










































































































2014 Student Satisfaction Survey


























1. Please rate each of the following items with respect to how *important* it is to you.





























		Response Percent	Response Total
Academic calendar for this college (e.g. Semester or quarter system)			
Very Great Importance		44%	151
Great Importance		36%	123
Moderate Importance		16%	56
Little Importance		3%	9
No Importance		2%	6
Total Responses		345	
Academic probation and suspension policies			
Very Great Importance		18%	62
Great Importance		21%	73
Moderate Importance		33%	113
Little Importance		16%	56
No Importance		11%	39
Total Responses		343	
Accuracy of college information you received before enrolling			
Very Great Importance		61%	209
Great Importance		26%	89
Moderate Importance		12%	40
Little Importance		1%	4
No Importance		1%	2
Total Responses		344	
Attitude of the college non-teaching staff toward students			
Very Great Importance		50%	171
Great Importance		32%	109
Moderate Importance		14%	48
Little Importance		4%	13
No Importance		1%	2
Total Responses		343	
Attitude of the faculty toward students			
Very Great Importance		75%	258
Great Importance		22%	75
Moderate Importance		3%	10




























Little Importance		0%	0
No Importance		0%	1
Total Responses		344	
Availability of computers when you need them			
Very Great Importance		54%	185
Great Importance		25%	86
Moderate Importance		12%	42
Little Importance		3%	12
No Importance		6%	19
Total Responses		344	
Availability of financial information prior to enrolling			
Very Great Importance		67%	229
Great Importance		21%	72
Moderate Importance		8%	27
Little Importance		3%	9
No Importance		2%	6
Total Responses		343	
Availability of student housing			
Very Great Importance		15%	50
Great Importance		11%	37
Moderate Importance		18%	62
Little Importance		11%	38
No Importance		45%	155
Total Responses		342	
Availability of the courses you want at times you can take them			
Very Great Importance		77%	265
Great Importance		17%	57
Moderate Importance		5%	16
Little Importance		0%	1
No Importance		1%	3
Total Responses		342	
Availability of your advisor			
Very Great Importance		54%	185
Great Importance		29%	100
Moderate Importance		14%	49
Little Importance		2%	6
No Importance		1%	3
Total Responses		343	


























Billing and fee payment procedures				
Very Great Importance		49%	169	
Great Importance		28%	97	
Moderate Importance		17%	57	
Little Importance		4%	12	
No Importance		2%	7	
		Total Responses	342	
Campus bookstore				
Very Great Importance		38%	129	
Great Importance		29%	99	
Moderate Importance		24%	82	
Little Importance		4%	15	
No Importance		5%	16	
		Total Responses	341	
Campus media (student newspaper, campus radio, etc.)				
Very Great Importance		10%	35	
Great Importance		16%	55	
Moderate Importance		25%	87	
Little Importance		24%	81	
No Importance		25%	84	
		Total Responses	342	
Class size relative to the type of course				
Very Great Importance		35%	119	
Great Importance		24%	84	
Moderate Importance		29%	98	
Little Importance		6%	20	
No Importance		6%	22	
		Total Responses	343	
Classroom facilities				
Very Great Importance		40%	138	
Great Importance		30%	104	
Moderate Importance		21%	72	
Little Importance		3%	10	
No Importance		6%	20	
		Total Responses	344	
Computer labs				
Very Great Importance		43%	146	
Great Importance		26%	90	

Moderate Importance		20%	70
Little Importance		3%	12
No Importance		7%	25
Total Responses		343	
Concern for you as an individual			
Very Great Importance		58%	197
Great Importance		30%	102
Moderate Importance		11%	37
Little Importance		1%	5
No Importance		0%	1
Total Responses		342	
Course content in your major field			
Very Great Importance		72%	244
Great Importance		23%	78
Moderate Importance		4%	13
Little Importance		1%	2
No Importance		1%	3
Total Responses		340	
Expand athletic facilities			
Very Great Importance		14%	47
Great Importance		9%	29
Moderate Importance		20%	67
Little Importance		16%	56
No Importance		42%	142
Total Responses		341	
Flexibility to design your own program of study			
Very Great Importance		43%	147
Great Importance		30%	104
Moderate Importance		20%	70
Little Importance		4%	14
No Importance		2%	7
Total Responses		342	
General admission procedures			
Very Great Importance		40%	134
Great Importance		35%	118
Moderate Importance		21%	70
Little Importance		3%	9
No Importance		2%	8






			Total Responses	339
General condition of buildings and grounds				
Very Great Importance			36%	122
Great Importance			36%	121
Moderate Importance			21%	71
Little Importance			4%	13
No Importance			3%	10
			Total Responses	337
General registration procedures				
Very Great Importance			39%	133
Great Importance			37%	125
Moderate Importance			22%	74
Little Importance			1%	5
No Importance			1%	3
			Total Responses	340
Having athletic teams				
Very Great Importance			14%	48
Great Importance			15%	52
Moderate Importance			21%	71
Little Importance			12%	42
No Importance			38%	130
			Total Responses	343
Laboratory facilities				
Very Great Importance			35%	120
Great Importance			28%	96
Moderate Importance			21%	71
Little Importance			6%	20
No Importance			10%	34
			Total Responses	341
Opportunities for personal involvement in campus activities				
Very Great Importance			20%	67
Great Importance			24%	82
Moderate Importance			28%	95
Little Importance			12%	40
No Importance			16%	54
			Total Responses	338
Opportunities for student employment				

Very Great Importance		32%	109
Great Importance		22%	74
Moderate Importance		23%	79
Little Importance		8%	27
No Importance		15%	52
Total Responses		341	
Out-of-class availability of your instructors			
Very Great Importance		39%	133
Great Importance		34%	116
Moderate Importance		23%	80
Little Importance		3%	9
No Importance		1%	5
Total Responses		343	
Personal security/safety at this campus			
Very Great Importance		54%	183
Great Importance		25%	85
Moderate Importance		16%	55
Little Importance		1%	4
No Importance		4%	12
Total Responses		339	
Preparation you are receiving for your future occupation			
Very Great Importance		73%	245
Great Importance		19%	64
Moderate Importance		7%	22
Little Importance		0%	0
No Importance		1%	4
Total Responses		335	
Purposes for which student activity fees are used			
Very Great Importance		53%	181
Great Importance		29%	100
Moderate Importance		13%	44
Little Importance		3%	9
No Importance		2%	8
Total Responses		342	
Quality of instruction in your major field			
Very Great Importance		79%	269
Great Importance		17%	58
Moderate Importance		4%	13






