



Student Satisfaction Survey

Student Satisfaction Survey - Spring 2022 ()
No. of responses = 130

Overall indicators

Global Index

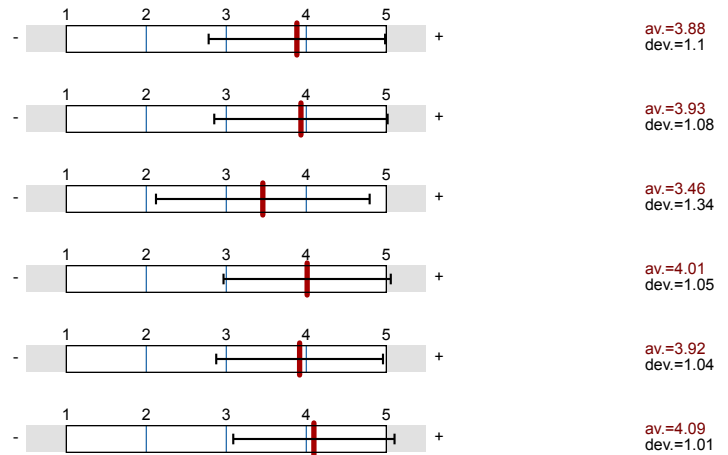
2. Advisement

3. Financial

4. Course/Degree

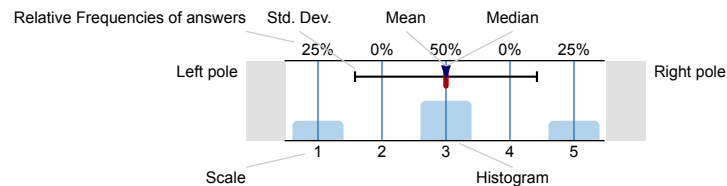
6. Academic Support

7. Non-academic Support



Legend

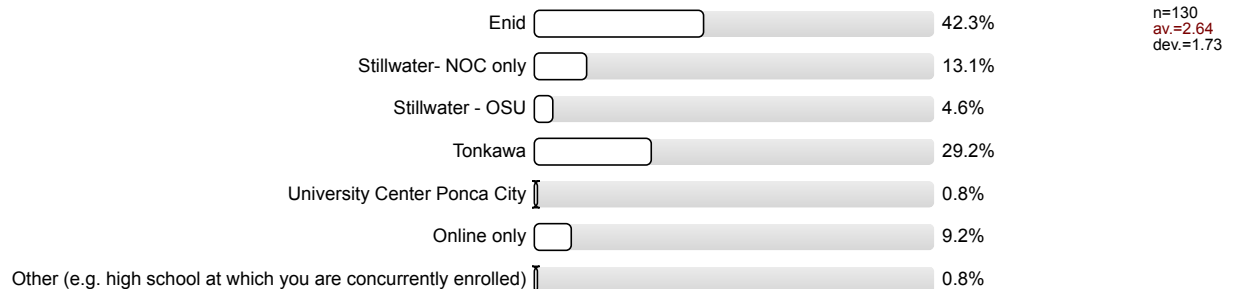
Question text



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

1. General Information

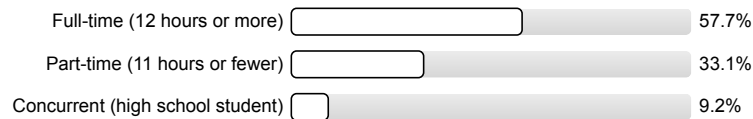
1.1) Location



1.2) Gender

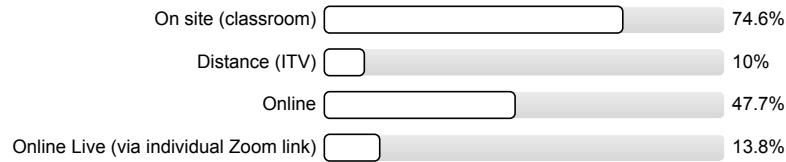


1.3) Enrollment Status



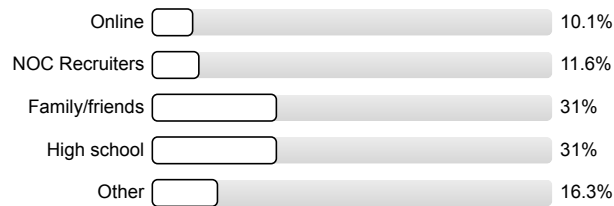
n=130
av.=1.52
dev.=0.66

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



n=130

1.5) How did you learn about NOC?

