Employee Satisfaction Survey

NORTHERN Oklahoma College
TONKAWA | ENID | STILLWATER

Employee Satisfaction Spring 2017 (ESS17)
No. of responses = 138

Legend

Question text

Relative Frequencies of answers   Std. Dev.   Mean   Median

Left pole   Right pole

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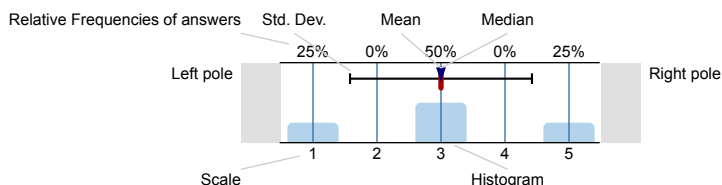
n=No. of responses
av.=Mean
md=Median
dev.=Std. Dev.
ab.=Abstention

---

1. Campus Culture and Policies

1.1) Advisors meet the scholastic and emotional needs of advisees.

Not Satisified at All   Very Satisfied

0% 10% 26% 47% 17%

n=103
av.=3.72
md=4
dev.=0.87
ab.=34

1.2) The level of communication between advisors and students, outside of enrollment, is sufficient.

Not Satisified at All   Very Satisfied

2% 13% 22% 44% 18%

n=104
av.=3.63
md=4
dev.=1
ab.=34

1.3) There is good communication between the different campuses.

Not Satisified at All   Very Satisfied

2% 18% 32% 33% 16%

n=126
av.=3.43
md=3
dev.=1.02
ab.=9

1.4) NOC does a good job of providing an overall quality learning environment.

Not Satisified at All   Very Satisfied

0% 1% 10% 50% 40%

n=133
av.=4.29
md=4
dev.=0.67
ab.=5

1.5) NOC provides good customer service to students.

Not Satisified at All   Very Satisfied

1% 8% 21% 44% 26%

n=127
av.=3.87
md=4
dev.=0.92
ab.=10

1.6) NOC provides good customer service to employees.

Not Satisified at All   Very Satisfied

1% 5% 25% 46% 23%

n=136
av.=3.83
md=4
dev.=0.89
ab.=1

1.7) NOC provides good customer service to external stakeholders (alumni, retirees, community members, businesses, etc.).

Not Satisified at All   Very Satisfied

0% 0% 13% 59% 28%

n=102
av.=4.16
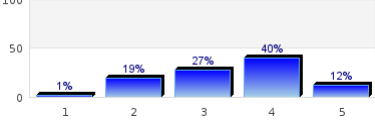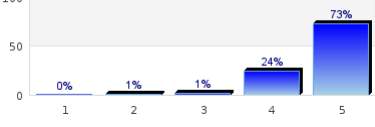md=4
dev.=0.63
ab.=35

1.8) Additional Comments
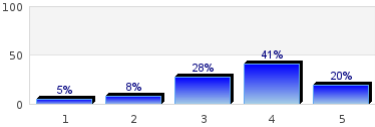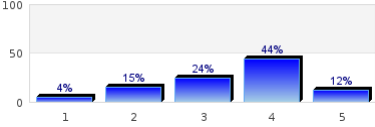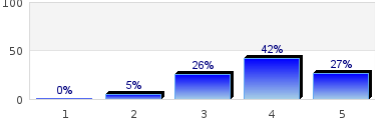
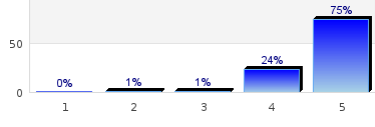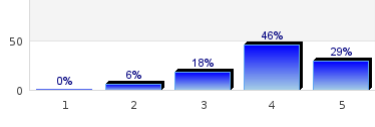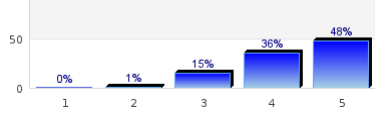■ 1.1 Some advisors definitely meet the needs of their advisees, but there are some that do not even really know who their advisees are and vice versa. I do not feel like we have to hold their hands, but there are students that have no clue how to function within a college setting. First generation students have no knowledgeable support to guide them and many students have no idea what they want to be

when they grow up. Advisors who care about them will help them transition through to find a path and check up on them regularly to make sure they are okay.

1.5 Many employees express their opinions loudly about how students do not need their hand held and they should act like an adult. Yes, they may be 18+ but they are still young and have never been on their own before. We should go out of our way, above and beyond, to do whatever is necessary for the students. We are here for them!! That is our sole purpose -- to make sure these students get a quality education, prepared to enter the workforce or transfer to a four-year school. When they leave, we want them to have had a positive experience and tell others about it.

- A lot of student do not know who their advisors are.
  Advisors only meet with their advisees once a semester to enroll or do a grad check. No other contact is happening.
  NOC departments still work out of their own "silo", which still causes issues between departments.
  NOC works under the "we've always done it this way" or caters to the community or foundation or stakeholders rather than listen to the employees.

- Adjunct instructors are often left "in the dark" on NOC educational issues. It's as if adjuncts are not valued at NOC. With salaries at NOC ranging from $48,000.00 to $179,909.00 for most professional staff (as of FY2014) and with adjuncts earning only $2000.00 a semester for their work. Adjuncts are not treated as professional educators by NOC even with most adjuncts have multiple credentialing in their fields.

