



# Student Satisfaction Survey

Student Satisfaction Survey - Spring 2021 (SSS 21)  
No. of responses = 253

## Overall indicators

### Global Index

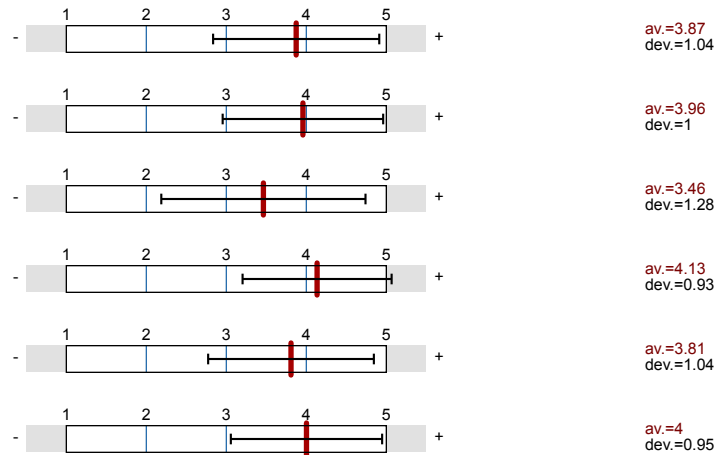
#### 2. Advisement

#### 3. Financial

#### 4. Course/Degree

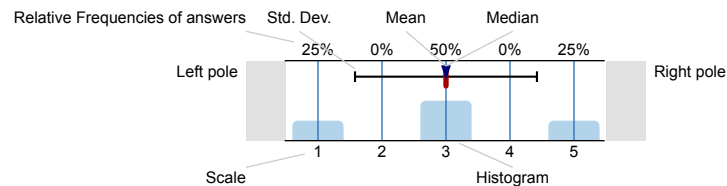
#### 6. Academic Support

#### 7. Non-academic Support



## Legend

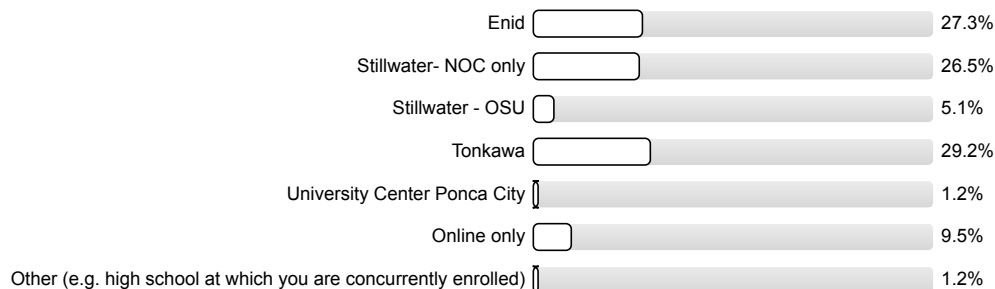
Question text



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

## 1. General Information

### 1.1) Location



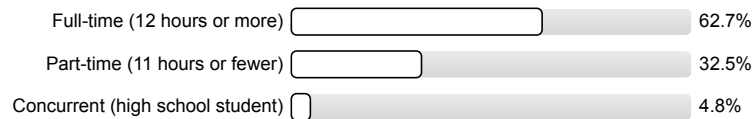
n=253  
av.=2.84  
dev.=1.65

### 1.2) Gender



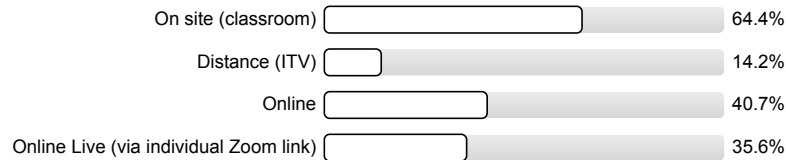
n=250  
av.=1.13  
dev.=0.34

## 1.3) Enrollment Status



n=252  
av.=1.42  
dev.=0.58

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



n=253

## 1.5) How did you learn about NOC?



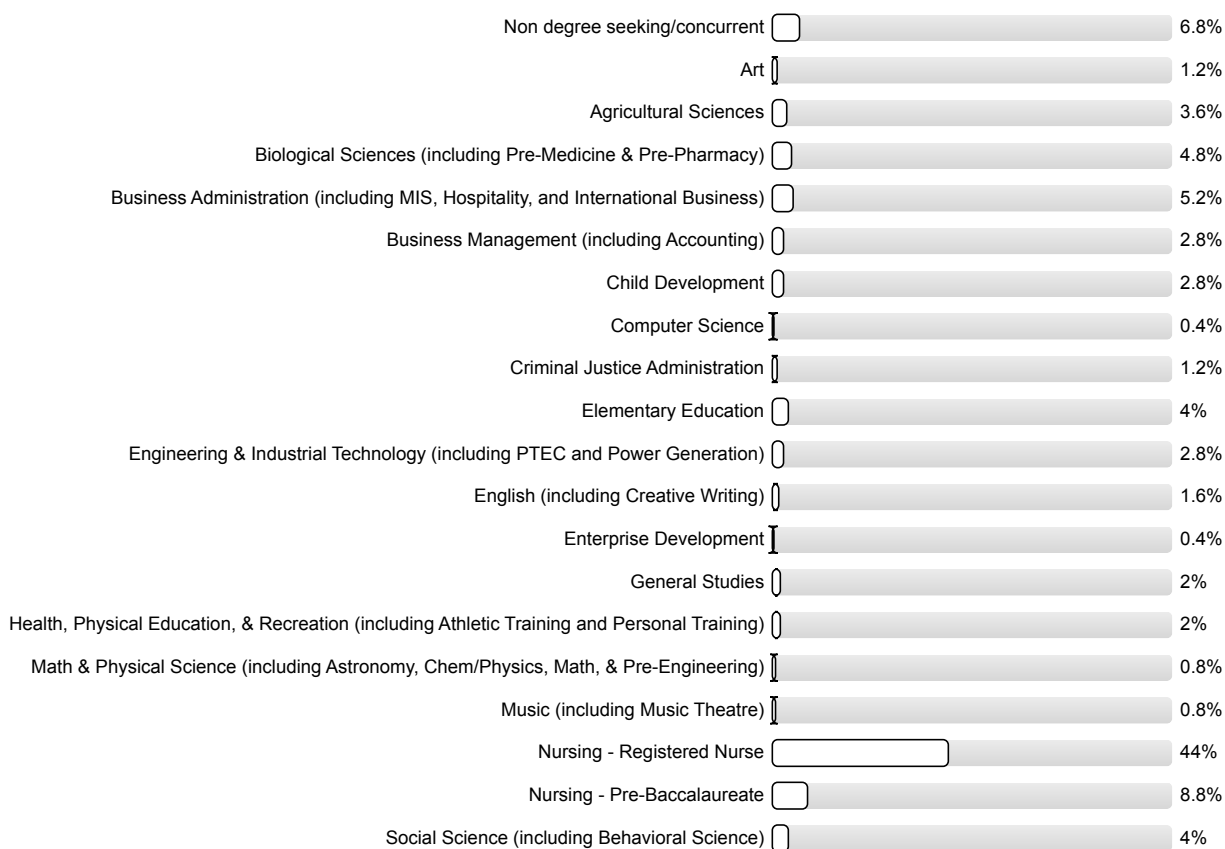
n=252

## 1.6) Explain how you heard about NOC.

- Academic advisor
- Advisor
- Baseball
- Cheer Coach sent me to cheer my freshman year of college.
- Closest nursing program to home
- Current OSU student
- Dean of my department at OSU
- Google search for colleges when moving to a new town
- Grew up in the area.
- I attended NOC years ago and returned to continue my education
- I came here back in 2007
- I live in Enid
- I live in Enid and drive by NOC every day. I wanted to finish my degree so I enrolled at NOC. I am an older student and needed to catch up a bit before moving on to a University so I decided that NOC might be a good place to asses my skills as a student and build from there.
- I live in Tonkawa, so I've always been around NOC.
- I seen a billboard on my way home to Kansas.
- I went to the UC to check into what I needed to get my degree
- Im a local resident
- I'm from around the area
- Live in Enid.

- Live in town close to it went to it when younger
- Local community college
- My OSU-Stillwater advisor suggested I take the online math class at NOC to transfer over for my degree
- My advisor recommended it
- My college advisor said that my remedial classes would be through NOC.
- My husband found it on the map when he look for school for me that close to his job.
- NOC opened in Stillwater while I was growing up. I was aware of it then.
- OSU (3 Counts)
- Oklahoma State University
- Popular college in my home town
- Scholars for excellence program
- Through OSU
- Through OSU college advisor.
- Through my advisor at OSU
- live in stillwater
- local
- meridian lpn bridge in program