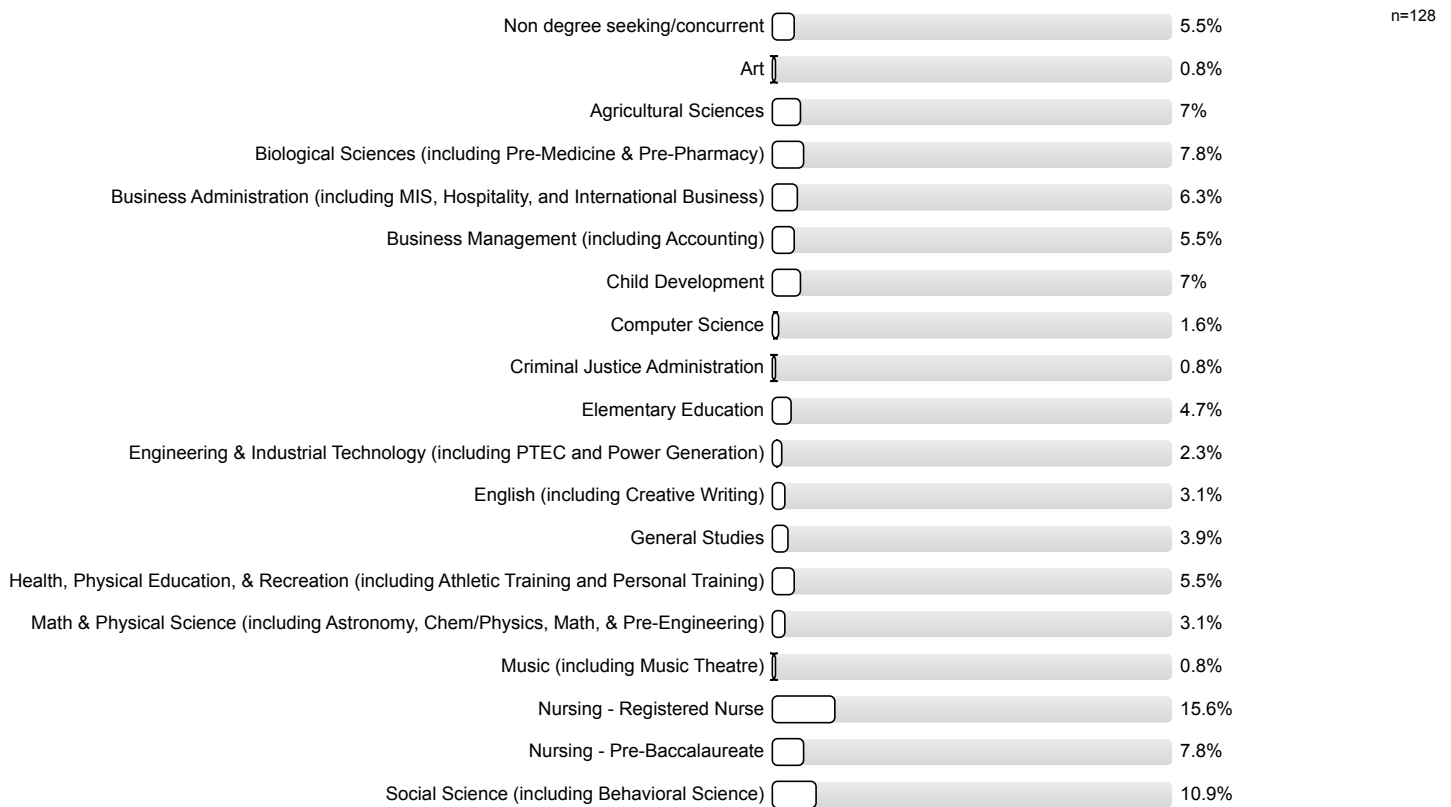


n=129

1.6) Explain how you heard about NOC.

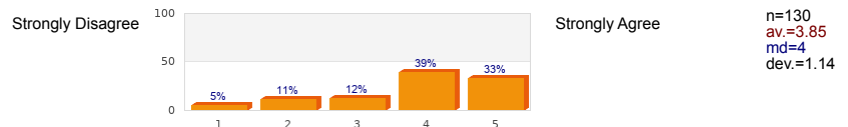
- A great community college in Oklahoma
- Cheer coach recruited me.
- Common knowledge. I lived in Tonkawa.
- XXX via our departments Assistant Dean
- I don't remember
- I live in Stillwater and have heard about NOC since I moved here.
- It's a known college
- I've went there before, but had learned about it through my daycare director.
- Local
- Local signage
- Moved to Enid and participated with Creative Arts Enid at the pottery class.
- My husband found it while looking in the map for his new job
- My parent is a instructor here
- My place of employment.
- Osu
- Previous student
- Sports recruitment
- my job

1.7) Major



2. Advisement

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



2.2) Comment 2.1

- As a transfer student with partial credits coming in there was a lot I had to figure out on my own and had to speak with multiple different people to get the answers. There is no one spot to find everything you need as a transfer coming in.
- Classes that I need to take in one semester do not line up well with times and schedule
- Had to make multiple calls to different departments to get info
- I do online enrollment and it was clear what I had to do to enroll in my classes.
- I do think there should be more guidance on enrollment process and choosing exactly just the classes you need.
- I had to learn it from my OSU advisor and friends that were already enrolled. Even when reenrolling into my second year I had to have my advisor do it because it was complicated and it was not working for me.
- I have issues with enrollment every single semester. The advisors seem to recommend classes you don't actually need.
- I have trouble getting my advisor to respond. I have been waiting 2 weeks after an email and still not response
- It was very confusing and took me reaching out to the school.
- N/A
- Navigation of the university website is often clumsy and non functional on Safari, requiring a browser swap. The menu system has too many nested layers and buttons I don't need drowning out the ones I do. There is no public Q/A system for instructors to answer FAQ like what one might see with the majority of other market products that don't create so much debt. Individual instructor class policy should be

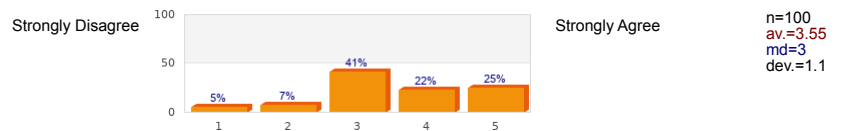
listed with each instructor. Class selection, while functional with a browser swap, is somehow uniquely awful in terms of available useful information per pixel and overall UI. My original class schedule was disrupted by this bad UI and I had to choose different courses due to scheduling and location conflicts. Despite this, AJAX performance is relatively snappy.

- Really good school enjoyed attending here but it is a little pricey but also better pricing than a university if your not needing to attend a university
- Yes straight forward
- n/a

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



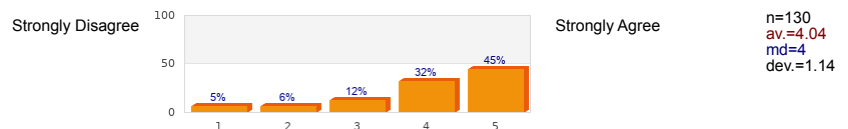
2.4) If undecided on a major, an advisor worked with me to identify an academic degree program (major) that met my goals.



2.5) Comment 2.4

- Already choose a major before enrollment
- Environmental Science was an awful course for me to take, because I'm already very familiar with those issues. It isn't the advisor's fault. I do have to take a point off because I was recommended to take even easier but dead-end maths that would not work as prerequisite to anything else. I'm very irritated that this math I had to take was so easy. I can't be sure if it's profit motive or not but it sure feels like it from the perspective of the one being inflicted with the debt.
- I knew what major I wanted to go into.
- XXX is a godsend I went to her for everything!
- My advisor did not help at all I went to the student offices to get help.
- My nursing advisor was absolutely horrible at helping she was on the Tonkawa campus
- Never a consistent person and have been very unhappy with the assistant and response to questions about enrolling.
- No information given until after about a year of enrollment
- concurrent student so non degree seeking
- n/a

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

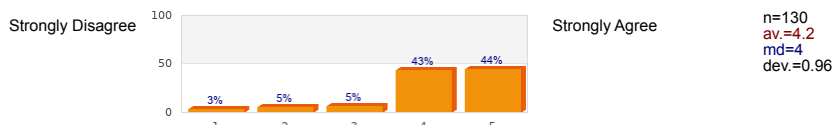


2.7) Comment 2.6

- Advisor helped to make transfer to another course of study easy
- Haven't met with an advisor yet.
- I had to reach out to the head of admissions to get help with the correct course schedule.
- I have heard from my academic advisor once this semester and it was well after enrollment opened.
- I have learned to work around his schedule, but he always replies back with answers to my questions.
- I still have no idea who my advisor is. I have to take care of myself.

