



# Student Satisfaction Survey

Student Satisfaction Survey - Spring 2024 (SSS24)  
No. of responses = 207

## Overall indicators

### Global Index

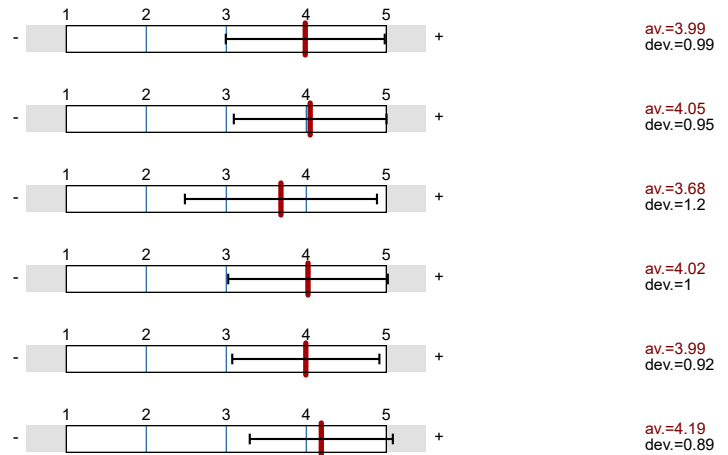
#### 2. Advisement

#### 3. Financial

#### 4. Course/Degree

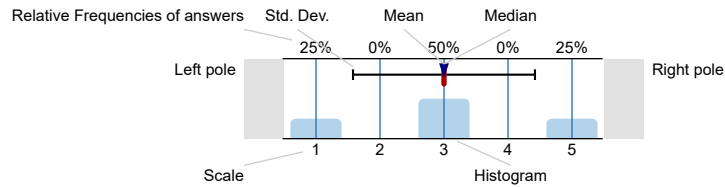
#### 6. Academic Support

#### 7. Non-academic Support



## Legend

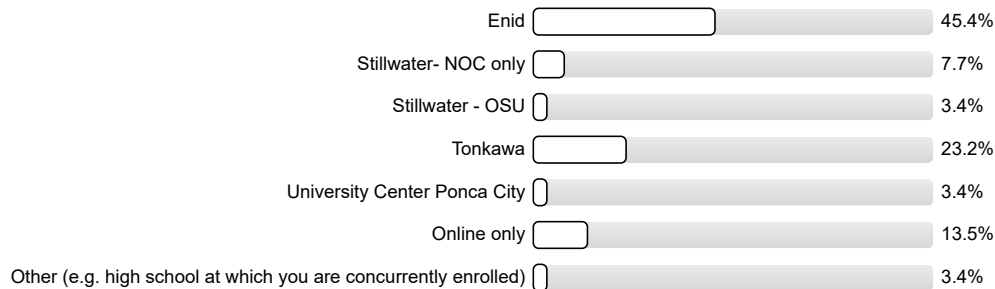
Question text



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

## 1. General Information

### 1.1) Location



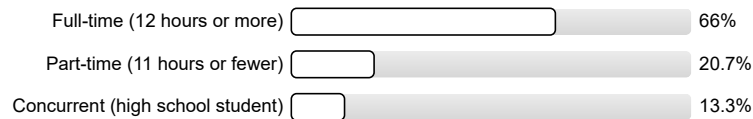
n=207  
av.=2.86  
dev.=2

### 1.2) Gender



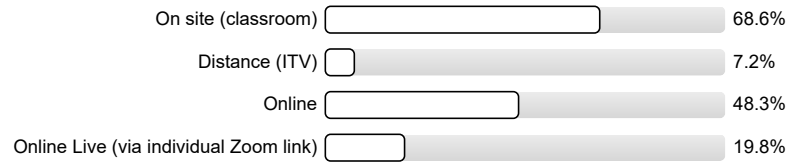
n=206  
av.=1.25  
dev.=0.44

## 1.3) Enrollment Status



n=203  
av.=1.47  
dev.=0.72

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



n=207

## 1.5) How did you learn about NOC?



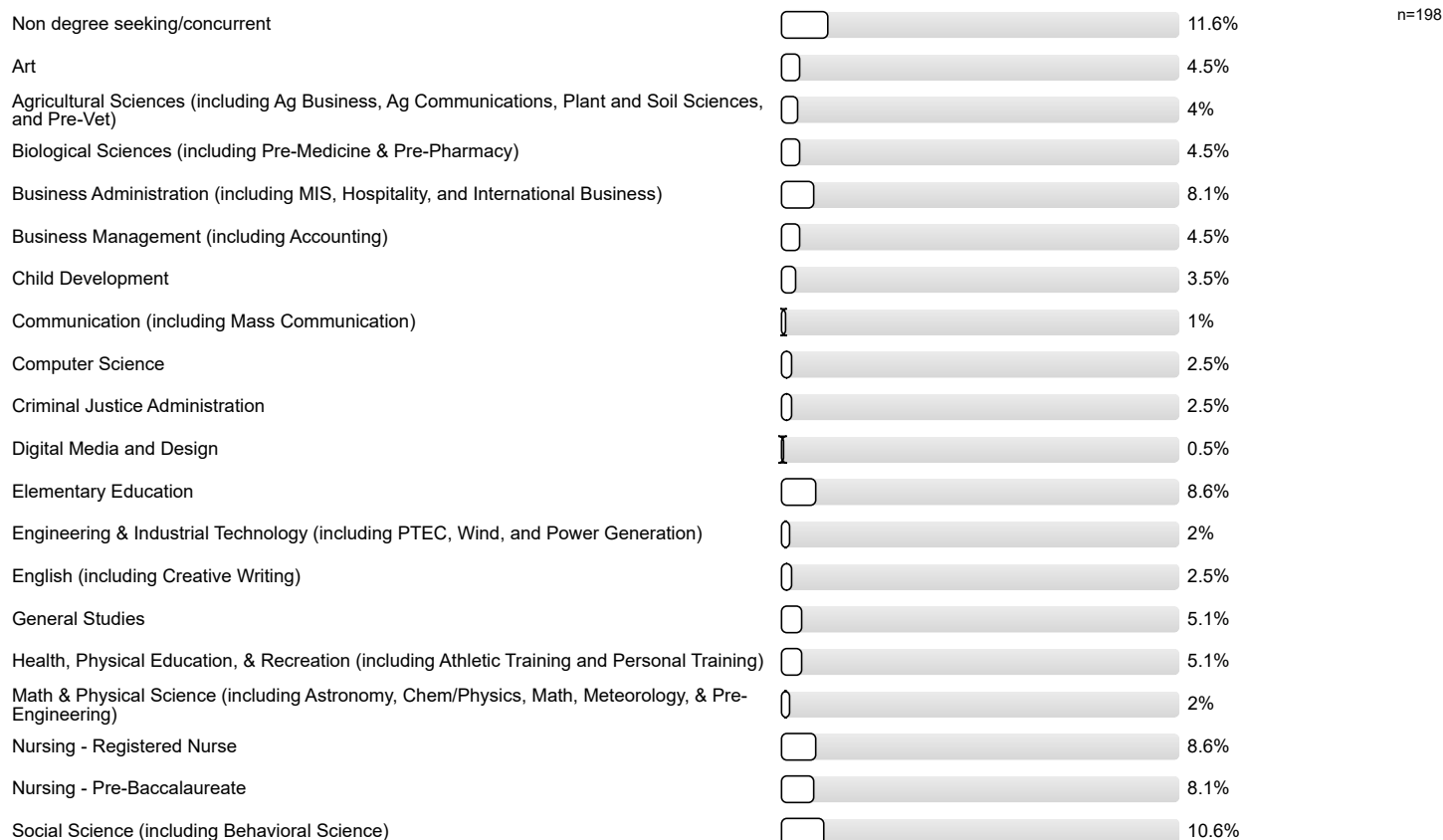
n=205

## 1.6) Explain how you heard about NOC.

- Attended in 2008
- Baseball
- Bridge program with NWOSU
- Close to my house
- Director at the childcare center I work at.
- From Northwestern
- Grew up in Ponca so I can't pin when or where I first heard about it.
- I drove by and saw the building.
- I heard my high school talk about it and my advisor and Northwestern told me about classes here
- I live here
- I live in Enid, so I heard about NOC locally.
- I was recruited here to play softball
- I was recruited to play softball here by Coach XXXX.
- I work at OSU.
- It is a well known college in my town of Enid.
- It is local in my county.
- It's local
- I've grown up my whole life in tonkawa
- Knew about NOC
- Lived in the Kay County area my whole life.

