

**STUDENT OPINION SURVEY  
RESULTS REPORT  
SPRING SEMESTER 2009**

November 2009

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**ROGERS STATE UNIVERSITY**  
Claremore, Oklahoma

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Office of Institutional Research,  
Planning, and Assessment



**Rogers State University**

**Student Opinion Survey Results Report**

**Spring 2009**

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November 2009

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## Introduction

During the Spring 2009 semester, Rogers State University (RSU) conducted a Student Opinion Survey to assess both the level of importance students attach to certain academic and non-academic components of their educational experience, as well as their satisfaction with those components. The Spring 2009 administration of the Student Opinion Survey was conducted using the same data collection instrument used in Spring 2008. Although the instrument is quite lengthy, it is expected to yield richer information about student satisfaction as well as the capacity to analyze response data by demographic characteristics.

A random sample of 80 on-ground classes, stratified by campus, was selected for participation in the survey. Over 1400 students were enrolled in those classes, but it was necessary to avoid receiving duplicate responses from students enrolled in more than one sampled class. To avoid duplicate responses, instructors were asked to instruct students not to complete the survey if they had already completed it in another class. Of the 80 sampled classes, 64 returned packets of completed surveys. Those packets contained responses from 496 students.

When comparing the sample to the RSU population for Spring 2009, 27% of the respondents were self-declared seniors whereas 20% of the RSU population are seniors. Freshmen comprised 26% of the sample and 39% of the total population. The sophomore and junior student samples were within 3% of the population. Thus, the seniors were overrepresented and the freshmen were underrepresented in our randomly generated sample. Additionally, 21% of the sampled respondents indicated American Indian or Alaskan Native heritage. However, only 13% of the population indicated the same heritage. The population percentage could be skewed due to multiracial reporting. If a student indicates more than one race or ethnicity on the application for admission, they are counted as multiracial according to the National Center for Education Statistics policy. The RSU population of multiracial students is 17%; whereas, only 5% of the sample indicated they were multiracial. The sample was generally representative in the areas of gender and age.

The remainder of this report consists of the following sections:

- Demographic summaries of the students who responded to the survey;
- Floating bar graphs representing the percentages relating to satisfaction and importance;
- Summaries of student comments regarding what they like most and least about RSU;
- A copy of the instructions sent to the instructors; and
- A copy of the survey instrument.

## Demographic summary of student respondents

### Current Class Level

	Frequency	Percent
Freshman	130	26.2%
Sophomore	115	23.2%
Junior	105	21.2%
Senior	135	27.2%
Non-Degree Seeking	9	1.8%
Missing	2	0.4%
Total	496	100.0%

### Race/Ethnicity

	Frequency	Percent
African American	18	3.6%
American Indian or Alaskan Native	104	21.0%
Asian	8	1.6%
Hispanic	13	2.6%
Multiracial	24	4.8%
Pacific Islander	3	0.6%
White Non-Hispanic	319	64.3%
Missing	7	1.4%
Total	496	100.0%

### Sex

	Frequency	Percent
Female	324	65.3%
Male	168	33.9%
Missing	4	0.8%
Total	496	100.0%

### Age

	Frequency	Percent
Under 18	0	0.0%
18-20	151	30.4%
21-24	167	33.7%
25-29	69	13.9%
30-39	70	14.1%
40 or over	32	6.5%
Missing	7	1.4%
Total	496	100.0%

### Is English your native language?

	Frequency	Percent
Yes	478	96.4%
No	15	3.0%
Missing	3	0.6%
Total	496	100.0%

### Commute Distance

	Frequency	Percent
Live on campus	51	10.3%
Less than 15 minutes	176	35.5%
15-45 minutes	215	43.3%
More than 45 minutes	51	10.3%
Missing	3	0.6%
Total	496	100.0%

### Campus site attended (mark all that apply)

	Frequency	Percent
Bartlesville	49	9.9%
Bartlesville & Claremore	10	2.0%
Bartlesville, Claremore & Online	9	1.8%
Bartlesville & Online	8	1.6%
Claremore	253	51.0%
Claremore & Online	65	13.1%
Claremore & Pryor	16	3.2%
Claremore, Pryor & Online	15	3.0%
Pryor	63	12.7%
Pryor & Online	3	0.6%
Missing	5	1.0%
Total	496	100.0%

### How many credit hours are you currently taking at RSU?

	Frequency	Percent
Fewer than six	31	6.3%
Six to eleven	106	21.4%
Twelve or more	355	71.6%
Missing	4	0.8%
Total	496	100.0%

**Do you have any physical or learning disabilities?**

	Frequency	Percent
No	458	92.3%
Yes, documented through Student Affairs	8	1.6%
Yes, not documented through Student Affairs	24	4.8%
Missing	6	1.2%
Total	496	100.0%

**What is your overall GPA?**

	Frequency	Percent
A	120	24.2%
B	236	47.6%
C	109	22.0%
Below a C	6	1.2%
Missing	25	5.0%
Total	496	100.0%