Little Importance		0%	0
No Importance		1%	2
Total Responses		342	
Racial harmony at this college			
Very Great Importance		45%	155
Great Importance		23%	79
Moderate Importance		19%	66
Little Importance		3%	11
No Importance		9%	31
Total Responses		342	
Religious activities and programs			
Very Great Importance		22%	76
Great Importance		16%	56
Moderate Importance		28%	95
Little Importance		8%	27
No Importance		26%	88
Total Responses		342	
Residence hall rules and regulations			
Very Great Importance		15%	50
Great Importance		17%	56
Moderate Importance		20%	69
Little Importance		10%	34
No Importance		38%	128
Total Responses		337	
Rules governing student conduct at this college			
Very Great Importance		30%	103
Great Importance		25%	84
Moderate Importance		29%	98
Little Importance		8%	27
No Importance		8%	26
Total Responses		338	
Student government			
Very Great Importance		15%	52
Great Importance		21%	73
Moderate Importance		26%	87
Little Importance		13%	45
No Importance		25%	84

		Total Responses	341
Student union/community center			
Very Great Importance		19%	64
Great Importance		25%	86
Moderate Importance		27%	93
Little Importance		10%	34
No Importance		18%	62
		Total Responses	339
Student voice in college policies			
Very Great Importance		33%	114
Great Importance		30%	103
Moderate Importance		24%	81
Little Importance		5%	18
No Importance		7%	25
		Total Responses	341
Study areas			
Very Great Importance		42%	142
Great Importance		24%	81
Moderate Importance		20%	68
Little Importance		5%	16
No Importance		8%	28
		Total Responses	335
Value of the information provided by you advisor			
Very Great Importance		67%	230
Great Importance		23%	79
Moderate Importance		8%	27
Little Importance		1%	2
No Importance		1%	3
		Total Responses	341
Variety of courses offered at this college			
Very Great Importance		74%	253
Great Importance		19%	65
Moderate Importance		5%	18
Little Importance		1%	2
No Importance		1%	4
		Total Responses	342
2. Now please rate the following items with respect to how <i>satisfied</i> you are with each.		Response Percent	Response Total






Academic calendar for this college (e.g. Semester or quarter system)

Very Satisfied		39%	114
Mostly Satisfied		29%	86
Satisfied		24%	70
Somewhat Satisfied		7%	22
Not At All Satisfied		1%	4
Total Responses		296	

Academic probation and suspension policies

Very Satisfied		26%	76
Mostly Satisfied		20%	60
Satisfied		47%	140
Somewhat Satisfied		5%	14
Not At All Satisfied		2%	5
Total Responses		295	






Accuracy of college information you received before enrolling

Very Satisfied		27%	79
Mostly Satisfied		24%	70
Satisfied		32%	93
Somewhat Satisfied		13%	37
Not At All Satisfied		5%	14
Total Responses		293	

Attitude of the college non-teaching staff toward students





























Very Satisfied		31%	92
Mostly Satisfied		20%	60
Satisfied		30%	89
Somewhat Satisfied		12%	36
Not At All Satisfied		7%	20
Total Responses		297	



























Attitude of the faculty toward students




























Very Satisfied		37%	111
Mostly Satisfied		27%	81
Satisfied		20%	59
Somewhat Satisfied		13%	38
Not At All Satisfied		3%	9
Total Responses		298	




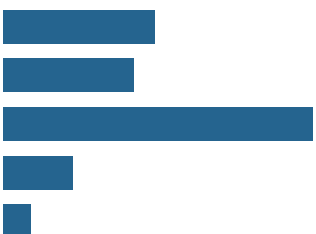
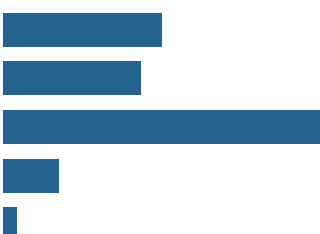
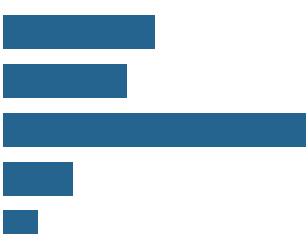
Availability of computers when you need them

Very Satisfied		41%	122
Mostly Satisfied		25%	74

Satisfied		24%	72
Somewhat Satisfied		6%	18
Not At All Satisfied		3%	8
Total Responses		294	
Availability of financial information prior to enrolling			
Very Satisfied		26%	76
Mostly Satisfied		24%	72
Satisfied		30%	89
Somewhat Satisfied		13%	38
Not At All Satisfied		7%	20
Total Responses		295	
Availability of student housing			
Very Satisfied		21%	60
Mostly Satisfied		13%	37
Satisfied		54%	156
Somewhat Satisfied		8%	24
Not At All Satisfied		4%	13
Total Responses		290	
Availability of the courses you want at times you can take them			
Very Satisfied		22%	64
Mostly Satisfied		22%	64
Satisfied		20%	60
Somewhat Satisfied		23%	68
Not At All Satisfied		13%	38
Total Responses		294	
Availability of your advisor			
Very Satisfied		36%	108
Mostly Satisfied		25%	74
Satisfied		26%	76
Somewhat Satisfied		8%	24
Not At All Satisfied		5%	14
Total Responses		296	
Billing and fee payment procedures			
Very Satisfied		26%	77
Mostly Satisfied		20%	58
Satisfied		39%	114
Somewhat Satisfied		9%	28
Not At All Satisfied		6%	18

