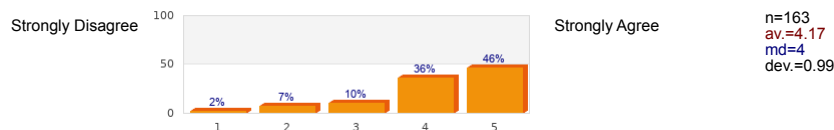
■ it has been difficult to reach my instructor for medical terminology

■ she seemed very educated in zoology but she did not seem to know how or did not want to teach us with passion

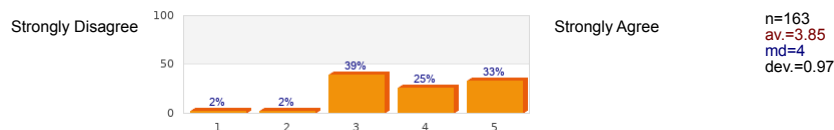
■ well done

6. Academic Support

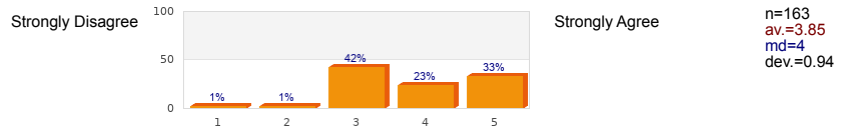
6.1) I have been able to access additional help with classes when needed from my instructor.



6.2) I have been able to access additional help with classes when needed from campus tutoring services.



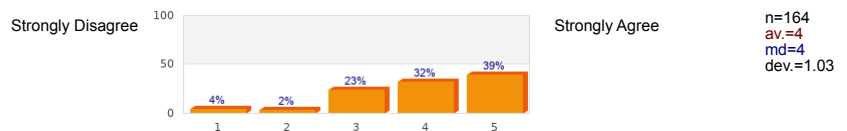
6.3) I have been able to access additional help with classes when needed from online tutoring.



6.4) Comment 6.1-6.3

- Didn't ever use online tutoring or campus tutoring services, I prefer to just talk to the teacher when needed.
- Have not used online tutoring.
- I am sure that if I needed help from tutoring that I would get the help needed in a timely manner. That is why I answered the 6.2 & 6.3 with strongly agree.
- I could email the instructor and ask them if we could have a Zoom meeting to discuss an assignment I was having trouble with, and they would be happy to do so.
- I did not ever go for tutoring so I would not know how they tutoring service is.
- I did not need tutoring but people I know who did could access it well
- I have been able to access them when i needed help with something
- I have been able to get help with classes from my instructor and the instructor from online tutoring. I use the online tutoring when I needed help on my general biology questions.
- I have had help by instructor when needed, I have never use online tutoring but if i needed it I knew how
- I have never used any tutoring services. But my instructors have always been very helpful.
- I have never used tutoring on or off campus.
- I haven't needed online tutoring so I haven't tried it, but I'm sure it's helpful!
- I haven't needed tutoring yet, but I know it's coming
- I've never used any tutoring services, but I only hear good things about them.
- Like I said, if I needed help with a course, I can get into a zoom meeting with the instructor.
- Not available for nursing
- Some teachers are very helpful, some not so much.
- The tutoring is great too bad they teach you on a whole different way then the classes teach you.
- We use tutor.com for every essay we write.

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.

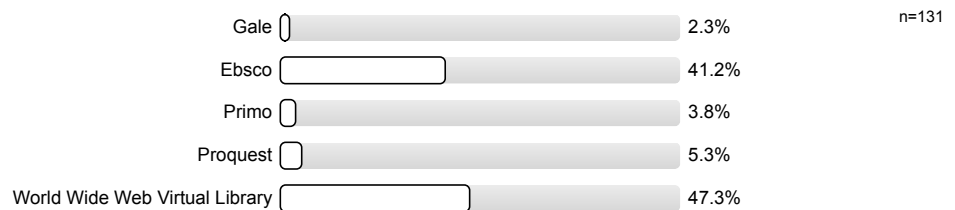


6.6) Comment 6.5

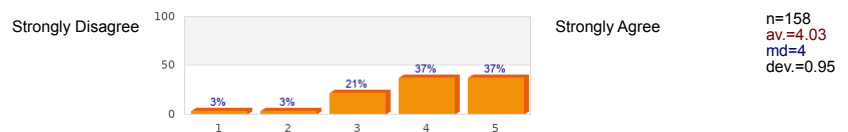
- I didn't use the electronic databases
- I don't know what any of those are
- I had access to Ebsco for an essay.
- I had no idea about any of these tools. I could've used them if I did.
- I had to use Ebsco for an assignment.
- I have been in Ebsco website before during my first semester in English classes.
- I just remember using only vimeo