**During the current semester, I have attended or participated in a campus event.**

	Frequency	Percent
Yes	240	48.4%
No	256	51.6%
Missing	0	0.0%
Total	496	100.0%

**During the current semester, I have participated in a peer study group.**

	Frequency	Percent
Yes	271	54.6%
No	225	45.4%
Missing	0	0.0%
Total	496	100.0%

**What was your highest level of education when you entered RSU?**

	Frequency	Percent
GED	24	4.8%
High School	253	51.0%
Some college (community college)	75	15.1%
Some college (four-year college or university)	73	14.7%
Associate degree	54	10.9%
Bachelor degree	10	2.0%
Other	7	1.4%
Missing	0	0.0%
Total	496	100.0%

**What is the maximum number of times you have missed one class this semester?**

	Frequency	Percent
0	70	14.1%
1-5	376	75.8%
6-10	34	6.9%
11 or more	9	1.8%
Missing	7	1.4%
Total	496	100.0%

**During the current semester, I have been involved in one or more student organizations.**

	Frequency	Percent
Yes	186	37.5%
No	310	62.5%
Missing	0	0.0%
Total	496	100.0%

**During the current semester, I have attended tutoring sessions.**

	Frequency	Percent
Yes	227	45.8%
No	269	54.2%
Missing	0	0.0%
Total	496	100.0%

**During the current semester, I have visited with my professors outside of class.**

	Frequency	Percent
Yes	301	60.7%
No	195	39.3%
Missing	0	0.0%
Total	496	100.0%

**Do either of your parents have a college degree?**

	Frequency	Percent
Yes	212	42.7%
No	275	55.4%
Missing	9	1.8%
Total	496	100.0%

The tables below compare the majors of the sample population to the RSU population to demonstrate the difference in representation.

**What degree are you pursuing at RSU?**

Bachelors	Sample		RSU Population		Sample Compared to Population
	Frequency	Percent	Frequency	Percent	% Difference
Applied Technology	10	3.2%	60	3.6%	-0.5%
Biology	41	13.0%	286	17.3%	-4.3%
Biology & Business Administration	1	0.3%	0	0.0%	0.3%
Business Administration	75	23.7%	495	29.9%	-6.2%
Business Administration & Communications	1	0.3%	0	0.0%	0.3%
Business Information Technology	5	1.6%	107	6.5%	-4.9%
Communications	17	5.4%	82	5.0%	0.4%
Community Counseling	2	0.6%	42	2.5%	-1.9%
Game Development	16	5.1%	25	1.5%	3.6%
Justice Administration	20	6.3%	61	3.7%	2.6%
Liberal Arts	6	1.9%	88	5.3%	-3.4%
Nursing	47	14.9%	50	3.0%	11.8%
Organizational Leadership	1	0.3%	42	2.5%	-2.2%
Public Administration	1	0.3%	1	0.1%	0.3%
Social Science	45	14.2%	162	9.8%	4.4%
Sport Management	27	8.5%	70	4.2%	4.3%
Visual Arts	1	0.3%	82	5.0%	-4.6%
<b>Total</b>	<b>316</b>	<b>100.0%</b>	<b>1,653</b>	<b>100.0%</b>	

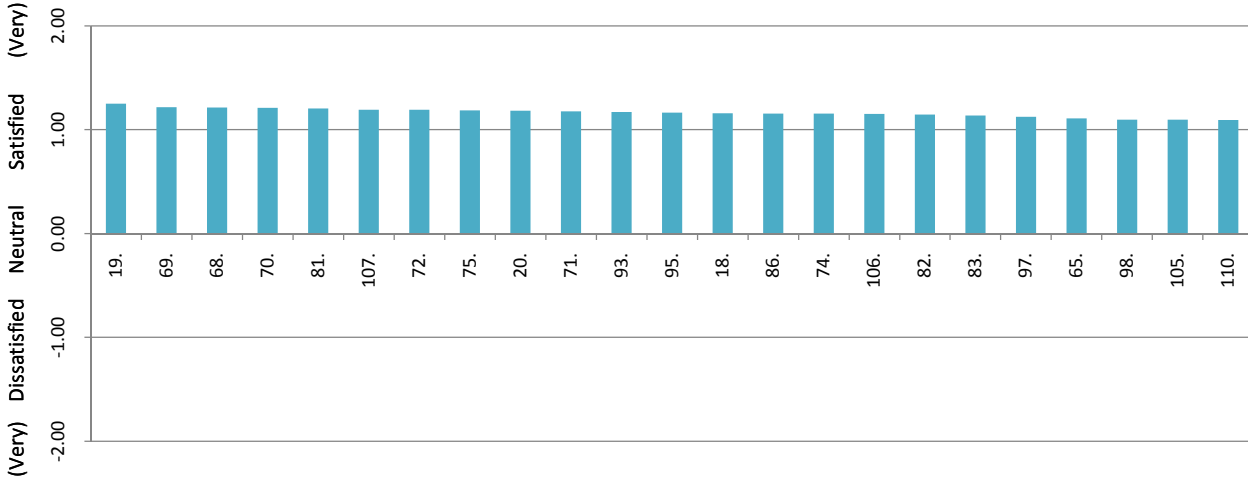
Associate in Arts or Sciences	Sample		RSU Population		Sample Compared to Population
	Frequency	Percent	Frequency	Percent	% Difference
Accounting	20	14.2%	65	9.2%	5.0%
Art	9	6.4%	15	2.1%	4.3%
Biology	7	5.0%	44	6.2%	-1.3%
Business Administration	26	18.4%	125	17.7%	0.8%
Computer Science	4	2.8%	30	4.2%	-1.4%
Criminal Justice	14	9.9%	49	6.9%	3.0%
Elementary Education	17	12.1%	177	25.0%	-13.0%
Legal Assisting	1	0.7%	5	0.7%	0.0%
Liberal Arts	13	9.2%	47	6.6%	2.6%
Physical Science	3	2.1%	25	3.5%	-1.4%
Pre-Nursing (Deleted)	0	0.0%	6	0.8%	-0.8%
Radio-Television	4	2.8%	1	0.1%	2.7%
Secondary Education	10	7.1%	58	8.2%	-1.1%
Social Sciences	13	9.2%	60	8.5%	0.7%
<b>Total</b>	<b>141</b>	<b>100.0%</b>	<b>707</b>	<b>100.0%</b>	