			Total Responses	295
Campus bookstore				
Very Satisfied			24%	71
Mostly Satisfied			16%	48
Satisfied			35%	104
Somewhat Satisfied			14%	42
Not At All Satisfied			10%	28
			Total Responses	293
Campus media (student newspaper, campus radio, etc.)				
Very Satisfied			19%	56
Mostly Satisfied			16%	46
Satisfied			54%	159
Somewhat Satisfied			8%	23
Not At All Satisfied			3%	8
			Total Responses	292
Class size relative to the type of course				
Very Satisfied			41%	121
Mostly Satisfied			23%	68
Satisfied			32%	95
Somewhat Satisfied			3%	10
Not At All Satisfied			0%	1
			Total Responses	295
Classroom facilities				
Very Satisfied			36%	106
Mostly Satisfied			23%	68
Satisfied			33%	99
Somewhat Satisfied			6%	19
Not At All Satisfied			1%	4
			Total Responses	296
Computer labs				
Very Satisfied			36%	108
Mostly Satisfied			22%	65
Satisfied			32%	96
Somewhat Satisfied			6%	17
Not At All Satisfied			3%	10
			Total Responses	296
Concern for you as an individual				
Very Satisfied			32%	95






Mostly Satisfied		27%	78
Satisfied		26%	75
Somewhat Satisfied		11%	31
Not At All Satisfied		5%	15
Total Responses		294	
Course content in your major field			
Very Satisfied		29%	86
Mostly Satisfied		29%	86
Satisfied		26%	77
Somewhat Satisfied		11%	31
Not At All Satisfied		4%	13
Total Responses		293	
Expand athletic facilities			
Very Satisfied		21%	61
Mostly Satisfied		11%	32
Satisfied		53%	155
Somewhat Satisfied		8%	23
Not At All Satisfied		7%	19
Total Responses		290	
Flexibility to design your own program of study			
Very Satisfied		21%	62
Mostly Satisfied		23%	67
Satisfied		36%	107
Somewhat Satisfied		14%	42
Not At All Satisfied		5%	16
Total Responses		294	
General admission procedures			
Very Satisfied		29%	85
Mostly Satisfied		24%	72
Satisfied		38%	113
Somewhat Satisfied		5%	15
Not At All Satisfied		4%	12
Total Responses		297	
General condition of buildings and grounds			
Very Satisfied		29%	86
Mostly Satisfied		26%	75
Satisfied		35%	104

Somewhat Satisfied		7%	22
Not At All Satisfied		2%	7
Total Responses		294	
General registration procedures			
Very Satisfied		29%	86
Mostly Satisfied		23%	68
Satisfied		39%	116
Somewhat Satisfied		5%	16
Not At All Satisfied		3%	8
Total Responses		294	
Having athletic teams			
Very Satisfied		22%	63
Mostly Satisfied		17%	49
Satisfied		51%	148
Somewhat Satisfied		6%	17
Not At All Satisfied		5%	14
Total Responses		291	
Laboratory facilities			
Very Satisfied		22%	65
Mostly Satisfied		19%	57
Satisfied		45%	132
Somewhat Satisfied		10%	29
Not At All Satisfied		4%	11
Total Responses		294	
Opportunities for personal involvement in campus activities			
Very Satisfied		23%	68
Mostly Satisfied		20%	60
Satisfied		46%	135
Somewhat Satisfied		8%	24
Not At All Satisfied		2%	7
Total Responses		294	
Opportunities for student employment			
Very Satisfied		22%	65
Mostly Satisfied		18%	54
Satisfied		44%	129
Somewhat Satisfied		10%	29
Not At All Satisfied		5%	15
Total Responses		292	

Out-of-class availability of your instructors

Very Satisfied		29%	84
Mostly Satisfied		26%	77
Satisfied		30%	87
Somewhat Satisfied		12%	34
Not At All Satisfied		3%	10
Total Responses		292	

Personal security/safety at this campus

Very Satisfied		39%	115
Mostly Satisfied		27%	79
Satisfied		28%	81
Somewhat Satisfied		4%	13
Not At All Satisfied		2%	5
Total Responses		293	






Preparation you are receiving for your future occupation

Very Satisfied		28%	83
Mostly Satisfied		26%	75
Satisfied		30%	89
Somewhat Satisfied		13%	37
Not At All Satisfied		3%	10
Total Responses		294	

Purposes for which student activity fees are used





























Very Satisfied		17%	49
Mostly Satisfied		13%	38
Satisfied		39%	113
Somewhat Satisfied		19%	57
Not At All Satisfied		12%	36
Total Responses		293	

Quality of instruction in your major field























Very Satisfied		32%	95
Mostly Satisfied		31%	91
Satisfied		28%	81
Somewhat Satisfied		6%	18
Not At All Satisfied		3%	9
Total Responses		294	



Racial harmony at this college

Very Satisfied		35%	103
Mostly Satisfied		26%	76

Satisfied		36%	107
Somewhat Satisfied		2%	5
Not At All Satisfied		1%	4
Total Responses		295	
Religious activities and programs			
Very Satisfied		23%	68
Mostly Satisfied		17%	50
Satisfied		49%	144
Somewhat Satisfied		6%	17
Not At All Satisfied		4%	13
Total Responses		292	
Residence hall rules and regulations			
Very Satisfied		22%	63
Mostly Satisfied		16%	46
Satisfied		54%	156
Somewhat Satisfied		5%	14
Not At All Satisfied		3%	10
Total Responses		289	
Rules governing student conduct at this college			
Very Satisfied		27%	78
Mostly Satisfied		18%	54
Satisfied		49%	142
Somewhat Satisfied		4%	13
Not At All Satisfied		2%	5
Total Responses		292	
Student government			
Very Satisfied		20%	58
Mostly Satisfied		16%	47
Satisfied		52%	152
Somewhat Satisfied		9%	26
Not At All Satisfied		3%	8
Total Responses		291	
Student union/community center			
Very Satisfied		20%	58
Mostly Satisfied		19%	57
Satisfied		52%	153
Somewhat Satisfied		6%	17
Not At All Satisfied		3%	8