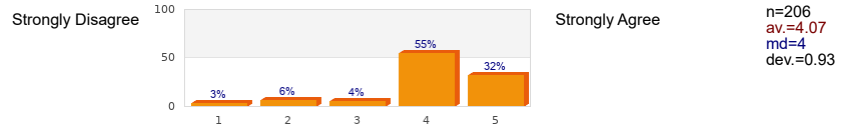
- Livestock Judging Contest
- My advisor at osu suggested it
- My work
- OSU
- OSU advisor
- Softball Coach
- The center that I work at had me look into NOC and I have friends/family that have attended
- Through my advisor at Oklahoma state
- Through my college advisor
- advisor at OSU
- an academic coulsler told me abt it
- counsler
- newspaper

### 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

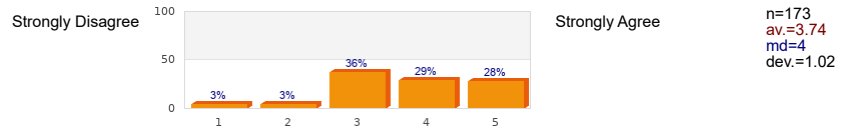
■ 2.1 (2 Counts)

- Between PLC and softball it was made clear the steps I should take to enroll.
- Communications amongst admissions and student were efficient. I was able to establish and complete my enrollment with a breeze.
- Everyone in the office was so helpful. If it wasn't for them, I would have had a hard time enrolling.
- I had to enroll on my own each semester
- I missed enrollment deadlines last fall and had to take 8-week courses because my counselor at Stillwater NOC campus did not specify the date the deadline was due.
- I recall filling out enrollment forms during my senior tour of Northern Oklahoma College in Enid, OK. As I completed the forms, I took my time to ensure the information I provided was clear and easily understood by the staff processing the forms.
- I saw the enrollment opportunities for Freshman. But it was difficult finding it on a calendar when enrollment was supposed to start for current students.
- I was able to get any help that I needed in a timely manner.
- It could definitely be easier for those who are homeschooled.
- It was helpful.
- It was really easy.
- My teacher XXXX is great and very hand on
- N/a (2 Counts)
- No comment (2 Counts)
- The actual enrollment day was good when it came to the logistics of enrolling, however I feel like more information regarding specific to your major and speaking of future plans would be helpful. But other then my first semester, enrollment has been extremely easy
- The advisors were very active in helping me during this process
- The entire process was difficult and confusing
- The faculty helped me.
- They walked me through the process.
- Was only clear by one person. XXXX and none of advisors from the school since beginning of enrollment till now.
- Was very clear
- comment?
- it was available but wasn't as clear as everyone said it would be
- n/a

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

■ 2.4 (2 Counts)

■ Advisor was not able, someone else was.

■ After XXXX left I was without an advisor to help me with my schedule. XXXX did not get back to me about my classes and I had to have a friend in the athletic training program call her to get an answer.

■ Concurrent (2 Counts)

■ I already knew what i was going to do

■ I am a concurrent student planning to graduate from high school with an associate's degree in 2025. Since most high school concurrent students have no need for a specific degree, I had not chosen one before starting classes.

■ I am a concurrent student.

■ I have had my major decided for years.

■ I have not heard from my advisor ever

■ I was told what major to enroll in at the start, based on my career path.

■ I would agree with this, but also I have came across a few students whom felt uncertain with their majors that was chosen by their advisors.

■ XXXX was my advisor. SHE IS GREAT. I would reccomend her ANY student. She has always dropped everything to meet with me and is very helpful, if she doesn't know the answer she WILL find it for you!

■ My advisor is at sou put helped with the not process

■ My advisor is very helpful

■ My advisor worked with me to fulfill what I needed to graduate and move forward in my education.

■ N/A

■ NA (2 Counts)

■ N/a

■ No comment

■ To be honest, I chose my degree program for my major, but I didn't get a chance to ask my advisor about my goals for this academic degree program. I didn't spend much time with my advisor to identify the goals of this degree.

■ i wasn't fully sure what i wanted to major in but after talking it out i found i was eligible for two majors.

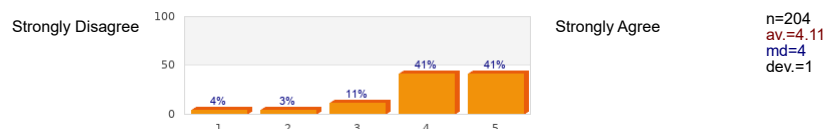
■ n/a

■ this semester as a sophmore i have been helped greatly by the registration office ladies and XXXX and while a freashman i was lost so i owe that progress to them

■ what do i put here?

■ yes

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

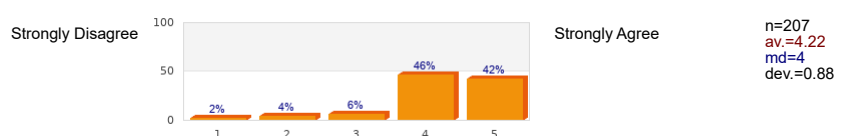


## 2.7) Comment 2.6

## ■ 2.6 (2 Counts)

- XXXX is terrible . The nursing advisor
- Concurrent
- Did not have the correct designated advisor
- He was extremely helpful!
- I agree with this. I have cam across a difficulty time whether I should take RN for four years or Pre-Nursing for two years. Thankfully, I have met and communicated with my advisor and spoke about the difference.
- I did not have any questions.
- I have had friends who have said that they have.
- I haven't talked to anyone about my plan.
- I reached out to XXXX for any questions about my course of study that my high school counselor could not answer.
- I scheduled an appointment a month in advance and then she shoqed up 45 minutes late after I had to reach out to her. She was not helpful.
- I visited with my advisor many times.
- In fact, I scheduled a day to meet and discuss which courses I need to add to my schedule in order to graduate college.
- XXXX has been an amazing academic advisor. She is always will to lend a helping hand when I am in need of help. My
- academic advisor does not always have answers, and sometimes has given me conflicting information.
- My advisor worked with me to enroll in the needed classes for both of my majors, and when I had questions she reached out to the right people to get me answers.
- N/a
- NA
- No comment
- Not really.
- She's amazing!!!
- They were active during the enrollment process
- Yes
- Yes through email. When it was convenient to the advisor.
- Yes, but my first advisor put me in the wrong classes for my degree path and cost me about 6 credit hours.
- again, XXXX IS AMAZING!!
- i believe so
- n/a
- seriously what do i put?

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



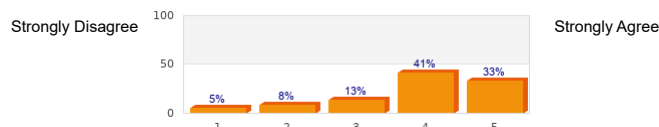
## 2.9) Comment 2.8

## ■ 2.8 (2 Counts)

- I appreciated the option of the supplemental math class with my Math Functions class. I struggled with math before, and it has been a big help.
- I believe I was placed in the appropriate course level that aligns with my academic level. I selected the course recommended by my advisor for my major, which is required for me to graduate from college.
- I chose classes i thought i couldpass
- I have learned how to be a writer.
- I have no comment.
- I think I do well in classes, despite some difficulty.
- I was put in the classes that I needed to be in
- I would highly agree with this because I am able to cooperate and initiate my abilities to the best. Though, there are times that I struggle certain concepts but I have managed to understand them thanks to my professors.
- My courses allowed for learning and growth.
- N/a (2 Counts)
- No comment
- Yes
- feels difficult but it makes sense in the end.
- n/a
- yes???

## 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).



n=204  
av.=3.88  
md=4  
dev.=1.11

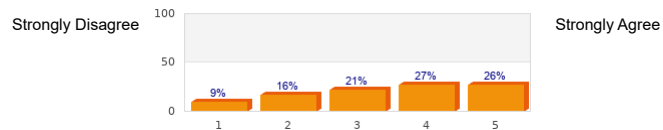
## 3.2) Comment 3.1

## ■ 3.1 (2 Counts)

- During my year in college, I visited the NOC website frequently. Although I didn't gain vast experience, I found the financial aid, registration, billing, academic details, and other related information helpful. However, I'm not entirely sure about the cost comparison sheet.
- Honestly I don't remember. I'm a first gen college student and I was just so confused by it all I probably didn't notice.
- I do wonder why student fees are different between students.
- I had to accept student loans before i ever knew what my total bill would be
- I knew a very vague number of how much attending NOC would cost.
- I knew it would cross over to OSU but unsure on pricing
- I was able to look up how much tuition would cost for me.
- I was informed beforehand.
- I was told exactly how much it would cost.
- I would like to be able to see a comprehensive total of enrollment through the enrollment process. It would make it easier to see what I would need to have available before applying for loans.
- N/a

- No comment
- Super hard to just get a number for what it's going to cost.
- The bill is not available until months after beginning courses and the prices fluctuate daily and they try add random bills hoping you won't notice.
- The cost has been much higher than I was told
- This is very accurate
- Though I concede that the information about the education cost was available to me, I tend to have trouble finding it on the NOC website. I guess you could say that I am not in fond of technology much.
- are these required?
- n/a
- there was an idea on price but not 100% clear as of the books and what items are needed based on that curricular.