Associate in Applied Science (excluding Tech Center enrollments)	Sample		RSU Population		Sample Compared to Population
	Frequency	Percent	Frequency	Percent	% Difference
Applied Technology	0	0.0%	55	9.0%	-9.0%
Emergency Medical Services	31	34.8%	72	11.8%	23.1%
Nursing	58	65.2%	485	79.2%	-14.1%
<b>Total</b>	<b>89</b>	<b>100.0%</b>	<b>612</b>	<b>100.0%</b>	

## Student Ratings of Satisfaction

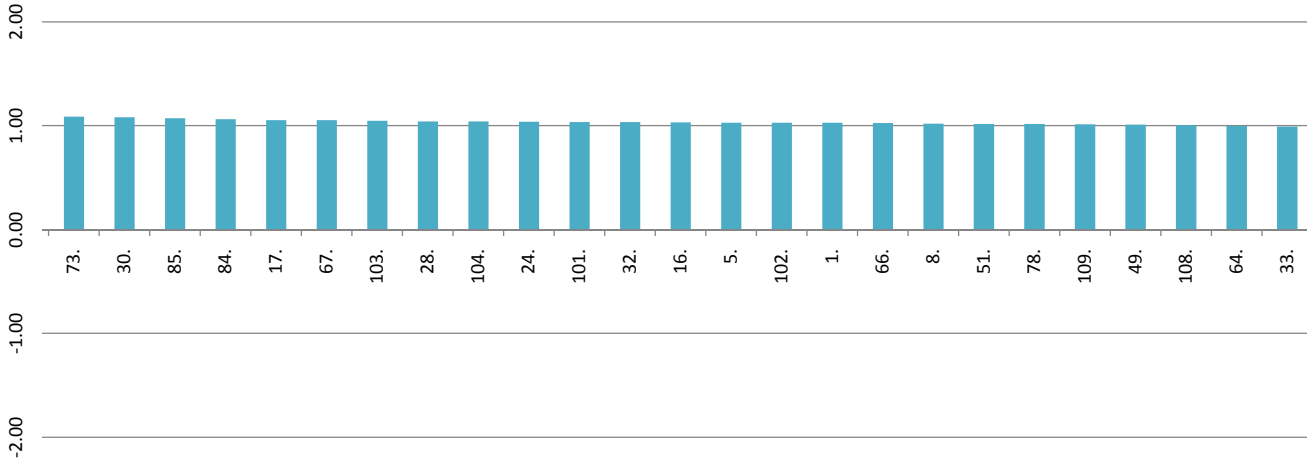
(Sorted from Highest to Lowest Mean Satisfaction)

