

STUDENT SATISFACTION SURVEY REPORT

Spring 2021

ROGERS STATE UNIVERSITY
Claremore, Oklahoma

Office of Accountability & Academics





RSU Student Opinion Survey

Spring 2021

Executive Summary

All students enrolled at the University during spring 2021 were emailed the opportunity to participate in RSU's online spring 2021 Student Opinion Survey. Participation was voluntary, and students were assured that their responses would be held confidential. Informed consent was confirmed before being allowed to navigate to the online survey instrument. No incentives were provided for participation.

With a margin of error set at 5%, a 90% confidence level for education research, a spring 2021 population of 3,006, and a 50% response distribution, recommended sample size was 249. A total of 110 students responded; however, respondent demographics were similar to those of the RSU population, and the results are considered appropriate for planning purposes, with an annual follow up survey planned for spring 2022.

Students were asked to rate perceived importance and perceived satisfaction with 45 items relevant to their college experience at RSU. Figure A plots mean average perceived importance and satisfaction into four quadrants. The green quadrant displays items with high importance and high satisfaction. The gray quadrant displays items with low importance and low satisfaction. The yellow quadrant highlights items with high importance but low satisfaction; these six items included need for additional internships, student employment, science lab facilities, voice in RSU policies, student conduct rules, and application of activity fees.

Another way to identify student needs is to review the difference or gap between percent importance and satisfaction. Table A presents the gap analysis in ascending order. Items with highest gaps include: availability of courses when needed, variety of courses, financial information provided before enrollment, communication of information in major, preparation for future occupation concerns, and information from advisors.

Students were asked to share their top one to three personal goals while at RSU. Most commonly mentioned personal goals were:

- [1] Earn a degree/Graduate
- [2] Gain employment/Prepare for career
- [3] Learn in a healthy environment/Lifelong learning
- [4] Become a well-rounded person/Broaden horizons
- [5] Network with faculty, staff, and other students