1.7) **Major**



n=250

## 2. Advisement

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

Strongly Disagree

Strongly Agree



n=253  
av.=3.82  
md=4  
dev.=1.15

2.2) Comment 2.1

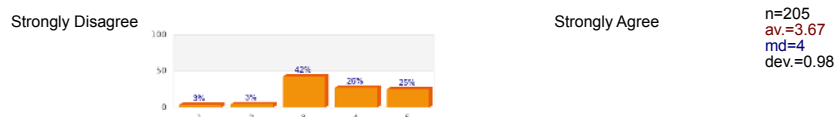
- -
- Aheyehs
- Although I am currently a concurrent student from Stillwater High School, I applied to the RN nursing program for Fall 2021. I made application late January. I did not receive notification that my application was even received. As of today, I still have no idea if am accepted. All of my friends know where they are going to school next Fall, and many even know about their housing. Application process and communication is very difficult.
- As a non-traditional student I was offered no assistance about how the whole thing worked and had to just wing it till I figured things out on my own. Noone to really guide me or help me through any of the processes including my current graduation arrangements.
- Enrolling in College is always a challenge--I wish there was a definite checklist that we could look at to make sure we have completed all the steps.
- Enrollment was always posted everywhere.
- Every step was an Unnecessary challenge and often no help was provided
- Had a hard time getting the right class with the new advising system.
- I had a lot of difficulty getting enrolled. The information I was given regarding applying for the nursing program such as dates of knowing about acceptance and denial was incorrect. My paperwork was screwed up greatly and I have been required to call and send multiple emails to get things straightened out and I am still worried it may not be all correct and complete. When I was told a certain date that I would know more information about my program application and that date ended up being wrong (2 full months early) I really worried about the status of my records and my application not being considered and this stressed me out beyond all reason.
- I always receive emails when I need to do something.
- I contacted them about everything
- I feel that NOC could improve on communication overall.
- I had to communicate extensively with the nursing program on what my next steps were for enrollment. They were good at answering and maybe it's just because I've been out of school for awhile.
- I had to do everything on my own with my friend's help. My counselor only sent in my high school transcript.
- I had to email someone about my enrollment and they gave me to run around.
- I had to go back and forth between the registrars office and my student advisor several times.
- I received several emails from XXX, but for my particular situation it was not well explained.
- I was previously enrolled and my enrollment was chaotic to say the least. No clear pathway.
- If I had not reached out to XXX, I don't know that I would have got to enroll.
- It was a very confusing trying to get everything set up for my enrollment, and the NOC staff was not very helpful.
- It was an absolute nightmare trying to get enrolled in the class! Thank God for Mrs. XXX patience and communication.
- It was fine up until they switched programs to do all of the enrollment on. Our professors now can't help us with anything. With nursing being the one degree program of NOCs that is needed to have transcripts out to take boards, we should take precedence.
- It was hard to get someone to help me. Everytime I called I got sent to someone else. Then they changed the enrollment process and it was harder and no one could really help you
- It was really easy and if you have any problems they help!
- It was very clear how to register for NOC

- Lack of process provided most likely due from disconnect from high school not providing clear documentation
- My advisor is awesome and she lets me know what classes would fit better in my schedule for every semester.
- My counselor gave me excellent advice on what classes to take, and I am very thankful for that.
- N/A
- Na
- No comment.
- The admin completely messed my enrollment causing me to be behind on classes. Now i have to take summer courses to catch up.
- The change of systems mid way through the year was extremely difficult for everyone.
- The directions and how it works and what you have the direction in what they need you to do are not clear!
- The enrollment process from concurrent high school is somewhat confusing.
- The information given was unclear regarding the enrollment process into the nursing program.
- The new system of enrolling yourself is not user friendly. I much perfered when I would visit my advisor and they would help with the enrollment process because they were properly trained to do so.
- This new sust where you have to enroll your is very confusing and hard to navigate.
- Very clear
- Very easy to understand directions, smooth flow of enrollment.
- Wasn't too bad
- While the instructions were clear, the online enrollment did not work when I first tried. It took me going to my advisor, waiting a week, and then finally getting an email to say that someone had enrolled me in the classes I wanted.
- it was very hard to figure out how to enroll myself
- na
- no comment
- the new enrollment process has not been explained
- the new system makes no sense and no one knows what is going on or how to do anything.

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

- Did not talk to an advisor
- Difficult communicating online/ through email with staff to clarify required classes towards major.
- XXX is wonderful.
- I already decided and joined the nursing program when applying
- I am even more confused about my major after discussing it with my world of work teacher.

- I changed my major because I was unsure on what I wanted, the adviser had no influence on my decision.
- I feel as though even though there were options in terms of degrees, some degrees that were on a list were not offered officially either due to difficulties with instructors, or the fact that it was offered on a different campus. I just don't understand why you would let us choose a degree, and then backtrack when its only offered on a specific campus.
- I have not yet been given an advisor
- I haven't had any suggestion to help select my major. It's difficult to decide because I don't know what I would like to do or pursue in.
- I knew my major coming in
- I knew what I wanted to do so this did not apply to me
- I knew what major I was in
- I received advisement on courses for my Bach prerequisites
- I transferred from TCC and the lady couldn't tell me what classes to take
- I was not undecided
- I note even entirely sure if I have an advisor.
- I'm double majoring, but was not given that option my first semester.
- My major had already been decided
- My original advisors answer to all my questions was she did not know. I asked her what class I needed to go into a more science based direction she said she didn't know and come to find out she teaches the class I needed.
- N/A (2 Counts)
- N/A Concurrent Student
- NA
- None
- Not Applicable
- Nsnen
- Nursing
- my advisor helped me change my major to something that fit better for what I wanted to do
- na
- no comment

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

Strongly Disagree



Strongly Agree

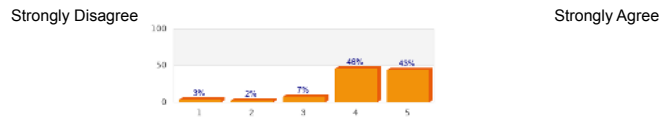
n=251  
av.=4.05  
md=4  
dev.=0.99

2.7) Comment 2.6

- Available but not that helpful
- Brhrjrj
- XXX in the nursing has told me differently on the same conversation multiple times . She didnt have a concrete answer.
- XXX was extremely helpful in getting me signed up for classes I needed.
- He answered my questions and was able to help me lineup my classes and schedule.
- I did not ever talk to an advisor

- I did not know who my advisor was until the end of this semester but she was very helpful.
- I felt as though my advisor did not care about my studies or my future success
- I had one but she did not really know what I needed to take.
- I had one, but she was very hard to get in touch with.
- I haven't been given a advisor
- I havnt gotten to talk to my assigned student advisor at all because she is in a different campus. I always had to get help from other student advisors on campus.
- I never even knew who my advisor was until I got into the nursing program, and even then she wasn't very helpful or willing to help
- I was often confused about who my advisor actually was and they were rarely available anyway. i went to XXX for most questions and she was alswys happy to help me.
- It was difficult to find out who my advisor was, and even before my enrollment into the program I had a difficult time calling and talking to and advisor
- It was hard for me to find out who my advisor was
- I not entirely sure if I have an advisor.
- XXX was absolutely an asset during my time of study so far.
- XXX my math instructor was the only one who communicated with me from NOC regarding enrollment. She went above and beyond to make sure all of my questions were answered regarding course choice that I would benefit from, the enrollment process, who to contact during enrollment, and intervened when I did not receive a response.
- XXX was my advisor for the majority of my time in the nursing program. She was always helpful, friendly, and available when needed.
- My academic advisor has been very helpful.
- 
- My advisor did not adequately inform me of the requirements that my next college had for enrollment.
- 
- My advisor did not respond to my emails very quickly. Sometimes it took multiple attempts before I got a response. I waited several days between emailing, this was not a few hours it was days.
- 
- My advisor helped communicate me very thoroughly throughout my online class.
- 
- N/A
- 
- N/A Concurrent Student
- 
- NA
- 
- Na
- 
- Same as comment 2.4
- 
- She couldn't tell me what classes I needed to take
- 
- Sometimes hard to get ahold of
- 
- The advisors help with the choice of classes the students should be taking
- 
- The break down at the admissions office was horrible. I was unable to get assigned to the proper advisor for at least 2 months.
- 
- They did, also helped sign me up for classes.
- 
- Yes I was helped with enrollment only after calling every day for two weeks and I will still given faulty information about my program application and degree.
- 
- no comment
-

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



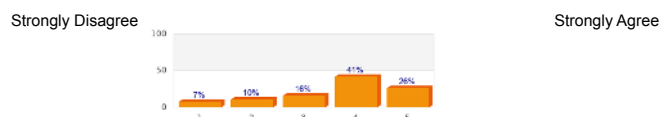
n=252  
av.=4.23  
md=4  
dev.=0.89

2.9) Comment 2.8

- As stated above. The admissions office NEVER changed my major as discussed at the beginning of the semester and they also enrolled me into the wrong classes.
- Behehr
- Everyone is placed at a level they can succeed
- I feel over charged for the library when I try to use it the computers dont work.
- I have done well in my classes so far.
- I hope so.
- It really doesn't apply to me at this moment.
- It was just the right amount of difficulty.
- I'm in the nursing program so I started at the beginning
- XXX is an amazing person with an uncanny ability to match people with their needs.
- N/A
- NA
- Na
- None
- The University Center messed up my courses, therefore taking me a bit longer to get classes needed to apply for ADN program.
- Yes (2 Counts)
- na
- no comment

### 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=251  
av.=3.69  
md=4  
dev.=1.17

3.2) Comment 3.1

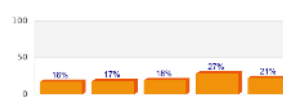
- Before enrolling I had no idea how much I would be paying until I saw my bill.
- Concurrent student and did not receive estimate of fees that I would be responsible for
- Cost was never addressed or discussed. I had to look it up on my own.
- Everything was made available
- Hdhd
- I only disagree because the dues went up every semester and others that received the same, if not better education from tonkawa and Enid paid 1/2-1/3 of what we had to and we had to travel substantially more than any other campus as well to all things. We paid OSU dues with our actually having access to any of it.
- I only knew what I found available from the website.