Question Number	Question/Statement	%Dissatisfied*	%Satisfied*	Valid N** <sub>i</sub>	Mean	SD
19.	The Library staff assists students in a timely manner.	11.23%	88.77%	365	1.25	1.02
69.	RSU faculty are enthusiastic about teaching.	12.84%	87.16%	436	1.22	1.04
68.	RSU faculty are knowledgeable about their subject area.	13.27%	86.73%	437	1.22	1.08
70.	RSU faculty challenge students to think.	13.33%	86.67%	435	1.21	1.06
81.	The degree programs at RSU are challenging for students.	13.32%	86.68%	443	1.20	1.09
107.	The English composition courses help my writing ability.	14.52%	85.48%	372	1.19	1.13
72.	RSU faculty are available to students.	13.49%	86.51%	430	1.19	1.08
75.	Students at RSU have to work hard to earn good grades.	13.24%	86.76%	438	1.19	1.06
20.	The Library staff treats students with courtesy and respect.	14.89%	85.11%	376	1.18	1.13
71.	RSU faculty respect students as individuals.	13.86%	86.14%	433	1.18	1.10
93.	The buildings and facilities at RSU are accessible to persons with physical limitations.	14.61%	85.39%	349	1.17	1.14
95.	This is an attractive campus.	15.55%	84.45%	431	1.16	1.14
18.	The Library staff provides answers and assistance that are accurate and appropriate.	13.93%	86.07%	366	1.16	1.13
86.	I would recommend RSU to someone else.	16.52%	83.48%	448	1.16	1.18
74.	RSU faculty have high expectations for students.	14.45%	85.55%	436	1.16	1.08
106.	The Student Code of Conduct at RSU is fair.	13.77%	86.23%	414	1.15	1.14
82.	The degree programs at RSU prepare students for their careers.	14.90%	85.10%	443	1.15	1.12
83.	The degree programs at RSU prepare students to pursue more advanced degrees.	14.80%	85.20%	446	1.14	1.12
97.	The drop/add policy at RSU is clear and easy to understand.	15.37%	84.63%	423	1.12	1.16
65.	Students of all social, racial, or ethnic backgrounds are treated the same by RSU faculty and staff.	15.85%	84.15%	410	1.11	1.18
98.	The drop/add policy at RSU is fair.	16.03%	83.97%	418	1.10	1.18
105.	The Student Code of Conduct at RSU is clear and easy to understand.	16.18%	83.82%	414	1.10	1.19
110.	The history and government courses helped improve my reading comprehension.	16.22%	83.78%	370	1.09	1.13