Figure A: Comparison of Perceived Importance and Satisfaction

Percent Importance

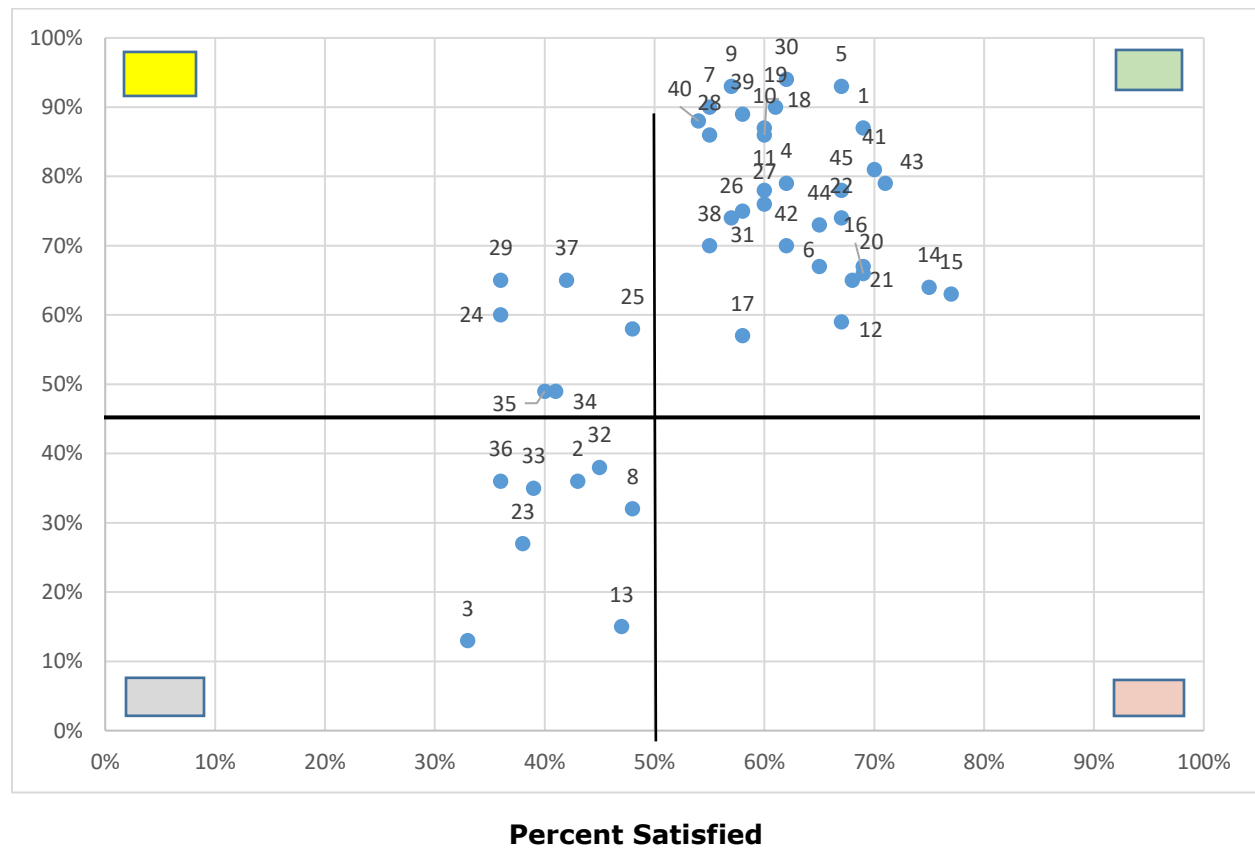


Table A: Gap Between % Importance and % Satisfied

| Item # | Label | % Satisfied | % Importance | Gap |
|--------|--|-------------|--------------|------|
| 9 | Availability of courses when needed | 57% | 93% | -36% |
| 7 | Financial Info before enrolling | 55% | 90% | -35% |
| 40 | Variety of courses | 54% | 88% | -34% |
| 30 | Instruction in major | 62% | 94% | -32% |
| 28 | Preparation for occupation | 55% | 86% | -31% |
| 39 | Advisor information | 58% | 89% | -31% |
| 19 | Course content in major | 61% | 90% | -29% |
| 29 | Activity fees applied well | 36% | 65% | -29% |
| 10 | Availability of advisor | 60% | 87% | -27% |
| 5 | Attitude of faculty | 67% | 93% | -26% |
| 18 | Concern for individuals | 60% | 86% | -26% |
| 24 | Internships | 36% | 60% | -24% |
| 37 | Voice in RSU policies | 42% | 65% | -23% |
| 1 | Accuracy of Info before enrolling | 69% | 87% | -18% |
| 11 | Billing procedures | 60% | 78% | -18% |
| 4 | Attitude of staff | 62% | 79% | -17% |
| 26 | Faculty available out of class | 57% | 74% | -17% |
| 31 | Racial harmony | 58% | 75% | -17% |
| 27 | Security | 60% | 76% | -16% |
| 38 | Study areas | 55% | 70% | -15% |
| 41 | Learning: Thinking critically and creatively | 70% | 81% | -11% |
| 45 | Learning: Civic engagement ethics lifelong | 67% | 78% | -11% |
| 25 | Student employment | 48% | 58% | -10% |
| 35 | Science labs | 40% | 49% | -9% |
| 34 | Student conduct rules | 41% | 49% | -8% |
| 42 | Learning: Knowledge/culture physical natural world | 62% | 70% | -8% |
| 43 | Learning: Communication | 71% | 79% | -8% |
| 44 | Learning: Diverse perspectives and values | 65% | 73% | -8% |
| 22 | Registration procedures | 67% | 74% | -7% |
| 6 | Computer availability | 65% | 67% | -2% |
| 36 | SGA | 36% | 36% | 0% |
| 17 | Computer labs | 58% | 57% | 1% |
| 20 | Admission procedures | 69% | 67% | 2% |
| 16 | Classroom facilities | 69% | 66% | 3% |
| 21 | Buildings and grounds | 68% | 65% | 3% |
| 33 | Residence halls | 39% | 35% | 4% |
| 2 | Activities for student | 43% | 36% | 7% |
| 32 | Religious activities | 45% | 38% | 7% |

| Item # | Label | % Satisfied | % Importance | Gap |
|--------|------------------------------|-------------|--------------|-----|
| 12 | Bookstore | 67% | 59% | 8% |
| 14 | Class schedule (M-R) | 75% | 64% | 11% |
| 23 | Athletics | 38% | 27% | 11% |
| 15 | Class size | 77% | 63% | 14% |
| 8 | Availability student housing | 48% | 32% | 16% |
| 3 | Activities for families | 33% | 13% | 20% |
| 13 | Campus media | 47% | 15% | 32% |