- I use ebsco for every essay.
- I wasn't ever even made aware that this was an option or resource available to me.
- I wasn't aware of them.
- I'm not a big fan of the electronic databases. They would be very helpful in theory, but these sites are difficult to navigate and don't work off-campus.
- I've never heard of these sites, except the web
- Never heard of it
- Never heard of most of those.
- Not useful
- Only used ebsco for comp 1 and 2.
- While on-campus, yes, but being a daily commuter out of town, I struggle to get access to the websites.
- yes i do

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



6.8) I am able to access computer labs/writing labs when needed for research and homework assignments.



6.9) Comment 6.8

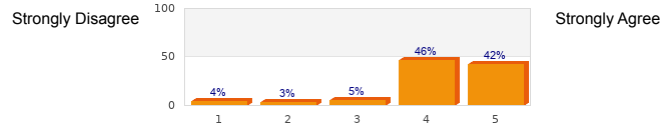
- All of our research labs are easily accessible.
- I didn't know those were an option
- I didn't need to use the library
- I do not remember using these
- I have everything I need to access research online at home
- I live in Pawhuska
- I mean I never went to a computer lab whenever the instructor is not there. I just only go to the library and do some research and print out some paper that I needed for the classes.
- I took my course online, so I didn't need to access the computer labs.
- I wished our key cards would let us in to use the labs and printers after hours.
- I'm attending my courses via online. I can't judge the computer lab.
- Library's and study areas are closed on the weekends when we study. Ridiculous.
- Never went to the library nor did I use it
- No one was there and there are no passwords so you couldn't login
- The computer lab in zollars basement needs work. The computers take about twenty years to even turn on.

■ Used my own personal computer only.

■ yes i have access to them

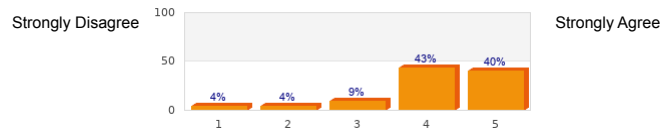
I am able to navigate the NOC website to find information needed for:

6.10) Enrollment



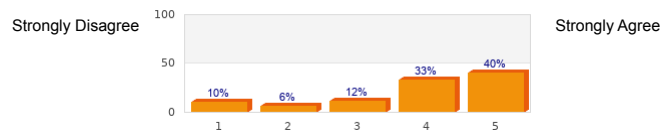
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md=4
dev.=0.94
ab.=6

6.11) Financial Aid (e.g. Pell Grants, OK Promise, loans)



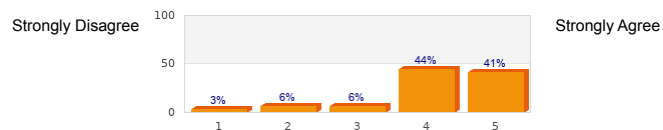
n=145
av.=4.1
md=4
dev.=1.01
ab.=18

6.12) Scholarships



n=139
av.=3.86
md=4
dev.=1.28
ab.=24

6.13) Billing (e.g. tuition, payments, refunds)



n=156
av.=4.14
md=4
dev.=0.99
ab.=5

6.14) Comments for website

■ Could be formatted better.

■ I don't have any comments. It's a good website.

■ I have had to do it all myself... if you do it enough you get used to it.

■ I went to NOC website to look for some information that I needed.

■ I would simplify the website to put at the forefront those sites that people are most likely to use, because there's so much information on there that most people will never need to access, while the stuff they need to is lost in it.

■ It contains tons of outdated information and is not easy to navigate.

■ It wasn't too much trouble navigating the website.

■ Less buttons for finding things

■ Make scholarships easier to find and apply for

■ The only thing is that when you make your payment, your account should not be on hold.

■ There are NO sources on the NOC website or myNOC that I could ever find to help explain costs, financial aid, or scholarship opportunities. I didn't even know we could apply for scholarships until my 3rd semester.

■ Wish it was easier to pay online in general or when bill is overdue

■ Would like to find enrollment much easier. Maybe under students a tab that says enrollment.