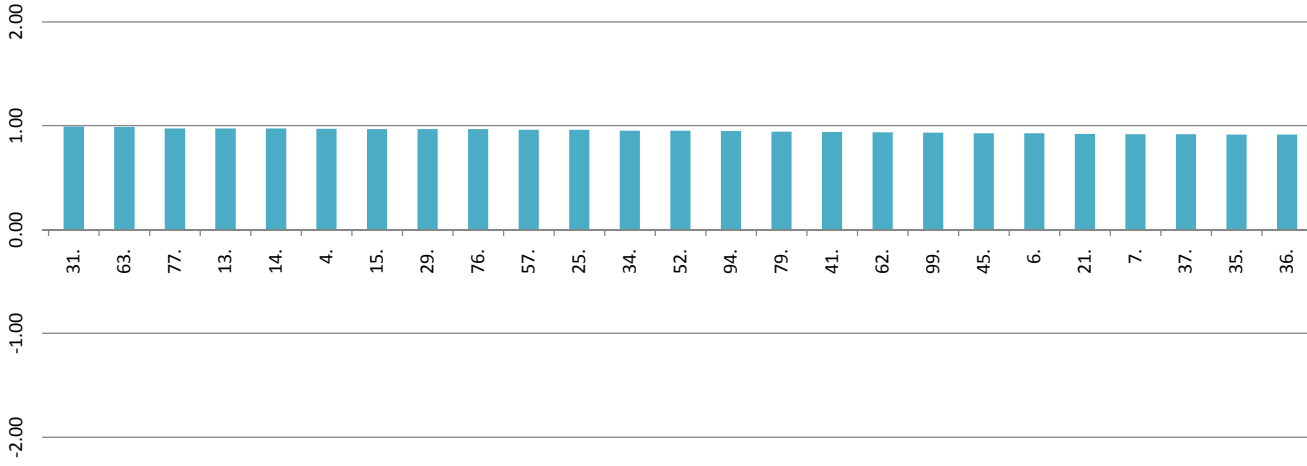




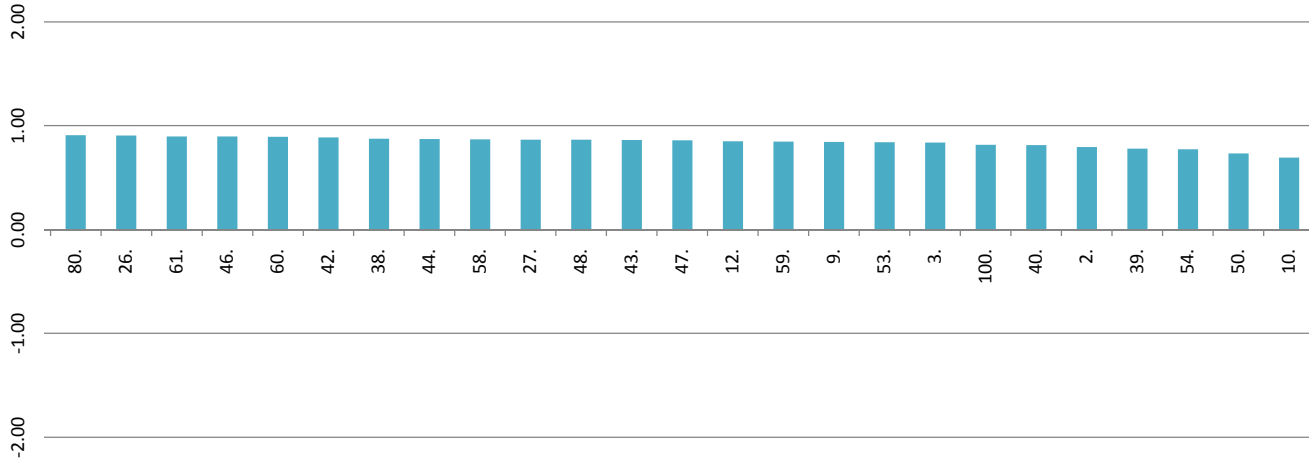
Question Number	Question/Statement	%Dissatisfied*	%Satisfied*	Valid N** <sub>j</sub>	Mean	SD
73.	RSU faculty are interested in students' success.	16.71%	83.29%	431	1.09	1.17
30.	The Student Health Center staff demonstrates care and concern for students.	15.38%	84.62%	286	1.08	1.17
85.	If I had it to do over again, I would choose RSU.	18.63%	81.37%	451	1.07	1.26
84.	The course requirements of degree programs at RSU are appropriate.	17.24%	82.76%	435	1.06	1.19
17.	The Library is available to students at convenient times.	17.57%	82.43%	370	1.05	1.26
67.	People at RSU are considerate of others who are different from themselves.	16.83%	83.17%	410	1.05	1.18
103.	The grievance policy at RSU is clear and easy to understand.	16.94%	83.06%	360	1.05	1.22
28.	The Student Health Center provides answers and assistance that are accurate and appropriate.	15.81%	84.19%	291	1.04	1.16
104.	The grievance policy at RSU is fair.	16.03%	83.97%	368	1.04	1.21
24.	The computer lab staff treats students with courtesy and respect.	18.32%	81.68%	382	1.04	1.25
101.	The bill payment policy at RSU is clear and easy to understand.	16.99%	83.01%	412	1.04	1.22
32.	The Career Services Office provides answers and assistance that are accurate and appropriate.	16.33%	83.67%	251	1.04	1.15
16.	The Business/Bursar's Office staff treats students with courtesy and respect.	15.94%	84.06%	414	1.03	1.16
5.	The Registrar's Office is available to students at convenient times.	15.96%	84.04%	401	1.03	1.14
102.	The bill payment policy at RSU is fair.	17.32%	82.68%	410	1.03	1.23
1.	The Admissions Office is available to potential students at convenient times.	16.83%	83.17%	398	1.03	1.16
66.	At RSU, there are adequate opportunities for diversity education and cultural awareness.	17.47%	82.53%	395	1.03	1.16
8.	The Registrar's Office staff treats potential students with courtesy and respect.	16.42%	83.58%	402	1.02	1.18
51.	Hill Camp provides a useful orientation for new students at RSU.	18.51%	81.49%	281	1.02	1.19
78.	My academic advisor understands the requirements for my minor.	20.15%	79.85%	392	1.02	1.33
109.	The mathematics and science courses helped me to critically examine ways to solve problems.	17.25%	82.75%	400	1.02	1.20
49.	The Bookstore staff treats students with courtesy and respect.	18.33%	81.67%	420	1.01	1.21
108.	The Speech course helped my oral presentation skills.	18.84%	81.16%	329	1.00	1.22
64.	RSU students get to know students from other social, racial, or ethnic backgrounds.	18.16%	81.84%	391	1.00	1.16
33.	The Career Services Office assists students in a timely manner.	18.55%	81.45%	248	0.99	1.20