- I received a bill in the mail that told me how much it was.
- I was never once given any information until I called multiple times to get answers.
- I was never told how much it would cost
- I was never told how much tuition would cost.
- It is clear
- NA
- Never had that discussion that I am aware of
- That was never discussed
- The cost for my enrollment was NOT clear at, but it was fine.
- The fees are outrageous
- The new noc website is really hard to navigate and at first I couldn't find my billing information.
- There were many sheets that explained the costs.
- They lady at Tonkawa was rude and just wrote down on a piece of paper what my balance was and she didn't know how much I would receive from pell, but I called days before and a different lady told me how much I would receive if I was a full time student.
- We had a lot of trouble with our bill amounts. Fall classes were paid for and then I enrolled in some classes during December and my bill was very messed up and took a few weeks for it to get fixed.
- Yes
- no comment

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



Strongly Agree

n=213  
av.=3.2  
md=3  
dev.=1.38  
ab.=39

3.4) Comment 3.3

- FINANCIAL AID HELP HAS ALWAYS BEEN A DOWNFALL AT NOC.
- Financial aid was very very difficult to obtain.
- Hdhhdh
- I did it all myself
- I did not know about financial aid until my second semester
- I had to email and call financial aid for weeks to get them to work on my financial aid.
- I have yet to speak to a financial aid officer. Every time I have called I have only spoken to Mardena (I believe that's her name) and she has been rude and not helpful every time.
- I never spoke to a FA advisor prior to enrollment. After enrollment when I had questions they were not pleasant at all.
- I was never contacted by the financial aid department. The only time I had contact with them is when I called and whom ever I spoke with was very rude and not very helpful when I asked about my loans.
- I was not contacted regarding financial aid.
- I was not given that option.
- I was not given this.
- It was never explained to me that I would be penalized for taking courses towards my bachelor while in the program. Now that I have too many credit hours without having my degree yet, I will be unable to receive financial aid for the last year of enrollment through NOC.

- XXX was the least helpful person at NOC. When I had questions she would cross her arms and look at me and tell me I can do it on my own.
- XXX in the financial aid office has an attitude almost every time I speak with her.
- N/A
- NA
- Na
- No one ever told me how to do fafsa. I had to figure it out on my own.
- Read most online with their instruction.
- She didn't talk to me.
- The financial aid department had been nothing but a hassle. I can never get ahold of anyone unless I call and email several times. I'm never notified if something is missing and when you're in nursing school and stressed to the max, financial aid is the last thing you need to worry about
- The financial aid officer at Stillwater campus, XXX cost me thousands of dollars out of pocket due to her inability to listen to my concerns and lack of caring
- The website has all the information on it
- This didn't happen, but I've received financial aid before so I didn't need/want education anyway
- Yes.
- none needed

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?



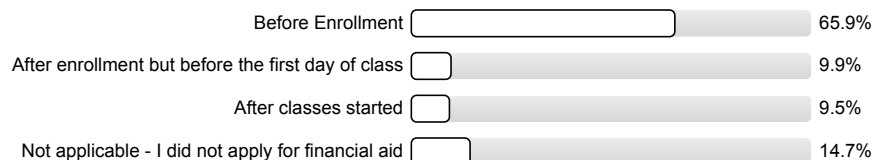
3.7) Please recommend improvement to the financial aid page on the NOC website.

- After update it was ver confusing on how to get to where I needed. Do not like it at all
- Allow us to have the same username as our MyNOC and Blackboard instead of a series of numbers and letters.
- Doesn't display correct info most of the time
- From MY NOC, I can never get the financial aid page to load. I have to find the link to the website in an old email to access it.
- Have a more simple login ID such as the same one for blackboard.
- I can never find it
- I could not get on Financial aid site and I had to talk to lots of different people and one even asked me if I was a student and enrolled when I was in two classes
- I don't prefer going to several different websites to check my information.
- I have had a lot of difficulty accessing my account since NOC changed systems for financial aid.
- I liked the online version but I would rather talk with someone in person to clarify all of my questions
- IT IS NOT USER FRIENDLY

- Idk
- Information is often unavailable. When accessing information it is difficult to interpret and find itemized accounts for the entire account, instead of just the current semester.
- Information was vague
- It is hard to find and when you can not find it FA acted like it made them mad
- It is hard to navigate from the NOC website.
- It is hard to navigate the page, now that it has been updated
- It is not compatible with apple products.
- It took awhile for me to get a conformation email that noc had received my fasfa.
- It was hard to understand what i was getting back
- It was never available on the new mynoc site. It was always blank.
- It was really confusing at first. I couldn't get the documents to open that I needed to submit and it took me awhile to figure out how to accept my awards.
- It was relatively easy to navigate although it took quite a while to update.
- It was very confusing the first few times I used it. I think it should just be on the homepage like it was before.
- It was very difficult to find certain things, if it was more organized and not so extensive it would be easier.
- It works, no changes from me.
- Kept me on a financial hold when my balance was paid a week prior. Jackie was very helpful getting it fixed so I could enroll for the Spring semester.
- Let students know how much they will owe out of pocket sooner.
- Make it easier to access.
- Make it easier to access. For some reason it is really hard to find but then again your whole NOC page is terrible and needs to be relaunched.
- Make it more user friendly.
- N/A
- NA
- Needs easier navigation
- Needs to be easier
- Net price calculator references a prior year. Many links throughout the NOC website are broken. Filled out the FAFSA early Fall, but only received notification about needing more information for financial aid in mid April. Oklahoma State informed me of my package months ago...
- Put it on the myNOC website. It's confusing how it is a separate website with a separate log in. Would be much easier to figure out a way to have it on myNOC
- Same username and password as everything else would have been helpful
- Since the change, everything is much more difficult
- Since the new change to the website, I am still a bit unfamiliar on how to use the website.
- THE NEW WEBSITE HAS BEEN VERY HELPFUL
- The old financial aid webpage was much easier to navigate than the new version
- The website is difficult to find and navigate.
- The website was alright. However, the site was not as well constructed as I would have liked. I would have appreciated if the pending applications/information needed were on the front page of the website.

- Very confusing.
- When changed over to the new site, it is difficult to find the link to that site. It is not clear on how to get to it.
- With all the updates there doesn't seem to be any more improvements
- Yes. Improve please
- make it more clear and easy to find things
- the new portal sucks

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



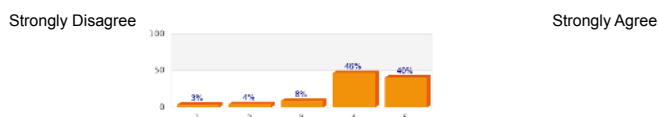
n=252  
av.=1.73  
dev.=1.13

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

- Because am I don't want to owe the government money.
- DIDNT NEED
- Did not think I would be eligible
- FASFA hadn't open until the second semester...
- I am a student at OSU.
- I am in the process of completing it.
- I am not a citizen so I did not qualify
- I did my first year but no longer am using it.
- I did not need it.
- I didn't need it, I make to much money.
- I was told by my previous college, Redlands, that I would not be eligible for financial aid until I was accepted into the nursing program so I did not apply.
- My job reimburses me for classes.
- My parents helped pay for school.
- Na
- Paying cash
- concurrent. I have completed FAFSA for fall 2021
- out of pocket pay

#### 4. Course/Degree

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



n=252  
av.=4.17  
md=4  
dev.=0.92

## 4.2) Comment 4.1

- After this class, I'm finished. Thank God!!!
- I am graduating
- I am planning on taking Biology next semester for medical school.
- I am satisfied
- I believe I do not have the current skill to pass higher science classes. The lack of decent instruction in biology with an instructor that was rude and abrasive inhibited my learning.
- I came in with scores from Advanced Placement tests and CLEP test so I wouldn't have to take some classes. However, despite having completed over 12 hours at NOC, they have yet to be applied. This makes it difficult to ascertain what I need, since all the online stuff tells me I have yet to take multiple classes.
- I don't know what degree.
- I feel as though there are many things that could change. The fact that the highest grades in our class are typically B's and majority of people are just barely passing, there is an issue with teaching styles and/or the test.
- I felt sick and I could not complete.
- I had to take an additional class prior to leaving NOC, because my advisor was misinformed and was not aware of the current rules and regulations in place.
- I have taken General Chemistry 1 twice in the past year and I have failed once and am currently failing again. I will not be passing Gen. Chem. 1 this semester, which means I will not be graduating with an associated degree on time. This is the last credit I need for my Associate's degree. Both times taking the course I was working up to my full potential, but the professors made it IMPOSSIBLE to pass the class. By barely doing to bare minimum, the professors expect you to succeed in the class. I cannot succeed when they don't even give me the means to.
- I took classes that did not transfer as I had been told they would. My biology class did not count towards my major and my humanities class went towards an elective. I am not upset about the humanities, but the biology course is a major set back for me in my degree plan.
- Jdjdd
- Lack of number of art teachers and flexible schedule is forcing me to change my major.
- NA
- Professor does not communicate well.
- The nursing program does not aide you in graduating. The students have to get there themselves with no help from anyone else. The instructors do not care about whether the students graduate or not.
- This semester was hard with classes. So I had to withdraw and do my classes again.
- Yes
- no comment

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

Strongly Disagree

Strongly Agree



n=253  
av.=4.14  
md=4  
dev.=0.96

## 4.4) Comment 4.3

- After updating my major, yes.
- Any course will be challenging
- Chemistry 1 with XXX is terribly hard to follow
- Hrhr
- I was put into an engineering course that has calculus as a pre-requisite, yet I haven't even finished trig yet.