- Adjuncts need a work space that allows them to meet with students.

- Advisors need to be able to work through issues with students, not just keep enrolling them in what the student wants, without regard to their drop habits and success throughout the semester.

- Almost seems that more attention is spent on external stakeholders than faculty and staff. I understand that we need good relationships and donations but we are constantly asked to do more with less. Faculty are now responsible to advise and enroll pretty much everyone but training for them is lacking as well as the enrollment system.

- As the student needs are changing, it is difficult to provide course offerings to meet the needs of non-traditional students, i.e. those students that require night options, and/or other course time offerings.

- Hopefully the new building will address most of my critiques: Hard to have an educational "feel" when your first and last impression is "strip mall;" facilities for adjuncts are a joke, and the stingy way in which materials are supplied would be insulting to anyone over the age of 16.

- I think that there could be better communication between supervisors and employees as well as NOC to employees.

- If "we" treated students the way that we roll out the carpet for external stakeholders, alumni, community members, etc. then our retention rate would be better!

- None

- Not all faculty or staff should advise. There are some who do not like it and are not good. They will be the first to tell anyone who asks.

- Some advisors just don't want to advise, which places an additional burden on other advisors.

- Still need a faculty governance system to allow dissemination of information from faculty to admin, admin to faculty, campus to campus. Advising is much better, but remember, students still need to learn something on their own!

- There seems to be a large difference in the quality of advising students receive. Customer service to students is severely lacking in some areas.

- We have some excellent advisors who really spend a lot of time working with students, but there are still gaps and missed connections that may only be addressed if we can create a system of dual support from both faculty and staff advisors. Communication can always be improved, whether between advisors and students or colleagues, but the institution has made so many improvements in processes and I believe people are working very hard to create a more positive environment.

- We tend to go out of our way to throw as many roadblocks as possible for a student to complete a degree. Classes are primarily scheduled to meet the needs of the faculty, not the needs of students. We seldom survey students to ask if the schedules are meeting their needs or if the services are meeting their needs.

- When students enroll in the summer, they do not see their advisor until it is time to enroll for the spring!

- When you say advisors I am assuming you mean Faculty.

- communication from Tonkawa seems to frequently have snags

2. Institutional Goals

2.1) Increase the assets of the NOC Foundation

Not Important at All — Very Important

1	2	3	4	5
5%	8%	28%	41%	20%

n=133
av.=3.63
md=4
dev.=1.03

2.2) Increase the use of degree program Advisory Committees

Not Important at All — Very Important

1	2	3	4	5
4%	15%	24%	44%	12%

n=135
av.=3.44
md=4
dev.=1.03

2.3) Increase the number of full-time faculty

Not Important at All — Very Important

1	2	3	4	5
0%	5%	26%	42%	27%

n=135
av.=3.9
md=4
dev.=0.85

2.4) Increase the number of full-time staff

Not Important at All — Very Important

1	2	3	4	5
1%	19%	27%	40%	12%

n=136
av.=3.43
md=4
dev.=0.99

2.5) Increase the enrollment of new students

Not Important at All — Very Important

1	2	3	4	5
0%	1%	1%	24%	73%

n=135
av.=4.7
md=5
dev.=0.53

2.6) Increase the retention of existing students

Not Important at All — Very Important

1	2	3	4	5
0%	1%	1%	24%	75%

n=136
av.=4.73
md=5
dev.=0.51

2.7) Develop new academic programs

Not Important at All — Very Important

1	2	3	4	5
0%	6%	18%	46%	29%

n=136
av.=3.99
md=4
dev.=0.85

2.8) Improve employee morale

Not Important at All — Very Important

1	2	3	4	5
0%	1%	15%	36%	48%

n=128
av.=4.32
md=4
dev.=0.75

2.9) Additional Comments

- Employee morale is down because: there has been no raise for two years and Administration is not great about giving out accolades.

- 2.2 The use of advisory committees helps the institution know what skills and knowledge current employers expect students to possess when they enter the workforce. By having this information, NOC can adjust its degree programs and courses to align with those needs. This will make our students more highly marketable when they leave.

  2.3 Full-time faculty does not need to be increased unless we get to the point of adding more degree programs that current faculty are not qualified to teach or if the student enrollment multiplies to where the student to instructor ratio becomes unrealistic. Adjunct faculty are a good option for filling needs, but I do not feel like the institution or the students have the same amount of respect for them as full-time instructors. It should not make a difference. The expectations for the course being taught should be the same, no matter who the instructor is.

  2.8 Employee morale is not good, no matter what the administration thinks. People do not feel like they are respected or that their opinion matters. Unhappy employees are not going to go the extra mile when they do not feel appreciated. Communication does not mean VPs telling us what is going on within the institution. It is a two-way street and that involves TALKING TO US, asking our opinions, and actually caring about what we have to say.

- A living wage for adjuncts and opportunities for full time positions would hep significantly increase moral at NOC.

- Advising is complex, and instructors often get confused and enroll students in unnecessary classes. Also, instructors already have a full-time job, especially at the beginning and end of the semester, so adding advising duties at these busy times is frustrating and is essentially asking them to work unpaid overtime.
  Suggestion 1: Hire a professional advisor/counselor. At 30 minutes per student they could enroll 16 students per day, 80 per week, 800 per 10 weeks. Suggestion 2: Hire adjuncts as advisors. Train them extensively and pay them the standard $1900 to work a certain amount of advising hours in the office.