		Total Responses	293
Student voice in college policies			
Very Satisfied		19%	56
Mostly Satisfied		15%	43
Satisfied		49%	144
Somewhat Satisfied		10%	30
Not At All Satisfied		7%	20
		Total Responses	293
Study areas			
Very Satisfied		27%	79
Mostly Satisfied		21%	62
Satisfied		42%	122
Somewhat Satisfied		8%	22
Not At All Satisfied		2%	7
		Total Responses	292
Value of the information provided by you advisor			
Very Satisfied		34%	101
Mostly Satisfied		26%	78
Satisfied		29%	85
Somewhat Satisfied		7%	21
Not At All Satisfied		3%	10
		Total Responses	295
Variety of courses offered at this college			
Very Satisfied		24%	70
Mostly Satisfied		24%	70
Satisfied		29%	85
Somewhat Satisfied		17%	50
Not At All Satisfied		6%	17
		Total Responses	292
3. Please select the type of degree you are seeking at RSU.		Response Percent	Response Total
Bachelors		76%	235
Associate		24%	73
		Total Responses	308
4. Please select your classification.		Response Percent	Response Total
Freshman		17%	54
Sophomore		21%	64

Junior		27%	85
Senior		35%	108
Total Responses		311	
5. Please select your status as of Spring 2013.		Response Percent	Response Total
Full-time		70%	217
Part-time		30%	91
Total Responses		308	
6. Gender		Response Percent	Response Total
Female		72%	218
Male		28%	85
Total Responses		303	
7. Age		Response Percent	Response Total
19 or Under		14%	43
20		9%	26
21		8%	23
22		8%	24
23		6%	17
24		3%	9
25 to 29		15%	44
30 to 39		17%	51
40 to 49		13%	39
50 to 59		8%	25
Total Responses		301	
8. Hispanic Ethnicity		Response Percent	Response Total
No, am not of Hispanic ethnicity		95%	283
Yes, I am of Hispanic ethnicity		5%	15
Total Responses		298	
9. Race		Response Percent	Response Total
American Indian		18%	55
Asian		3%	9
Black		1%	2
White		72%	215

Multiracial		4%	12
Other		2%	6
Total Responses		299	

10. Comments:

1. I am strictly an online student.

I would like to see more night classes available for non-traditional students like myself. I am from Bartlesville, so it would also be nice to have more upper level science classes available at the Bartlesville Campus. Also, more Environmental themed classes as well (Soils, Policy, Regulation, Petroleum, more Ecology classes) or at least have them more frequently available.

2. TO PRESIDENT RICE. NOT having classes make for my major because of low signup when there is only maybe five people in my major is unacceptable. Saying that the degree of entrepreneurship can be earned here but not being able to earn it with relevant classes is LYING!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! I SIGNED UP FOR THIS MAJOR BECAUSE THAT IS WHAT I WANT TO LEARN ABOUT not substitute classes that have nothing to do with my major. ALSO THE POT HOLES ON CAMPUS ARE RIDICULOUS!!!!!!!!!!!!!!!!!!!!!! FIX THEM BEFORE I MAKE YOU PAY FOR MY TIRES!! putting cheap hardware store black top is not an acceptable solution.

4. The Bartlesville Campus could really use some building repairs and upgrades.

5. The biggest issue I have is Sodexo. Not all, but most of the employees are rude, inconsiderate, have their phones out during hours, etc. Plus, the hours are extremely inconvenient.

6. I have studied surveys and have learned the longer they are, the more likely the participants will stop reading and just answer the questions. This is a very long survey, and I had to make myself finish this. I was tempted to just pick answers because it was so long. I suggest not making it so long.

7. I am a sophomore at the Rogers State University Claremore Campus and I am LESS THAN satisfied with the entire enrollment process. Every semester I am put through the same thing: absolute confusion! This semester, when I was enrolling for the Fall 2014 semester, I asked a very simple question about declaring my major to the woman (Tonya?) at the enrollment front counter, and she was unable to answer and simply dumped me off on the Registrar. Usually, this wouldn't bother me as Jeanne is wonderful. Unfortunately, I had to work with the woman who has screwed me over in the past. She gave me false information and sent me to the wrong advisor. Sure, sure that can be explained as a simple accident. Well, she has slipped up more than once. I was dropping a course to be put in a different time a couple of semesters ago, and I explained politely to her that I needed this specific class due to work and school hours. (Was concurrent at the time). Well, she did not double check the course as I had asked, and she went ahead and dropped me. Well, the course I wanted was full! I ended up having to talk to the head of the department so he could sign me into the class. I just feel that was an unnecessary stress. These experiences with her have made me anxious and nervous to enroll. I feel that is unacceptable and I wish something could be done to teach her to be more friendly with the students. As for Financial Aid, well, they are even worse! Any time I head up there to ask questions about my Student Aid or what I need to do to verify my FAFSA, they don't know the answer. I just wish enrolling with RSU could be more bearable. I guess my point is that the entire enrollment process seems very shaky and the employees need to be informed on how to correctly advise a student. I would like to have my questions answered rather than having to ask my professors who seem to know more than any of the employees I've dealt with.

8. Bartlesville campus is very lacking - Claremore campus is nice but can be a hassle to deal with non-instructor staff at times. I'll be graduating in May and am disappointed that my out-of-town family will not get to experience the Claremore campus but rather will be in the Claremore Expo - which seems a little lacking and tacky given that we are graduating from an university. Would be nice to have a nice facility on campus - is a bit embarrassing that we'll be off-campus at a building such as the Expo.

9. n/a

10. returned back to school fall 2012 after 20+ years and it has been a pleasant experience. Kim Moody my advisor has been great!

I live in family housing and find it to be a less than desirable living situation. There is an unusable playground for kids that

11. is riddled with splintered wood. Whoever chose these rooms for families could never have tried to raise a child in one of these rooms. There is no study area for family housing which would be very valuable for someone like me. Other than that family housing is mostly ignored and it's own little world.

12. some of the thing I can not say wither I am satisfied or not, as I do not live on campus, and am not part of the sports team, and have not gone to any game.