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=171  
av.=3.44  
md=4  
dev.=1.29  
ab.=35

3.4) Comment 3.3

- 3.3 (2 Counts)
- ??
- Financial aid assistance has been extremely limited. When I asked about scholarships, I was told to "Google it"
- I am a concurrent student.
- I didn't borrow money for my time at NOC.
- I don't think anyone told me. I actually found out what subsidized and unsubsidized loans were through a friend.
- I never had this experience.
- I visited the financial office seeking assistance from the counselor about my bills, education expenses, and other financial matters.
- I was not necessarily given or spoken to about how to responsibly take care of my finance. However, I am still capable of taking care of my own finance.
- My advisor helped me
- N/A due to PLC
- N/a
- No comment
- The financial aid didnt we had to read something for loan counseling
- The financial aid office is not very organized or helpful.
- The financial aid office is terrible. I would NOT recommend them to anyone. They are very unorganized and do not keep track of which students get the correct financial aid. The financial aid office workers are very rude when asking question and make you feel as if you are stupid.
- The financial aid office was so hard to work with it made my mom cry
- The school was willing to help if needed
- They helped me go through the process and made sure that I was doing it the correct way since I don't want to take out loans.
- n/a (2 Counts)



- the first person i talked to on it rushed me and used bigger words than needed to in order to explain what all i was paying for and what i was qualified for. i know this as the next person i went to talk to actually discussed it with me like a regular person

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



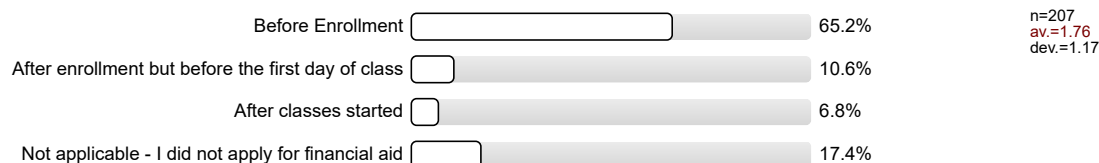
3.6) Were you satisfied with the financial aid page on the NOC website?



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

- A total cost of enrollment, including fees and supplies while enrolling.
- Bigger font.
- Easier to navigate, larger icons to locate where to go
- Have the financial aid correct before it is time for the bill to be due, and not the day before.
- I don't have any suggestions for improving the financial aid page. It seems perfect to me.
- I have no recommendations.
- It could be more understandable for homeschoolers.
- It needs some user ease improvements. Most annoying thing was trying to access documents I needed to fill out. Had to go to a completely different page then where it tells you what you need.
- It takes to long to update
- Make it more affordable
- Make the website better. It is very outdated and hard to use.
- Make what you owe and what you need to pay more clearer. What's being offered fasfa wise and etc.
- None
- None!
- There is not much to improve. It is perfectly fine.
- What my current balance is so I can buy from the bookstore.
- explain what each bill is for and why it is how much it is
- make it easier to use and access
- none

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

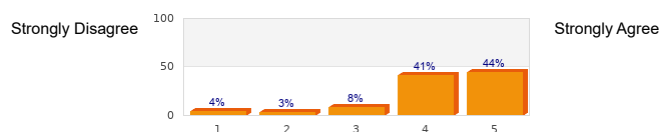


3.9) Please explain why you did not apply for financial aid.

- Classes were free from scholarships
- Concurrent
- Concurrent student and not qualified.
- Did not realize I could before starting college fully, not just concurrent
- Didn't realize a concurrent student could.
- I am concurrent student and only taking classes while I am here.
- I am a concurrent student my school was paid for
- I am not eligible yet.
- I am not eligible as I not a US citizen
- I am unable to receive FAFSA aid as an undergrad having already used it to complete a bachelors degree before.
- I applied thorough another college and not NOC
- I don't apply.
- I don't need it
- My husband makes too much money
- Not at the age
- concurrent (2 Counts)
- could not, family made too much money.
- parents do not qualify

#### 4. Course/Degree

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



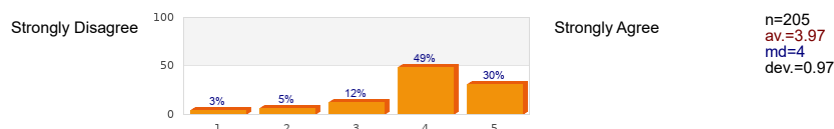
n=205  
av.=4.18  
md=4  
dev.=0.98

4.2) Comment 4.1

- 3 semester left but ive been trying since 2016 my own personal issues popped up but every time ive come back i have had a warm welcome
- 4.1 (2 Counts)
- I am an athletic training student, I do not have an athletic trainer on campus, I feel very behind on things I was supposed to be learning this year due to the fact that one was not hired for this school year.
- I am deeply satisfied with my choices of classes; however, I am hoping to finish classes that are required in order to go to NWOSU. So, it is a little difficulty to decide what to do, but I can manage just fine.
- I am happy with my progress.
- I am passing classes that are necessary for my degree.
- I am quite satisfied with the progress I have made towards completing my degree. However, I am facing some difficulties when it comes to studying for exams. Despite my best efforts, I am struggling to prepare for exams effectively. Nevertheless, I am determined to work harder and perform well on the day of the exam.
- I have almost completed both of my degrees,
- I have transferred schools
- I love all my classes!

- It is preparing me for my college years.
- NOC has been very helpful on completing my degree at sou
- No comment
- Progress is important
- Taking a college class while in high school relieves a lot of stress for college.
- The nursing program is very unprofessional and the feeling of the instructors wanting students to succeed is not there.
- The opaqueness of the teaching methods used in the nursing program makes it difficult to know what information will be used for assessment. Knowing that it I do not pass one course I must repeat three courses is financially impossible for me.
- This has felt like an online course where I am teaching myself most of the subject.
- classes make sence why i need to learn them.
- n/a
- need more help with math

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

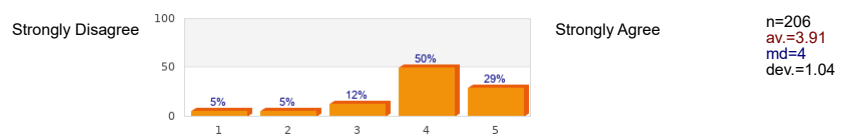


4.4) Comment 4.3

- 4.3 (2 Counts)
- Content in lecture does not match content on the test
- Courses aren't hard but not easy either
- I chose to do this class for the challenge.
- I have found some of the classes overly easy and the pace fairly slow. I know I shouldn't complain about something like that, but I do occasionally get really bored.
- It challenges me in a positive manner!
- It is easily understood, yet sometimes pushes me to become a better writer and extend my knowledge.
- It seems the nursing coursework is unnecessarily demanding and the exams are difficult for the sole reason of weeding out anyone who may not pass the NCLEX.
- It was challenging but not too difficult to lose motivation.
- XXXX is THE MAN. He will push you to your full potential. Some days I get so stressed by his work because it genuinely challenges me. But once I've finished I feel more confident in my major, he has made learning psychology and sociology so worth it and his teachings are what is making pursue a bachelors. His style of teaching is amazing.
- No comment
- Nursing is a broad field that encompasses a large body of evidence based practice.
- Over challenging
- Pre-Nursing is a field with precision and accuracy. Classes associated with nursing is extremely hard, especially when it comes to understanding the anatomy and physiology of a human body.
- Some is some isn't
- The content is difficult, but manageable.
- The only thing challenging for me is taking exams. I must try my best to get good grades.
- There is an overwhelming amount of "busy work" given with no way to absorb all of the information.

- a lot of nursing classes have been unnecessarily complicated and difficult, without learning benefit - just hoops to jump through
- n/a
- not much to say here as its challenging but fun in most aspects.