■ Your bursar layout and timing is horrible. Students wait for 6 weeks after school starts to receive money they live off of.

■ im a concurrent student

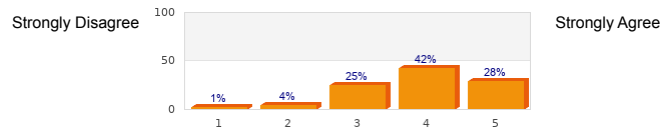
■ never saw any scholarships or was directed towards scholarships

■ none

■ the nursing application can sometimes be hard to find

- website feels like it was made by a 3 year old. its ugly and sucks
- which I sometimes forget how it but once I get a hang of it then I get a refresher.

6.15) I am able to access IT help as needed for coursework and online services.

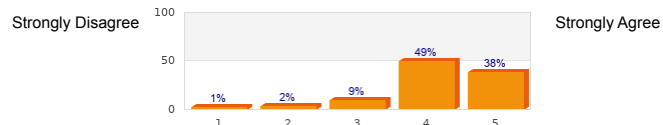


n=160
av.=3.92
md=4
dev.=0.89

6.16) Comment 6.15

- Haven't needed to.
- How do you even do that?
- I had to contact them several times before, and they were really helpful and patient.
- I have needed help from the IT instructor during office hours.
- IT was also nice and helpful when I needed help.
- Not really applicable
- The IT people have been extremely helpful!! I am a transgender student, pre name change, they helped me change it on blackboard so I feel way better everytime I open up blackboard. Love them!!
- When my email was hacked they were very helpful and let me know that they changed my password.
- n/a
- with a refresher
- yes i am

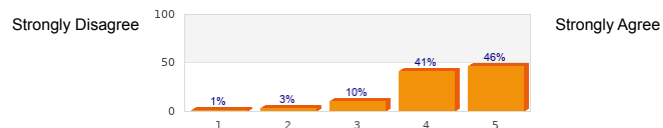
6.17) When used, technology in the classroom is effective for learning.



n=162
av.=4.2
md=4
dev.=0.8

7. Non-academic Support

7.1) Classrooms and general facilities are safe.



n=146
av.=4.29
md=4
dev.=0.8
ab.=16

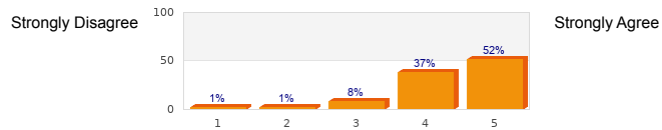
7.2) Comment 7.1

- I can't judge the classrooms since I'm currently not on campus.
- Im an online student
- It is safe for me to take my course in the campus facilities.
- Off campus
- Since I took classes online, I can't judge the classrooms and facilities.

■ There is a wasp problem and I was stung in class other people have had this problem also

■ concurrent student

7.3) Classrooms and general facilities are clean and conducive to learning.



n=147
av.=4.37
md=5
dev.=0.8
ab.=15

7.4) Comment 7.3

■ For me, I well know that the classroom are very clean and being prepared for the school to get started.

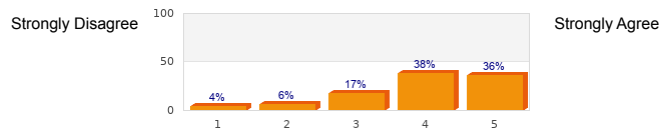
■ I can't judge the classrooms since I'm currently not on campus.

■ Im an online student.

■ Since I took classes online, I can't judge the classrooms and facilities.

■ concurrent student

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.



n=159
av.=3.96
md=4
dev.=1.05

7.6) Comment 7.5

■ But the phone system is terrible for stillwater always brought me back to tonkawa it was frustrating

■ I haven't had non-academic questions to ask.

■ I haven't really had non-academic questions.

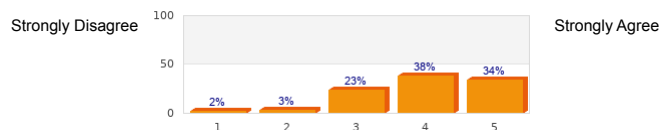
■ I havent had to ask non-academic questions.

■ Yes, I went to go find someone to talk to help me in time whenever I needed help.