My advisors have been rather lazy and rude. My instructors have been friendly but dont seem to take the material they teach very seriously. I've found many typos by instructors in their correspondence and non sequiturs in assignments. I feel

13. if courses here are just as expensive as at a bigger state school the instruction should be just as good. Also I'm disappointed in the availability of classes. Classes necessary for graduation should be offered more frequently so students don't have to delay several semesters to graduate. This may mean making graduation requirements more flexible.

Overall, I am very satisfied with RSU. I think it is the best university. I live over 2 hours away and do most online. I love

14. the way the staff has treated me. They are always helpful with anything I have needed. Proud to be part of RSU. Go Hillcats!!

15. I've enjoyed RSU and hope other people discover it is as well. It's a great school with great opportunities.

16. Many of these do not apply to me as I am strictly an online student. It would be wonderful if the classes I need to graduate next year could be offered so that I can finish my BALA degree.

17. I have enjoyed RSU for the most part, HOWEVER, the poor attitude of those who work in the financial aid department needs to change (Full time staff, not the student workers) or they need to be replaced asap!

I am getting put off by the liberal bias and agenda I have encountered since I started school here. I don't have an issue with differences of opinion but I am getting very annoyed with faculty who use there positions as instructors to push there opinions onto the students or who become abusive. I had a polysci instructor just this morning who put out in class how he thought our whole efforts out in space thru NASA was a waste of time and money and how the Challenger and Columbia space shuttle disasters were proof we "didn't belong out there". He has also accused the Bush Administrations (Both Father an Son) of "Military Adventurism". As a veteran of the military of both periods, I personally found this offensive. I had a certain Composition 1 teacher who put out last Summer that she considered our War on Terrorism as our "Government's war on their religion". As a veteran of Iraq, I was shaking because I was so pissed when I walked out of her class that day. She also stated one day about how Great Britain controlled both Canada and Australia. NO idea where she got that impression but it's just one sample of some of the misguided bias that crept into her classroom. The

18. following semester last fall, I later had a Composition II teacher who liked to tear his students apart in his classroom to the point I started seeing students skipping showing up to his classroom. Do you know what his parting comments were to us on the last day of his class as we left at the end of the hour? "If we learned anything that semester, it was not to take a Scott Reed course". As I was explaining to another instructor just last week, it added a whole new dimension to the school motto about "it's personal". It's not all bad, I have been more than satisfied with the quality of my History Dept instructors and have decided to continue my education here at RSU. I should not however, have to go into a classroom feeling like I am walking into a minefield or have my beliefs challenged just because someone is standing in front of a podium. It's also seriously annoying when said Comp I teacher always entered the doorway saying Good Morning, Children when I know I was jumping out of airplanes at Ft Bragg, NC when she was still in her diapers. I even had one of the younger students turn around one day and look at me and say she felt sorry for me whenever she did that. What am I supposed to say about that?

Kyla Short at the housing office is one of the rudest and incompetent people I've ever seen employed at any institution.

19. She should be replaced at the universities earliest convenience. She is a complete embarrassment to the university and herself.

I think there should be a separation of the Business IT degree. There should be a separate degree for either and together.

20. I wish to do the renewable energy degree but you only allow to come into it with 30 hrs in that field but not a complete degree with it. Josh Patteson

I love this college, but the class schedules need some major improvement. There needs to be more days/times offered for

21. the classes. It is hard to fit all of the classes I need to take in a semester without attending 5 days a week. I have attended another college before this one and I attended 3 days a week for the same amount of credit hours.

Generally I am satisfied with my RSU experience. Although I feel athletics are a waste of money and time, money should

22. be spent on academics not sports. I attend at Bartlesville and find the availability of the courses limited. It seems more geared toward business or nursing. There is one instructor that for the life of me I cannot understand why he is allowed to continue to teach. He teaches business courses such as economics. Enough said!

I attended Northeastern State University and Tulsa Community College before I began taking courses at RSU. I absolutely LOVE RSU. I can honestly say that I've received a much higher quality of education at this institution, in

23. comparison to the others. I also feel a greater sense of belonging and support from the staff and my fellow peers. I think more people in general should become more aware of what RSU can offer them as a student, as a burgeoning professional, and even as a human being. Not enough people know about the wonders of RSU!
24. Get rid of Sodexo.
25. I believe many things are overlooked in the nursing department. The staff attrition indicates something. The instructors are not accountable by the evaluation system. The new instructor is the only one evaluated.

professors rarely respond to emails, and are highly likely to never show up for appointments i have made. parking sucks something awful staff are rude especially the people in admissions and the math department (tubberville) i hate having to take classes i do not need like orientation because the one i took at a different college is not accepted. its crap that online classes are the only classes offered for some courses so i have to take them and you charge me extra for that. is this university of pheonix? no its not so i dont want online classes. if i live off campus what activity fees do you really need from me? the buildings are always dirty and smell bad. the bad weather policy needs work, if there is a foot of snow on the ground and my jeep cannot make it up the hill what good is delaying campus opening an hour going to do? this is my 3rd semester here and so far every semester financial aid has screwed up my account so bad i had to go in person to my academic advisor 4 times to get it fixed. i have been clipped by a car walking to class, the driver was a professor, why cant our police make people slow down? why is mail not delivered to the married dorms during holidays? people who are married with families have kids and bills and need their mail more often then by-weekly during christmas break. but most of all i wonder why people pay to go to a school that charges more than NSU and offers less classes, food options, dorms, and simply has a staff with an i dont care about you attitude. in short RSU sucks and i plan to leave as soon as my significant other graduates and we can get out of our current lease in claremore, this place is a joke no wonder attendance is down, fix things and this place will be great but for now it remains the laughing stock of state schools in Oklahoma

27. The nursing students need more private places to study in the health science building! There are not enough computers for us without walking all across campus to search for some, or private study areas. Otherwise, greatly satisfied with RSU and the nursing program faculty.

First, I love RSU. I am very happy to be a part of the university. I am not an RSU blaster. I speak well of the university to others and feel like I am a member of the RSU "Family." But with all families there are areas that need improvement.