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

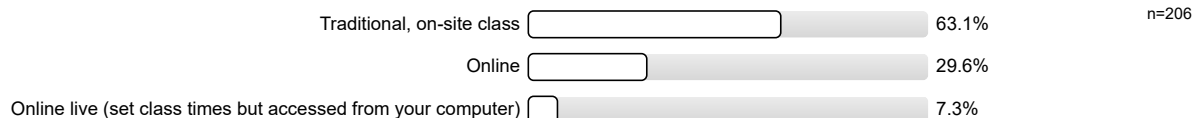


4.6) Please indicate any courses that are needed and are not offered or are not offered in the timeframe needed.

- All courses that were required were available when I needed them.
- Christian courses would be nice. Theology and such.
- Developmental psychology, marriage and family
- Differential Equations is only offered in the spring, resulting in an additional year here for me.
- Human Anatomy was a class I needed for this current semester, yet was not available. However, I had signed up for classes late into the previous semester and the class had been filled up.
- I am unsure of the classes I will be needing.
- I had to take multiple courses through other colleges and am having to take some over the summer also.
- I have to come back next spring for ONE course so that I can graduate. This is because this class that is required for my degree is only offered in the spring semesters.
- I was unable to enter the classes i needed during first semester
- I would have really enjoyed taking World Literature but it was not offered during fall of 2023 or spring 2024
- I'm not sure which courses are required for my degree.
- I'm working on building my gpa back up and so I was advised to not take major specific courses
- Literature classes
- Marketing (online)
- N/A
- NOC does not have a music therapy course.
- No comment
- None
- None.
- Nutrition and a psych class needed for my BSN
- Online options are always there if in person isn't available. Love that.
- Sign language
- Some classes can be full quickly, so it is best to enroll in those classes easier than sooner. One of the classes was microbiology, so I planned to take it next Fall semester of 2024-2025.
- Some courses (mainly in the health and wellness field) tend to overlap with others and are only available once a year and there are not other options to take the course, such as taking it online.
- Some electives for psychology are not offered during certain semesters like Marriage and Family is only available during one semester.
- The school is understaffed, the classes I need are not available year round.
- n/a (2 Counts)

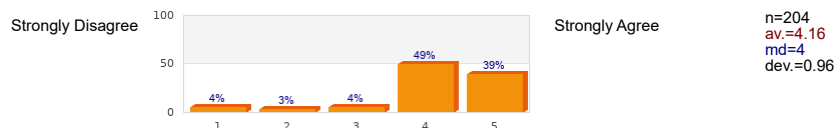
- needed an additional literature course to complete my degree. it is was not offered in the spring. might have been offered in the fall, but I don't remember. I don't think it was or I would have taken it.
- none (3 Counts)
- science courses

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



## 5. Instructor

5.1) Faculty provide helpful instruction and resources.

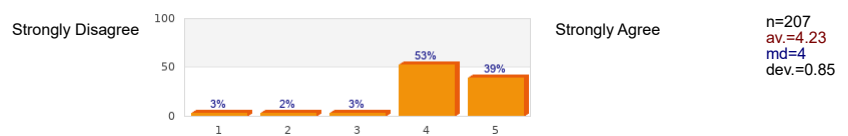


5.2) Comment 5.1

- 5.1
- 5.1
- 5.1
- All I have talked too have been very helpful
- Always willing to lend a helping hand at anytime.
- English teacher does not provide great instruction for assignments. lacks grading ruberic
- Except for XXXX
- Faculty do not seem to care about student success.
- Faculty were super helpful and informative.
- For the most part I agree but I have been having trouble contacting a professor.
- Gen biology course, XXXX not enough resources to successfully prepare to pass her Exams.
- Growing up NOC nursing was one of the top programs. I wouldn't say that now. I think the proof is in the numbers of graduates.
- I am able to direct myself and also manage my time to efficiently finish my time and work.
- I failed chemistry because for 6 wks I didn't even know there was online homework
- I was prepared.
- My instructor is very easy going and understanding when lecturing.
- No comment
- Resources are available, but it there are been multiple instances where the students thought a resource was an assignment. It has not been taught which resource we should reference for accepted values to use to define normal limits.
- The faculty in every office are terrible with people skills and are very disrespectful. Every time you go into the administrative building to get help with something the faculty are always on "lunch" or not available for many hours. When they are available they don't know how to answers questions and send you on a wild goose chase to many other offices who also don't know the answer. Except XXXX she is always available and very helpful with the questions she is able to answer.
- The faculty provides ample instruction and resources to support my degree programs.
- The faculty were the ones instructing me about setting up my classes.

- They are very helpful and guide me towards my goal.
- n/a
- well organized and thoughtful but some classes need new equipment.

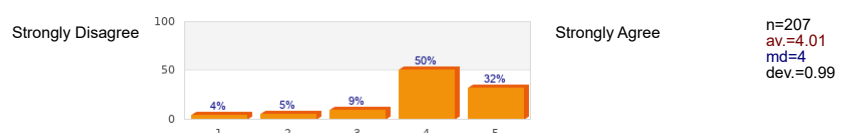
5.3) Faculty are available through office hours, zoom meetings, and/or email.



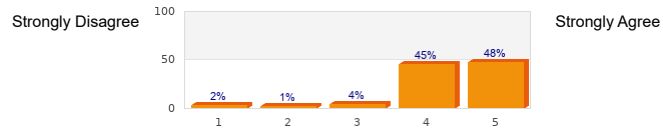
5.4) Comment 5.3

- 5.3 (2 Counts)
- A lot will not respond to emails and seem annoyed when asked about meetings.
- Advisors are not always available office hours that they put out their schedules to be in
- Except for XXXX
- Faculty are available for contact through their office hours and email, but I do not use Zoom meetings to communicate with them.
- I agree with this statement because professors are constantly uploading or sending emails to students. Emails are essential to students, especially those working outside of college.
- I agree.
- I don't really speak with anyone other than my advisor and professors. I wouldn't know
- I have contact one specific professor through blackboard messages, direct email, and through blackboard dicussions and they have yet to respond in anyway. It has been over a week that I have been attempting to get in touch. Also, they have not graded or returned any of our larger assignments yet this semester. I have an assignment that was turned in on January 25 that has still not been graded.
- I usually am able to reach them quickly!
- If needed I can contact my instructor at any time.
- It was easy to get in contact with faculty members.
- Meeting have been reschedule three times more than once.
- No comment
- Sometimes It is hard to reach the teacher by email because they do not get back the student until 4-5 days
- The faculty were available during their schedule.
- Very helpful campus
- When asking for a meeting i was told teacher had other commitments and was answered rudely via email
- just look for their designated hours
- n/a

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.



n=206  
av.=4.33  
md=4  
dev.=0.83

5.7) Comment 5.6

■ 5.6 (2 Counts)

■ All my teachers are great!

■ Certain instructors can never answer questions when asked. One being a team lead over content.

■ Everyone is so sweet

■ Faculties may be knowledgeable about their subject areas, but their teaching skills needs to be evolved, like students and technology evolves, so does academic teaching skills. ex. 20yrs of teaching, 20yrs ago teaching needs to be upgraded after 20yrs..

■ I am always able to get answers when I need them.

■ I have come across many professors who are extremely knowledgeable about their subjects, which gives students the benefit of learning new things when asking questions.

■ Instructors should have to take courses in teaching methods and communications.

■ My instructor knows what she is teaching and gives helpful and understanding feedback.

■ No comment

■ No comment. (2 Counts)

■ Our instructors know their field very well, they just are not good at bringing it down to a level that students can follow and apply this to our studies.

■ Professor that are here to be professors are great. Coaches that are also professors are not knowledgeable about the subject areas and are not great teachers. I don't think they should be teachers because I feel it hinders my learning.

■ Professors were able to spend time to explain concepts till we were able to comprehend the concept.

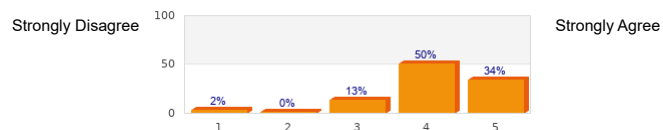
■ They have helped me many times.

■ n/a

■ seem to be so far.