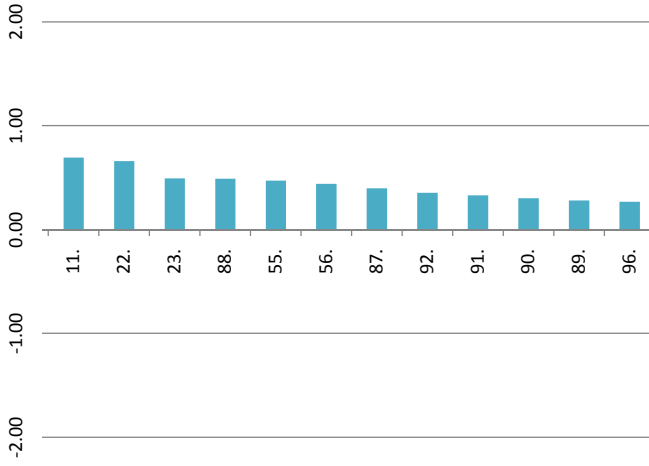
Question Number	Question/Statement	%Dissatisfied*	%Satisfied*	Valid N** <sub>j</sub>	Mean	SD
31.	The Career Services Office is available to students at convenient times.	17.96%	82.04%	245	0.99	1.15
63.	Counseling services staff members demonstrate care and concern for students.	17.50%	82.50%	240	0.99	1.18
77.	My academic advisor understands the requirements for my major.	21.83%	78.17%	426	0.97	1.37
13.	The Business/Bursar's Office is available to students at convenient times.	17.11%	82.89%	415	0.97	1.19
14.	The Business/Bursar's Office provides answers and assistance that are accurate and appropriate.	16.71%	83.29%	413	0.97	1.17
4.	The Admissions Office staff treats potential students with courtesy and respect.	18.09%	81.91%	409	0.97	1.22
15.	The Business/Bursar's Office assists students in a timely manner.	16.99%	83.01%	412	0.97	1.16
29.	The Student Health Center assists students in a timely manner.	19.52%	80.48%	292	0.97	1.25
76.	RSU faculty give timely feedback to students.	20.55%	79.45%	438	0.97	1.21
57.	There are adequate tutoring services for developmental (zero-level) courses at RSU.	18.08%	81.92%	260	0.96	1.17
25.	The Testing Center is open at convenient times.	19.88%	80.12%	332	0.96	1.24
34.	The Career Services Office treats students with courtesy and respect.	19.03%	80.97%	247	0.95	1.20
52.	At RSU, there are adequate opportunities for students to develop leadership skills.	17.87%	82.13%	347	0.95	1.13
94.	The facilities on this campus are clean and in good repair.	20.27%	79.73%	439	0.95	1.23
79.	My academic advisor provides recommendations that help me as a student.	22.78%	77.22%	417	0.94	1.37
41.	The Wellness Center staff demonstrates care and concern for students.	19.42%	80.58%	242	0.94	1.26
62.	Counseling services for personal concerns are adequate and address any appropriate needs.	18.33%	81.67%	251	0.94	1.21
99.	The tuition and fees policy at RSU is clear and easy to understand.	20.19%	79.81%	426	0.93	1.27
45.	The Computing Services Helpdesk staff treats students with courtesy and respect.	19.59%	80.41%	291	0.93	1.21
6.	The Registrar's Office provides answers and assistance that are accurate and appropriate.	18.67%	81.33%	407	0.93	1.18
21.	The computer labs are available to students at convenient times.	21.11%	78.89%	398	0.92	1.33
7.	The Registrar's Office assists potential students in a timely manner.	18.63%	81.37%	408	0.92	1.20
37.	The Student Disability Services Office assists students in a timely manner.	21.26%	78.74%	207	0.92	1.25
35.	The Student Disability Services Office is available to students at convenient times.	20.95%	79.05%	210	0.91	1.19
36.	The Student Disability Services Office provides answers and assistance that are accurate and appropriate.	21.43%	78.57%	210	0.91	1.19



Question Number	Question/Statement	%Dissatisfied*	%Satisfied*	Valid N** <sub>j</sub>	Mean	SD
80.	I can easily schedule an appointment with my advisor.	23.88%	76.12%	423	0.91	1.42
26.	The atmosphere in the Testing Center is helpful for students who are taking tests.	22.42%	77.58%	339	0.91	1.33
61.	Counseling services for personal concerns are available to students at convenient times.	19.69%	80.31%	254	0.90	1.20
46.	The Bookstore is available to students at convenient times.	20.24%	79.76%	420	0.90	1.27
60.	The quality of tutoring services for college-level (and above) courses is adequate at RSU.	19.78%	80.22%	268	0.89	1.20
42.	The Computing Services Helpdesk is available to students at convenient times.	19.85%	80.15%	267	0.89	1.25
38.	The Student Disability Services Office staff treats students with courtesy and respect.	22.77%	77.23%	202	0.88	1.24
44.	The Computing Services Helpdesk assists students in a timely manner.	21.25%	78.75%	273	0.87	1.31
58.	The quality of tutoring services for developmental (zero-level) courses is adequate at RSU.	21.48%	78.52%	256	0.87	1.23
27.	The Student Health Center is available to students at convenient times.	21.11%	78.89%	289	0.87	1.26
48.	The Bookstore assists students in a timely manner.	23.04%	76.96%	421	0.86	1.27
43.	The Computing Services Helpdesk provides answers and assistance that are accurate and appropriate.	20.94%	79.06%	277	0.86	1.26
47.	The Bookstore provides answers and assistance that are accurate and appropriate.	23.50%	76.50%	417	0.86	1.28
12.	The Financial Aid Office staff treats students with courtesy and respect.	21.18%	78.82%	406	0.85	1.28
59.	There are adequate tutoring services for college-level (and above) courses at RSU.	21.66%	78.34%	277	0.85	1.22
9.	The Financial Aid Office is available to students at convenient times.	21.66%	78.34%	397	0.84	1.26
53.	The programming of extracurricular activities and events is adequate.	21.63%	78.37%	319	0.84	1.18
3.	The Admissions Office assists potential students in a timely manner.	22.52%	77.48%	404	0.84	1.26
100.	The tuition and fees policy at RSU is fair.	23.11%	76.89%	437	0.82	1.33
40.	The Wellness Center has adequate equipment, programs and resources.	23.79%	76.21%	248	0.81	1.31
2.	The Admissions Office provides answers and assistance that are accurate and appropriate.	23.63%	76.37%	402	0.80	1.29
39.	The Wellness Center is available to students at convenient times.	24.26%	75.74%	235	0.78	1.30
54.	The Student Government Association adequately serves the needs of RSU students.	24.22%	75.78%	289	0.77	1.28
50.	The Bookstore stocks the books and materials that students need for class.	26.81%	73.19%	414	0.73	1.37
10.	The Financial Aid Office provides answers and assistance that are accurate and appropriate.	26.76%	73.24%	411	0.69	1.35