■ all staff is very helpful

■ im a concurrent student

7.7) The new enrollment and registration system (J1, my NOC) functions for me.



n=163
av.=3.99
md=4
dev.=0.93

7.8) Comment 7.7

■ I enrollment and registration system in my NOC login website really is helpful for me.

■ I have not tried it yet

■ It was a little hard to navigate on my own, but with help, it was easy.

■ It wasn't buggy or a drag to navigate.

■ It's very hard to use and often causes problems while enrolling.

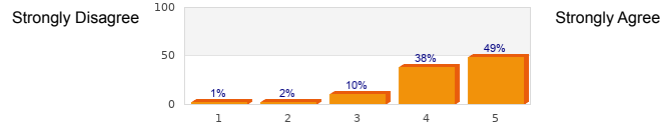
■ all staff is helpful if any questions

■ it would be nice to filter more when trying to find a class to register for.

■ they function for me

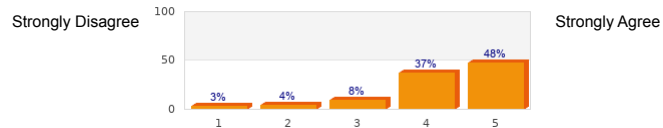
Employees are courteous and helpful in assisting with procedures in

7.9) Enrollment



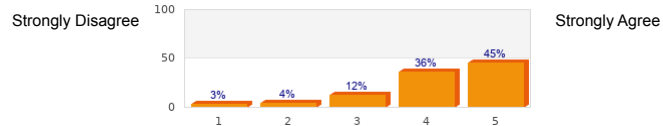
n=156
av.=4.31
md=4
dev.=0.83
ab.=6

7.10) Billing/Payment (e.g. tuition, payments, refunds)



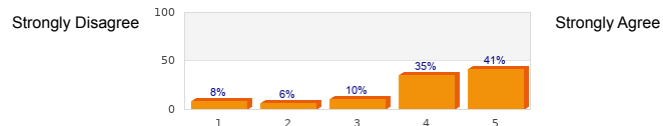
n=153
av.=4.22
md=4
dev.=0.99
ab.=9

7.11) Financial Aid (e.g. Pell grants, OK Promise, loans)



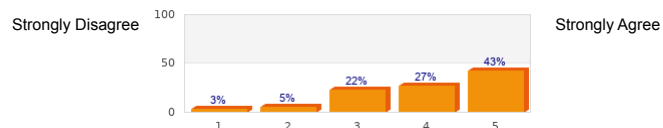
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av.=4.16
md=4
dev.=0.99
ab.=22

7.12) Scholarships



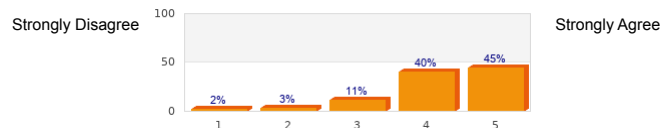
n=131
av.=3.96
md=4
dev.=1.21
ab.=31

7.13) Residence Hall



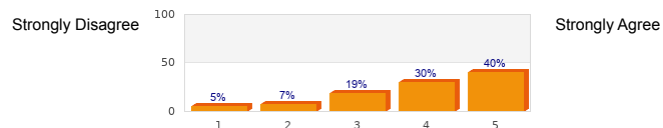
n=94
av.=4
md=4
dev.=1.08
ab.=68

7.14) Academic Advising



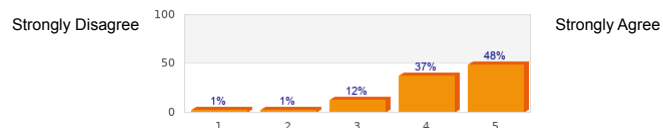
n=148
av.=4.22
md=4
dev.=0.89
ab.=14

7.15) Counseling



n=118
av.=3.92
md=4
dev.=1.15
ab.=45

7.16) Bookstore



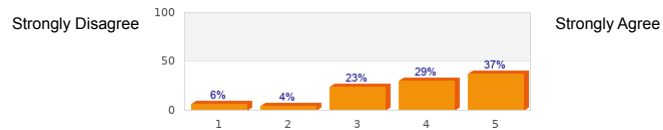
n=139
av.=4.29
md=4
dev.=0.84
ab.=22

7.17) Comments for employee courtesy and helpfulness

- XXXX, doesn't respond to emails in a kind manner or ever punctuation with his half sentences.
- Be nice to have someone sitting front and center not to the side. You walk in and see no one
- Bursar are so unnecessarily rude. People are coming to them who are vulnerable and their approach to people who are asking about refunds or how we can set up payment plans or get help with paying if we don't have enough is so wrong.
- Degree programs that compelte in December that cannot recieve cap and gown until May of the next semester to me is silly.
- Everyone on this campus actually cared, so all thumbs up from me. If they couldn't answer questions they helped direct me to someone who could
- I was unable to find help about scholarships and I didn't even know we had counseling until just now.
- XXXX is an idiot. XXXX the resident advisor lies and steals from students.