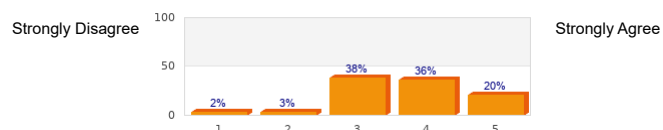
## 6. Academic Support

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



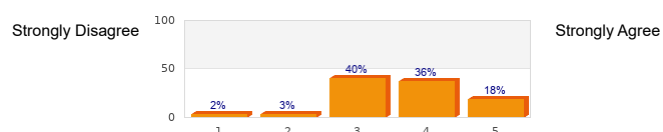
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dev.=0.83

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



n=207  
av.=3.69  
md=4  
dev.=0.91

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



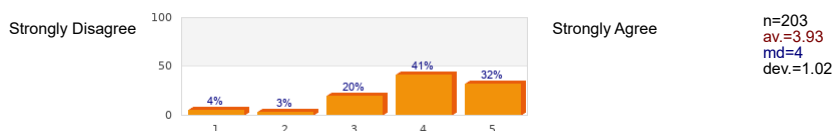
n=206  
av.=3.66  
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## 6.4) Comment 6.1-6.3

## ■ 6.1-6.3 (2 Counts)

- Concurrent/doing well in my classes on my own
- Did not use tutoring
- Does not apply to me.
- I did not use the tutoring services for NOC since there was no need for them but instructors were helpful in answering any questions that arose during the course of the class.
- I have not seeked out tutoring
- I have not used any of the tutoring options yet.
- I have not used the tutoring services
- I have not used the tutoring services but I have reached out to teachers for additional help.
- I never use any access from my instructor or online tutoring.
- I recently tried to use online tutoring for biology and the 2 tutors were not knowledgeable
- It is always accesable but i have never used it... i should
- Never used tutoring, but instructors have helped.
- No comment
- No comment.
- Online tutors for higher level courses are few and far between, some are condescending and don't help.
- Toutering is very important to me when not knowing what or how to do something taking the extra step in offering toutering in classes and in my resources is very helpful
- Tutor, live meetings, and office meetings are available to students who are having trouble understanding or figuring out to pass their subjects.
- When I need help I often talk to my instructor.
- When and if I need it, I am positive that I am able to get the help needed.
- all are clear to access but its difficult to actually find it at first.
- i hvae not needed to use the tutoring services offered on campus or online so not sure about those, sorry
- n/a

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

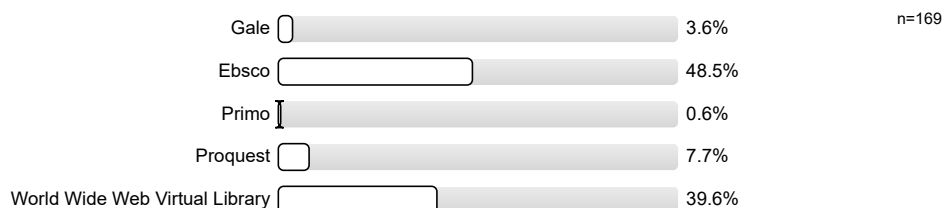
## ■ 6.5 (2 Counts)

- All are fine!
- Did not use library tools
- GO EBSCO!!!! A great tool I recommend for all essays. HOWEVER, my English pfessor is the one who taught me this existed. Never would've known if it weren't for her
- I ahve not neded these tools so canot comment on their usage, but im sure they r great
- I didn't even know those were options

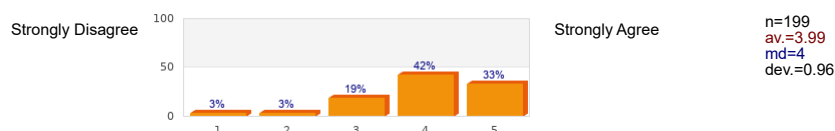


- I didn't know this was a thing that we had access to. No one has mentioned it to me.
- I don't even know what these are, how to access them, or what to use them for
- I don't know what any of those are, but I have access to all the resources I have ever needed for any assignment.
- I have not heard of these except for the internet www.
- I have not used or been referred to any of these, but I have not had a research paper yet.
- I have used it several times.
- I use Ebsco during my English Composition course for my work cited pages.
- I was able to access the library for research as needed.
- Ive barely used them but i have access to them.
- No comment
- No idea
- OSU gives full access to all
- That was never mentioned from any of instructors
- The nursing program does not show how to use these tools.
- There are times when the education system blocks certain websites for educational purposes only and also for appropriate content search users. I used Ebsco host more often to find or research a topic or concept.
- Very useful.
- didnt need it
- n/a
- students do Not have passwords nor do the teachers or librarian or registration its a huge run around to get nowhere... Ebsco is needed for many classes teachers have learned how to advise thier students to combo ebsco and google to fill class needs

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.



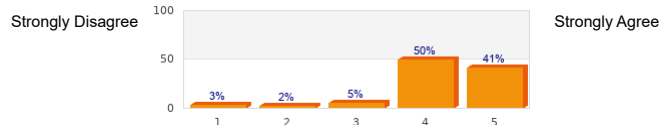
6.9) Comment 6.8

- 6.8 (2 Counts)
- All is offered
- Have not had a lab
- I accessed the library computers but did not utilize computer labs and writing labs as there was no need for them for my courses.
- I am a concurrent student.
- I am sure if I needed them I would have access, but I often just use the internet for my research needs.

- I have never had a problem with this.
- I live off campus
- I use the computer in the library or my laptops.
- I work online at home
- I'm a solely online student, so I have not used the computer/writing labs.
- I'm not taking this currently.
- I'm sure I am able to when this will be needed but so far I haven't needed it.
- It was all available.
- No comment
- Perry gave us personal chromebooks for the school year. (We turn them back in.)
- The library in the 3rd floor of the Zollars Library Building is open in the morning until the evening. I tend to come here often to work on my assignments.
- Use my own technology
- didnt need it.
- n/a
- pretty open and accessible library

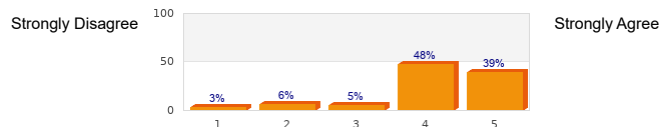
I am able to navigate the NOC website to find information needed for:

6.10) Enrollment



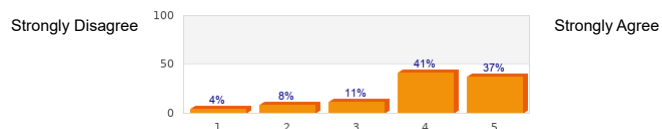
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6.11) Financial Aid (e.g. Pell Grants, OK Promise, loans)



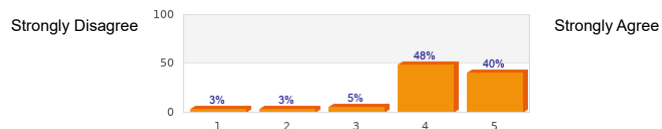
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6.12) Scholarships



n=171  
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dev.=1.05  
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6.13) Billing (e.g. tuition, payments, refunds)



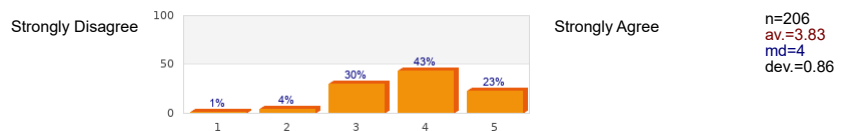
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6.14) Comments for website

- Billing could be a little more intuitive
- I can find it but its a bit difficult in the beginning.
- It is a tad bit confusing at first
- It needs to be easier to use. Very outdated.
- It was very hard to use the search bar on the website, if I wanted to look something up and typed in, for example, "housing" it would give me a lot of different links that had little or nothing to do with housing.