- Like I mentioned before, my OSU advisor had to help me figure it out when I first got in. Then the second year my advisor had to do it all for me.
- My advisor never contacted me and never responded to an emails that I sent to her.
- Never been assigned an advisor until my last year and she is not helpful or available
- Not majoring at this school.
- She has helped me it is just that she does not respond to emails sometimes not at all.
- Yes they answer all my questions about enrollment
- everytime ive talked to my adviser she has told me to enroll whatever classes were on my plan and was no help with my schedule
- n/a

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

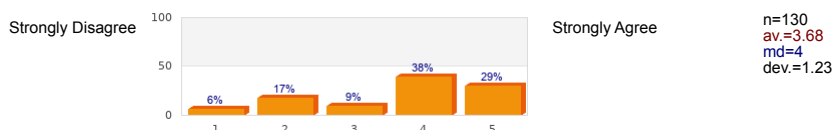


2.9) Comment 2.8

- Biology with XXX is simply not the way any of us learn and was a set up for failure. Some of these professors need to be majorly re-evaluated.
- Each class I have been in have been challenging, but doable. Nothing I could not handle.
- I have been out of school for 14 years and was placed in college level courses, no intro's options.
- I took a lot of maths in high school and on khan academy, and this algebra course was mostly review material. What I needed was precalculus. The school's policy of over-reliance on test results is to blame.
- I was enrolled in certain courses backwards making me take the harder classes prior to the recommended beginning courses.
- It seemed as though no matter the amount of studying, tutoring, meeting with professors, test review and remediation it was not good enough to excel in this program. I know the grades I am capable of and I know how hard I was working to do well in this RN program and the tests were honestly ridiculous. I know nursing school is hard and the testing process is supposed to be difficult; however, this was beyond all reason. When nearly 80 percent of the class had failed out or dropped out by mid second semester I realized there was/is an issue. I attempted to discuss my issues with the dean and was never able to. I brought my concerns to the nursing department and I was advised to try another program. Two days after I officially withdrew from the program I received an email from the school telling me they are contemplating repeating this semester because of the high rate of failure. That tells me there is an issue with the program; especially, since this is the second class to have to repeat a course in a row. It just seems problematic and I think the testing process needs to be reviewed. The rationales for the test questions got to be where they were several paragraphs long and reaching in multiple ways. On 4 different occasions when I reviewed my exam with a professor and I explained MY rational they said they agreed with me and didn't really understand what the test writer was saying.
- Yes
- n/a

3. Financial

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

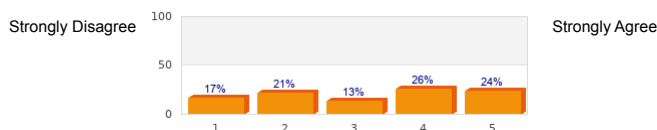


3.2) Comment 3.1

- I didn't know how much I was paying at all
- I didn't see anything about cost.
- I was never told how much classes would cost.

- I was not aware that I would have to pay for a class if I dropped it after a certain date.
- Quite a few added things were added that I needed.
- There was a lot of confusion with FAFSA but that is no one's fault, really.
- They have a rough estimate but it was never final until I saw the bill.
- Yes I found the sheet that NOC provided
- i researched NOC before applying to make sure that NOC had my major and how much it would be to go here.
- n/a

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



n=109
av.=3.19
md=3
dev.=1.44
ab.=21

3.4) Comment 3.3

- Did not receive any contact with financial aid counseling before hand
- I enrolled on line. The only time we talked to FA is when my mom called them
- I got an email but only after enrollment
- I never talked to a financial aid officer, but I do remember doing something on FAFSA about borrowing money.
- The only communication with financial aid is when I reach out to them.
- The people in that office seem annoyed every time I come in with questions or problems. This was on the Tonkawa campus.
- They never reached out to me until I was into my second year.
- They really just had me set up a direct bank account and sort of told me what would happen.
- Yes she help me to the best of her ability
- n/a

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



n=130

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



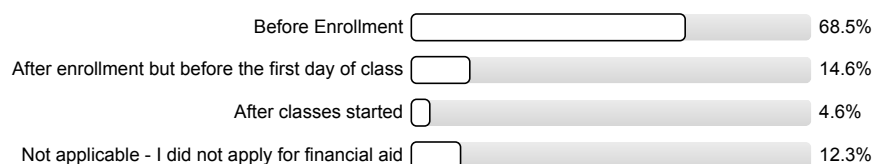
n=92

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

- Always having issues with logging in. Had to call to get assistance several times.
- Difficult to follow and separate login from everything else
- Difficult to navigate
- Giving more clear instructions on how to accept loans is needed.
- I have a hard time finding it unless I'm getting an email to complete paperwork. I'm not sure if there is an easier way to get to it but if not, that's what I think could improve.

- I have no recommend for improvement. I like it the way it is.
- I was not able to pay online and had to go into the financial aid office to pay
- It's very limited information.
- Less confusing to just have an inperson walk through or a video showing the steps
- List more outside opportunities for grants and scholarships to keep us from going on a goose chase to find possible scholarships.
- More explanation on what the documents are.
- More scholarships application places
- The changes made to the website are horrible. It is way more confusing when finding a particular page.
- To be more specific at the time of scholarships
- more information on scholarships online so we don't get scammed
- n/a
- the noc website is an absolute nightmare to use

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



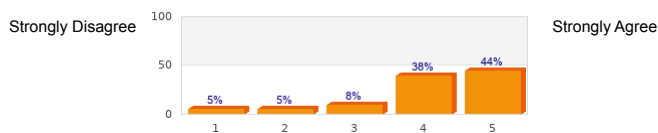
n=130
av.=1.61
dev.=1.04

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

- ARMY
- Enrolled concurrently in college and high school.
- I am a concurrent student.
- I am receiving financial aid via highschool
- I can't qualify
- I did it just didn't go though
- i knew i would not qualify
- im im highschool

4. Course/Degree

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



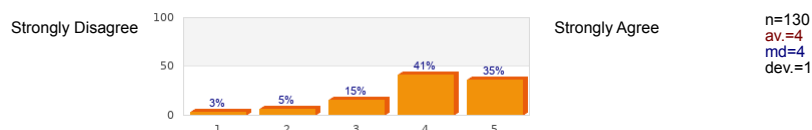
n=130
av.=4.12
md=4
dev.=1.06

4.2) Comment 4.1

- Could have made more progress but some classes only offered every other semester/ not enough teachers
- I am not completing my degree at NOC. This is not a full time program and I spent 8 hours a day studying, quit my job to advance myself in the program and no amount of effort was enough.
- I did not like the nursing program at all, but I did like NOC when I was completing my associates degree.

- My class in the nursing program is struggling immensely and regardless of how many times the entire class pleaded for help, our struggles were disregarded. Not only is it difficult to pass the nursing classes with the education we are receiving, Dr. XXX does not seem to care about the number of students who were dropped compared with how many began the program.
- My classes do not line up with good times where they don't run into other classes
- One more semester to get my degree
- Since I did concurrent in high school my course load is a lot easier to manage.
- Some of these professors have only made it harder to do so. They hold high expectations for students but not the same for themselves. Some are all over the place with no recollection of how the students are actually learning. Some of these professors make it impossible to communicate because they are emotionally immature. Organization is key, is what is advertised through colleges but most of these professors such as XXX on of The biology professor is completely unorganized, passive, non commutative, and high expectations for others but not for their self.
- With the exception of the easy math, yes.
- n/a

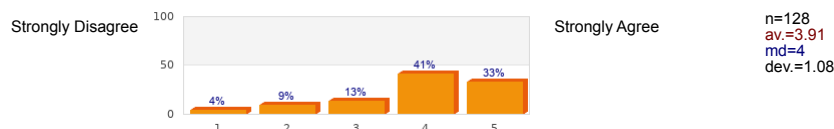
4.3) Course content is appropriately challenging for my program of study (degree).