- My current advisor (XXXX) is incredibly helpful and courteous
- The employees were nice and understanding. I haven't been able to talk about the residence hall or counseling yet, so I can't judge there.
- The scholarship office is something all of the student athletes have had problems with.
- They're really nice, patient, and helpful.
- helpful
- none

7.18) Clubs and organizations offer positive experiences to enhance campus culture.

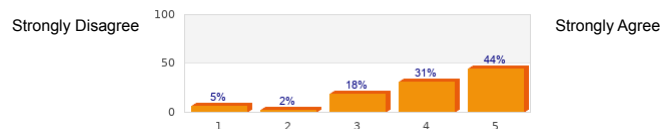


n=99
av.=3.88
md=4
dev.=1.15
ab.=64

7.19) Comment on clubs and organizations

- All that Enid offers is BCM
- I have not been in a clubs or any organizations in my life, but I have been impress and experience about islander club like marshallese since my family and I are pacific islander.
- I wish there was more clubs and activities on campus
- I'm currently not in a club, so I can't judge.
- I've only ever seen flyers around campus for two clubs. Other than those I haven't seen anything else or heard of any kind of student events.
- Please increase student clubs and organizations
- There are only two clubs that I am aware of and they do not apply to me. I wish there were more activities outside of class for students.
- There aren't enough of these to be honest
- They're not advertised/ do enough
- We need more clubs an d organazations
- didn't get information on one club or organization probably because i'm an older student
- i have not heard of any clubs or organizations at all during my time at NOC
- never had the chance to join a club associated with my degree
- none

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



n=111
av.=4.06
md=4
dev.=1.09
ab.=50

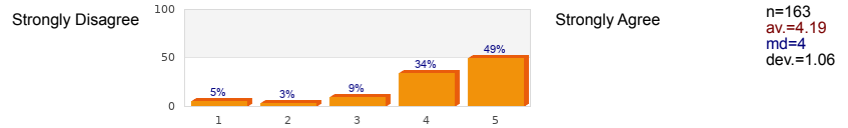
7.21) Comment on special events and student activities

- Enid is the red-headed step child of NOC.
- I have not seen any special events or activities.
- I haven't been to special events on campus, so I can't judge.
- I've heard of or been to a campus student event.
- There are no student events that my friends and I have heard of. It would be great if there were though!
- We did not really have any campus events during the spring semester

- i do not feel as though there are enough fun activities. there is mostly only power pilates, which most do not care for. more fun activities like archery tag, later in the day around 8pm would pull more out to go have fun and socialize

■ none

7.22) Overall, I am satisfied with my experience at NOC.



7.23) What have you liked best about your NOC experience?

- Ability to grow in the Enid community and my major.
- Being a Roustabout?
- Being able to be at home with my child to study. Not having to be on campus.
- Being able to do my classes online has been great. Although when I hit snags with some assignments not working properly the teacher was uncaring.
- Being able to speak to my advisor and instructors whenever I need to. They are all very professional about whatever it is that I am needing to know.
- Everyone has been so helpful and understanding. They all truly want to see you do your best and be the best you can be.
- Everything.
- Everything. Attended in person in Tonkawa previously. Professors are awesome, love the campus & facilities, think the tuition is great.
- GREAT LEARNING EXPERIENCE
- Getting the chance to help improve my future.
- Getting to grow in my music
- Having the ability to experience college while I'm young and gaining the knowledge that will help continue my future.
- Honestly the teachers and the learning! I wasn't sure how well I was going to do in college, but I feel like I have excelled in the environment that NOC has.
- How easy it was to manage and the work load wasn't unbearable.
- How small the classes are and how supportive the professors are.
- I enjoy the locality and friendly atmosphere that the campus has. Whenever I have a question, I know where to go and get an answer.
- I enjoyed NOC prior to entering the nursing program. Now i would just like to finish the program and go to therapy.
- I enjoyed every class I've taken and all my instructors have been nothing but informative and helpful.
- I felt NOC is a very welcoming, affordable place—a good start before entering a 4-year college.
- I have enjoyed the course work. My advisor and professor always made time for when I had questions or needed assistance.
- I have liked getting to see new faces even if it is over a Zoom call.
- I have made some valuable memories and learned lessons. I have made some lifelong friends
- I have really appreciated having an advisor help me with questions about classes. At other colleges, this is missed because they are not as helpful. With the size of NOC, people are willing to help.
- I have really enjoyed the fact that I can have a great experience and get a good solid education as well during my time here.
- I have really liked 99% of my instructors they have been very helpful and kind. Very knowledgeable and personable. I have enjoyed MOST of my experiences at NOC.
- I like how everything is easy to find on campus and how nice all the staff and students are.
- I like how helpful everyone is.