Top One to Three Personal Goals (Frequency mentioned)

1. Earn a degree/Graduate (33)
2. Gain employment/Prepare for career (23)
3. Learn in healthy environment/Lifelong learning (17)
4. Become a well-rounded person/Broaden horizons (13)
5. Networking (10)
6. Earn good grades/GPA (7)
7. Move forward for an advanced degree (4)
8. Strengthen leadership skills (3)
9. Transfer to another university (3)
10. Become more involved at RSU (2)
11. Graduate debt-free (1)
12. Manage time and stress better (1)
13. Have fun! (1)

Other Comments (Frequency mentioned)

- Positive university experience despite pandemic (11)
- 100% online and positive experience (8)
- Great faculty and staff (8)
- Faculty complaint (4)
- Negative experience during pandemic (4)
- Don't like mask mandate (3)
- Don't like Zooming lectures (3)
- Advisor problem (3)
- Beautiful campus (3)
- Want more social gatherings/school spirit (3)
- Strong safety and security (2)
- Friendly students (2)

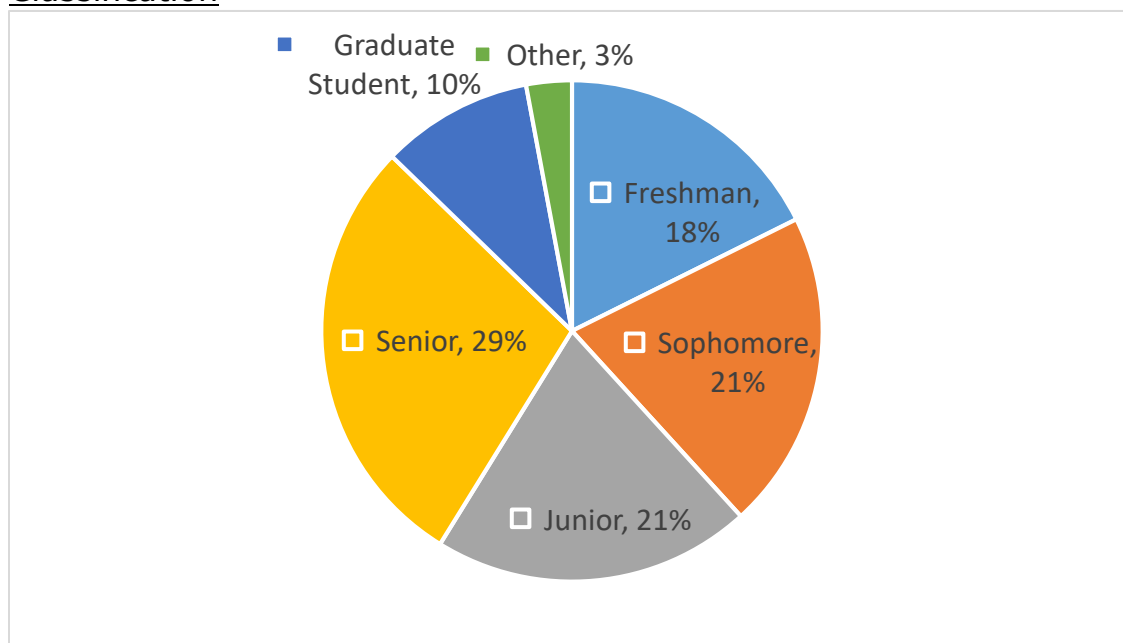
- Good communication during pandemic (2)
- Positive ADA experience (1)
- Would like easier way to learn about scholarship opportunities (1)
- Great Writing Center (1)
- Would like an online teaching degree to be offered (1)
- Perception of heavy fees (1)
- Unhelpful textbooks (1)
- Want computer labs open 24/7 (1)
- Need better science lab facilities (1)
- Dislike residential life guest policies (1)
- Not enough upper division English classes/Don't like classes (1)
- Need stronger career services (1)
- Want more internship help/opportunities (1)
- Personal-Had to withdraw in person while mother was terminally ill (1)

Respondent Demographics

Majors/Degree Programs (Frequency)