4.4) Comment 4.3

- I do not believe this course content is appropriate at all. The testing process needs to be reviewed.
- I thought there were several classes that were taught harder than they should be, as a student who has always maintained very good grades, I would not expect Animal Science or Digital Financial Literacy to be one that would cause me to have lower than usual grades. As I had done all the work but the tests were graded abnormally tough.
- It just a few humanity class
- My classes make me think about things I have never really thought about. In my writing class, we talked about narrative distances and it was challenging to do, but once I got the hang of it was so satisfying to write a story.
- Not really applicable to me yet. My course work for the most part was designed to work for two different majors, and the next semester will feature course work for my selected major.
- Some classes, not all but some in my opinion teach above level which is completely unnecessary if students are not understanding.
- The course content is not adequately preparing us for the unit exams.
- The course's homework did not help me when it came to the exams. I passed the homework with flying colors but the exams were another thing.
- The nursing program is unrealistic and the leadership is terrible. It's so embarrassing and sad that students were willing to jeopardize the accreditation of the program to shed light on the leadership from Dr. XXX. There are students willing to take an F on their transcript so NOC cover the failure when reporting numbers.
- in some classes they explain what is happening but with knowledge that were supposed to already know and we dont
- n/a

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

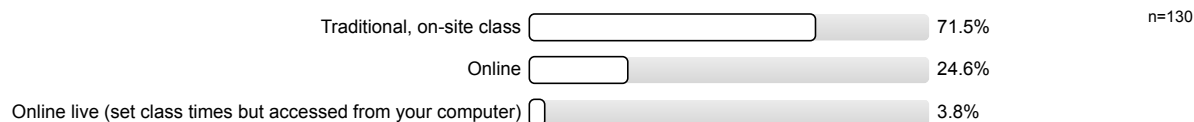


4.6) Please indicate any courses that are needed and are not offered or are not offered in the timeframe needed.

- All most all elementary ed classes only available during the spring.
- Art courses

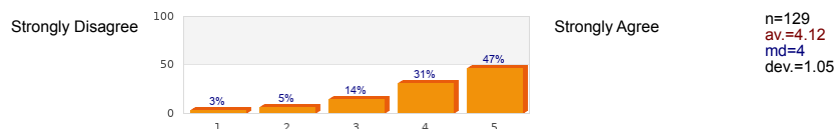
- Biology and Modern Arts
- Calculus in summer. Chemistry 2 in fall. Engineering physics in fall.
- I would like physiology courses to be offered at two different times instead of one.
- In need of better times or more time options for classes
- My major is getting discontinued, but I am still able to have my writing classes.
- Not enough selections many people have the same major making it difficult to find a class not already full
- Social Problems, Social Psychology.
- Your selection of foreign language should be expanded.
- n/a

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



5. Instructor

5.1) Faculty provide helpful instruction and resources.



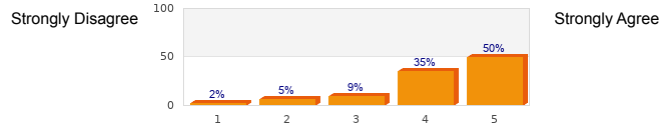
5.2) Comment 5.1

- XXX - XXX - XXXX....really good instructors teach online very well
- Can't find the computer room.
- Dr. XXX is absolutely horrible so very rude
- Faculty could work better at meetin student accommodations and actually communicating efficiently and effectively.
- I always know where I can get more information and where to go go to get help.
- Mrs. XXX saved me from drowning in Math. Dr. XXX makes writing much easier than i've every had before, templates that I can understand.
- My composition rarely provides clear instructions for class and assignments
- Resources given middle of last semester
- Room for improvement
- Some do and some do not
- Some members are a lot more helpful than other.
- Sometimes it seems to be all over the place with instructions and most of the time instructions are not given or very vague.
- The financial aid officer was little to no help.
- The nursing faculty seemed less than concerned about the entire class failing multiple exams and did not attempt to make any changes that were helpful.
- The nursing program is a mess.
- The professor would say to contact them when we had questions but would never answer. I would have to contact professors from other

campus to get a simple answer about homework or open lab.

- The student tutors are not as knowledgeable as the implication of being a tutor implies. And even have confused me. Before they act as if they are sure about something they need to review the information. Except for that very helpful brunette that made notes so that she could study up to help me. She is there till 6 pm. I don't remember her name. She does math.
- We never have the guidance and go into things blind.
- it depends on the person. I've had so much trouble this semester
- n/a

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

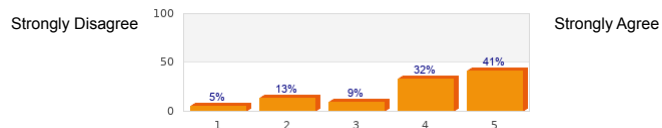


n=129
av.=4.26
md=4
dev.=0.94

5.4) Comment 5.3

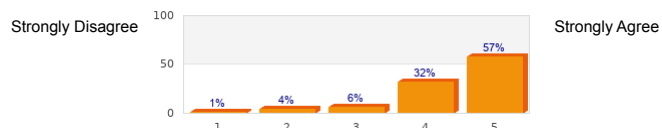
- Dr. XXX rarely responds to communication and if she does, by the time she responds, it's too late to matter. Email
- communication has been very reliable.
- I have only been able to catch a faculty person in their office
- It is difficult to find a time to meet even through their office hours.
- Mr. XXX, Dr. XXX, and Mr XXX are always available to find times to meet my office hours needs.
- There has been many times that I have emailed my professors and they always replied as quick as they could.
- There were not any first year professors on campus. I talked to other campus' professor over zoom than anything.
- They are always available when needed
- They may show available, but unwilling to listen.
- n/a

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



n=130
av.=3.92
md=4
dev.=1.2

5.6) Faculty are knowledgeable about their subject areas.



n=129
av.=4.41
md=5
dev.=0.83

5.7) Comment 5.6

- I am a concurrent student and was not expecting to learn much when I took Composition II with XXX. That is exactly what happen this semester, I did not learn any essential skills in that class. I feel that class was a waste of my time and money.
- I think a couple of the faculty are amazing. There is a few that I would have to disagree with.
- It is nice to see my professors so passionate about their job and what they teach. It makes the class much more fun.
- Only two professors would actually teach. The others would read straight from the book without any other content.
- Room for improvement.
- XXX is the best college instructor I have had.
- Strongly agree for Mr. XXX he is amazing

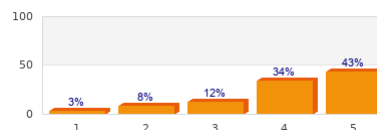
- There's nursing instructors that can't even tell us lab values during lectures. The entire class fails multiple exams in a row and the instructors act like it's not their fault. When the entire class is failing that's not a student issue.
- We get a lot of incorrect material frequently
- Yes they help a couple of times
- n/a

6. Academic Support

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

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

Strongly Disagree

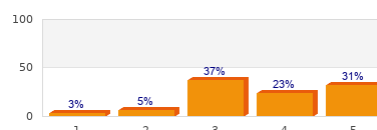


Strongly Agree

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av.=4.07
md=4
dev.=1.07

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

Strongly Disagree

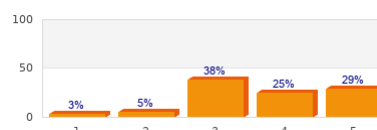


Strongly Agree

n=128
av.=3.74
md=4
dev.=1.06

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

Strongly Disagree



Strongly Agree

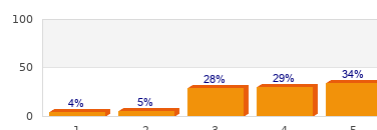
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av.=3.72
md=4
dev.=1.03

- 6.4) Comment 6.1-6.3

- Found them on my own
- I did not need tutoring
- I did not use the tutoring service, so I have no opinion on those questions.
- I have not needed any tutors yet outside of internet search algorithms.
- I have not used the tutoring services yet, but I do know where they are.
- I was never able to access my online tutoring and no one wanted to help me figure out what was wrong with it.
- Online furrowing is not beneficial for nursing courses. Especially when the instructors write their own exams instead of pulling from a test bank.
- Tutor.com did not help.
- n/a

- 6.5) I have access to the electronic databases (e.g. Gale, Ebsco, Primo, ProQuest, World Wide Web Virtual Library) and other library tools I need to complete research assignments and coursework.