28. With that upfront allow me to address some issues that I feel are in need of correction: 1) A major concern is the responsiveness of those in financial aid. I have found the director of financial aid to be much less than hospitable - bordering on hostile. 2) The P.O. process for student organizations is so outdated and extremely slow. Very few institutions use POs anymore and many businesses refuse to accept them. They are a thing of the past. We need to update this system desperately. 3) Availability of Capstone courses on a regular schedule that allows a person to graduate in the Fall or Spring. Offering Capstone only in the Spring is not helping with student's graduation schedules. It will force many to stay an extra semester. Meaning an extra semester of housing, fees, etc. It is a bad policy that should be redressed.

29. RSU has the potential to become a quality university. Unfortunately, attending during the growth period has been difficult due to equipment, advisement, facility funding, and class availability.

The financial office in Claremore is very inconsistent and unorganized. It's always a nightmare when I have to deal with them. The bookstore is a complete rip off. Also, the requirement of an RSU specific book is ridiculous when there's no real difference from the original version. Since the store never seems to buy these books back we get stuck with a \$100-\$400 dollar book that we barely used and can't even sell afterwards. Another issue I have is the fees. I understand there needs to be money to have these things, but some of these fees and prices for online courses are ridiculous. Why would one online course cost hundreds of dollars more than another online course? I don't like that I am charged every semester for services I don't use. Especially when I do have a semester where I need them, and I don't see any money being put in to these things to keep their quality up or improve them. Yet we all pay for them every semester.

31. Parking is the main problem I have and have had with every semester but other than that RSU is a great University

Flexibility is an issue, the nursing program is not cohesive to any other part of this institution. Faculty seems to forget that students are not their employees, but their employers. I made the choice to spend my money and time here. I will not
32. make that choice again for my BSN. The program is so overly concerned with cheating and NCLEX pass rates that they forget that the only way to ensure that is through proper instruction; not which hunts and a halted learning experience for their students.

I wanted a major in Geology and my current major in environmental biology but RSU doesn't offer a 4 year geology program. I might transfer because of this, there is many high paying jobs in the many fields of geology. They pay better
33. than in environmental biology. It's a shame that RSU will not get the Government grants needed to bring the 4 year geology program to RSU, there is a lot of students that would enroll and I am sure many that would enroll for the course from other colleges.

I do not think that Online only classes should be able to change the test style from unproctored to proctored after 3
34. weeks of class and after the add/drop period. If tests are going to be proctored, this information MUST be in the course syllabus on the first day of class to give students the opportunity to change classes if needed.

I have been very disappointed with RSU. I do not like the fact that you offer some classes only online. It feels more like you are trying to be some fly by night school, like University of Phoenix or Kaplan. I took one semester online and was never able to talk to any of the professors for my classes one even told us that this was her second job and that she would only talk answer emails M-F 5-9 sometimes it she would not even answer them. After that I decided to start taking in class classes. I am still not satisfied. In one of my classes all we do is watch movies, and its not even a film class
35. its a business class. You are one of the cheapest universities, but when you can go to OU online for \$20 more a credit hour online where are you going to decided to go? I know I would go to OU. The buildings here are always dirty and stink. Some of the faculty are rude, and the financial aide office nerve seems to know whats going on. I have been going to school here and have always have to go fight with them to get my financial aide fix do to there lack of competence. If I did not have only a few semesters left to graduate I would leave, but since I am worried that most of the classes I took here will not transfer I now feel like I have no choice but to continue going to college here and receive a degree from one of the worst most rated 4 yr colleges in OK. Overall I am very dissatisfied with this university.

I really don't see the need for as much athletics on this campus. There seems to be an overwhelming bias toward athletes and getting new teams when I would like to see more professors and lower class costs. I am also frustrated by the P.O. process with student organizations. It was explained to us that it take about a month in SGA to get a request approved,
36. 1-2 weeks to get a PO, then they have up to 45 days to pay. That means we can't do anything without 3 months notice. Worse is when we want to use our OWN MONEY that we raised through fundraising. it still takes about 2 months when it would be instantaneous if it were in a personal bank account, or if I used a credit card. Something REALLY needs to be done about this!

I feel like our degree program is undervalued at this university. The liberal arts specifically Psych, Soc, and CC are making great strides in research, and in the community. However, not much recognition comes from that. We are in desperate need of professors for our departement. Also, the process that we have to go through to get something paid
37. for in a student organization is outdated. The P.O system causes so many headaches for my student organizations. We work to provide services to the community and that reflects positively on RSU. However, at times it is hard to make these events happen because the turn around time for funding and releasing those funds is painfully long. I would like to see RSU look into their P.O process and see if there is another way that we can update this system.

I think way too much money is spent on the athletic department while other extracurricular activities barely have enough money to get through the year. They also have been getting remodels first when other buildings are left to wither. I also
38. think that their needs to be more transparency in the athletic budget and where the money goes. I've been following it and notice less and less transparency in where exactly the money is. This is wrong.

I am a concurrent student, and I really enjoy taking college courses while still in high school. I also loved all of my professors but one. I definitely would not reccomend Dr. Tuberville to ANYONE! I honestly considered transferring to
39. TCC because I had such a hard time communicating with her. I tried my hardest, but nearly the class failing at one point of time is a little ridiculous.

I have a problem with the PO process for organizations: ~2-4 weeks to get a request through SGA, 2 weeks to get a
40. PO, then up to 45 days to get it paid = 2 ♦ - 3 Months do get anything done; to use our own money you take out the SGA time, and it still takes 2 months to use our own money! Fix this. Organizations should be able to use a credit card check out of student affairs.