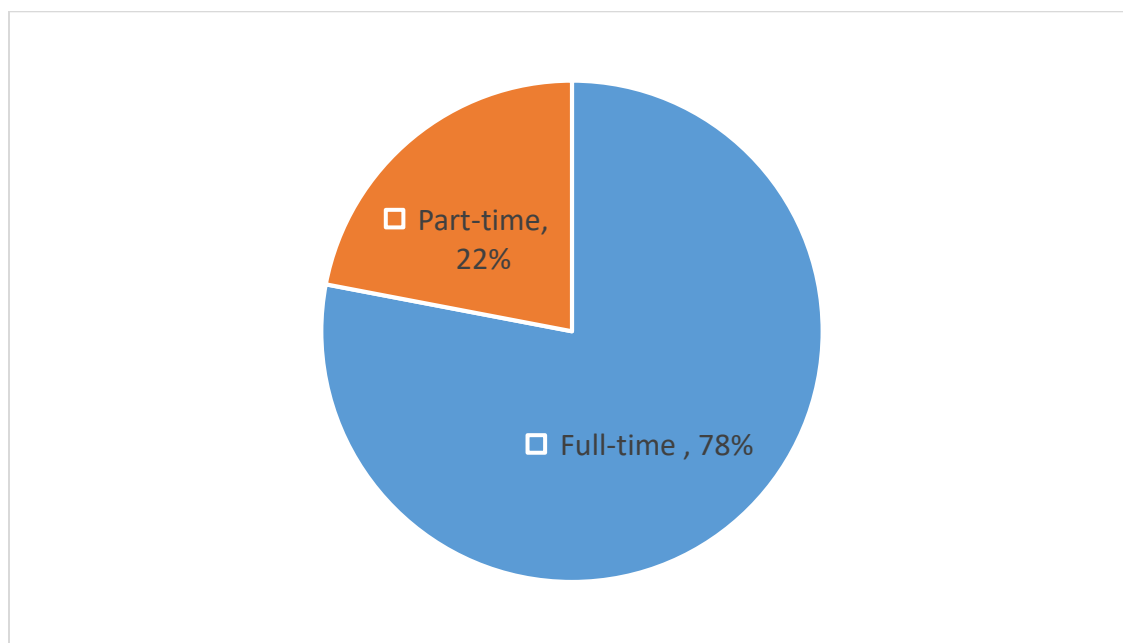
- Business Administration BS and AA (12)
- Nursing BS (10)
- Visual Arts BFA (7)
- Other (6)
- Community Counseling BS (5)
- Biology BS (4)
- Social Sciences BS (4)
- Liberal Arts BA (3)
- Organizational Leadership BS (3)
- Elementary Education BA – Cameron (3)
- Accounting AA (2)
- Applied Technology AAS (2)
- Communication BA (2)
- History BA (2)
- Computer Science AS (1)
- Justice Administration BS (1)
- Secondary Education AA (1)

Classification



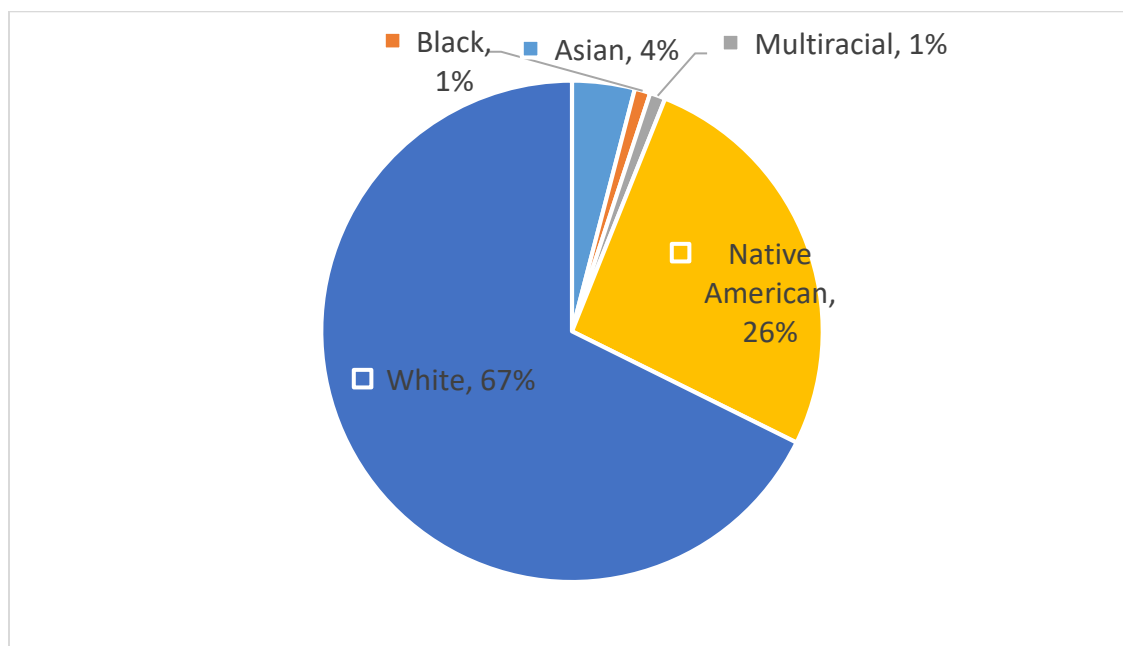
Seniors and graduate students responded to survey in greater proportion.