- I like that the library has good computer stations along with being able to print whatever, whenever.
- I like the closeness of everyone and the campus events. The campus and student life director here is doing a great job.
- I like the nice instructors and the chill atmosphere.
- I like the small size of the school, its easy to navigate, easy to talk to teachers, and the small community of fellow students is nice.
- I take classes on line, It has been very helpful for me plus I am a mother and teacher. I have 3 little one that all in sports. I love that that they are out the same time as us for brakes.
- I would say the flexibility of either in person or online classes.
- Instructors
- It helped me to get an understanding of what I was needing for my degree which is making my transition to another college after I graduate very easy!
- It is my first time on campus and everything is decently easy to find and if I can't then I'm pointed in the right direction by staff.
- It was an enjoyable environment.
- I've loved the small community, I know I am cared about as a student and the staff would never let me waste money or take advantage of me as a student. This is a great school and I have decided to go further with my education thanks to the knowledge the staff has given me
- Loved my professors, except XXXX, great teachers. Love Tonkawas campis
- Making friends
- Meeting new friends who have become more like family
- Meeting new people and making friends
- Meeting other Agriculturalist who share similar passions
- Most if the professors make you feel like they really care about your education and I liked how the classes went. I also got opportunities here that I would not have gotten at a larger university. I enjoyed the community here at NOC. The XXXX was always so involved with the students and would always say hi to me when he saw me. I always thought it was cool of him to interact with the students because not very university president is like that.
- My academic advisors and the teachers I've had have been so great. I have definitely learned a lot from them.
- My advisor XXXX, and a few select courses. However, I am overall disappointed that there is no teaching anymore it's just like a pre-loaded class and the teachers don't seem to care about online courses as much.
- My favorite classes, and like four teachers.
- Not over crowded.
- Nothing
- Online availability of courses.
- Probably the hospitality of my comp professor. She is never afraid to help us when we need it and she provides very helpful feedback. It's nice to see professors who value their students as well as their work.
- Roustabouts
- Small classes make for a great and personal learning experience. My professors are always available to talk, and they know all their students very well.
- Small classess and the instructors are always willing to help! they make themselves available and they are overall great teachers
- That I can reach out to my instructor with a question and she answers back in a timely manner. When I have a question my advisor will find the answer for me even is she has to ask another department.
- That I have a college close enough from home to get a degree which helps me further my working career.
- That they offer a great online class experience.
- The affordability.
- The ag department is so wonderful

- The culture and the help that had been provided by everyone in the facility.
- The employees and instructors were nice and helpful when I needed them. They didn't make me feel stupid or made me feel like I should know these things.
- The faculty is always very helpful.
- The friends I have made here
- The instructors make it easier for me to manage high school work and college work, they make it understandable and easy to apply.
- The learning experience along the way
- The one best thing that I like about experience the NOC is that the people are so nice and thoughtful.
- The passion and determination of the teachers.
- The people
- The people I have met
- The people and friends I've made
- The professors
- The professors are amazing and relay information and assignments easily
- The sense of community between student groups and laid back environment.
- The small town feel, after you're here for a while it's like high school. You get to know everyone (if you get out and get active with groups)
- The staff and professors are extremely friendly, helpful, knowledgeable, and are always there when you need them. Everything has been so well organized.
- The support from the professors. They care about you and want to help you succeed.
- The teacher student relationships
- The teachers or instructors are good and nice also the staff and the community.
- There nice people
- This Online study is the perfect fit for my life ! i am able to manage my studies on my own time, within the time allotted, and i am able to study how i need to. Blackboard and the teachers i have are great. they give you everything you need to understand, study, and ace the tests! I love this !
- Tuition is more than affordable and I do not have to leave the comfort of my home town to attend classes.
- Very affordable and nice teachers
- When I was going to in person, the staff such as professors, vice president, XXXX helped me get in touch with someone for my scholarship and became my mentor and now we email. Even the students were nice and gave me an experience I won't forget, and I loved it. I am proud to be going to NOC and getting my associate degree from there. Even online the professors are amazing and so helpful.
- everything because i learned alot from all my classes and all my teachers have helped me through it all and my college coordinator.
- friendly environment
- how fast and easy it was
- making new friends
- the way it feels the just ora and the calss sizes