- It would be helpful to add the student email to the front page instead of through the MYNOC login.
- It's hard to navigate and it needs to be revamped
- N/A
- Need to post more about scholarships to make them more known
- No comment
- No comment.
- No comments.
- None
- OSU handles it for me
- Pretty easy to navigate.
- Scholarships and financial aid could be a bit clearer.
- The website can be confusing to use. If it were to be more clear and straightforward for current and incoming students, I think that it could be less stressful.
- The website is available for students to use when finding ways to college aspects such as your FAFSA or if there is any scholarships available. The website is perfect for us students to navigate through NOC campus.
- The website is very easy to navigate.
- The website was easy to use and was very accessible.
- While the website is challenging to operate it is far more helpful than the employees in the administrative building.
- n/a
- none

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

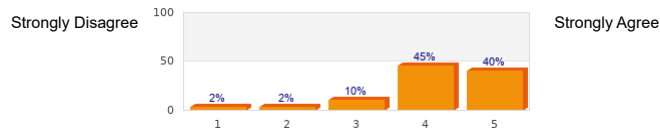


6.16) Comment 6.15

- 6.15 (2 Counts)
- Blackboard is a great learning site
- Emails or information links are located in the NOC website allowing us for easy and quicker way to communicate with the IT department whenever and wherever.
- Have not needed IT help
- I did not need to access IT help.
- I have not had issues requiring IT
- I have not needed it.
- I have yet to need help but if I needed it im sure I could get it from my instructor.
- I never had to access IT, so I do not know.
- I only go to the IT for help in any situation went wrong on my laptops.
- I think so but ive never had to use it.
- N/A

- Never needed to.
- No comment
- They are good and seem very helpful!
- n/a

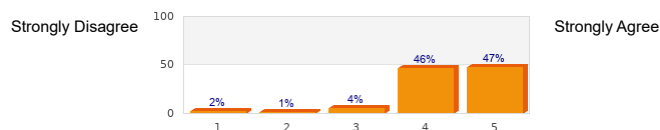
6.17) When used, technology in the classroom is effective for learning.



n=207  
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md=4  
dev.=0.89

## 7. Non-academic Support

7.1) Classrooms and general facilities are safe.

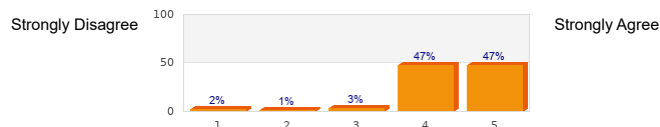


n=183  
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ab.=23

7.2) Comment 7.1

- 7.1
- Concurrent
- I always feel very safe on campus!
- I feel safe in my college classroom this year.
- I feel safe.
- I feel that anyone could walk into any class or building. Honestly as a student that scares me. I feel that there could be more safety precautions. Yes this is a small campus and town, but you never know.
- I felt comfortable on campus and in classes.
- I have not experienced any danger that has come across my path or class. It is perfectly safe. Some classes have instant lock doors to use when beginning class discussions.
- My classroom is in my high school.
- No comment
- Online Classes
- Pretty safe.
- feels like it but could be safer
- n/a

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



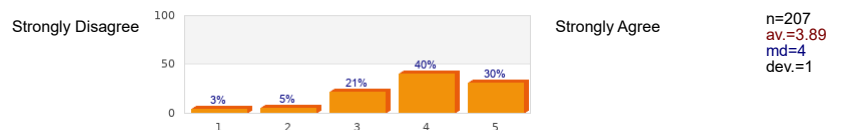
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dev.=0.75  
ab.=22

7.4) Comment 7.3

- 7.3
- Classrooms were organized and clean making for a good learning environment.
- Concurrent

- I appreciate how sanitary the school is.
- It is generally clean when I am there.
- Most of the classrooms that I am in look very dirty and there are always cobwebs in the corners. The stairs always look like they have a bunch of dirt built up on them.
- My high school is not the cleanest but I am used to it.
- No comment
- Online classes
- Some of the classrooms are cold the temperature was 68.2 on a day that it was cold outside, even the teacher was cold but has no control over the temperature.
- Tables in classrooms and break room should be cleaned daily to prevent spread of germs and it is not being done.
- The classroom environment is encouraging and accommodating for effective learning.
- The faculties have managed and effectively cleaned the classrooms and facilities for professors and students to use during class.
- The third floor women's restroom at the Stillwater campus legitimately smells like something died in the drains. It's always impeccably clean and any other smells fade after a few minutes. This one has been lingering the entire time I have attended this school. Maybe I'm just crazy, though.
- There is a huge wasp problem in the classrooms. And one girl in my class panicked because she's highly allergic
- Very clean.
- n/a
- very well regulated on cleanliness.

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.

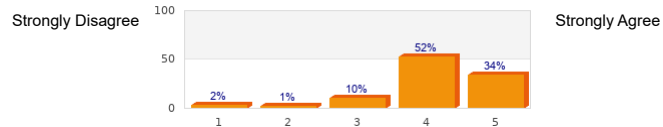


7.6) Comment 7.5

- 7.5
- Don't know who to go to for what. I've asked for assistance for learning styles and financial assistance for an NOC Extracurricular team, and no one answers emails.
- Had an instructor who was very helpful with that.
- I don't necessarily have time to discuss the issues outside of school, however, numerous people can help students with issues outside of school.
- I don't talk about things like that with my teachers.
- I have not had questions relating to anything outside of the classroom.
- I usually rely on friends for this.
- No comment
- No comment.
- Our concerns are heard but nothing is done about them.
- There were many instructors that were willing to talk about problems and just talking about life events.
- Whenever I have issues with my assignments, I email my instructor for help whenever I don't understand something.
- i believe so.
- im not sure the university is involved in personal matters other than clubs

■ n/a

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



n=207  
av.=4.14  
md=4  
dev.=0.84

7.8) Comment 7.7

■ 7.7

■ All have been good.

■ Enrollment and registration are easily accessible for students and advisors when it comes to discussing what students want to take next semester or year. It is easy for me as a student to access my classes and also speak with my advisor.

■ Enrollment was a terrible, stressful situation

■ Enrollment was an easy process and quick.

■ I had no issues.

■ I suppose that's possible.

■ It is easily navigable.

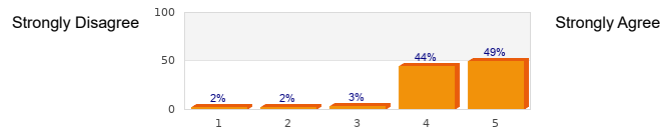
■ No comment

■ There were times where classes were listed as available, yet were actually full.

■ it does but I'm not good at running them.

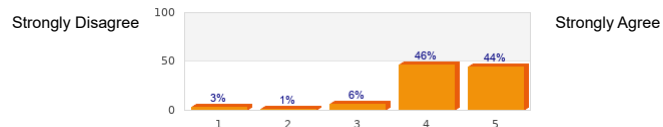
■ n/a

7.9) Enrollment



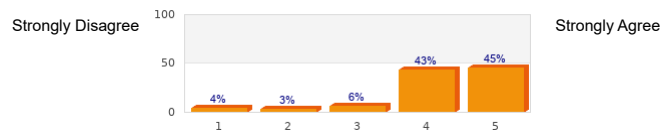
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7.10) Billing/Payment (e.g. tuition, payments, refunds)



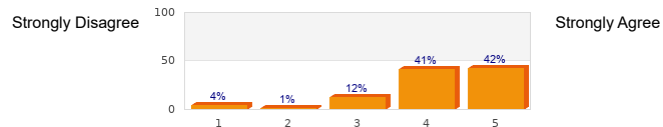
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7.11) Financial Aid (e.g. Pell grants, OK Promise, loans)



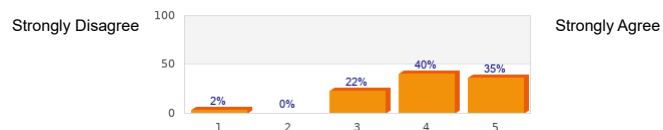
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ab.=28

7.12) Scholarships



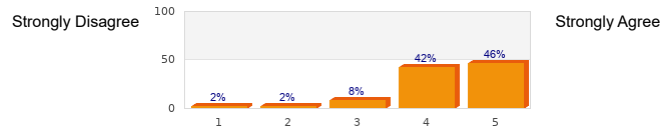
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ab.=37

7.13) Residence Hall



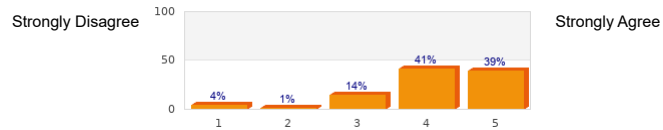
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## 7.14) Academic Advising



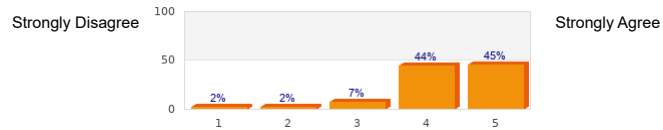
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## 7.15) Counseling



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ab.=55

## 7.16) Bookstore

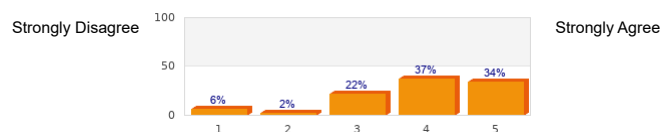


n=179  
av.=4.27  
md=4  
dev.=0.85  
ab.=25

## 7.17) Comments for employee courtesy and helpfulness

- All faculty I have encountered @ NOC Enid as well as my online professors have been amazing and helpful!
- Employees were very helpful and nice. They treated students with respect and were willing to help with whatever they could.
- LOVE THE BOOKSTORE PEOPLE. THE SWEETEST PEOPLE EVER!!! Soooo helpful!
- No comment
- No comments.
- None really, whoever comes down to Perry to help us enroll is very helpful and very clear.
- Overall good, the items marked neither I have not used.
- The Financial aid employees are sometimes no help and make it very complicated to get information.
- They all seem nice.
- They are really helpful and supportive.
- They are the reason I've been able to even sign up for classes.
- You're doing great.
- incredible staff very friendly and kind
- most do a great job tho some are just to much info at one time to feel youve learned anything.
- n/a
- none (2 Counts)
- stillwater campus
- the lady who is in charge of the bookstore is always in a bad mood and negative. I dreed going there because of her. it is the same for every semester I have been here.