Question Number	Question/Statement	%Dissatisfied*	%Satisfied*	Valid N** <sub>i</sub>	Mean	SD
11.	The Financial Aid Office assists students in a timely manner.	25.62%	74.38%	406	0.69	1.35
22.	The number of stations in computer labs is adequate.	28.93%	71.07%	401	0.66	1.43
23.	The hardware and software in the computer labs is adequate for my needs.	35.26%	64.74%	397	0.49	1.52
88.	I am proud to be an RSU student.	49.18%	50.82%	427	0.49	1.55
55.	There is adequate campus housing available.	32.83%	67.17%	265	0.47	1.46
56.	The price of campus housing is reasonable.	34.73%	65.27%	262	0.44	1.43
87.	I am satisfied with my educational experience at RSU.	52.08%	47.92%	432	0.40	1.55
92.	The Campus Police Department assists students in a timely manner.	51.99%	48.01%	302	0.35	1.61
91.	The Campus Police Department handles calls in a professional manner.	52.72%	47.28%	294	0.33	1.61
90.	The Campus Police Department demonstrates concern for students who call for assistance.	53.64%	46.36%	302	0.30	1.61
89.	When I have a problem at RSU, I can find someone who will help me find a solution.	55.26%	44.74%	409	0.28	1.57
96.	There is adequate parking on this campus.	41.08%	58.92%	426	0.27	1.56



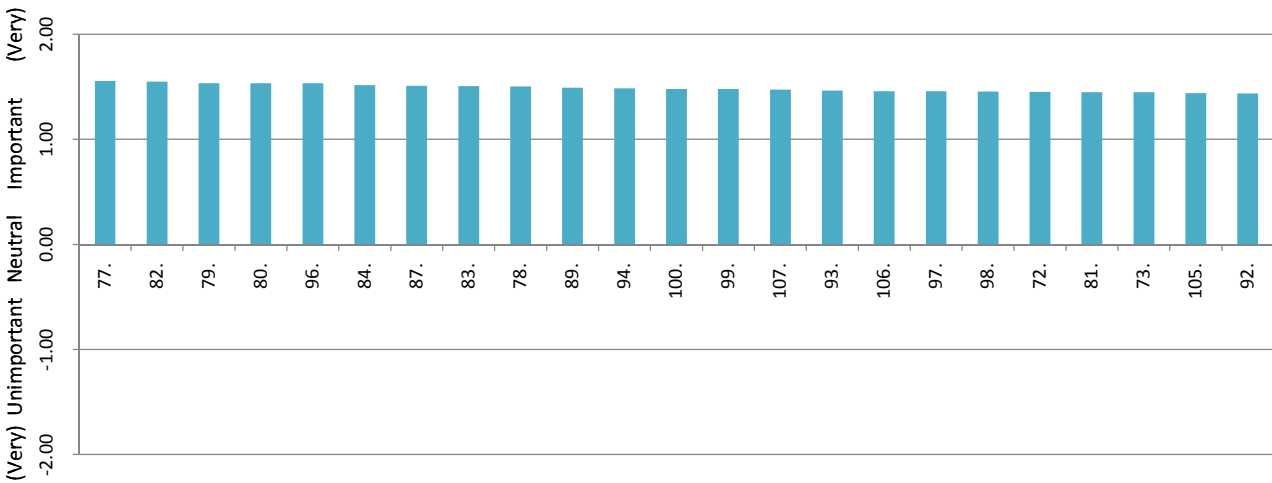
\*Dissatisfied includes somewhat dissatisfied and very dissatisfied; Satisfied includes somewhat satisfied and very satisfied.

\*\*Valid N excludes missing data and those responding "Not available or I don't use".