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

- As I said in the financial aid part of the questionnaire. They suck. I think that other then completely firing everyone in there for not knowing how to do their jobs. Maybe handling the wasp situation would be nice. I am extremely allergic to wasps, and both semesters I've almost been stung in the classroom during class. It is kind of ridiculous.
- As a full-time concurrent student, I wish it was easier to graduate with an associate's degree and a high school diploma. Unfortunately, because the administration at my high school attempted to limit the number of classes I could take, I will not be graduating with both. I

would like to see the program be introduced a sophomore year and the advantages of concurrent v. AP classes shown. I would love to give further feedback if given the opportunity, as I am passionate about this.

- As of now things are good for me.
- Be more lenient with online classes.
- Being a concurrent student, I wish it was easier to enroll and understand financial aid.
- Better communication and sticking to promises made by teachers to students
- Call on each student per semester for counseling to check on mental well-being.
- Care more about the adults that are going to college so they can advance in their careers and make a better living. When I went to school in 2016 the University Center was great about finding classes and there was a variety on the classes you can take. NOC now just focuses on the younger new high school graduates..... which is great but I am a adult who chose to attend college. Not to mention many of the instructors seem careless about their classes and it shows it makes college seem like a joke and like it is just a completion. Since we are paying for it which pays for their salaries maybe more caring and actually teaching would be nice.
- Evaluate the teachers. Sometimes the teachers (especially in the fine arts department) are way too harsh to their students and need to tone down. They are doing many things that are not ok and getting away with it. It needs to change.
- Explain the process a little better for non-traditional students. Help them along the way with scholarships or grants. I am not sure where to start looking and what to do to help with my schooling.
- Get one more ag Econ teacher instead of just one.
- Get rid of blackboard.
- Have better hours at the NOC Tonkawa Snack Bar
- Have better organized advisors.
- Have more classes available online. Lower tuition costs for those of us who pay out of pocket for their entire college education.
- Have more instructors specifically in the engineering program.
- Have more student events at Tonkawa's campus that are not just dorm events and to vet their professors
- Have professors provide lectures no matter what
- Have the snack shack open on the posted hours so we can use the swipes that we pay an insane amount of money for since we don't get refunds for the swipes we do not use. Also forcing students to get at least 200 swipes is ridiculous because the snack shack is scarcely open so we can't use our swipes in there. Also the dorms are disgusting and unclean
- I am unsure do to me being a concurrent student.
- I can't think of something that could enhance my experience.
- I can't think of something to enhance the experience.
- I do not have any ideas on what NOC could do to enhance my experience currently.
- I don't think there is anything to improve.
- I had an amazing experience both in person and online.
- I had an amazing time so honestly i wouldn't say anything.
- I have none experience to enhance the NOC to do.
- I think NOC should provide more options when it comes to the hub and cafeteria. I always had a lot of swipes left over and they are somewhat expensive. If they would open up the times of service (cafeteria) or have more food options and healthy options at the hub then I would have been able to use more and feel I was getting my money's worth.
- I think bettering the financial and scholarship office for future student athletes would be great. It was so hard to get things done for my financial plan when I would never get responds to my phone calls or emails. My scholarships were not applied until almost half way through the first semester.
- I think providing more easily accessible information about anything financial aid/scholarships/billing to students would help more than you realize. I have only ever found a single paper in the registration building that provided cost comparisons and estimates, but that didn't help me much. If there was someone who could inform students, when they enroll or before they enroll, that there are scholarship opportunities and how financial aid actually works, it could save them so much money and stress. I also think NOC could provide more opportunities for

students to fully enjoy their college experience by opening, or encouraging opening, more clubs and hosting student events or activities outside of the classroom (such as holding plays, cookouts, or even some sort of music festival where people could perform, like a talent show. Or even a spirit week with unique dress-up days for students and staff to show off their school spirit or bring awareness).