  If you would alter the MOU with OSU and add business calculus, we could fill as many classes as you wish. Big demand, if you would just change the MOU.

- I think the morale of employees is at an all time low due to the HCL mandates. Our administrative officers did not go to bat for the employees when it came to having to take additional classes. Other colleges took care of their faculty by saying if the teacher was a competent teacher, they would not have to take additional classes. I think our administrators saw this as a way to force a lot of older teachers to retire.

- I understand that it takes several people to run a college but without faculty you do not have a college. There are offices all over administration with 3 different people to talk to you about certain things and half the time they don't know, they are in the office reading a book, not there today or "yes that is something HR would do at another institution but not here." That makes total sense. I have set in offices waiting for people and heard 20 minutes of gossip. This is after already asking myself, what do they get paid to do again?

- If the class rooms are full, it does not make sense to mention funding as the reason for not hiring new faculty.

- Increase student enrollment ONLY if we have enough faculty/staff to handle the load.

- Many employees give the distinct impression they'd rather be somewhere else. The administration needs to find a way to treat instructors with more than a decade or two of experience with some earned respect. Instructors feel a much stronger bond with the students than they do the administration. The atmosphere is students and instructors vs. the "office."

- Morale is what we each choose every day. Certainly it is affected by being over-burdened with overloaded schedules, but it is a choice.

- My coworkers will b**** about anything. Morale is what you make of it as an individual. If we had more desk workers who actually cared about our students and less about facebook or bitching about everything then my top 3 goals would be achieved better.

- NOC needs to form a new way of advising students: there should be an office of maybe 2-4 full time employees that are solely responsible for advising and enrolling all students.

  In addition to increasing the enrollment of new students and the retention of currently students, improving employee morale keeps the institution running. Listening to what employees are saying and wanting is important.

- No additional comments.

- None

- Only increase the full-time staff if needed. Some departments have more employees than necessary in my opinion.

- Our advising system needs to be reorganized. Faculty members should be available 8-5 to advise. Their schedules need to be shared with the registrar's office and faculty need to be available when they claim they are advising. We need to make more a concentrated effort to connect the student with his/her advisor and I am including "NEW" students to not just continuing students. This is one reason why the students claim they do not know who their advisor is. Also, I think having advisors do all the advising out of the college success center or set advisors in each division so they could help each student complete every task that needs to be done (financial aid, parking permit, change major form, etc.) to retain them is very important. I really feel like our current system doesn't serve the student in the best way especially when we have meetings trying to figure out ways to retain students, 1st generation students, etc. Also, the registrar and the academic offices might consider visiting with us peons that do advising everyday what our challenges, thoughts, and suggestions we might have to improve the advisement system for our students. I'm talking just visiting communicating asking in a round table discussion just maybe the powers to be might realize we are not so dumb after all and just might have a good suggestion that might be helpful.

- Pay raises, more professional development funds, and fewer "forced" overloads (due to a shortage of faculty) would help with morale.

- Recruiting and retaining needs to be a priority. A part in making that happen is boosting employee morale so that they are excited to show students what NOC can offer and that it is a good learning environment.

- Retention of existing students and recruitment of new students should be our top priorities.

- Some departments are teaching double overloads, which makes it difficult to tend to students needs. By increasing full-time faculty this problem would be alleviated and would benefit students so much more.

- The Enid campus is in great need of more full-time faculty and addition of student desired academic programs. NOC is missing an opportunity for growth due to lack of full-time faculty and some specific academic programs on the Enid campus.

- The only real way to increase enrollment is to offer new degree programs. The only way to further increase retention would be to be more intrusive in student life to provide more career exploration and to assist earlier in financial planning.

- We need to do a better job of selling our programs to facilitate the generation of funds for programs through the Foundation. Programs should be an active component of Foundation fund raising, as should a campus-wide Fund Raising initiative. This should be the primary goal of the President. Perhaps a 2-yr fund raising drive to achieve a goal of 2-5 million dollars.
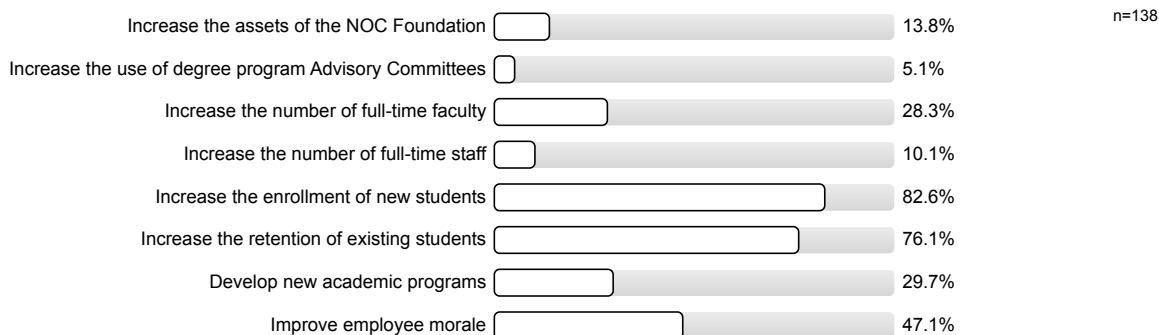
  Advisory Committees are a real benefit, all programs should have.

  Retention is already very good at NOC, time to focus on increasing student enrollment with "quality students."