Strongly Disagree



Strongly Agree

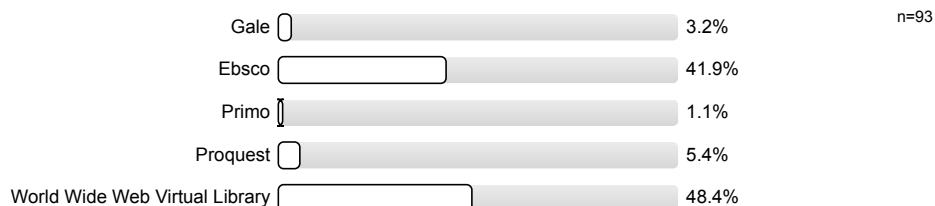
n=130
av.=3.85
md=4
dev.=1.07

- 6.6) Comment 6.5

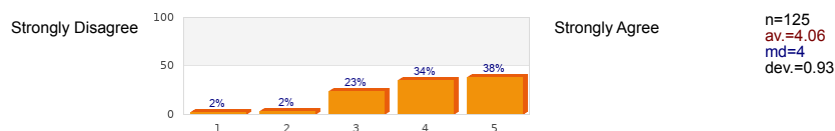
- Citations that come directly from Ebsco are often not in the suggested MLA format used by most teachers. ProQuest is a great research tool, and I like it very much, however I can only access it while on campus. Being a concurrent student, this means I have to drive nearly 25 minutes just to get sources.
- I am not sure what these platforms are, i have neve visited them before.
- I did not require these
I did not require these

- I have not used them at NOC, but I know where they are in Blackboard.
- I'm not familiar with these services.
- Never learned about those resources
- The internet works wonder
- The only reason they showed us this after almost the entire first year was because of the accreditation
- The tutor.com only does one question at a time and isnt handy to use and dont know what those others are.
- They didn't show us this until the accreditation board was here. They only showed us this to help them remain accredited.
- We were told about this access the second semester of the year.
- n/a

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



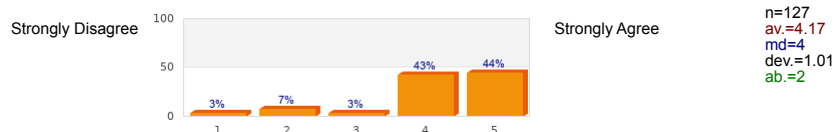
6.8) I am able to access computer labs/writing labs when needed for research and homework assignments.



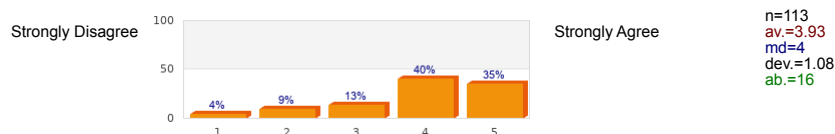
6.9) Comment 6.8

- Do we have that?
- I easily find a computer lab when I need to do research or write a paper.
- I have not needed to use these services.
- Never used them
- The nursing computer lab never had paper for printers and the students were asked to bring their own teams of paper making it very inconvenient to print off slides and other documents from Blackboard.
- They close early
- n/a

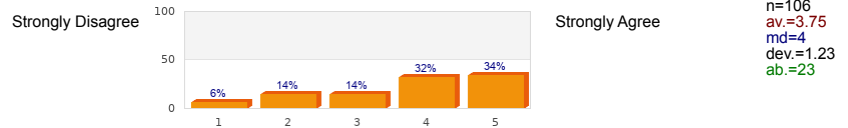
6.10) Enrollment



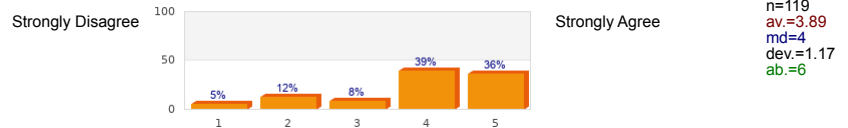
6.11) Financial Aid (e.g. Pell Grants, OK Promise, loans)



6.12) Scholarships



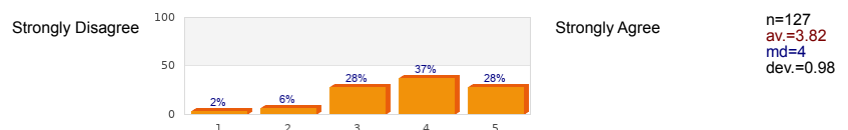
6.13) Billing (e.g. tuition, payments, refunds)



6.14) Comments for website

- A change to the website would be after a student logs in with their information, they could have a clear message stating exactly how much they owe.
- As stated previously, please increase information density in the class selection UI to include a description area for instructor specific information and policy. This is information that should be available prior to enrollment without needing to email each instructor.
- Billing at times is confusing, with hidden fees.
- Can't figure out how to work it.
- Everything I needed was easy access
- I have completed scholarship requests and have never received any response regarding them. Billing on the website is confusing.
- I like that you can do this onlinebut it is also nice to talk to a person to
- I struggle very hard to find most of the items and how to use them if I do find them.
- It is very easy to find information with the website.
- Simplify it for students, it's packed full of alumni info, and messages for stuff I personally don't care about. Even if you could create 2 websites, one for all the dog and pony show stuff, and one bare bones just for students with only what they need.
- Super complicated to get to personal billing and loans page
- The website is hard to navigate. Especially when enrolling in classes and trying to get to FA
- Website is hard to find things, I usually search and it might bring up what I am looking for.
- billing is the worst on the website
- n/a

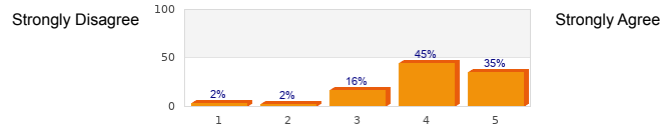
6.15) I am able to access IT help as needed for coursework and online services.