Status



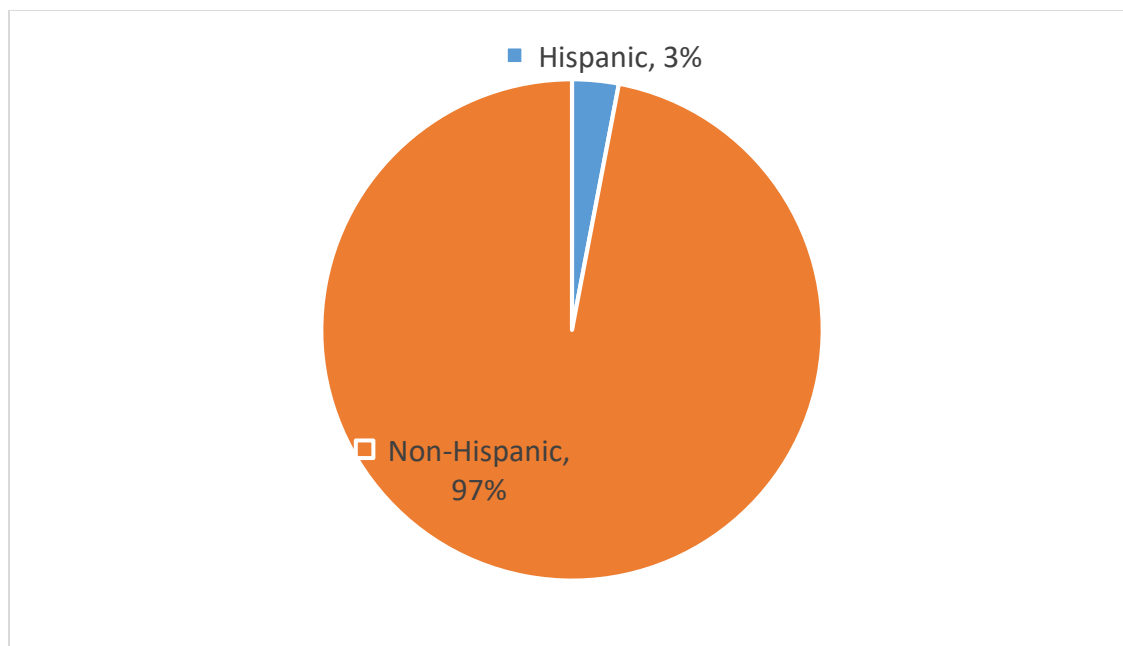
Compares to 74% full-time in RSU population.