  Morale still needs improving, primarily with governance and more interaction between faculty and administration with the decision making processes.
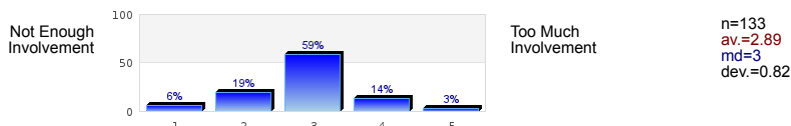
- With budgets being regularly cut, the Foundation serves an increasingly important role in supporting students financially.   I would also like to see Northern grow but increasing enrollment will require more people to provide support services, and if we don't have the budget for that, I think we have to redouble efforts on retention.
  Employee morale is important but to some degree outside the scope of control. All employees should be respected, but if they link morale with salary, they will be disappointed in this budget climate. We have to be driven by the degree to which we can help students.

- -

2.10) Choose _three_ goals that you believe should be NOC's top priorities.

n=138

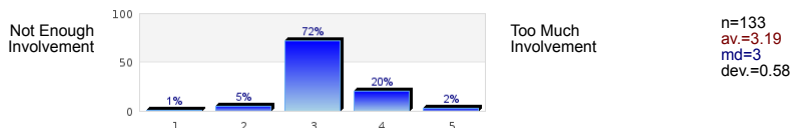| Goal	Percentage
Increase the assets of the NOC Foundation	13.8%
Increase the use of degree program Advisory Committees	5.1%
Increase the number of full-time faculty	28.3%
Increase the number of full-time staff	10.1%
Increase the enrollment of new students	82.6%
Increase the retention of existing students	76.1%
Develop new academic programs	29.7%
Improve employee morale	47.1%

3. Involvement in Planning and Decision-Making

3.1) Community member

Not Enough Involvement — Too Much Involvement

6% (1), 19% (2), 59% (3), 14% (4), 3% (5)

n=133
av.=2.89
md=3
dev.=0.82

- -

3.2) Foundation board

Not Enough Involvement — Too Much Involvement

1% (1), 5% (2), 72% (3), 20% (4), 2% (5)

n=133
av.=3.19
md=3
dev.=0.58

- -

3.3) Faculty

Not Enough Involvement — Too Much Involvement

10% (1), 41% (2), 38% (3), 11% (4), 0% (5)

n=137
av.=2.5
md=2
dev.=0.82

- -

3.4) Staff

Not Enough Involvement — Too Much Involvement

14% (1), 38% (2), 40% (3), 7% (4), 1% (5)

n=136
av.=2.43
md=2
dev.=0.85

- -
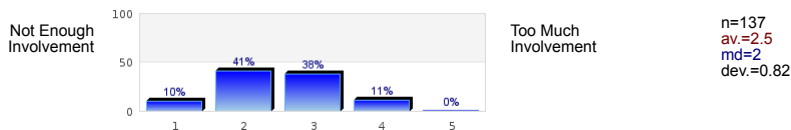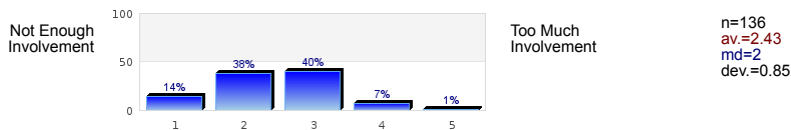
3.5) Deans or directors of administrative units

Not Enough Involvement — Too Much Involvement

5% (1), 4% (2), 59% (3), 28% (4), 4% (5)

n=136
av.=3.23
md=3
dev.=0.81

- -

3.6) Chairs

Not Enough Involvement — Too Much Involvement

4%	9%	68%	16%	3%
1	2	3	4	5

n=135
av.=3.06
md=3
dev.=0.72

3.7) Vice-Presidents

Not Enough Involvement — Too Much Involvement

3%	1%	53%	34%	9%
1	2	3	4	5

n=136
av.=3.44
md=3
dev.=0.8

3.8) Students

Not Enough Involvement — Too Much Involvement

12%	36%	45%	5%	1%
1	2	3	4	5

n=137
av.=2.47
md=3
dev.=0.83

3.9) Regents

Not Enough Involvement — Too Much Involvement

1%	4%	70%	17%	7%
1	2	3	4	5

n=135
av.=3.25
md=3
dev.=0.71

3.10) Alumni

Not Enough Involvement — Too Much Involvement

5%	20%	64%	8%	2%
1	2	3	4	5

n=118
av.=2.81
md=3
dev.=0.73

3.11) Additional Comments

- Administrators make decisions, Sometimes they listen to others.

- As of late it has appeared the leadership team has made significant decisions without seeking insight from the faculty/staff that the decision directly affects.

- Faculty, staff, and students not only need representation, but they need to be heard. A voice that matters, where each category is represented and heard, should make each feel vested in the process and remove apathy. Regents, seem like just a rubber stamp on anything the administration throws at them.

- I have no idea how anyone expects an employee on any campus to answer for all three campuses. This is typical NOC: Whatever is true on one campus MUST be true on all campuses. Could this survey not be split between the three campuses?

- I know that mandates keep coming down from HLC, the Education Department, the State Regents, the Legislature, etc., and administrators have to respond. But faculty seem to be micro-managed more each year.

- It has been my experience that opinions are asked but not valued. In the end, the Regents and administration will do what it wants to do instead of listening to what faculty and staff are experiencing (and are asking for changes in).