6.16) Comment 6.15

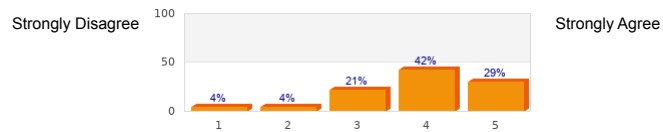
- I have never needed to contact IT so I have no real answer for that question.
- Never used IT
- Yes but never had any problems
- have never had to use this
- haven't needed
- i have not needed IT yet.
- n/a

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



n=128
av.=4.09
md=4
dev.=0.89

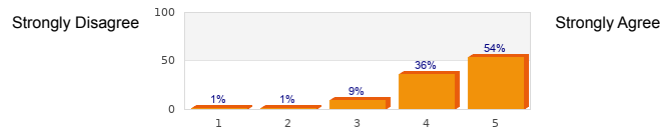
6.18) The NOC Pandemic Plan has provided necessary information.



n=129
av.=3.89
md=4
dev.=1

7. Non-academic Support

7.1) Classrooms and general facilities are safe.

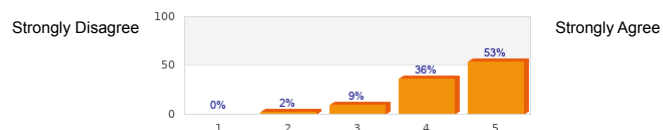


n=115
av.=4.41
md=5
dev.=0.76
ab.=12

7.2) Comment 7.1

- I did online learning
- I feel safe in a classroom
- I have never felt unsafe at NOC
- In the event of fire or active shooter, some points of egress are not great in these older buildings, but that's to be expected.
- Lack of public transportation infrastructure makes the campus unsafe by inducing demand for automobiles which are dangerous to pedestrians.
- Some of the buildings have lots of wasps
- The dorms are HORRIBLE. Definitely mold growing in Easterling, causing us to be sick often. Dirty and disgusting, not something that I will ever pay money to live in again. Students that are recruited here choose to go to another school strictly based on the state of the dorms and facilities.
- i do not attend in person
- n/a

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

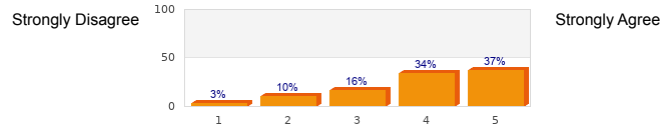


n=116
av.=4.41
md=5
dev.=0.72
ab.=13

7.4) Comment 7.3

- All of the rooms are neat and clean.
- I always felt safe and every NOC campus is very clean.
- They are always clean. There not even dust
- Very clean.
- i do not attend in person
- size of screens should be improved

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

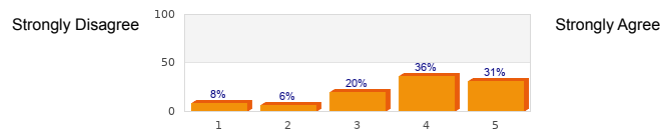


n=127
av.=3.91
md=4
dev.=1.11

7.6) Comment 7.5

- I have a mentor and I email my advisor whenever I have questions.
- XXX
- Mr XXX
- Never had that problem
- Never had to talk to anyone
- The chain of commands never get us anywhere. We usually have to contact someone outside of the question to get some kind of answer.
- They will say our questions are too in depth for where we are in learning
- n/a

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

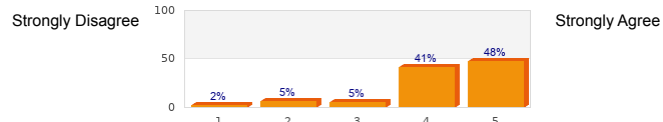


n=127
av.=3.76
md=4
dev.=1.18

7.8) Comment 7.7

- Absolutely horrible hard to navigate
- Concurrent.
- Even the instructors don't know how to operate it. You should give access to instructors so when you send students to their advisors, they are able to walk them through it. All this back and forth to the admin building just to enroll is nonsense. Students and advisors should be able to sit down and do that together.
- Have not used it yet
- It has had its ups and downs.
- It is a pain and my J1 never linked with my advisors
- It would not let me enroll so I can't say yes or no.
- Never used it I don't think
- Sometimes it functions good if you can find the classes
- The UI is unclear and has low information density for the amount of space it takes up on the screen.
- The previous system worked smoother and was more accessible/cohesive
- The system kept on shutting down while enrollment was open and I wasn't able to get in a class I needed because of it.
- Way too complicated
- n/a

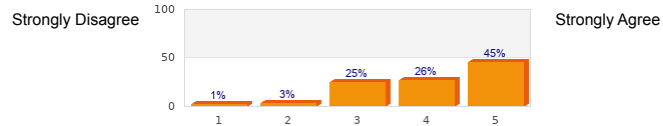
7.9) **Employees are courteous and helpful in assisting with procedures in Enrollment**