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



n=134  
av.=3.9  
md=4  
dev.=1.08  
ab.=73

## 7.19) Comment on clubs and organizations







■ Concurrent

I am a concurrent student.

■ I did not participate in clubs or organizations on campus.

■ I hardly hear about it, if I do, it's from instructors and not from student, usually when an event is held, no one goes to it. Because it held during class times.

■ I like how I'm able to easily access so many organizations!

■ I never been into the clubs during my college year.

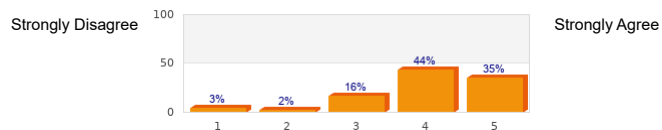
■ Im not in a club but i can see the benifits.

■ More information could be provided and people inviting people to them

■ My first year was great. I loved Coach XXXX. She cared about us, she was organized, she gave us her all and we did the same for her.  
■ This

- No comment
- Not in one.
- The softball coach is rude.
- The softball team is very dissapointing. I came here to continue playing and loving softball and this coach has made me hate it.
- We have clubs that welcome all students and staff who want to join and support. Though I may not be included in any organizations or clubs, I am fully aware that NOC's clubs and organizations are family-friendly and allow everyone to communicate with other people.
- We need to know where to go to for funding
- Would like more outreach for adult students.
- n/a (2 Counts)
- none

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



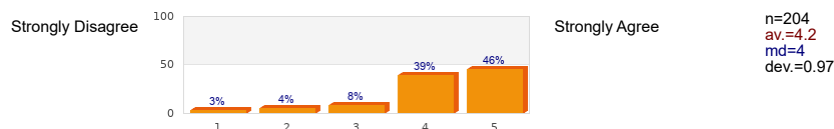
n=147  
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7.21) Comment on special events and student activities

- Concurrent
- Events occur all year that allow students and staff to have fun and take a break from the overwhelming workload. Thus, giving the time to spend with friends and families enhances the friendly atmosphere here in NOC.
- I am a concurrent student.
- I appreciate the blood drives!
- I did not go to many events but the events that I did attend were engaging and boosted campus culture and spirit.
- I only been to special events for the extra credits.
- No comment
- Our pizza with president was such a fun idea! And the BCM is a great thing for us students. And when the indeed and headshots day came, this school proved to me that they care about our future when they hosted those events. And with the pizza party it felt like a warm welcome to NOC.
- XXXX did good.
- Social anxiety.
- The wind program!!! And the research with them is incredible for a 2 year institution.

- it does but its not advertised as good as it should be
- n/a (2 Counts)
- none
- some of the events we had were a lot of fun!
- would love more of these now that covid is calmed down

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



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

- All of the above. I am sure that if I was to be taking classes in the classrooms on campus, I would be just as happy.
- All of the science instructors I have had have been amazing! They really are receptive to questions and helpful when I ask for help or follow-up. They are available during their office hours and all have seemed to be excited by the subject they were teaching. That also goes for my government instructor.
- Basketball game
- Being able to do my classes all online.
- Being able to go back to school.
- Being able to learn and not being overbeared with work.
- Being with my friends
- Class availability
- Classes are smaller and I am able to get help when I need it.
- Everyone is so helpful and if I have a concern on something then they get to the bottom of it!
- Everyone is welcoming and kind, and everything is easier than I had expected it to be. I struggled in school throughout my childhood and teen years, but this is by far the best school experience I have ever had and to think that in college amazes me. NOC is an amazing school with great opportunities and I am happy that I attend here!
- Getting to know my classmates and teachers.
- Getting to know the professors and people has been the most enjoyable art
- Getting to meet new people and having the help when needed.
- Graduating, and my freshman year.
- Great instructor!
- How approachable my professors have been
- How close it is to campus so I don't have to drive and rush.
- How everything is put together and that we know where everything is located at.
- How quickly the instructors get back to you.
- How teachers and my advisors help me with everything needed.
- How welcoming the staff and teachers were
- I am beyond disappointed with the nursing program. I'm not sure at this point I have any good things to say about it. I wouldn't recommend it to someone.
- I dislike how OSU takes gen ed classes so seriously for shit I've already learned. I love the level of seriousness that NOC professors approach their classes; serious, but not too serious.

- I have enjoyed taking different classes that I have really enjoyed.
- I have enjoyed the accessibility and generally satisfactory range of course selection.
- I have enjoyed the learning online experience.
- I have liked the friends I have made through going here.
- I have really enjoyed the ease of use when utilizing the online courses as well as the digital books for each course.
- I have really enjoyed the relationships I have made with peers and teachers. I also really enjoy the material I'm learning!
- I like about the NOC is that the faculty is so helpful and supportive.
- I like all of my professors that I have
- I like how easygoing the courses are and how understanding the instructors are.
- I like how teachers are very supportive and attentive with students.
- I like way the staff is available when needed to talk to someone or email.
- I liked how small it was and how involved the faculty was with the students throughout their time at NOC.
- I love how inviting this college is and how all my teachers are pretty understanding. well most
- I love that everything is online, and for the most part is easy to use. I can usually always get in touch with my teachers if needed, and I've very much appreciated the use of supplemental classes for extra help in certain subjects. I have always felt very supported, and like people really care about my needs. I also appreciate having a program that will give you a second chance. I failed out of school 20 years ago, and NOC has made it so easy to start again.
- I really enjoyed the professors and how helpful everyone was with supporting my high school activities as well.
- I really like how personal and small the classes are. It makes learning easier since the instructors can teach the students in a more personal manner.
- I was helped a lot in my transition from osu to there
- I'm learning much more than I ever have at any other education institution.
- I've liked it because through the experience i been learning is amazing.
- It has been an amazing experience. All of the teachers and faculty in the office are so friendly and helpful, I will miss this college when I graduate.
- It's way more laid back than highschool so it is easier to learn since I'm not stressed
- I've enjoyed the fact that even though I started with so many questions about my next steps for my academic goals, I was able to have all my questions answered and was helped so I understand what I should be doing to work toward my goals
- Last year when the dorms weren't expensive, coaches were good, the head RA actually did his job, and when athletes weren't compromised by not having an athletic trainer.
- Learning about topics that interest me
- Learning. I have left and come back many times because i love the school and grounds surrounding it.
- Leaving/graduating
- Living on campus
- XXXX is the best teacher ever.
- My experience here in NOC has been the best and will continue to grow and improve throughout the upcoming years. I would say that my best experience is at the end of the semester, after finals week, when students can be able to have fun with others and take a break from schoolwork. I enjoy being able to focus and finish my tasks.
- My in-person classes. All my teachers are super kind and helpful.
- My professors!
- My teacher is great

- My teacher is great and very helpful. I also enjoy being invited to the events, though I've never had the time to drive over to Tonkawa.
- NOC has been really good. Very affordable and teachers are great.
- NOC was a wonderful experience. I enjoyed my classes.
- Nothing (2 Counts)
- XXXX is quite a good teacher.
- Probably my one good teacher
- XXXX is great and has been very helpful to me and has gotten me back on track.
- Same or better quality classes as OSU's for half the tuition cost.
- Someone is always there to help if I need it
- Staff and professors are always kind and willing to help.
- That im learning things id actually enjoy doing and that the teachers act like regular people instead of just enforcement.
- The ability to do all of my work online.
- The academic part of things.
- The activities and events we do.
- The class sizes were small, and you had more one on one time with the teachers.
- The classes.
- The community. The benefit of small classrooms sizes and ability to get one on one help. Great variety of classes for a small campus The
- cost.
- The experiences and education I have gained.
- The friends i made and the time spent with them.
- The helpful professors, the research and career development opportunities
- The instructors
- The kindness and help from teachers, and even though I don't live on campus, students have still been pretty inviting.
- The people
- The people and the environment!
- The people are all very nice and it is a very lovely community to join and be a part of.
- The practical application of the skills I have been taught to provide quality patient care as a nurse.
- The professors.
- The staff and the community. This college is the best thing to ever happen to me. Leaving will be the saddest day. I recommend to every person I meet, to attend at NOC, especially tonkawa. The professors hear CARE. The staff wants what is best for there students, and that warms my heart in so many ways. Not only did I save money, I found so many mentors along the way. XXXX, XXXX, XXXXt, and XXXX are some of the best people I've ever met, they have not only taught me so much, but have changed my outlook on the learning experience. Professors like them are what I liked best about NOC.
- The staff is amazing.
- The student activities
- The teachers are great!
- The teachers are helpful.
- The teachers online are very informative. They provide enough information to where I don't feel lost or need to reach out for help.
- They help when I had questions.