- It is hard for external stakeholders to have involvement in planning and decision-making at NOC. Often they do not have their pulse on what is truly needed at NOC. But I also think that the Vice-Presidents are making too many of the decisions. We need some forum to incorporate all avenues we have available to us in making decisions for what is best for the College.

- More student input is needed in planning. It is important to have input from all constituencies, but it must be informed input.

- No additional comments.

- No idea really on the level of involvement for all of these groups.

- None

- Some administrators on this campus think that they are never wrong and would die before admitting it. They walk around with their nose so high that they forget about us "little people" that do a lot of day to day work. If we would move back to what the President says WE DO and less of all the administrators thinking that they are President and or them fighting for the future job of President I guess, then NOC would be a better place to work and a better place for students.

- Staff are not decision makers at NOC and have very little input on our processes. Staff and especially the administrative staff get no respect. We value the faculty and focus on the students and the executive team holds all the power. Honestly, I have a master's degree

and I don't feel appreciated or valued here. When it comes to the "staff" we get treated all the same. It doesn't matter if you are cleaning bathrooms and taking out trash or you are advising and suppose to be considered a professional. Maybe, some people look has it being a good thing but lets be honest no of us would have jobs if it wasn't for us selling degrees so just kind of thinking my master's degree at a junior college should valued alot more that it is. For the most part master's degrees are the faculty have but here staff with master's degree are more closely grouped with janitors than professional colleagues.

- The decisions made by the institution are FOR the institution, which is made up of the students, staff and faculty. I definitely think these three factions should be more involved, with their opinions being heard. I have been on committees where we meet once a year and the VP on the committee came in with their own agenda and plowed through the information, instead of letting us all be involved in the decisions. When we did interject our thoughts, it seemed like we were interrupting instead of collaborating.

- There seems to be more lip-service paid to involving faculty and staff in decision making than there is actual involvement.

- Trust the people on the front lines. We've seen everything.

Mainly what I'd like to see is more opportunities to present ideas in an official capacity like with the strategic enrollment town halls that were held back in October. I appreciate that the input from those town halls was written down and emailed to everyone, and I appreciate that XXXXX gave us a final chance to add to the suggestions via email. I don't necessarily feel like my ideas are ignored. I feel like they are hard to get across in the first place.

4. Work Environment

4.1) I have access to adequate technology to perform my duties.

Not Satisfied at All | Very Satisfied

1: 1%
2: 7%
3: 20%
4: 44%
5: 28%

n=138
av.=3.93
md=4
dev.=0.9

- -
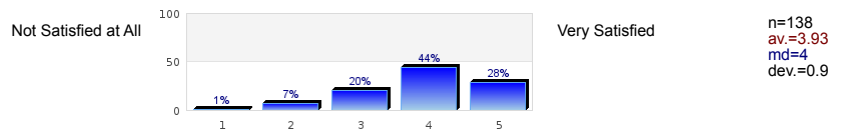
4.2) Additional comments on technology

- A course on using Microsoft Access and a more advanced Microsoft Excel would be helpful.

- Always issues with technology working properly. IT just says it is not 100% reliable.

- Faculty and staff should have updated software and hardware. People in my department are operating on three different machines. Buy quality equipment for the classrooms.

- Generally speaking, yes access is good. It's getting better in terms of down-time or problems. Blackboard is still a problem at times, as are the smart boards.

- Great IT staff support!

- Have to use personal phone and computers after working hours and during lunch to check email, fill out work orders, etc.

- I do not like that they took away printers from each desk and left in its place a large, shared printer that has its own, unique characteristics that often cause problems for individuals using that machine.

- I have noticed that the students have difficulty accessing the college's wifi

- I work with some aging technology. It would be in the interest of my students to upgrade.

- IT has gotten better but they still need to realize that we are all here for the students. Could we also get Renfro fixed, it is embarrassing every time an event is hosted and mics don't work or sound is terrible.

- Keep updating that website

- XXXXX and the IT staff are very helpful and responsive to faculty and student needs.

- NOC provides excellent computers with latest software for staff & provide excellent & prompt technical support

- Need more training on updated software

- Need to not question faculty about technology concerns.

- Need to update our system and escape from the 1980's

- Never works properly

- Of the computers in the copy room only one usually works, the copier jams up too much when the staple function ins asked for. In addition, often it is like playing hot potato when a computer is needed.

- Quality of video cards could be improved, home access to server would help a lot, online subscription to stock photo company would help too. IT department is fabulous. Quite impressed with their work!

- Technology is important but it must be supported and must really meet the needs of the user, not the IT staff.

- Technology-rich, and great support from IT staff.

- The ITV monitors are different on all three campuses which can make it difficult when lecturing at a different campus

- The POISE system is archaic and outdated. Even with upgrades it is not up to today's technology.

- The Technology staff is very responsive to our needs and concerns.

- The wifi in offices and classrooms is not reliable.

- Upgrades in technology are not offered equitably.

- Would like to have more computers in the classroom

- XXXX does a GREAT job for the Enid campus.

- XXXX is exceptional in meeting the needs of the campus

---

4.3) NOC provides the professional development needed for my position.