- I've had a good experience with my concurrent classes.
- Many of my classes do not apply to my degree in any way. I will be teaching small children who have severe disabilities. Instead of statistics and other completely irrelevant classes to my degree some special education types of classes would be much more helpful . The time spent in that class and the money spent on that class (and others) could have been put to much better use. I understand we have to take general ed. classes , however, this is my second associates from noc.
- N/A Concurrent Student
- NA
- None
- Sometimes no matter how hard I study I still fail tests in the nursing program. This is discouraging and frustrating.
- Students are forced to jump through unnecessary hoops to complete their degree by faculty
- Sure.
- The content was hard — as it should be. However, being the "Covid class", we had more busy work than anything.
- Yes
- Yes, I think that the material being presented is appropriate and important. HOWEVER, I do not think that what is being taught lines up with our nursing class tests. They teach the basic content, but test us on applying it. They don't teach us that.
- Yes, but it is not formulated right. Why is NOC the only nursing school in Oklahoma with a fail rate of 50%? (look at the drop and fail rate.)
- no comment

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

Strongly Disagree



Strongly Agree

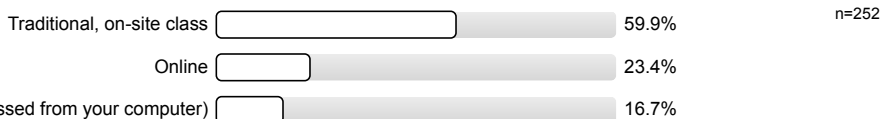
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av.=4.09  
md=4  
dev.=0.91

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

- Ag courses
- Early childhood administration
- Elementary business calculus
- Human Pathophysiology is the only class that is not offered at NOC
- I asked about certain coding classes that would pertain to a computer science degree, yet even though the "degree" was offered, some classes were not. This lead me down a rabbit hole trying to find out how to get these credits.
- I don't know.
- I was interested in the courses that covered astronomy but they are only offered in Enid.
- I would much prefer a major or to take classes, any classes, in the creative or artistic fields or extracurricular clubs on campus practicing the arts. This campus has strictly no creative or artistic classes. Simply put, it makes this campus boring/uninteresting/uninviting
- If I were to need to repeat a semester, I wish I did not have to wait an entire year to do so.
- Mostly
- N/A
- NA
- Ndnjd
- None
- None but wanted spanish as an option
- Once again. Admissions messed up my classes so now it is all messed up and i am behind.

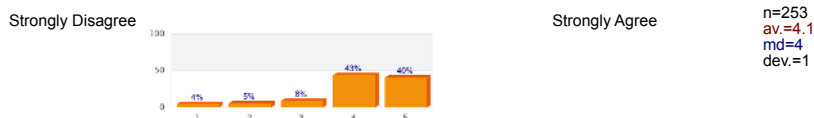
- Plane Trigonometry, Calculus 1, Calculus 2, Calculus 3,
- Social Problems course
- Students must have a MTWRF schedule available to complete degree in timeframe.
- The last class I need is not available in the summer
- The only time I needed a class that was not offered, it was trig. It was offered the next semester.
- There is no available option for physics solely online or in person at the Stillwater Campus. Anatomy is not offered online at all either.
- They are available
- Zoology is not offered in the fall
- no comment
- none
- online live physics one night a week is very inconvenient and the platform as a whole needs work

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

- XXX is probably the faculty member that provided me with the most information through the past two years.
- Exception, XXX
- For the most part they do but some are not helpful.
- I agree to an extent. I think that the freshman instructors do a better job. I struggled with the sophomore teachers. It seems like most assignments and remediation is a waste of my time and they are really testing us to see if we can handle the insanity before we start nursing careers. I wish that instead of all the stuff they have us do, we spent more time together just talking about and learning to apply the material. I think that daily homework assignments over what we talked about in class would be great. Just give us 10 questions that the teacher comes up with based on what they taught us and then we go over it in our next class. HESI/Evolve was not beneficial for me. It was just more reading.
- I found instructors helpful, but the main office has a serious break down that needs to be addressed.
- I have never had so many professors who do not care. I dont know if it is because of covid or because most of these are online courses but this has been the least professional group of teachers. I have a class that almost every single assignment was posted to black board late, like at the last minute, or even after the assignment was due, or not at all. As a student I am expected to complete all of my work and have it turned in by a date. I take this seriously and I spent more time emailing my professor asking where the assignments were so I could complete them. I have another teacher that doesnt grade things for over a month sometimes longer. I have another professor that didnt tell anyone the syllabus was wrong and I was going by the assignment schedule on the syllabus and spent two weeks reading something that I didnt even have to read. No big deal except that the thing I was actually supposed to be reading was even longer and I found out from him after I asked where the test was for the first reading and he simply said i wasnt responsible for reading that story. So the one that he wanted me to read was now due. He did push the due date out 2 days but it took me 2 weeks to read the shorter one so that really wasnt much help. He never apologized or explained. I was going by HIS schedule on HIS syllabus. The syllabus that we as students are drilled to read and know.
- I only spoke to one teacher. The faculty at noc campus - enid are very nice.
- Instructions were unclear when ever I asked for help.

- Jdjdd
- Most do. Some need to be more helpful
- XXX is an AMAZING instructor. Always willing to step outside of her class material and help students with whatever they may require regardless of course.
- XXX is awesome and always available to help.
- XXX did.
- My professors have been very helpful for me.
- NA
- XXX doesnt teach at all
- Some faculty do.
- Some of the faculty did and other faculty would not even respond to an email and if they did it may be after the deadline
- Some of the faculty have been very very helpful and others have not been. The nursing department was incredibly helpful.
- THIS PROGRAM HIGHLY PUSHES THAT CLASSMATES WILL ASSISIT YOU MORE THAN YOUR INSTRUCTORS.
- The Dean of Students and the Department Chair of Chemistry are helpful and resourceful, but the General Chemistry professor at the Tonkawa campus is no help whatsoever.
- The instructors were fine
- The nursing faculty is a joke. They do not care about student success at all. They are all lazy and do bare minimum to get by.
- The nursing instructors did provide helpful instruction and resources however the financial aid department offered no help and left students feel like they didn't know what they were doing when filing for FAFSA they showed lack of concern and care towards their students
- The teachers are great.
- They always provide helpful information to the students
- no comment

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

Strongly Disagree



Strongly Agree

n=253  
av.=4.24  
md=4  
dev.=0.84

5.4) Comment 5.3

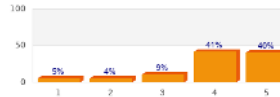
- Again some of the faculty would not even repsond to an email some faculty had to many classes and could not find time to help or respon
- Always feel like I am an inconvenience for XXX.
- I always have been able to receive help when I needed.
- I had to make several appointments to try and get enrolled for the next semester and ended up doing it myself online
- I have no experience with this.
- It can be difficult to recieve emails back in a timely manner.
- It is very difficult to receive a call back or an email back from Faculty. However nursing instructors were available during office hours and by email.
- NA
- Not all the time. They have lunch breaks, and it's hard to catch them in the afternoon.
- Rj
- Some departments take forever to respond by email. Or they dont email back at all.



- Some professors are more available via email than others, who on some occasions, do not answer emails at all.
- THEY DO NOT ANSWER EVERYTIME, IT IS HIT AND MISS. I UNDERSTAND THEY ARE BUSY.
- They always give us options on when we can meet for questions or make up tests.
- They are available when they say they are we just have to read the syllabus to know that information
- With the exception of a instructor that I filed a complaint on, yes.
- You can reach them but they dont always help.
- no comment

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

Strongly Disagree



Strongly Agree

n=253  
av.=4.08  
md=4  
dev.=1.05

5.6) Faculty are knowledgeable about their subject areas.

Strongly Disagree



Strongly Agree

n=251  
av.=4.33  
md=4  
dev.=0.8

5.7) Comment 5.6

- All but XXX provided feedback in a timely manner. You can tell the professors that had lectures they weren't passionate about.
- All of my teachers are very knowledgeable. (Professor XXX, XXX, XXX, and Professor XXX)
- Enjoyed my accounting and stats instructors. Very helpful and explained things so I could understand.
- Howard is the only teacher this semester that provides feedback
- I currently have a psychology teacher that knows how to play games with his students. The teacher put on the syllabus that we will be taking online tests and then at the last minute says we are taking written in class test and changes the study guide. It really is frustrating and most of the class gets low scores the tests are weighted heavily and then he decided to change back to online format after I was successful one of the paper test and has us go to an online test. The tests are in different wording for the book and I would literally have to study and memorize a great deal of the chapter in order to succeed on the test because more often than not the study guide really doesn't reflect but half of what is on the test. There are too many manipulation tactics occurring in this class that are unfair.
- I felt sick and I could not complete.
- I have taken 9 classes at NOC and all instructors were very knowledgeable except one.
- I only had problems with feedback with XXX teaching A&P online
- Instructor does not communicate well with students.
- XXX needs a raise. She is the basis for the knowledge I receive when I need help. She takes the time to go the extra mile and purse the information to meet my needs.
- Just because they have the knowledge in their brain, doesn't mean they are good teachers.
- Most of my professors have been very good about updating grades weekly or bi-weekly. However, I have no had a grade in my Ancient Arts & Culture class in 8 weeks. I understand the professor was given the class the day classes started on top of his normal workload which has caused him some delays, it would be nice to know where my grade is standing in the class though.
- NA
- Ndnndjd
- None
- So far, yes.
- The teachers are great.
- They are knowledgeable but I feel like this program is lacking in some areas.