n=128
av.=4.27
md=4
dev.=0.9
ab.=1

7.10) Billing/Payment (e.g. tuition, payments, refunds)	Strongly Disagree	<table><tr><th>Rating</th><th>Percentage</th></tr><tr><td>1</td><td>2%</td></tr><tr><td>2</td><td>5%</td></tr><tr><td>3</td><td>8%</td></tr><tr><td>4</td><td>39%</td></tr><tr><td>5</td><td>46%</td></tr></table>	Rating	Percentage	1	2%	2	5%	3	8%	4	39%	5	46%	Strongly Agree	n=126 av.=4.21 md=4 dev.=0.95 ab.=4
Rating	Percentage															
1	2%															
2	5%															
3	8%															
4	39%															
5	46%															
7.11) Financial Aid (e.g. Pell grants, OK Promise, loans)	Strongly Disagree	<table><tr><th>Rating</th><th>Percentage</th></tr><tr><td>1</td><td>4%</td></tr><tr><td>2</td><td>9%</td></tr><tr><td>3</td><td>9%</td></tr><tr><td>4</td><td>35%</td></tr><tr><td>5</td><td>43%</td></tr></table>	Rating	Percentage	1	4%	2	9%	3	9%	4	35%	5	43%	Strongly Agree	n=111 av.=4.05 md=4 dev.=1.1 ab.=19
Rating	Percentage															
1	4%															
2	9%															
3	9%															
4	35%															
5	43%															
7.12) Scholarships	Strongly Disagree	<table><tr><th>Rating</th><th>Percentage</th></tr><tr><td>1</td><td>4%</td></tr><tr><td>2</td><td>6%</td></tr><tr><td>3</td><td>18%</td></tr><tr><td>4</td><td>29%</td></tr><tr><td>5</td><td>43%</td></tr></table>	Rating	Percentage	1	4%	2	6%	3	18%	4	29%	5	43%	Strongly Agree	n=94 av.=3.99 md=4 dev.=1.12 ab.=35
Rating	Percentage															
1	4%															
2	6%															
3	18%															
4	29%															
5	43%															
7.13) Residence Hall	Strongly Disagree	<table><tr><th>Rating</th><th>Percentage</th></tr><tr><td>1</td><td>7%</td></tr><tr><td>2</td><td>3%</td></tr><tr><td>3</td><td>28%</td></tr><tr><td>4</td><td>28%</td></tr><tr><td>5</td><td>34%</td></tr></table>	Rating	Percentage	1	7%	2	3%	3	28%	4	28%	5	34%	Strongly Agree	n=68 av.=3.78 md=4 dev.=1.17 ab.=60
Rating	Percentage															
1	7%															
2	3%															
3	28%															
4	28%															
5	34%															
7.14) Academic Advising	Strongly Disagree	<table><tr><th>Rating</th><th>Percentage</th></tr><tr><td>1</td><td>4%</td></tr><tr><td>2</td><td>7%</td></tr><tr><td>3</td><td>9%</td></tr><tr><td>4</td><td>38%</td></tr><tr><td>5</td><td>43%</td></tr></table>	Rating	Percentage	1	4%	2	7%	3	9%	4	38%	5	43%	Strongly Agree	n=114 av.=4.1 md=4 dev.=1.06 ab.=15
Rating	Percentage															
1	4%															
2	7%															
3	9%															
4	38%															
5	43%															
7.15) Counseling	Strongly Disagree	<table><tr><th>Rating</th><th>Percentage</th></tr><tr><td>1</td><td>6%</td></tr><tr><td>2</td><td>4%</td></tr><tr><td>3</td><td>26%</td></tr><tr><td>4</td><td>25%</td></tr><tr><td>5</td><td>40%</td></tr></table>	Rating	Percentage	1	6%	2	4%	3	26%	4	25%	5	40%	Strongly Agree	n=81 av.=3.88 md=4 dev.=1.17 ab.=47
Rating	Percentage															
1	6%															
2	4%															
3	26%															
4	25%															
5	40%															
7.16) Bookstore	Strongly Disagree	<table><tr><th>Rating</th><th>Percentage</th></tr><tr><td>1</td><td>2%</td></tr><tr><td>2</td><td>4%</td></tr><tr><td>3</td><td>8%</td></tr><tr><td>4</td><td>47%</td></tr><tr><td>5</td><td>40%</td></tr></table>	Rating	Percentage	1	2%	2	4%	3	8%	4	47%	5	40%	Strongly Agree	n=113 av.=4.19 md=4 dev.=0.86 ab.=16
Rating	Percentage															
1	2%															
2	4%															
3	8%															
4	47%															
5	40%															
7.17) Comments for employee courtesy and helpfulness																
■ All employees have helped me a lot during my journey at NOC																
■ Bookstore worker's can be a little rude at times, not anything to bad.																
■ Financial aid assistant is very rude.																
■ Financial aid lady was rude when I asked what I needed to fill out fafsa																
■ Finding things that I can't find on my own																
■ I do not live on campus so I have no opinion of the service regarding the residence hall.																
■ I walk into the scholarship office for help or for them to sign scholarship paperwork and they, very hatefully, run me out of their office and tell me, "that is not my job it is registers".																
■ If I have any questions they are there to help.																
■ Mrs. XXX is the best nursing instructor NOc has																
■ Overall good but some employees seem to be resentful/ terse when working with younger students																
■ n/a																

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

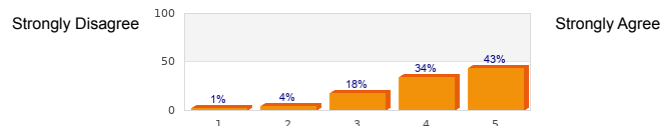


n=69
av.=4.1
md=4
dev.=0.97
ab.=59

7.19) Comment on clubs and organizations

- BCM IS GREAT
- Do we have those at Enid?
- I do not know of any clubs or organizations besides sports teams on campus.
- More clubs needed on Enid campus
- Needs to be better about making clubs known. The only club I knew about was the Aggie club. they did the best to get the ENTIRE school involved on their activities.
- Never Applied to clubs or organizations
- Never learned about any clubs
- SNA
- i am not currently in a club, but I see on the Maverick that they are fun.
- n/a
- need more clubs and organizations

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

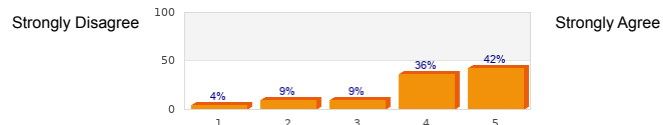


n=79
av.=4.14
md=4
dev.=0.93
ab.=48

7.21) Comment on special events and student activities

- I do not know of any special events or student activities on this campus.
- Never gone to any
- No activities at Enid j
- The petting Zoo was fun.
- n/a

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



n=128
av.=4.03
md=4
dev.=1.11

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

- Advisor, instructors and friends
- All the professors are very helpful and have great knowledge
- Cheering and meeting people and stepping out of my bubble of comfort
- Classes, friends, instructors
- Everyone I have met has been friendly and helpful when needed.
- Everyone is very nice and very helpful

- Everytime I have needed help, someone walked me through every issue. Customer service is incredible!
- Friends
- How kind and awesome people are here.
- How well the online instructors teach their class and you are able to retain information so well and actually learn without the teacher being right in front of you
- I am not sure how I feel about my college experience here so far. Campus always feels so quiet and empty, not much goes on. I feel comfortable in my classes and enjoy the material I'm learning. My teachers have always been very kind, helpful, and clearly passionate about what they teach. So I enjoy my classes, but being on campus doesn't feel like your typical college campus with clubs, activities, and just an overall lively atmosphere. It's kind of boring and even though it's only been two years, it feels longer than high school!
- I enjoy working with XXX!
- I have enjoyed being able to take classes online and work.
- I have liked the small more personalized classrooms. Most of the instructors that I have had still remember me! I think that means something I. Today's day and age!
- I like how personal the instructors get with you at NOC.
- I like that I am able to complete my homework on line.
- I like that it is a relatively small campus so that kind of gives a little bit more closeness and allows for more help when needed.
- I like the accessibility of the classes
- I like the fact that NOC will transfer credits to applicable colleges.
- I liked the classes and professors when I was working towards my associates in science. For the nursing program, it was the worse experience ever.
- I love how personal the teachers make the classroom. I love having smaller classes where the professors know your name or even other things about me. They offer personal help and allow the classrooms to feel safe. I love the Stillwater campus and the environment. It makes me excited to come to school every week.
- I love the campus!! I used to clean Wilkins as a student worker
- I loved doing in class at NOC, the teachers, mentors and everyone was really nice and made me feel so very welcomed there.
- I really enjoy the courses. I have done well in them.
- I really enjoyed what I was learning and I believe I found my passion. I would like to continue to pursue this field of study, have the lab experiences and clinical experiences. I excelled in everything in this program except the tests.
- I really like how it was easy to transition from high school to college.
- I really like the small class sizes. I wish there were live online options for summer
- Individual teachers and a few registration employees seem to carry most of the load/ go above and beyond to help students, probably not getting paid enough
- Just being able to go and get what I need and it's very focused on that aspect.
- Learning
- Mr. XXX... fantastic teacher
- My instructor was amazing to work with.
- My instructors.
- NOC staff preparing you for the college experience
- Schooling has been good but for the sake of the students living on campus I think there needs to be a lot of work done. For their health, safety and also it is not courteous for students paying so much to live somewhere like that.
- Smaller based, more one on one time with the professor, small based classes so more likely and able to interact with other students.
- Some teachers have been great while others have not.