Not Satisfied at All — Very Satisfied

n=138
av.=3.74
md=4
dev.=0.98

1	2	3	4	5
3%	9%	21%	46%	21%
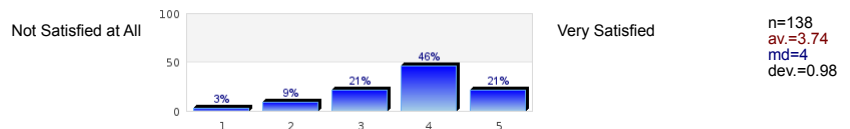
4.4) Additional comments on professional development

- At least for faculty it's fine.

- Doesn't matter anymore.

- I personally haven't seen seen very many opportunities of professional development for staff-The ones offered are usually mandatory for everyone.

- I wish I had more time available to keep up with improvements/research in my area of expertise.

- I would like to see all staff tracked for their professional development in the same way faculty are to ensure we're giving equal opportunity.

- More opportunities to attend seminars

- Need better training for advising.

- Never here of any

- Not sure when this will happen. I think it is very important to have a professional development day

- PD is lacking but it is due to recent budget issues.

- Restoring travel funds to previous levels would be nice, if the state ever decided to adequately fund higher ed.

- The process for receiving funds for continuing education should be easier.

- The professional development offerings seem to be geared more toward high school classroom settings than higher education.

- There needs to be more professional development for staff.

- Tiltle IX and diversity training is more for the college to mitigate litigation exposure and less to do with providing avenues to develop ones career.

- content specific PD would be good

- there's no CEU opportunities for counselors on campus, but there's also not much of a need.

4.5) Administrators respond in a timely manner to emails and phone calls.

Not Satisfied at All | Very Satisfied

100 — 50 — 0

1: 4% 2: 5% 3: 28% 4: 40% 5: 23%
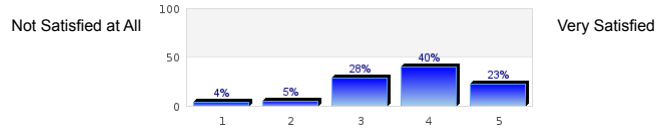
n=137
av.=3.73
md=4
dev.=0.99

4.6) Additional comments to administrators' response time

■ Finance does not tend to respond in a timely manner. In fact, at times no response at all occurs.

■ I appreciate my primary supervisor with quick responses to my questions.

■ I know one liaison who is very slow to respond to anything until you can track them down in person.

■ I rarely get a return email or call from a VP. I feel like they try to ignore the problem until it goes away.

■ In light of the many duties and responsibilities of the chairs, the response time is adequate.

■ Most do; there are a couple of notable exceptions.

■ Most of the time, some still hide behind closed doors, never answer phone. But, better about answering e-mails.

■ Much improved over the last year.

■ XXXXX does not respond to email. I have not called him.

■ Some administrators - yes. Some - not so much. I am still waiting for an email response I sent a week ago.

■ Some administrators do not return phone calls or respond to emails.

■ Some administrators never respond to emails, and some only do so after you re-send an email 3-4 times. This is a SERIOUS problem - I know we're all busy but we all put our pants on the same way around here and a reply saying they got our email and will respond within x hours/days would be great. Then doing it. Many responsibilities I have to students are held up due to lack of a response from an administrator.

■ Whether it is a phone call or email, it typically days to get information requested.

■ some do some don't

4.7) My co-workers respond in a timely manner to emails and phone calls.

Not Satisfied at All | Very Satisfied

100 — 50 — 0

1: 1% 2: 3% 3: 16% 4: 48% 5: 33%
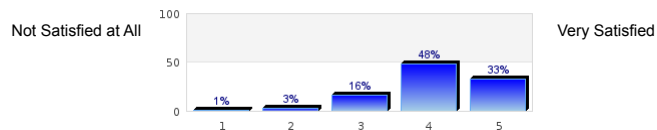
n=138
av.=4.09
md=4
dev.=0.81

4.8) Additional comments to co-workers' response time

■ Co-workers are very helpful in communicating and sharing of information.

■ I get great response from instructors and counselors.

■ Really not an issue.

■ Too much apathy within the faculty. Little communication via e-mail on issues. E-mail could be used so much more for "real" discussion. As long as IT stays out of it.

■ there are some staff that literally never respond to emails.

4.9) The scheduling of employee events and activities meets my needs.

Not Satisfied at All | Very Satisfied

100 — 50 — 0

1: 2% 2: 10% 3: 32% 4: 44% 5: 13%
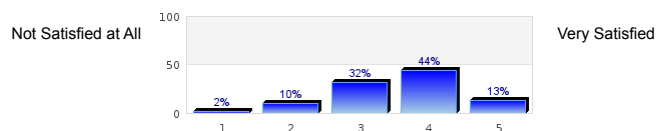
n=133
av.=3.57
md=4
dev.=0.89
ab.=3

4.10) Additional comments to employee events and activities

■ I have no need for employee events or activities outside of normal work hours.

■ I work full time during the day

- It can be a bit much at times.

- Need to have more employee events!

- Our department is frequently off campus with students when employee events occur

- Part of being an adjunct is seeing virtually every "event and activity" scheduled on a day you are not in town, much less on campus.

- They always seem to fall during my classes.

- We have very few employee events outside of faculty and staff meetings.

- When did the administrative assistant for Finance become an associate vp?