41. ~2-4 weeks to get a request through SGA, 2 weeks to get a PO, then up to 45 days to get it paid = 2 ♦ - 3 Months do get anything done; to use our own money you take out the SGA time, and it still takes 2 months to use our own money!
42. More Geological classes, bring back Astronomy.
- I think that RSU should focus more on academics and less on athletics. The athletics serves only a fraction of the student population, but it seems as if they receive a majority of the funding, attention, etc. I feel that they should also get rid of tenure at this institution, because it only breeds bad professors. If a professor is good they need not have any concern about being fired. Lastly, I believe that RSU would better serve their students if they were honest about the job availability of certain majors up front, rather than pushing students towards degrees that they have little to no job prospects.
- 43.
44. I will not provide the answer to gender, age, race because they are not relevant. I am disappointed the university even requests this information.
- I attend at the Bartlesville campus. I wish there were more student activities available. I have to pay fees for things I don't even get the advantage of utilizing. If, I want to do any of the activities, I have to take off from my full-time job & drive one hour, one way to do it. I don't think I should have to pay fees for things I don't use.
- 45.
46. I think that the road and sidewalk conditions need to improve
47. I can honestly say RSU is a great school. We can't help the weather here in Oklahoma. I will be here a while and I am happy to be a Hillcat.
48. I am a concurrent high school student, and I take classes online. I'm not really sure how helpful this will be because most of this stuff doesn't apply to me.
49. The only issue I have is when I take an on-line class the professors are not good at answering email questions. I have taken 2 on-line classes where the professor has been non-existent.
50. Question in part 2 of the survey concerning athletics don't make sense, there is no right, or wrong answer. Not a very well designed questionnaire. If your going to add more athletics, I'll transfer to NSU or OSU, I came here for the academia and education, not the cheerleaders and games. It would also be nice to have a functioning SGA, instead of one that mirrors our own federal government, part of that is SGA fault part of it is the University's fault.
51. I came to this school as a Freshman because I was promised a good Theater program. That was a lie. I stayed because it was close to home but I have never been happy here. This school seem to only care for its Honor and Atheists, normal students are pushed off to the side.
52. RSU in Pryor has allowed me to go back to school while working full time. Thank you RSU!
- I chose to attend RSU because the tuition is fairly cheap compared to surrounding schools, but the fees the students are charged are ridiculous. I am charged the same fees, if I were to not be living on campus. I do not use half of the "privileges" that I am charged for. The academics at this school are decent and I have really enjoyed the majority of my professors, but the class selection is poor; the days and times are horrid. There are usually only one of my core classes offered and it is at an inconvenient time, so I am forced to choose the online class. I also have to keep in mind a realistic work schedule, so it gets pretty frustrating. I learn so much more in class, than I do online. I hate online classes, and yet I am basically forced to take them. Also, the staff that handles all of the enrollment and financial have no idea what they are doing. I have had countless important documents lost, and extra charges on my bill. Nobody has any idea what is going on and nothing is done about it. I've been considering transferring and spending the extra money to retake classes that don't transfer because it is such a hassle every single year. The staff is also very rude and obviously have no regard for the students at all. This school would be fine, if the staff were better trained.
- 53.
54. I do not understand why some students are paying certain fees. Online students still have to pay parking fees even though they pay higher tuition not to drive to school. Bartlesville students are paying student union fees when we don't have a student union, etc. I think they should use some common sense when doling out fees to students, and charge fees only to the students who have/need access to these items. Fees actually wind up costing as much if not more than tuition.
55. I wish more evening classes were available.
56. The problem of course availability when needed has been my greatest concern. Also, lack of clarity or misinformation by advisor when starting my program at RSU.

This is the first semester I have run into an issue with a Professor and not grading papers. Many students are concerned.

57. We have no idea how we did, if we were doing the assignments right, etc. It was a class the first half of the semester and we still do not have grades.

Certain classes should not just be offered as an online option. Some students struggle to understand certain concepts on their own and need the classroom environment. So when the student enrolls to a course offered on campus and then is told the class is now only offered online, the college takes a chance that those students struggling to take online courses will find a different college to meet their needs.

58. I am happy I chose RSU to get my degree. Most everyone that works there is friendly and approachable. I love RSU!

59. RSU needs to revamp their online program. Many professors are disorganized and don't respond to students in a timely fashion. Offering of video lectures would be nice. Angellarning doesn't always work with some programs. It is ridiculous to have to click on 10-20 different folders to find lessons and find out when assignments are due. Dr. Dana Gray is super organized and should be an example to other instructors on the online classes.

60. While walking around campus, I sometimes wonder where all those extra fees go to. For example, tiles coming out of the floor or the old buildings that are rough inside and out. Maybe I should also mention the faulty air flow in the 3-D Lab next to Baird Hall or the lack of parking for students who do not live on campus. Basically, I would like to know where all that extra money goes to at RSU and the administrators should consider thinking about the value of what they use the money for. I do not doubt they do, but I have failed to see it.

61. I dealt with racism in the classroom which sucked. I wish we had a few more activities during the year, something around Halloween would be nice. At other schools students have jobs picked for them if they indicate on the fasfa that they want to work. It sucks that we don't have it here it kind of seems like the employers don't really want to hire black people.

62. I would like for more options and more opportunities for 3000 and 4000 level Biology courses. This would reduce my stress on worrying whether I will be able to get into those courses and graduate when I am suppose to.

63. I experienced discriminated while from the Nursing department and will not be back to this school and will advise all of those that I come in contact with to choose another option for their future endeavor. The Nursing department needs to be reevaluated by independent parties with restructuring starting at the admissions assistant level and up!!! Cannot believe what I experienced in 2013-2014 while living in Cherokee Nation.

64. Had a major problem contacting my adviser throughout my entire time at RSU. I tried via email as well as voicemail. I never received anything back. I am now forced to take additional hours as well as cram classes in to graduate. I wish there was an easier way to make this system work. I have also submitted a graduation application but never heard back from that also. Communication is almost non existent for online students. The non instructor staff has been great especially Cheri Smith. She has answered all my questions but when the question requires a higher level of advisement it disappears into the abyss. I felt I was mainly self advised.

65. Admissions department has issues with inputing transfer transcripts. Also, a little phone etiquette goes a long way.

66. Admissions department has issues with inputing transfer transcripts. Also, a little phone etiquette goes a long way.

67. The school needs to offer the same opportunities at all of the locations not just the main campus. Those of us that do not attend the Claremore campus are ignored. Club or organization need to have equal participation throughout all of the sites. I do not want to be told that I have to drive 45 minutes to the main campus to be included.