- They have been very helpful, and are clearly knowledgeable about the subject they are teaching.
- They have to be in order to be able to teach a class(s)
- We do go over our tests unless we schedule an appointment with faculty because of "test security." It is ridiculous. Rationales at the end of the test are hard to make it through when you are distraught at your score.
- With the courses I've taken, XXX and my Algebra 1 teacher were both amazing!
- With the exception of one I do believe they know their subject.
- no comment

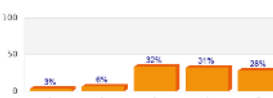
## 6. Academic Support

- 6.1) I have been able to access additional help with classes when needed from my instructor.
- Strongly Disagree
- 
- | Response | Percentage |
|----------|------------|
| 1        | 4%         |
| 2        | 3%         |
| 3        | 14%        |
| 4        | 43%        |
| 5        | 36%        |
- Strongly Agree
- n=252  
av.=4.06  
md=4  
dev.=0.97
- 
- 6.2) I have been able to access additional help with classes when needed from campus tutoring services.
- Strongly Disagree
- 
- | Response | Percentage |
|----------|------------|
| 1        | 4%         |
| 2        | 3%         |
| 3        | 37%        |
| 4        | 31%        |
| 5        | 25%        |
- Strongly Agree
- n=251  
av.=3.7  
md=4  
dev.=1.01
- 
- 6.3) I have been able to access additional help with classes when needed from online tutoring.
- Strongly Disagree
- 
- | Response | Percentage |
|----------|------------|
| 1        | 3%         |
| 2        | 2%         |
| 3        | 38%        |
| 4        | 31%        |
| 5        | 27%        |
- Strongly Agree
- n=249  
av.=3.72  
md=4  
dev.=0.97
- 
- 6.4) Comment 6.1-6.3
- Because the NOC nursing tests are nothing like any other, nothing outside of the professors provided any assistance. Even when suggested by XXX herself.
  - Did not utilize tutoring. Should have, but didnt.
  - Don't know how to find tutoring resources.
  - Had to do math tutoring. I zoomed with a math tutor and waited almost 20 min trying to get his attention by talking in the mic and chatting. He never answered and ended up ending the zoom meeting.
  - I can not get my tutor.com to work
  - I did not need online tutoring.
  - I didn't attend tutoring
  - I had always gone to the in person tutoring and not the online tutoring
  - I have been paying out of pocket for a tutor due to low tutoring hours online being available.
  - I have had great success with the online tutors.
  - I have not needed to use the tutoring, but my instructors have always been very helpful when needed.
  - I have not used any of the tutoring programs.
  - I have not used online or in-person tutoring. However, I do know that these are accessible if I were to need them.
  - I have not used the tutoring services.
  - Instructor provides no help, has short responses to me and makes me feel like a bother.
  - It was offered, used it only a few time

- I've never asked for additional help from anyone
- My General Chemistry instructor (XXX) does not give any help outside of class, and doesn't help all that much in class, either. There are 0 Chemistry tutors on the NOC Stillwater campus this semester.
- My teacher is always available for questions. Through email, office hours, or even zoom.
- NA
- Ndndnd
- There is no additional help, it is all on the student.
- Tutor.com has been very helpful in completing homework
- When we asked for help and told them what we needed (i.e. study sessions, study guides, practice questions from the faculty about the material) we were told that they would not do any of that because it would not be beneficial. It felt like we were on our own and way too many of us didn't make it.
- While the opportunity is there, the help was not helpful and didn't not contribute to my success. Students are left to figure things out on their own.
- n/a
- no comment

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.

Strongly Disagree



Strongly Agree

n=248  
av.=3.76  
md=4  
dev.=1.01

6.6) Comment 6.5

- Because I am an NOC Stillwater student, I have access to the OSU database subscriptions. I find these very helpful for research purposes. (The next question does not give me the option that I use most. I like to use JSTOR.)
- Do not recall being advised of these resources.
- Everytime I try to login to access these resources, I enter the password provided and it never works. I have never gotten the proper password to access.
- I did not use any of those applications nor knew where they were. I used blackboard
- I do have access to the internet to be able to complete my coursework
- I do not even know what these are and have never been told I could use these as a resource
- I do not really know.
- I have access to whatever I can google.
- I havent worked with any of the library tools listed above.
- I never knew I had an option to use any of those resources.
- I've never heard of any of these.
- NA
- Ndndnd
- No access to Ebsco, ProQuest online from home.
- None.
- Not sure, never used it
- The library has been very helpful for me in doing assignments.
- The nursing computer lab did not have paper for the printer. Which made it hard because our syllabus and work guide was not provided

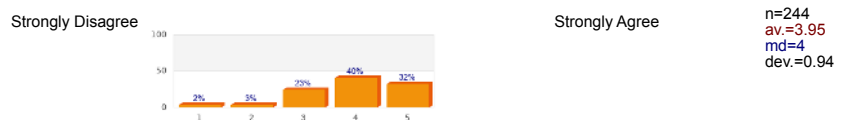
for us.

- We have uses these every once in awhile
- Your NOC library, the computer wont even pull up a single website . The worker let me use his personal computer cause NOC will not replace their 30 year old computers . Where is the money we pay in going?
- no comment

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

- Black board was unresponsive this semester quite often. My chem class was always not working
- I appreciate being able to research and print from the computers in the NOC Stillwater building.
- I did not go on campus for class.
- I did not use the computer lab.
- I do not use any of the above library tools.
- I have had to use these resources many times, and they were very helpful.
- I have not used this.
- I use my own at home.
- If it's not at my computer class then it's at the library
- Jdnndjd
- NA
- Not open by the time I get out of class, so not useful to me. Need longer availability.
- Printing and printing paper is a MAJOR problem on campus.
- There are no computer labs/study area at NOC Stillwater
- We could only do this if we provided our own paper, which is ridiculous considering the dues we pay. We were told we would have to go to OSU library to print off our papers that were at one time, offered to us with enrollment with the course. It's course material and should be made available to access with the different learning styles as virtually doesn't work for everyone so printing should be made available for ALL. Not just the people who don't use much.
- n/a
- no comment
- the computer labs were helpful.

6.10) **I am able to navigate the NOC website to find information needed for:**  
Enrollment

Strongly Disagree

Strongly Agree

n=248  
av.=3.8  
md=4  
dev.=1.15  
ab.=5

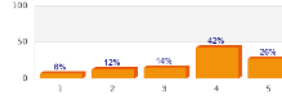


6.11) Financial Aid (e.g. Pell Grants, OK Promise, loans)

Strongly Disagree

Strongly Agree

n=225  
av.=3.7  
md=4  
dev.=1.16  
ab.=27

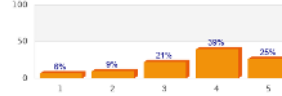


6.12) Scholarships

Strongly Disagree

Strongly Agree

n=225  
av.=3.68  
md=4  
dev.=1.13  
ab.=27

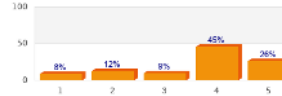


6.13) Billing (e.g. tuition, payments, refunds)

Strongly Disagree

Strongly Agree

n=240  
av.=3.7  
md=4  
dev.=1.19  
ab.=9



6.14) Comments for website

- After the change that was made, it is MUCH more difficult to do things or find things
- BILLING WAS VERY UNSPECIFIC AND DIFFICULT TO WORK WITH.
- Billing and payments have been difficult to access, requiring many hoops to jump through to find them.
- For some reason the financial aid updates never shows.
- I am having trouble finding how to enroll since I'm a concurrent student and plan to attend noc next semester.
- I do not like the set up of the new website
- I felt like the website is difficult to use. It has been very frustrating to me and I am very computer literate.
- I had never looked at scholarships.
- I received my refunds months after I was supposed to .
- I seem to never find what I'm looking for on my noc or noc.edu
- I strongly dislike the new set-up! It is confusing and takes wayyyyyy long to dig through to find what is needed!
- It has been hard to navigate every since they changed the MyNOC page
- It is hard to navigate and is not always updated
- It's a little hard to find stuff
- NA
- Ndndnd
- No description in billing for items . Do not like
- No fair on how much it charges for automatic withdrawal
- Portal is very confusing. No one is having a good time with it.
- Sometimes it's a little confusing trying to get to these areas
- THIS WEBSITE IS NOT USER FRIENDLY.
- The FA page is hard to find

- The billing is very hard to understand with how it is layed out.
- The billing portion is hard to follow the invoice
- The change of the website was difficult to learn and I still dont know where everything is at.
- The new system is not user friendly and instructions emailed to us on how to use it would have been helpful.
- The new version of mynoc is hard to navigate compared to the old version
- The new website is harder to navigate
- The new website is much harder to navigate
- The website hasnt worked properly this entire year and I still have problems with the financial aid section and I have not been able to see honor rolls at all.
- The website is so hard to navigate through. It is impossible to find things on your own with the system you guys have.
- The website is very hard to navigate. It is hard to find the simple things such as registration and billing.
- The website sections for scholarships and financial aid could be better laid out, but they are not terrible.
- There are several links I tried to click on that lead me to network error page. I had a difficult time looking at a course description list when picking out classes. I never found it. I ended up taking what my advisor told me, because I couldn't locate my course options.
- These were difficult to find.
- Very hard to use website and find right place with new update
- Website is disorganized
- Website is terrible. My parents paid my NOC bill online, but there is still a balance. It has happened both semesters. Only part of the balance can be paid online. They just have to call and pay the rest of it.
- With the new program, I have had some trouble accessing billing and making payments online.
- Work on it.
- n/a
- no comment
- old one was easier
- the portal is very very poorly set up. everything is very difficult to find and not where you would expect to find it,

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

Strongly Disagree

Strongly Agree



n=249  
av.=3.67  
md=4  
dev.=0.96

6.16) Comment 6.15

- Easy to figure out. User error at the beginning but figured it out in the end.
- Hrhrh
- I don't know what IT means.
- I have been able to get help with Blackboard a few times when needed.
- I have had great experiences with it help.
- I have never needed IT help.
- I have no experience with this.
- I have not had to use this service.

- I only have a certain amount of time for online tutors for free. After those are used, I have to pay for more.
- I'M NOT SURE HOW TO ACCESS IT IF NEEDED
- I've never needed to access the IT department
- N/A
- NA
- Never tried
- No. Anytime you ask for help, you were an inconvenience to him is the way it appeared.
- None
- Not applicable
- The IT help desk is like going through congress. When you finally get ahold of them and bug them enough they fix the issue.
- They have been a big help through covid
- We have had trouble on campus with the IT services. They have been extremely rude to us as we needed their help. Though they fix the problem, they make it seem like a burden and are not nice. There have been so many issues with ITV and recording the lectures.
- n/a
- no comment

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

Strongly Disagree



Strongly Agree

n=252  
av.=3.94  
md=4  
dev.=1.03

6.18) The NOC Pandemic Plan has provided necessary information.