- Why can't faculty family member attend games at David Allen for free? That needs to change.
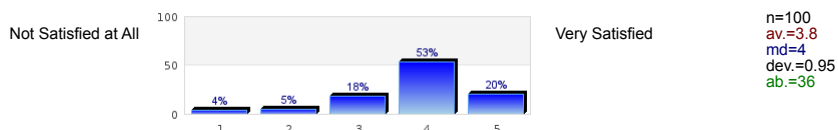
- usually.

4.11) The NOC RAVE Emergency Alert system functions for me in a satisfactory manner.

Not Satisfied at All — Very Satisfied

1: 0% | 2: 1% | 3: 9% | 4: 40% | 5: 49%

n=136
av.=4.38
md=4
dev.=0.71
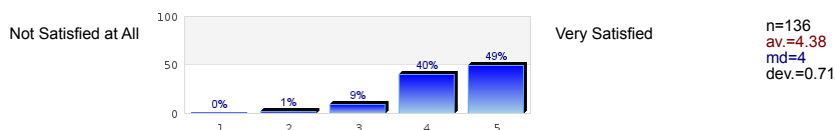
4.12) Additional comments on RAVE

- Great job!

- Like clock work...

- Seems to work well enough...fortunately haven't had to use for real "emergency" but in inclement weather situations, worked well.

- Students txt now! We should more!

- The alerts come too often and come all at once - cell, email and text. If the system has to be tested regularly, perhaps each system could be tested separately with one per semester that combines the 3. Teaching while 1) my phone vibrates for a phone call; 2) vibrates again for an incoming email; 3) vibrates again for the voicemail... 1st world problems, amiright?

- Your robot voice lady can't pronounce Tonkawa.

- wither a call or text but not both

4.13) The Blackboard academic learning system functions for me in a satisfactory manner.

Not Satisfied at All — Very Satisfied

1: 4% | 2: 5% | 3: 18% | 4: 53% | 5: 20%

n=100
av.=3.8
md=4
dev.=0.95
ab.=36

4.14) Additional comments on Blackboard

- An incredible number of students will lose their Blackboard log in, which results plenty of phone calls to the front desk and IT. Allow students to set up their own username and/or password so they can set their password to something they'll actually remember.

- XXXXX is an Angel!

- XXXXX always ready to respond to my needs as adjunct working through the Blackboard jungel

- I don't use it...it's down at least once a week

- I seldom experience the issues that others mention. I use BB for all of my courses.

- I wish I had more time to explore all the options available with this resource.

- I wish the default settings could be manipulated to save time, for instance to go straight to the grades in each class would save me tons of time

- It would be nice to have a LMS integrated with the SIS

- Literally every other online platform I've used is more user friendly and intuitive.

- Needs to track attendance.

- No additional comments.

- The grading system is always messed up and there is not an option i have found for just an average grade based on total points possible.

- Too repetitive, have to continually adjust things, the gradebook SUCKS.

- should be space for attendance

4.15) The School Dude facility maintenance work order system functions for me in a satisfactory manner.

Not Satisfied at All — Very Satisfied

1: 3% 2: 12% 3: 21% 4: 46% 5: 19%

n=112
av.=3.66
md=4
dev.=1
ab.=25
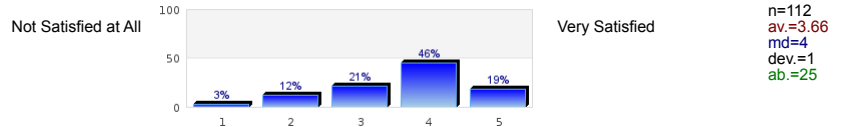
4.16) Additional comments on School Dude

- Access has too many steps. Don't have the time it takes to get to the program let alone input the problem.

- Can never sign in--the system is too complicated--end up calling necessary dept. instead and using their valuable time.

- Have work orders from months ago still not completed

- Haven't used it.

- I can never get logged in!

- I don't know the School Dude, or that there was such a person. If s/he retires, I would like to be considered for the role of School Dude.

- I have created an account and still cannot log in. I just call Physical Plant when I need them

- I haven't had the need to use it yet.

- I'm not sure anyone ever sees it.

- I've never learned to use it.

- I've never used it.

- It's much easier to call and ask for something to get done. It needs to be easier to access and a little more user friendly. If it takes me 5 minutes to do what I can do in 1 minute on the phone, I don't really want to use it.

- Love being told to turn it in on school dude when I call and am away from my desk. How much do we waste on this system?

- Never heard of this.

- Some maintenance requests seem to get ignored until you call multiple times to follow up.

- Temperature in class rooms and offices needs to be better regulated. There are too many days in which rooms are too cold or too hot and you cannot adjust the thermostats. It makes for a very uncomfortable environment, especially for students.

- Too long to respond to School Dude completions.

- Very responsive.

- works well for scheduling trips.

4.17) The Track-It system for reporting technology issues functions for me in a satisfactory manner.

Not Satisfied at All — Very Satisfied

1: 4% 2: 12% 3: 18% 4: 53% 5: 13%

n=114
av.=3.58
md=4
dev.=1.01
ab.=21
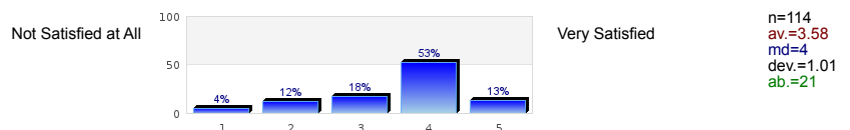
4.18) Additional comments on Track-it

- Again access has too many steps. Don't have the time it takes to get to the program let alone input the problem. Follow the three S's - Sleek, Simple and Speedy.