68. i hope RSU could help students with their text books. they are too expensive. the used ones are extremely expensive. it is costly to go to college.if school can help students save money, it will be a great help for them and their family,and more students can afford go to college that will be opportunities for them in their future career.

69. Safety is a concern for me. If there was to be an attack like the horrible ordeal that happened at Virgina Tech in 2007 I believe it would be extremely devastating because security seems very lax around campus and responsible citizens who are concealed carrying card holders are not allowed to be armed to protect themselves or there fellow students on campus.

70. Overall, my first semester as a transfer student to RSU went smoothly. My advisor-Brook Woodworth-was easily accessible and was squared away fleshing out my schedule and helping me with transferring my previous college credits. I did find it inconvenient; however, that I am having to do all the legwork to validate some of my transfer credits.
71. However, overall I am satisfied with Registrar in this area. I also thought Music Appreciation was a waste of time and my GI Bill Veteran Benefits. I learned nothing in that course under Mr. Kelly's tutelage. The best course by far for Spring 2014 was Ms. Martin's US History since 1877. Overall, I am satisfied with RSU and I am excited for my future in

obtaining my degree with this University.

I pay tuition, and fees. Then I pay to graduate. After that I get a flood of emails to take an insignificant survey that will have skewed results because you can't accept that it is **FINALS WEEK AND I DON'T HAVE TIME FOR THIS NONSENSE.**

Sedexo is the worst. Doing away with them or changomg them significantly would make tremendous leaps and bounds on student satisfaction, especially if in doing so, small businesses such as coffee shops could then open up on campus.

My advisor does not like to return calls and then does not show up at our scheduled appointment that we both agreed to. Nursing program is too political.

Number one complaint is parking. There is absolutely no parking at certain times of the day and you have to improvise if you want to be on time which means the campus security hands out tickets to people who had to find their own "parking spaces." I never received a ticket because I was always a little hidden, but a lot of my friends received tickets because of the lack of parking spots. You should not be able to give parking tickets when it's the school's fault for lack of parking. Also, the campus security is setting an amazing example of how to not stop at stop signs, and how to not signal when turning. They need to be a little more observant of the students' driving as well. I can't tell you how many times I was

almost hit from someone speeding around a corner and cutting it too wide or getting hit in a parking lot. You might want to look at trying to get out of the Sodexo contract as soon as you can. The food tastes like rubber/plastic and is overpriced. My family used to come to dinner at "the caf" my freshman year (2009) because all of the food was so good and hand prepared. I remember when you could make your own meal and if they thought it was good enough they would add it to the menu. I couldn't tell you how much money we spent there my freshman year and living off campus. It was that good. Now all it consists of is stale nacho chips and boiled hamburgers...especially at sporting events. It's the worst there. Other than that, I had a nice experience at RSU.

I am a concurrent student.

This is a fairly awful survey, since most of the questions are fairly ambiguous. For example, if I reply that I am "very satisfied" with "having athletic teams," does that mean that I'm happy with what we currently have, or that I want more? Maybe I'm very satisfied with the current size of the athletic department, in so far as I like how small it is, but I wish it were even smaller. Referencing my satisfaction responses against my earlier interest responses isn't going to help much, either. What if I say that "Having athletic teams" is of great interest to me? That could mean that I'm interested in seeing

the program expanded, reduced, or just that I'm very interested in the teams we already have. I'm sure you're thinking "get a load of this guy, way to over think the survey," but really... You could have easily asked "We should increase the level of funding for..." with a Likert scale from "strongly agree" to "strongly disagree." BAM, ambiguity problem solved. I also realize that it's easy to be snarky when submitting anonymous surveys online. However, I'm pretty upset that RSU would spend the time and money required to create and analyze this survey when I don't even know if it will be interpreted correctly!

As a **WORKING** adult trying to complete my education, I find it very difficult to obtain books that are not available as an E-book from the campus bookstore. They are only open Monday-Thursday 8a-5p & on Friday 8a-1p. They are not open any extended hours during the first couple of weeks of classes when students need to get books. If RSU is going to have classes that meet in the evenings, the bookstore should be open during that time as a service to the students.

Beeter laboratory facilities and a larger choice of medical programs such as PT, dental, and etc.

everything about this college is a joke... your class availability is not good, the professors are usually rude and unreliable, the dorms are stinky, the campus is usually dirty and the roads are full of potholes. When i came here i was basically lied to about everything. I have filed grievances and nothing has changed. There is never enough parking, and your winter weather policy is going to get someone killed. In short this college is the laughing stock of Oklahoma schools and i cannot wait until next semester when i can transfer to a real college (nsu) where classes are cheaper, the food is better and they have football not stupid soccer.

Would like to see all available courses in every semester ,except summer semester and more classes for a more flexible schedule.

I attend the Bartlesville campus and I have noticed that I am charged for some of the services offered at the Claremore campus only, that I do not have access to, this seems unfair.

I wish I could receive advisement at the Bartlesville campus, its really inconvenient to travel to Claremore when they do a good job.

84. survey needs work concerning athletic questions, answers could be confusing

85. I have a great advisor, she is a great asset to RSU. I hope that she'll be with your university for a while. She has helped me a lot in making sure that I take the correct courses and that I am in line to graduate on time.

86. I would like for there to be more study areas and student jobs.

I feel that too much emphasis is placed on athletics at this university. I think too much funding is placed there and not enough in the other areas of academics where it IS needed. I think more full time faculty in the Psychology department is desperately needed. I think the process of which PO's is handled for student organizations is archaic and not placed as

87. being important for the university toward the organization. Many organizations feel that RSU does not take them seriously and that they don't want to give money to help pay for things that the money is allocated for. Also, the nursing school staff are rude and think they are better than everyone else and that other degrees are not important and that is not an image of RSU that I like knowing about!

88. I graduated in 2014.

89. Overall I am pleased with RSU. I feel the program supported the education that I needed to advance in my present career.