- Was able to take a class that I had struggled to add in my schedule at my other college.
- getting to meet new people and complete my carrier I am going for.
- its good amount of student
- online is flexible
- the class sizes and the intentional teachers
- the learning... it is why i am here
- the online coursework
- the people
- the teachers and advisors are very helpful
- the teachers.

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

- Assist the nursing faculty in learning how to properly scaffold and build their learning objectives to allow students to grow in their knowledge base. Grade and provide feedback promptly for assignments that build upon each other.
- At the time, nothing.... NOC has been VERY accommodating to me and my needs!
- Be easy on those students that drive over 30 minutes, things can happen that cause us late without us wanting to.
- Being able to take in person classes.
- Better dorms
- Better help with enrollment for homeschoolers who are unfamiliar with the technology used at the school.
- Could do more student activities to be more connected with students.
- Everything
- Explain and show how to navigate blackboard more.
- Find a better athletic director, a new softball coach. Better hiring process. The things we found on XXXX after we knew he was going to be our new coach, was ridiculous, and we do not know how he was hired with his past. Also, find and athletic trainer if you are going to continue to offer that as a class and major!!!
- Free laundry machines in the dorms
- Fund raise activities
- Get a new softball coach.
- Have a class for non-traditional students to walk them through being a student. Some questions others may have may help other students.
- Have shorter classes.
- Having good professors
- Hire more and better instructors for the engineering program.
- Honestly a lot needs to be done. My main concern is the softball program; our coach is very lazy and honestly doesn't care about the good for the team at all. I have never been on a team where the coach genuinely could care less if we win or even if the team is good it seems to me he is only worried about his pay. Also I am very disappointed with the work our AD does. We have tried to get him to do something and I feel that he has done absolutely nothing but become friends with the coach. The coach is an absolute perv and a disgusting man so to me that makes me feel that so is our AD just because he's okay with not finding a different coach. If something is not done the program will continue to just go downhill. Last year the team had a winning season and this year we where supposed to be better than last and the new coach came in and destroyed it and now we have a losing record and can barely win a game. He is so lazy that we never practice and he cant even tell us what is wrong with our mechanics when something isn't working so he just sits there and tells you to fix it but does nothing to help. Lastly I just want to say that I start every game and I am still going to transfer if he is not gone next year.
- I am having a great experience so far, so nothing is needed to enhance it for me.
- I am not sure I think that NOC was a good experience I have nothing that I would suggest to improve on.

- I am unable to think of anything.
- I do not think I would change much of anything I enjoy how everything is.
- I don't see anything that needs to be changed.
- I don't think I would change anything.
- I have nothing to add.
- I think everything so far is good.
- I think that NOC could enhance student involvement within the campus. For example, more activities.
- I think that this would be more of a blackboard thing, but adding a feature to apply all of your class's schedule (class, tests, ect.) to a mobile/google calendar would be a good feature. It would also auto-update whenever new work is assigned.
- I think they do a good job .
- I wish there more things to directed to adult students to participate in. Not sure what those could be, but it would be nice.
- I would be happier if NOC offered a PT assistant program, but overall I've got no complaints with my experience thus far.
- I would change nothing
- I would say that they could make their prices a little be different.
- Its fine.
- I'm not sure there is anything.
- Let me take my major specific courses so my graduation is not further delayed
- Let the girls basketball coach go. He needs to retire and he is very disrespectful to players and its time for him to go
- Maintenance alerts to students when maintenance is coming by, providing a time to the student so they can be prepared for maintenance. Clear communication with advisors and financial aid to students over how credits may or may not count towards Pell Grants, Oklahoma Promise, etc.
- Make MyNOC less confusing.
- Make group activities/groups in general that's on campus more known of instead of just flyers hidden in halls being all there is.
- Make more concurrent classes be on the Ray Davis scholarship
- Make the testing center open after 5PM or on the weekends. With every online class comes one proctored test in order to prove that you're the one taking the class. Some of the classes even do more than one proctored test. I get the reason, but this makes things difficult on me, as I work at OSU from 8-5, and have to take leave in order to go take my tests. It would be great even if it was just one or two evenings a week, or just like half a day on Saturdays. Something to make it easier for the working adults who are taking online classes for a reason.
- Make the website more user friendly so people can get access quicker and easier
- Maybe a crosswalk to get to it easier
- Maybe be more envolved around campus
- Maybe can have more missed days for single mothers like myself. I love that we get 3 missed days but if i have a sick son or is in the hospital, I have to miss more and can stresses me out knowing i may not get to graduate because of sick days with him.
- More activities for everyone not just specific to sports. I saw a walk/ run for something and i could not make it, but i am waiting for the next one so i can partake.
- More availability of literature courses
- More clubs and organizations.
- More group activities.
- More in depth hiring processes in athletics. A new athletic director. GET A TRAINER.
- More notifications about activities and reminders of them.
- More open minded books.



- N/A (5 Counts)
- Not so many rave test.
- Not sure.
- Nothing really!
- Nothing st this time
- Nothing, just doing the great jobs on their works.
- Nothing. (2 Counts)
- Nothing. All is great.
- Organization, communication and resources from non-teachers.
- Provide frequent evaluations of instructors. Require instructors to provide feedback regardless of if a student asks for it
- Someone go investigate the reason for so many students failing the nursing program
- Take more students into consideration. When it comes to these surveys
- The computers in the computer lab suck majorly, OSU has y'all beat there.
- The instructor helps a lot.
- The more difficult classes/ professors could change the way they choose to review for tests in a way that can benefit everyone.
- The one thing that enhanced my experience in NOC was the education subjects and the amazing new people I have come to meet with. Setting up study groups and study meetings has been one of my best experiences at NOC because it allowed me to not only learn new concepts of the subjects but also learn how to communicate better and enhance my communication skills around new students and professors.
- Unify each class's online environment under the same/similar layout & structure. This would prevent class navigation from being completely unique for each class.
- Work on the safety precautions and really push your finical aid people to further explain what loans are and the difference in each loan. I have a friend who pulled a loan that was way over the amount she needed because they didn't explain to her how the loans worked or how much she needed. I think really further explaining these things can help students stay motivated.
- You might host some social activities during the daytime hours, that way younger students who still live at home can meet new people.
- better building and safer no falling rocks
- better communication on tutoring and help
- general information about degree requirements can be hazy. I'm trying to work some classes back from a BA for additional AAs, but the way the things turned out I'll be leaving with 0 out of the 3 possible degrees I could have completed. Also, should be specified that the music theatre degree requires 4 semesters of performance (vocal or instrumental). In person I was told that I'd be ineligible to graduate because I needed 4 semesters of performance and not just 2. Website does have 4 semesters of recital attendance but not vocal/instrumental. Website says: (Also recommended but does not count as a repeat toward graduation: MUSC 2631 Vocal Ensemble or MUSC 2611 Instrumental Ensemble) So technically, only one semester of voice or instrument lessons are all that is required for graduation; not 4. I dropped cuz it was way too hard for me and I was out of my depth so it didn't end up mattering, but I wish I'd understood the requirements better before I came back. (I know ya'll know who I am cuz it's a specific "class" instance, and yes, I am kind of an idiot and it's my bad for not asking sooner.)
- get more math tutors
- have more classes and majors available at the University Center in Ponca City
- having access to more classes on the far away sights
- help with finding non-traditional students scholarships to help pay for their education
- make the classrooms a little warmer
- more community activities
- none

- nothing
- nothing it has been great
- nothing.