Strongly Disagree



Strongly Agree

n=251  
av.=3.98  
md=4  
dev.=0.91

## 7. Non-academic Support

7.1) Classrooms and general facilities are safe.

Strongly Disagree



Strongly Agree

n=232  
av.=4.41  
md=5  
dev.=0.71  
ab.=19

7.2) Comment 7.1

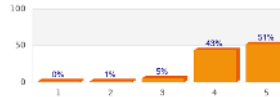
- I hardly went to the campus unless I had to take a proctored exam.
- I herd there was some sort of bomb threat on school one day but I wasn't sure? The campus was evacuated after I left campus.
- Jrjrjr
- N/a
- NA
- Neither because anything can happen inside or outside of the campus buildings
- Some teachers allow students to wear masks improperly or not at all. It makes it difficult to pay attention when that is a constant concern.
- The ITV does not work enough to use it. I wish that they would have stopped trying and just did Zoom.
- They are very nice and work.

- n/a
- no comment

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

Strongly Disagree

Strongly Agree



n=230  
av.=4.43  
md=5  
dev.=0.67  
ab.=20

7.4) Comment 7.3

- Jejej
- N/a
- NA
- None
- Same answer as above.
- The Renfro Center is always cleaned! XXX does a great job!
- The girls bathrooms in the dorms were poorly taken care of, and after telling the student affairs several times through several students, nothing was done.
- They clean them in between classes
- They help me work effectively and classrooms are very tidy.
- They're always clean
- n/a
- no comment

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.

Strongly Disagree

Strongly Agree



n=251  
av.=3.85  
md=4  
dev.=0.99

7.6) Comment 7.5

- Every body has their own office hours and they are all over the place. Its hard to track someone down for help.
- Human Resources has been very bad with communication. During the year of 2019-2020 there was a man working there that was rude, unprofessional, and unhelpful that has turned me away from calling this department for help.
- I feel like it is easy to reach someone, but it's hard to get the actual help you need.
- XXX and XXX are essential in that role.
- N/A
- N/a
- NA
- Ndndnd
- Tackle box is a nice tool.
- There have been times when I've asked a question and it wasn't answered or I was treated like I was dumb for asking such a question
- We have had communication with XXX, and she has been helpful. All other interactions outside of the classroom leaves a lot to be desired.



- i tried for literally 3 weeks to speak to someone about a loan question. no one would return my many voicemails. the university center has been so helpful in answering my questions and being available

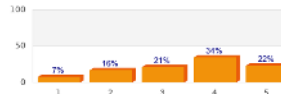
■ n/a

■ no comment

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

Strongly Disagree

Strongly Agree



n=251  
av.=3.47  
md=4  
dev.=1.2

7.8) Comment 7.7

- Better than the old system, but still is confusing
- Changing to a new system while all classes were online during a pandemic was frustrating and confusing.
- Havnt used it.
- I HAVEN'T USED IT
- I am hoping that the website becomes more user-friendly. It can be difficult to navigate. If I did not have XXX helping me figure it out, I would have had a more difficult time.
- I am still not sure how to navigate it. I am getting ready to enroll for the fall semester and still do not know how
- I cannot get it to register for any classes.
- I guess. I don't understand this question.
- I had issues enrolling for fall semester online. My advisor had to request a manual input.
- I hate it
- I no longer have to enroll.
- It has been a bit tough navigating.
- It has really helped me through the enrollment process
- It is a little difficult to navigate. But it is more the new website that is hard to navigate.
- It is still somewhat confusing on how to use it
- It would not work when I tried to enroll. And I ended up being enrolled by someone else off-campus after informing my advisor and telling him the classes I needed.
- It wouldn't let me enroll until after someone went in and made some changes for me.
- I'm not sure how to access I
- N/a
- NA
- Na
- Ndndndnd
- THIS WEBSITE IS NOT USER FRIENDLY
- Terrible.
- The NOC enrollment system still has a lot of glitches and is frustrating. Needs improvement.
- The new registration system is not user friendly
- The system can be very picky and not work right especially in regards to selecting/dropping summer courses.

- There have been many of my courses that I have had to email someone about that are not showing up since switching systems.
- Was a bit complicated
- n/a
- no comment
- sometimes

7.9) Enrollment	<p>Strongly Disagree</p> <p>Strongly Agree</p>	<p>n=240 av.=4.16 md=4 dev.=0.89 ab.=9</p>
7.10) Billing/Payment (e.g. tuition, payments, refunds)	<p>Strongly Disagree</p> <p>Strongly Agree</p>	<p>n=237 av.=4.05 md=4 dev.=0.99 ab.=12</p>
7.11) Financial Aid (e.g. Pell grants, OK Promise, loans)	<p>Strongly Disagree</p> <p>Strongly Agree</p>	<p>n=212 av.=3.77 md=4 dev.=1.16 ab.=37</p>
7.12) Scholarships	<p>Strongly Disagree</p> <p>Strongly Agree</p>	<p>n=193 av.=3.88 md=4 dev.=1.04 ab.=56</p>
7.13) Residence Hall	<p>Strongly Disagree</p> <p>Strongly Agree</p>	<p>n=136 av.=3.93 md=4 dev.=0.92 ab.=112</p>
7.14) Academic Advising	<p>Strongly Disagree</p> <p>Strongly Agree</p>	<p>n=226 av.=4.14 md=4 dev.=0.83 ab.=23</p>
7.15) Counseling	<p>Strongly Disagree</p> <p>Strongly Agree</p>	<p>n=180 av.=3.99 md=4 dev.=0.92 ab.=70</p>
7.16) Bookstore	<p>Strongly Disagree</p> <p>Strongly Agree</p>	<p>n=219 av.=4.19 md=4 dev.=0.81 ab.=26</p>
7.17) Comments for employee courtesy and helpfulness		

- Billing and financial aid are super helpful over the phone compared to email.
- XXX from the finance department at Stillwater is hateful and make students feel in adequate. Often times students will drive to a different campus to receive help
- FA is not friendly at all. The bookstore depending on who answers the phone is helpful and other times they are not

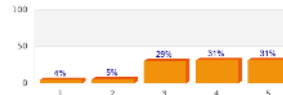
- Financial Aid has been less than helpful and is quite rude every time I need help with something. I have gotten to the point that I would rather not contact them.
- General enrollment (for general, not the nursing program): stop enrolling students who work outside of school for full time classes and excessive credit hours. They almost always have to drop classes and it's a waste of money for us, as well as being very discouraging all of us students. Financial Aid: I understand you have to deal with the same questions over and over. However, giving us papers and pamphlets is overwhelming and we don't always understand what we are reading. Please try to patient with us while we learn about how financial aid works and what we need to do.
- I believe the girl who works for the Stillwater bursars name is XXX, but she is awesome. She is always kind, helpfully, and courteous.
- I have had tremendous trouble sending a transcript to my next college. The employees are not helpful, and they have lost a bill that I sent through the currier.
- It sometimes takes awhile for me to revive an email back about my questions.
- It was like pulling teeth to get a hard copy of books because the bookstore staff told me I access to one online. I ended up purchasing one through the NOC bookstore and had one from Tonkawa shipped to me.
- XXX in financial aid has an attitude almost every time I speak with her. Almost every student I have talked to about this has said the same.
- My CLEP and AP scores are an issue. I've gone to the office multiple times, and every time they say they should have then, they will look for them, or they forward me to someone else who always seems to be busy. I directly called several people, and I was told they were currently looking for them. But that was weeks ago and I have not heard anything else.
- My advisor and instructors have been amazing and incredibly helpful anytime I need something.
- N/A
- N/a
- NA
- NOC would be a much better place to get a degree but it's really difficult to understand the Financial Aid employee, XXX, because she has no idea how to do her job correctly. She has absolutely no answers for what you ask, and when I ask a question I get an answer for something completely different. I spent 20 minutes with her asking her who I needed to see to find out how much money I owed for that semester. After not getting any answers for that 20 minutes, she said "you need to go to billing for that." It is almost impossible to get anything done when talking with her. If she actually knew how to do her job and help people like she is supposed to be doing, it would be a much better place and environment. She acts like she is higher up than everyone else and talks to you like you're below her.
- Nndndne
- None
- Our instructor had us buy a book then changed her mind and the book store stopped accepting the books back
- XXX and XXX are helpful at NOC Stillwater. Also, XXX helped significantly with my enrollment process and academic advising. She was extremely helpful and kind.
- XXX is the sweetest! She will help with anything asked to the best of her ability!!
- Somewhat not helpful.
- Staff do not reply to emails unless you call or do not reply to phone calls until you go up there in person
- Staff in financial aid make you feel like you're wasting their time.
- The Bookstore employees have always been courteous and helpful.
- The ladies in the Bursar are very rude and have told multiple students that they must figure it out on their own" or that they can't help them.
- The woman in financial aid is rude
- They can try to be more courteous about certain questions that parents or students have
- VERY CURTEOUS AND HELPFUL.
- You guys do not know how to be nice and friendly when someone who has never been to this school comes walking in through the door. n/
- a
-

■ no comment

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

Strongly Disagree

Strongly Agree



n=143  
av.=3.79  
md=4  
dev.=1.07  
ab.=107

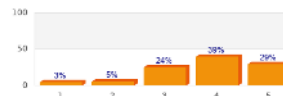
7.19) Comment on clubs and organizations

- I am a member of a club from OSU. I find that being able to utilize all of OSU's advantages as an NOC student gives me the best of both worlds.
- I'm not a part of any clubs at noc.
- I'm not in a club or organization
- Joined SNA, even though covid stopped us from doing a lot of things it was nice to join a club during this stressful time.
- N/A
- N/a
- NA
- Ndndnd
- There are no clubs or organizations. Only the couple sports teams.
- There are not many, and are rarely active.
- Unfortunately with the pandemic, we were not able to meet.
- We havent got to do anything
- n/a
- no comment

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

Strongly Disagree

Strongly Agree



n=150  
av.=3.85  
md=4  
dev.=1  
ab.=97

7.21) Comment on special events and student activities

- Alot of special events were canceled.
- I enjoyed the activities that I participated in my first semester at NOC.
- I have not attended because of COVID-19.
- I just didn't go to them.
- I've never gone to special events
- N/A
- N/a
- NA
- Ndnsnd
- Not really.
- There are no events or student activities.