- I think the blackboard grading scale is wrong for all of my classes. I have to add up the assignment points and the total number of points allowed to get my accurate grade.
- I wish there were more detailed information for financial aid. some of the links on the NOC mycampus does not work or are no longer applicable,
- I would like to see more options for food. It has been a struggle sometimes in the cafe when I'm wanting food but because of my allergy to gluten; I am not provide the necessary procedure for making the food.
- Improve the transferability of credits from the JST (Joint Service Transcript) in the military. Military members complete many college courses of study, but it is very hard to get these credit to transfer to traditional colleges.
- Increase in security in a way that makes students feel safe. Listen to security staff's concerns as well.
- It is not a very lively campus, it doesn't seem like much is going on for most of the year, and even when it is few people show up for it because communication to the students about social events isn't usually broadcasted very well.
- It would be amazing if the Snack Shop had ACTUAL set hours. It seems that a lot of students, including me, rely on the snack shop for breakfast, lunch, and dinner; it is discouraging to go to the snack shop during breakfast time, only to realize that it is closed, and will be all day.
- Make sure the snack shack is open when they say they will be open so that students can actually use their swipes they pay for, and if it isn't going to be open the school should refund the remaining money on the card.
- More clear about freshman registration
- More clubs or more enforcement on the campus's drug policies
- More information about scholarships and Pell grants being offered in the beginning of my years at NOC.
- More late classes will help with people who work or live far away
- More organized student events.
- More outlets for mental health, please someone on campus
- N/A (2 Counts)
- N/a
- Nothing (4 Counts)
- Nothing as of now
- Nothing comes to mind.
- Nothing. (2 Counts)
- Offer more instructors for difficult courses.
- Offering more clubs, student events, or just other activities for students outside of the classroom could make the college experience here more memorable. I also think more information about billing, expenses, financial aid, and scholarships needs to be readily accessible, easy to find, or just told to students trying to enroll. I know it would have saved me a lot of sweat and time at least.
- One thing NOC could do to enhance my experience is to maybe simplify the NOC website.
- Overall my experience is great, I think noc is always trying to do what's best for us students.
- Please check the other comments I made under the previous questions. A lot of people say that NOC stands for No Other Choice. And that says a lot
- Provide more variety in the cafe, I struggle sometimes with food. If there can be more variety options for celiac or diabetic people it would really be appreciated.
- Snack bar open later.
- Someone needs to assess the nursing program and speak to the students about how they feel about it. The teachers dont care about what we have to say. Instead theyd rather us just drop out or fail out than help us. No wonder they cant get more people to apply!

- Take class more seriously and not waiting last minute to do assignments
- That teachers understand when we have family emergencies and be more lenient with homework
- The Blackboard system is unwieldy and irritating. Syllabi standardization would go a long way toward better communication.
- The ability to keep online books.
- The online programs have gotten a lot better for course navigation.
- They could provide better food and find staff to help in the food department.
spray for bugs so i don't have to live with cockroaches.
- To work on communication between students/parents and staff when dealing with financial situations.
- Update teaching staff and make sure they're doing a quality job that allows students to excel
- Use canvas, it's easier than blackboard.
- Wish it was a 4-year college. The billing/registration elements of the website could be improved to look nicer and be more efficient. Some colleges accept Affirm as a payment method, which means people could take a small 3/6/12 month loan to pay back tuition. Much better than student loan programs and much more affordable in general. Would make education a lot more practical and accessible.
- Would have been nice to have more help when programs were not working properly.
- more events for students in stillwater
- none
- nothing (3 Counts)
- nothing.
- teachers need to teach. not expect us to teach ourselves and then just quiz us on what we taught ourselves. there are a couple of teachers that actually lecture but for the most part it's just read this, do these lessons, take this quiz and then we will pull your name out of a hat and ask you what you learned, or just run through a slide show, skip over some slides and say "you can read that on your own". I paid thousands of dollars to this school to teach myself and be told to watch youtube videos. Bring back traditional lectures where you actually learn something and not cram everything you need to know in 2 hours. And don't have a "lecture" on test days that we have to go back and watch a recording. There is no teaching in that. Might as well just be an online class. We will see if next semester is any different.