- Teachers and everyone around
- That i can take my classes online.
- That it's on osu's campus.
- The ability to do online to help balance work and family.
- The activities
- The availability of concurrent enrollment in high school and college.
- The classes were great and so was the professors.
- The enrollment system in place is ridiculous. Students are expected to know how to do it when advisors can't navigate it themselves.
- The enthusiasm of the staff.
- The faculty and staff are all professional and want to help/
- The friends I have made.
- The helpful staff.
- The instructors
- The instructors and staff are pleasant to work with. Online classes that allow me to steamroll them without many time gates have turned out to be much better for how I tend to operate than in-person classes.
- The instructors.
- The people
- The resources we have
- The staff is a great help when I've needed it. Everyone tries their best to provide help in a way that benefits me.
- The teachers
- The teachers and how they care about all of their students and they want us to succeed
- The way the professors' answers I have.
- Unlike highschool when we would have nothing to do in class we were able to leave early!
- flexibility and cost of classes
- how encouraging and helpful the entire staff campus is.
- n/a (2 Counts)
- the schools ability to be apart of there students education and still make it enjoyable.

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

- A better process for transferring into the college and better communication and credit tracking. At one point I had to provide my transcripts 3 times because they had gotten lost in the process.
- Address the numerous issues with the nursing program.
- Allow students to choose how many food swipes the purchase.
Keep public restrooms in the dorms clean.
Provide better help with financial needs.
- Better communication, offer more activities outside of just the tonkawa campus.
- Better food and dorms
- Change the nursing program. The entire thing is a mess, it started with 20 students in fall and only has seven left. That should not be the goal. When I went to a professor for help, she did not handle the situation and she should have. I went looking for help and ended up being told I need to be tested for ADHD, she giggled at an exam question I answered incorrectly, and told me I was not making it in the program... That maybe I should try again. I was very unimpressed with the program and I am transferring because of it.

- Changing the professor. He is the worst professor I've ever had in my entire academic career.
- Cost was too high for average level of resources/ instruction
- Find better instructors who know how to teach instead of just show off their knowledge.
- Fire Dr. XXX. She is the worst teacher I have ever had. I know that her student evaluations are terrible so just fire her already. You can find a better suited candidate than her.
- Free college
- Get rid of Dr XXX
Rude, not a good teacher
Singles students out
Did I mention RUDE
- Have better communication in the nursing program and set realistic expectations.
- Have more descriptions of classes that are offered online.
- I actually have 2 things. I feel the advisors could be more prompt and helpful. The 2nd thing is that the syllabus and blackboard has wrong dates in which is very confusing. I feel the professors should have all correct dates in before the term starts.
- I can't think of anything. (2 Counts)
- I don't know. Covid made social harder to do. But it seems to be getting better.
- I feel that if we are paying for an online class, especially when it cost more, I should not have to come to the college for a proctored exam. I am not paying extra money to have to go up to the college to take an exam when the teachers can schedule it to be proctored online at home. Especially when some of the teachers want you to take more than one exam at the college. This is ridiculous... This is an issue that needs to be addressed and fixed, some students choose online because they are adults that work full time jobs and it is hard for us to get off work to take these exams. Online schooling is supposed to help out the working adult and this does not help out by making us come in for exams.
- I like it the way it is!
- I love the overall acceptance policy NOC has for it's students, the teachers are always wonderful, and the class material is engaging and informative. However, campus itself feels dull and empty. Maybe I am simply out of the loop, but I have never heard of or seen a school club or student event on campus (besides the blood-drive). And maybe my expectations for what college would be like were just unrealistic, but I was hoping for more activity and at least a more lively or upbeat atmosphere. Every faculty member I have met has been so helpful and nice, and every other student I have been able to talk to is also a kind person. But, the physical campus feels empty and lonely. More opportunities for clubs, events, or more out-of-class activities I think would really help students' college experience here.
- I think it would enhance students experience if all professors recorded their lectures to be available later to help understanding hard subjects.
- I would ask that the instructors not bring political opinions into the classroom. I had a composition teacher this semester who I was afraid to voice my opinions around because would she openly critique and blame certain political parties for issues that came up in the news. She even asked the class what party we belonged to. To me, that is no one's business but my own. Since I was a concurrent student, I was able to lie and said I was not old enough to vote, even though I was. All of the political drama creates a tense classroom environment for other students like me. Every day I had that class, I did not look forward to it because I felt uncomfortable in those 50 minutes.
- I would like more interactive things. I really enjoy seeing people offering or wanting to talk to me before I go to class. Whether that's someone from another school or just passing foods/snacks.
- I would like to see enrollment go back to how it used to be. It is very difficult for me, a student, to do it on my own even with advisor help. Again, more options for class times would be very very helpful. That has been my biggest struggle here.
- I would like to see maybe more things for students to get involved in whether they live on or off campus.
- I would love more writing classes.
- I would personally seek a new financial aid officer.
- If the Stillwater location made their parking lot cement and not gravel when the weather is bad it's hard to park there.
- Just making sure that NOC keeps up with their technology would help.
- Larger Screens in Classrooms
- Library
- More class options

- More clubs geared to majors and more clubs in general on Enid campus
Hub on Enid campus needs to be better and needs more options to choose from and healthier options as well. They need more than muffins and cookies as snacks
- More info on scholarships
- More knowledgeable tutors.
- More user friendly website. Serious need for easier to understand list of billing costs. It's hard to understand the list of charges.
- N/A (3 Counts)
- NOC is doing an excellent job. Nothing to be added.
- Navigating the website is atrocious.
- Noc is such a quality school but we need better dorms or more ways to earn scholarships if we decide to live off campus
- None
- Not sure what NOC could enhance, but I would say maybe more social events or clubs
- Nothing (2 Counts)
- Offer classes online in all semesters. I would love to be able to take a 6 week class that lasts longer so I can learn material at a slower pace.
- Offering courses more than in the fall and spring. Have Advisors that care and are more readily available. If they have so much on their plate that they cannot communicate with those assigned to them then they should stick to their other job(s)
- Pass the tests.
- Re-evaluate some of the professors as well as pay attention to students needs genuinely. Care more about the comfortability and success of the students and have something to show for it, not just the money.
- Remove time gates for more classes, and allow people to do the work as fast as they like. With the math coursework out of the way by the end of the second week, I was easily able to put more effort in to the remaining course work that did have time gated content.
- Residence Halls
- This is probably what every student complains but the price of college is expensive everywhere and students are drowning in debt before they even get started. In a lot of other countries college is free. I just saw on the news today that college enrollment is at an all time low right now.
- Update the EB dorms such as (working blinds, mold in the bathrooms, etc.) and more student events.
- When reaching out to my instructor I felt ignored and intimidated. I felt like my instructor wasn't really supportive of me and didn't give a positive impact on my course and Coursework. So instructors that make you feel welcome and not intimidating. I didn't feel like I could reach out and I feel like that would have helped me. Online learning is hard enough and when reaching out I got like one sentence answers and it just made me feel incompetent and stupid.
- You need to look into the nursing program. Drop and fail rates are astronomically higher than other nursing programs. They don't look into what they're doing wrong. When the entire class is failing the same exams that's an instructor issue but our grades are suffering. Our futures shouldn't be put on the line because someone doesn't know how to teach.
- more organizations and clubs to get more out of the college experience
- n/a (2 Counts)