- We havent got to do much
- n/a
- no comment

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

Strongly Disagree

Strongly Agree



n=252  
av.=3.97  
md=4  
dev.=0.98

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

- A majority of my teachers have been very helpful and resourceful.
- Athletic events.
- Being able to earn my degree through flexible classes
- Being able to meet new students and faculty.
- Being able to obtain a registered nursing license
- Being away from home
- XXX is a wonderful addition to NOC. He is kind and helpful and seems the be one of the few who care about their students success.
- Classes
- Degree
- Each of my teachers are very lovely people. They are all willing to assist me when I need help. XXX and XXX are the best teachers that NOC have in the nursing division.
- For NOC Stillwater, I would say that I especially appreciate my teachers (Professor XXX, XXX, XXX, and XXX). They are all very knowledgeable and helpful in my field of study.
- Getting a degree
- Getting involved with clubs.
- Giving me the opportunity to learn and grow in my field via online.
- Great, Affordable college!
- Having a smaller class size allows more of an opportunity for one-on-one instruction.
- Honestly, there truly is nothing that has been the best here. I don't live on campus, I don't go to sporting events, and I think the program I am in has a lot of problems.
- How close it is to my dorm and how easy it is to find help. Doesn't matter what the teacher teaches I can always get help from someone.
- How my teacher teaches his lecture.
- How nice and helpful my instructors have been.
- I am not satisfied. Maybe the things ive mentioned are because of adjustments due to covid.
- I appreciate NOC for all the great classes and instructors. The instructors are so kind and very helpful, they are very good at teaching.
- I enjoy learning and if I could I would just earn every degree I could as a job. The teachers are the best. They are very understanding and helpful.
- I have enjoyed being at NOC. What I liked best would have to be my instructors.
- I have enjoyed that NOC has all the courses needed to reach my goals. Application for the nursing program was easy and they looked at multiple aspects of my application to make a decision. I will recommend this college to everyone because the instructors are all amazing and help you to reach your goals.
- I have learned a lot about study abroad

- I have like my professors and how helpful they have been.
- I have liked how everyone is kind and how all the professors are willing to help.
- I have liked the adviser and the classes I have gotten.
- I have liked the friends I have made
- I like be able to take my classes online. The pandemic has been hard. I am hoping to be able to continue to take classes on line.
- I like how I can take concurrent classes at NOC while still being in high school. Meeting and chatting new people is also a good experience I had at NOC.
- I like how small and not overwhelming it is. It is easy to get assistance when needed.
- I like how small it is and how nice everyone is.
- I like that it is a small campus and the classes are small. It provides easier 1 on 1 time with my instructors.
- I like that it's a small college.
- I like that the Professors and instructors at NOC really want me to safeguard my grades. Sometimes I get the truth, that I might not want to hear, but in the long run has been beneficial to maintaining an acceptable GPA.
- I like the friendly and family orientation of the college.
- I liked that in the middle of a global crisis, most of my teachers were kind and understanding. I also like that I was given the tools to grow and learn as a person, and a student,
- I loved my algebra instructor XXX, and my government instructor XXX. They are amazing and I have learned so much from them! They are so sweet and care about their students learning.
- I loved my professors the most, they were all so kind and helpful. They worked with me when I as unable to make it since I've had so many troubles this year!
- I really like the classes
- I received a very solid background for general courses that will be required to further my education. The courses are exactly what I need for that step up from high school to get my fundamentals in line for future learning.
- I was so excited to go into the nursing program thinking it would be the best two years of my life. I am forever grateful for the friends I have made here at NOC.
- I've enjoyed the Professors. They have been excellent in teaching and helping students to understand assignments.
- Instructors are really nice for the most part and pretty helpful.
- Instructors are very nice and thoughtful.
- Instructors that care about me as a person, not just for the educational adventure I'm not.
- It has been a good transition for me.
- It has been the most convenient school for me
- It is a friendly environment
- It is easy going and awesome staff all around.
- It is has been easy to navigate and everyone is helpful.
- It was a great way to ease back into college. Everyone has been so nice and helpful. Thank you so much for this experience. I feel like I have the confidence to take on OSU now.
- It was cheap and quick
- It was free.
- Knowledge is our greatest tool and resource in life. I have had an amazing experience at NOC, and I greatly appreciate the time and dedication of all employees.
- Learning and growing

- Made many friends and also liked my professor. I also liked the student to professor ratio
- Meeting new people from around the world due to sports.
- Meeting other students with the same frustrations
- Meeting the people in the music department and learning about what I want to do in life.
- Most of my teachers have been fabulous.
- Most of the teachers are very knowledgeable and great at their jobs even when other parts of noc don't function properly.
- Mostly understand teachers
- My NOC experience has been wonderful! All of the employees have helped me through everything I need.
- My accounting professor has made my NOC experience so much better. She is so helpful and she truly cares about her students and their well-being.
- My best experiences at NOC have been the attentiveness of my degree and the assistance provided. It has been a great deal of weight lifted off of my shoulders not having to worry about as much as I thought. I will really miss my advisor and teachers always being ready, willing to assist me with anything that can help my education the journey towards my completion, and transition towards my eventual career.
- My instructors
- My nursing instructors have taken a genuine interest in my life and my future. I have been able to talk to them about everything I have needed and feel like they want the best for me. XXX is amazing and if it were not for her and XXX I would not be in the program. They are incredibly talented nurses and genuinely kind, warm hearted human beings that I am so thankful for.
- My teachers. I have had several very excellent teachers who helped me greatly.
- N/A
- Nndndjd
- Noc has been very forgiving when I couldn't get my life together.
- One on one with instructors. Close to my house.
- School is just challenging in general. Especially during the pandemic. But being able to keep up with classes, doing some online and some in class has helped with time management.
- Small campus
- Small school close to home
- Smaller class sizes
- Some instructors were helpful and actually want to see you succeed.
- THE LOCATION, THE ABILITY TO AFFORD THE EDUCATION AND THE HELP FROM THE INSTRUCTORS.
- That I can continue my education while being a full time mom and a full time employee.
- That it is over.
- The I instructors and the campus is small
- The close family atmosphere.
- The convenience to be able to finish my degree
- The cost, and the small classes.
- The ease of being able to take all my classes online.
- The encouragement from my instructors.
- The faculty in the music department have always been friendly and helpful.
- The freshman nursing faculty. They were there for us and treated us with respect.

- The instructors and teaching has been great.
- The instructors who teach here
- The kindness and understanding from the instructors.
- The nice building on Stillwater campus
- The nursing program has become my family
- The online love classes
- The only reason I have gotten as far as I have is because I have XXX for an advisor. She is very helpful and reliable. She knows what she is talking about. NOC would be my number 1 choice if more people like XXX, or anyone who actually knows what they're talking about were employed there.
- The people are very kind and easy to talk to!
- The people!
- The professor I had
- The professors communicate well and care about your learning
- The small class sizes allowing one on one learning.
- The staff is amazing and always willing to help. People are very friendly and campus is small enough to not be overwhelmed.
- The support from the faculty.
- The teachers
- The teachers are very understanding and knowledgeable
- The teachers have all been very helpful and willing to help. The small size is great.
- This is my first year at NOC. I have thoroughly enjoyed all of my professors. They all seem to generally love teaching and put the effort in to make connections with their students.
- Variety of classes and access to them.
- Very good school all around and enjoyed learning here so far, and love the school.
- close to home
- easy to use web sites
- graduating and leaving
- idk
- made great friends
- n/a
- no comment
- the convenience of the campus
- the faculty i had classes with and/or encountered cares about the students and wants to see each student better themselves not only academically, but also better their character and life

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

- Add spanish classes
- As of right now, there is nothing that could be changed, in my opinion. Everything seems well organized.
- At this time I can't think of anything.
- Be clearer in who to access for certain questions. Students can easily feel lost in the crowd and are treated like a number. Some teachers/ employees that work there obviously don't like there job or are dissatisfied with their job. Quite apparent in the way they try to band aid a



problem and move you along. Thankful to a few that take students seriously and try to help. XXX is on of the good ones!

