

Class Climate	Student Satisfaction Survey Spring 2021	SCANTRON.
 NORTHERN Oklahoma College TONKAWA ENID STILLWATER		

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

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

1. General Information

1.1 Location

☐ Enid

☐ Stillwater- NOC only

☐ Stillwater - OSU

☐ Tonkawa

☐ University Center Ponca City

☐ Online only

☐ Other (e.g. high school at which you are concurrently enrolled)

1.2 Gender

☐ Female
☐ Male

1.3 Enrollment Status

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

1.4 Delivery Mode of Classes (Check all that apply)

☐ On site (classroom)

☐ Distance (ITV)

☐ Online

☐ Online Live (via individual Zoom link)

1.5 How did you learn about NOC?

☐ Online

☐ NOC Recruiters

☐ Family/friends

☐ High school

☐ Other

1.6 Explain how you heard about NOC.

1. General Information [Continue]

1.7 Major

- | | | |
|--|---|---|
| ☐ Non degree seeking/concurrent | ☐ Art | ☐ Agricultural Sciences |
| ☐ Biological Sciences (including Pre-Medicine & Pre-Pharmacy) | ☐ Business Administration (including MIS, Hospitality, and International Business) | ☐ Business Management (including Accounting) |
| ☐ Child Development | ☐ Communication (including Mass Communication and Photography) | ☐ Computer Science |
| ☐ Criminal Justice Administration | ☐ Digital Media and Design | ☐ Elementary Education |
| ☐ Engineering & Industrial Technology (including PTEC and Power Generation) | ☐ English (including Creative Writing) | ☐ Enterprise Development |
| ☐ General Studies | ☐ Health, Physical Education, & Recreation (including Athletic Training and Personal Training) | ☐ Math & Physical Science (including Astronomy, Chem/Physics, Math, & Pre-Engineering) |
| ☐ Music (including Music Theatre) | ☐ Nursing - Registered Nurse | ☐ Nursing - Pre-Baccalaureate |
| ☐ Respiratory Care | ☐ Social Science (including Behavioral Science) | |

2. Advisement

Strongly Disagree Disagree Neither Agree Strongly Agree

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

☐ ☐ ☐ ☐ ☐

2.2 Comment 2.1

2.3 I had chosen a degree program (major) ☐ Yes

☐ No

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

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

☐ ☐ ☐ ☐ ☐

2.7 Comment 2.6

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

☐ ☐ ☐ ☐ ☐

2.9 Comment 2.8

3. Financial

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

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

3.2 Comment 3.1

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

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

3.4 Comment 3.3

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

☐ No

☐ Yes

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

☐ No

☐ Yes

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

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

☐ Before Enrollment

☐ After enrollment but before the first day of class

☐ After classes started

☐ Not applicable - I did not apply for financial aid

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

4. Course/Degree

Strongly Disagree Disagree Neither Agree Strongly Agree

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

☐ ☐ ☐ ☐ ☐

4.2 Comment 4.1

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

☐ ☐ ☐ ☐ ☐

4.4 Comment 4.3

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

☐ ☐ ☐ ☐ ☐

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

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

☐ Traditional, on-site class

☐ Online

☐ Online live (set class times but accessed from your computer)

5. Instructor

Strongly Disagree Disagree Neither Agree Strongly Agree

5.1 Faculty provide helpful instruction and resources.

☐ ☐ ☐ ☐ ☐

5.2 Comment 5.1

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

☐ ☐ ☐ ☐ ☐

5.4 Comment 5.3

5.5 The instructor provides feedback on assignments and/or test results in time to benefit me.

☐ ☐ ☐ ☐ ☐

5.6 Faculty are knowledgeable about their subject areas.

☐ ☐ ☐ ☐ ☐

5.7 Comment 5.6

6. Academic Support

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
6.1 I have been able to access additional help with classes when needed from my instructor.	☐	☐	☐	☐	☐
6.2 I have been able to access additional help with classes when needed from campus tutoring services.	☐	☐	☐	☐	☐
6.3 I have been able to access additional help with classes when needed from online tutoring.	☐	☐	☐	☐	☐
6.4 Comment 6.1-6.3					
6.5 I have access to the electronic databases (e.g. Gale, Ebsco, Primo, ProQuest, World Wide Web Virtual Library) and other library tools I need to complete research assignments and coursework.	☐	☐	☐	☐	☐
6.6 Comment 6.5					
6.7 Which of the library tools did you use the most?					
☐ Gale	☐ Ebsco		☐ Primo		
☐ Proquest	☐ World Wide Web Virtual Library				
6.8 I am able to access computer labs/writing labs when needed for research and homework assignments.	☐	☐	☐	☐	☐
6.9 Comment 6.8					

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

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

6. Academic Support [Continue]

6.14 Comments for website

6. Academic Support [Continue]

Strongly Disagree Disagree Neither Agree Strongly Agree

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

☐ ☐ ☐ ☐ ☐

6.16 Comment 6.15

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

☐ ☐ ☐ ☐ ☐

6.18 The NOC Pandemic Plan has provided necessary information.

☐ ☐ ☐ ☐ ☐

7. Non-academic Support

Strongly Disagree Disagree Neither Agree Strongly Agree Not Applicable

7.1 Classrooms and general facilities are safe.

☐ ☐ ☐ ☐ ☐ ☐

7.2 Comment 7.1

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

☐ ☐ ☐ ☐ ☐ ☐

7.4 Comment 7.3

Strongly Disagree Disagree Neither Agree Strongly Agree

7.5 When I have non-academic questions (issues outside of the classroom), I can reach someone who can help me in time to benefit me.

☐ ☐ ☐ ☐ ☐

7.6 Comment 7.5

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

☐ ☐ ☐ ☐ ☐

7.8 Comment 7.7

Employees are courteous and helpful in assisting with procedures in

Strongly Disagree Disagree Neither Agree Strongly Agree Not Applicable

7.9 Enrollment

☐ ☐ ☐ ☐ ☐ ☐

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

☐ ☐ ☐ ☐ ☐ ☐

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

☐ ☐ ☐ ☐ ☐ ☐

7. Non-academic Support [Continue]

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

Strongly Disagree Disagree Neither Strongly Agree Not Applicable

- | | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 7.18 Clubs and organizations offer positive experiences to enhance campus culture. | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| 7.19 Comment on clubs and organizations | | | | | | |

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

- 7.21 Comment on special events and student activities

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

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