- Can never sign in--the system is too complicated--end up calling necessary dept. instead and using their valuable time.

- Generally the problem is one that needs fixing immediately so class can continue - track-it doesn't do a good job here.

- I have been very pleased with the Track-it system and the response received by the IT Department

- I've never learned to use it.

- Love being told to turn it in on Track-it when my computer is down! Hahahaha IT guys are so funny

- Never heard of it.

- Track-it doesn't work for me at all.

- Very responsive.

- doesn't work in Stillwater

- no login available to me; must call help desk.

4.19) NOC provides a safe work environment.

Not Satisfied at All — Very Satisfied

1	2	3	4	5
0%	1%	12%	47%	40%

n=136
av.=4.25
md=4
dev.=0.72
ab.=1
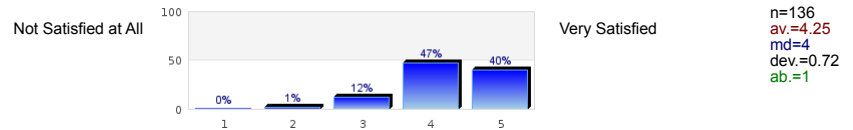
4.20) Additional comments to work safety

- I believe more staff than just security should be allowed to have fire arms on campus in case of an active shooter.

- Security is adequate.

- Those with conceal carry should be allowed to do so.

- Why do we give employee's tickets???? Waste of money and time!

- phones in the room

4.21) NOC provides an overall quality work environment.

Not Satisfied at All — Very Satisfied

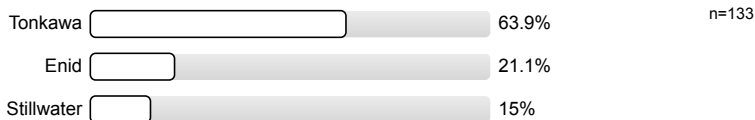| 1	2	3	4	5
0%	7%	18%	47%	28%

n=134
av.=3.95
md=4
dev.=0.87
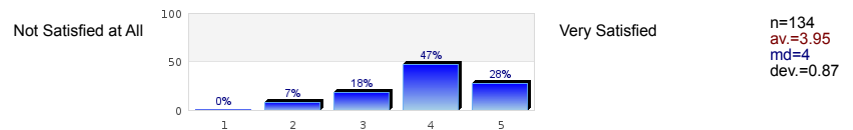
4.22) Additional comments to 4.21.

- Enjoy working for NOC. Feel apart of an organization that is striving to improve the greater good of the community.

- It is hard to meet with students who wish to discuss their assignments. The new rule concerning the copy (adjunct work) room seems counter intuitive to the colleges mission statement.

- Many offices are outdated and need a facelift. This is what our students see when they visit with us. We need to work to present ourselves in a better light.

- More focus on important items, which should be determined by top-down and bottom-up correspondence. Still too much top-down flow of things that are not important in the bigger picture. Priorities can be agreed upon, which would make the institution run better, if we work in both directions...has to be more than lip-service.

- NOC had given me many opportunities I have never had in past employment jobs, plus the benefits are outstanding! I love what I do, and think President Evans has made many decisions to benefit NOC for the better and believe she is doing a wonderful job at leading our school. Just want to say Thank You.

- No offices for adjuncts and elimination of meeting spaces for adjuncts and students gives the appearance that NOC administration just doesn't care about their adjunct population.

- Outside temperature, 72 degrees; temperature in classroom A, 90 degrees, temperature across the hall in classroom B, 62 degrees. Priceless.

- Seems like we can't regulate the heat and air temperatures in the different departments. Have to dress in layers especially during the summer to compensate for temperature swings.

- The college does all it can with what it's given by our state's citizens and "leaders."

- Work is increased, expected to work summer hours but pay is not increased even though it is in the budget because positions are not filled. Not able to take off during the year because there is too much to be completed.

- dedicated parking for faculty and staff is needed.

- have we checked the air quality in the old dorms? those buildings are very old and the air units are way out a date.

- higher pay

5. Demographics

5.1) Campus Location

Tonkawa	63.9%	n=133
Enid	21.1%	
Stillwater	15%	

5.2) Position

Faculty	52.7%	n=131
Staff	42%	
Administration	5.3%	

5.3) If faculty, what is your division?

- Ag, Sci., Eng.

- Ag, Science and Engineering (2 Counts)

- Agricultural, Science and Engineering

- Athletics

- Behavioral Science

- Business

- Do not feel like I am a part of the faculty, no cohesive environment.

- Fine Arts (2 Counts)

- HPER

- Lang. Arts

- Language Arts (5 Counts)

- Math (2 Counts)

- Math (This is supposed to be completely anonymous, but knowing the campus, division, position, and full-time narrows it down quite a bit!) This section should be removed!

- Mathematics (3 Counts)

- MidSaggital

- Nursing (5 Counts)

- Science (2 Counts)

- Sciences

- Seriously?

- Social Science

- Social Sciences (2 Counts)

- You said it was anonymous. If my division only had two faculty members like social science, it wouldn't be anonymous, would it? So is it anonymous or not?.

- adjunct Language Arts.

- ag science, engineering

- math

- mathematics

- nursing

- science

- social science

5.4) Position

Full-time	87.4%	n=135
Part-time	12.6%	