- Be more involved in the students learning. check up on us see if we need anything, know how to answer questions when we need help. and cut the ridiculous cost of NOC.
- Better staffing in the offices they are all rude and don't know much
- Better teachers
- Bring back the full time classroom setting. That is how the majority of people learn.
- Communicate. A lot of the time, I was not informed of problems until they were bad enough to affect other things or when I found out myself. Your students are paying you to get their degrees, and the staff does not do a good job of preparing or helping them with their transition, and it is extremely upsetting. Try harder.
- ENGAGE STUDENTS MORE
- Employee better people.
- Enjoyed all my classes.
- Everything outside of the classroom has been a disaster. Administration is very disorganized.
- Fix the nursing program. It is broken!! I am a passing student and can still recognize that the nursing program is broken and needs help!
- Fix the technology issues in Renfro.
- Fix the website
- For the technical issues to not be an issue weekly. And the zoom to allow us to see the teach and what she is teaching . Chemistry online live was crap trying to do what was needed with what the teacher had. And some days she had to move the entire class because the stuff didnt work.
- Fun technology better
- Get a different math teacher
- Get rid of J1.
- Get the glitches in the website worked out.
- Have instructors take your concerns more seriously, make students feel like they're valuable and worthy, and watch for plagiarism on discussion boards. It doesn't make students feel good when they spends hours trying to make their work good and what is asked for on the syllabus, just to see plagiarism over and over again from a fellow student and it keep happening. It makes it seem like all the time and effort I put into my work was for nothing because it's not getting read. If it was, then how is the plagiarism not getting noticed?
- Have more outside activities such as student fair, music festivals, events,...
- Have more staff and counselors available
- Have no mice in the dorms. Especially jets when you pay so much for them.
- Have of campus childcare strictly for students of NOC
- Have the computers be kept up better. When we would go in to take our exams, every other Tuesday, there would always be 1-2 people who couldn't log in due to the computer not be updated.
- Having a library and bookstore for Stillwater NOC
- Having professors communicate better in an online class. Sometimes their responses are very vague and hard to understand what they are trying to imply.
- I am honestly just satisfied right now, so nothing for me.
- I am satisfied with my experience
- I don't have any recommendations except that you fix your NOC website and make it more user friendly. Look at how OSU runs theirs, it so easy to find anything you are looking for.
- I feel like I may enjoy my experience more if there were things happening to experience here. I understand with the pandemic some activities are near impossible to do, but there are not even classes or majors offered expanding beyond science or mathematics. There are no creative outlets or opportunities offered to students and campus constantly feels empty and uninviting. There is an entire extra building and auditorium going unused that I believe could be fitting for perhaps more creative and artistic actives/classes/clubs. The Enid area

especially is filled with so many creative people I find it very bizarre that these things are not available here to them while they are on the other campuses and at other schools. While we do have some sports teams, I never hear or see much of them. I'm not even sure what sports teams we do have here. I'm not especially into sports regardless though. Because there are not many activities or events for students it has been especially difficult to make friends or have much 'school spirit'. Again, campus always feels empty and simply put, again, bland. I think we could really benefit from just more creative classes or activities such as in music or art related subjects. The music and art appreciation classes are also surprisingly not really about music and art, it was a bit of a let down.

- I have been very disappointed in NOC and the breakdown in communication. I have had nothing but trouble with enrollment and help getting it fixed. If I had another option for my degree in Enid I would choose another institution. It is unfortunate that some faculty are obviously there for the pay check and are uninterested in actually helping the students.
- I have no suggestions.
- I think that I would like to see certain classes offered with a few different instructors such as Microbiology
- I think the advisors could be more helpful and answer questions a little better. I had to talk to several different people before actually getting to the person who could help me
- I think working on better communicating would be very helpful. Especially with big events. I was not given much information about when, where, or how to get my cap and gown. I often felt out of the loop.
- I wish NOC could offer evening courses in Plane Trigonometry and calculus.
- I wish the website was easier to navigate.
- I would have loved a few different classes
- I would have professors that teach online classes get to know the kids and check in on them.
- I would like the enrollment process and scholarship process to be a little easier and less stressful.
- I would say that creating an environment where COVID-19 guidelines are enforced by instructors and staff. A tutor at the NOC Stillwater tutoring lab never wears his mask, even when asked. It makes me uncomfortable going in the tutoring lab.
- If an instructor is not going to be able to handle the workload of a class, they should be replaced.
- If the art department was better funded, had more classes/teachers, and was located in Enid.
- Improve how the financial aid/bursar office handles phone calls. I spoke with a couple of different people who were rude and did not seem to care to help me.
- Improve the enrollment process
- Improve transparency of what courses you actually offer, and what degrees you can accommodate for when deciding what it best for the student.
- Information & material from teachers.
- It would be helpful the multiple campuses would communicate with each other better. I am trying to graduate early while double enrolling in the fall, so I need my transcript to be accurate. However, they seem incapable of applying my CLEP and AP scores even though I have now taken over 12 hours at NOC. So, better communication between the campuses about student information would be brilliant.
- It would be wonderful if someone besides an advisor could help with enrollment whenever the online program isn't working. ie: Counselor
- I'm an online student and having to come on campus for multiple tests is difficult. I have multiple kids and getting a sitter is quite difficult
- Leave the students alone. they do not need the dorm parents and security breathing down their necks all the time and almost every student here feels that way whether they admit it or not.
- Listen to their students feedback
- Look at the Nursing program and their disorganization and overall student dissatisfaction. The program is terrible.
- Lowering the prices of out state tuition, my roommate is a freshman this year and she's majoring in nursing, she can't continue her school career here because she can't afford to pay the tuition and that sucks because I really liked her and she has to find a different college to go to now.
- Make instructors space out due dates for assignments, or at least have them give plenty of time for students that are a full time student, and work full time can get homework done in a effective time manner
- Make paying for college easier and less confusing. Treat students like adults.
- Make sure the nursing instructors actually care if their students succeed or not

- Make the website more user friendly. Make it easier to register and find billing information.
- Make the website more user-friendly.
- More assistance with scholarships. I have a 4.0 and have not been awarded a single scholarship.
- More student-inclusive activities. Being that we are getting back to normal somewhat, it'd be nice to have a mixer BBQ at the end of each semester. Food Trucks, music, public speakers, highlighting of outstanding students, and recognition of well-deserving rewards and recognition for the instructors. Just as we students look forward to receiving recognition for accolades, I'm sure that the facility would feel the same. Aside from that, Bravo Zulu! As a veteran, returning education student, I have had a very pleasant experience here. I would even entertain the notion of teaching here someday.
- N/A
- N/A.
- N/a (2 Counts)
- NA
- NOC could make the website way friendlier to work with. The NOC staff at the front could be way nicer to those not knowing what the next step is.
- NOC is a great campus that has minor issues like any other. Information on schedules and accessibility being more available would help, but I have never not been able to get what I need. When I can not find it on my own, the staff has been great.
- NOC is doing a good job overall
- No suggestions at this time!
- Not make students pay for zoom when they aren't using zoom, just because that is one way that the specific class is offered.
- Nothing (2 Counts)
- Nothing I can think of! They do a great job!
- Nothing everything has went well.
- Nothing!
- Nothing.
- Nznsns
- Offer more engaging events at sporting events to drive a student section to act as one.
- One thing if I can recommend to improve is sometimes it is so uncomfortable to talk with the financial aid in charge, she sometimes seems to impatient to answers when I approach with some questions that I am not very clear about my financial aid status.
- Overall communication needs to be worked on. When I call the school, people have been unprofessional and put you on hold for way longer than necessary. There is so much disorganization that happens. I understand that we are living in a pandemic and that things have had to constantly change, but even before the pandemic, there was so much change and miscommunication I could hardly keep up with what was going on.
- Planned timing of IT updates. The upgrades for the blackboard and new website appeared to happen in the middle of classes busiest times. For example if blackboard update was delayed one week it would not have interfered with any courses.
- Provide more activities on campus
- Put our ping pong tables and stuff back in the dorms so we aren't sitting inside on our beds all day staring at a screen.
- Really nothing, it was great.
- Staff that is reasonable with test/financial aid/ helping students.
- Take a good look at the psychology department behavior toward students because it seems like there is some manipulation as to who the teacher wants to allow to be a psychologist or counselor etc going on.
- Teachers teaching in a way where I can learn. I've voiced this in class multiple times and nothing has changed. Yes I get that it's college but when the whole class is struggling it's not just the students it the teachers teaching too.
- Teachers that teach online classes should focus more on helping students learn instead of cramming in as many assignments as possible and the student learns nothing just tries to keep up any way possible. I feel like they take on too many classes and get in a routine of doing

nothing. Some seem to have previously recorded youtube videos for teaching and assignments on auto pilot but when you need help they aren't there. Maybe that's how it's supposed to be and I just didn't know, if that is the case I am sorry.

- Teachers willingness to help students outside the classroom.
- The counseling and registration process. And I'd like to switch my student advisor.
- The enrollment and financial aid
- The nursing program is ridiculous. People shouldn't be flunking out left and right if we were being taught fairly. And the financial aid department is impossible. I feel like I'm having to pick up the pieces and figure stuff out on my own because I can't depend on them to help me.
- The nursing skills lab needs to be updated. Nothing ever works and we never have the needed supplies which I find ridiculous considering the fees I pay for it. The computer lab is always out of paper and I was asked to bring my own from home but I pay fees already for it.
- The only negative thing that happened while at NOC, would be when I called the financial aid department. I was unsure of my loans and just had a few questions. The lady I spoke with was rude and made me feel as if I was a big inconvenience to her and should have already known the answer. So, maybe better training on how to handle first time students that do not understand how the process of loans work could enhance future student experience.
- To be able to help us enroll because the new system is very confusing
- When attempting to enroll it would be helpful to get an advisor on the first try instead of being transferred all around the campus phone system with no clear answers for greater than two weeks. I ended up having to go to the campus in person to finally get some answers on enrollment that could have easily been answered over the phone. The enrollment process was more stressful than the actual classes. I know COVID probably played a part in that but it was a very trying time getting enrolled in classes and getting correct information with my degree path going forward.
- With everything that happened this year NOC did really well handling the situations.
- Work on the website and the enrollment process.
- better chem professors and to make sure the professors in general are good people behind closed doors.
- having a more fun experience for not only the people that live on campus but also those that live around the area. Having activities bringing all students together
- idk
- n/a
- no comment
- no spring break has made this semester terrible one day a month doesn't cut it for mental health. We are struggling
- not as hard
- nothing (2 Counts)
- provide more classes at the NOC Stillwater campus. I would've liked to take Chem II in Stillwater instead of having to drive to a different campus
- would love to go to pre COVID world!