Race



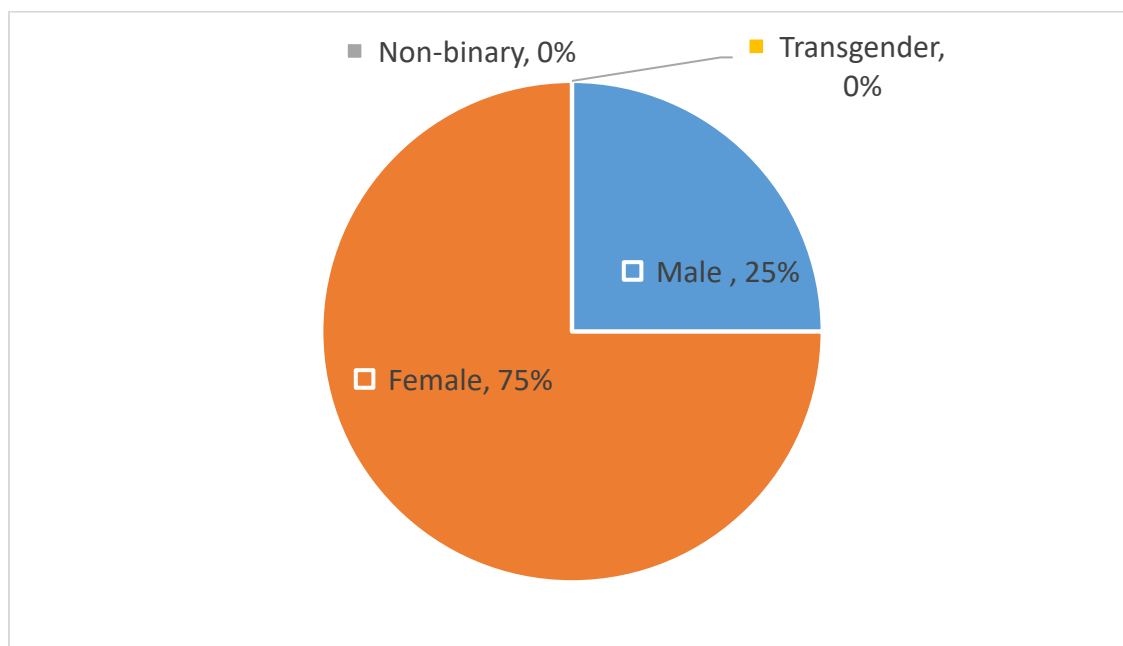
Compares to 55% White, Non-Hispanic in RSU population.

Ethnicity



Compares to 8% Hispanic in RSU population.

Gender

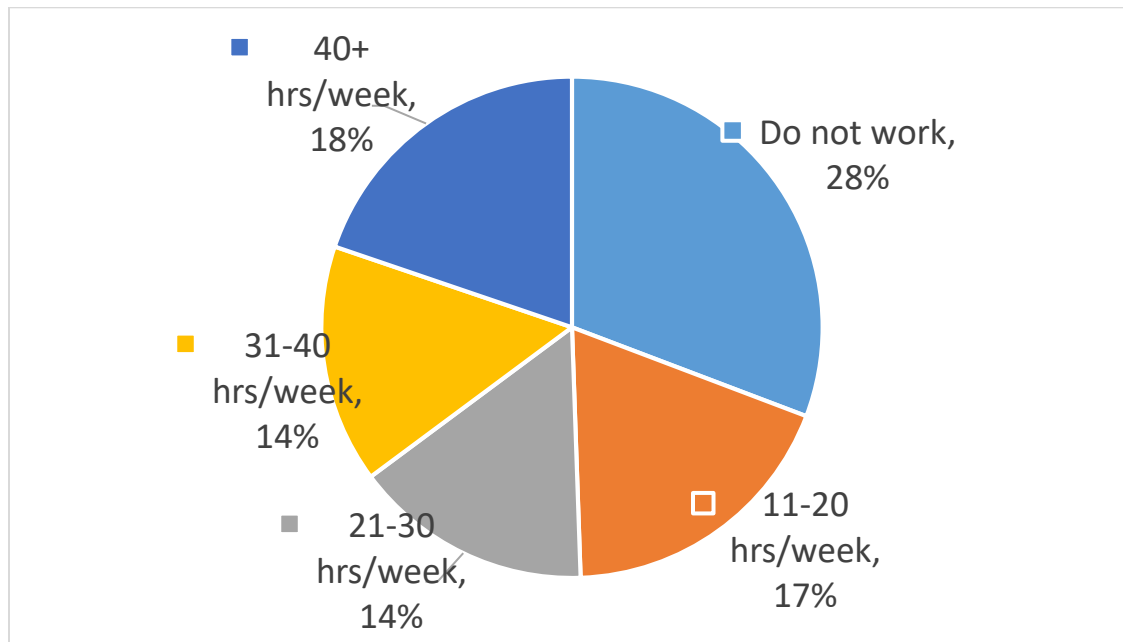


Compares to 36% male in RSU population.

Age

- Survey Respondent
 - Median age = 31 years
- RSU
 - Undergraduate mean age = 23 years
 - Graduate mean age = 33 years

Employment While in College



- Survey Respondent
 - 72% Work
 - Midpoint = 31 hours per week
- RSU
 - 75% Work
 - Midrange = 30+ hours per week