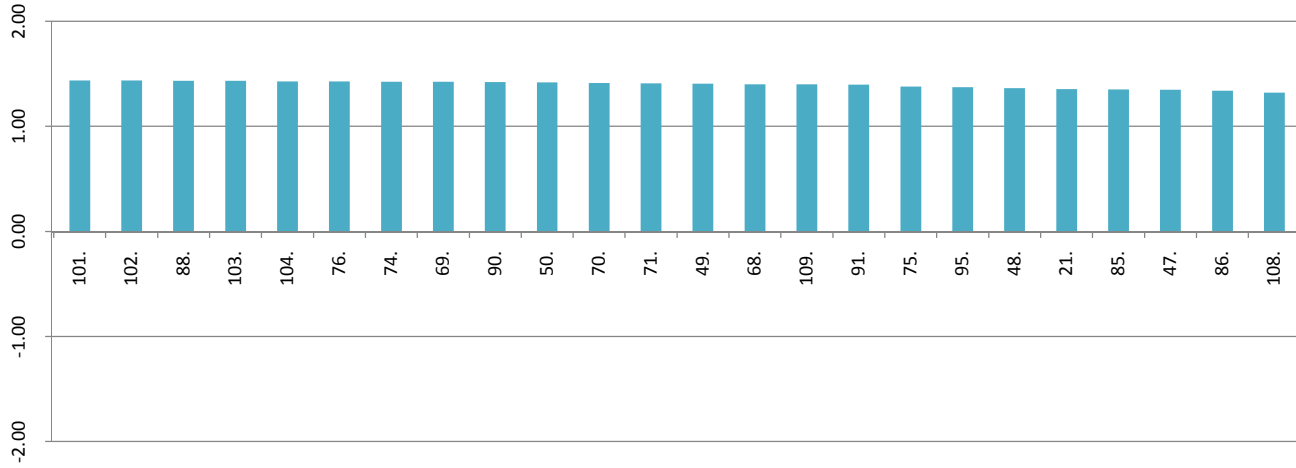
## Student Ratings of Importance

(Sorted from Highest to Lowest Mean Importance)

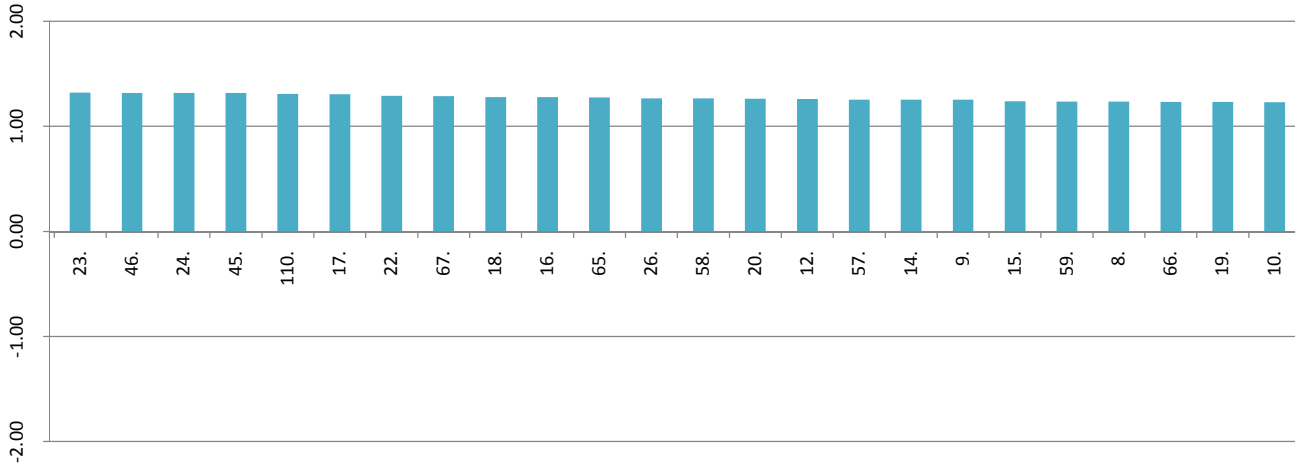
Question Number	Question/Statement	%Unimportant*	%Important*	Valid N**	Mean	SD
77.	My academic advisor understands the requirements for my major.	9.16%	90.84%	415	1.55	0.95
82.	The degree programs at RSU prepare students for their careers.	7.29%	92.71%	425	1.55	0.85
79.	My academic advisor provides recommendations that help me as a student.	9.72%	90.28%	422	1.54	0.96
80.	I can easily schedule an appointment with my advisor.	9.05%	90.95%	420	1.53	0.95
96.	There is adequate parking on this campus.	7.55%	92.45%	424	1.53	0.90
84.	The course requirements of degree programs at RSU are appropriate.	8.17%	91.83%	416	1.51	0.93
87.	I am satisfied with my educational experience at RSU.	8.62%	91.38%	429	1.51	0.92
83.	The degree programs at RSU prepare students to pursue more advanced degrees.	9.18%	90.82%	425	1.51	0.93
78.	My academic advisor understands the requirements for my minor.	9.95%	90.05%	402	1.50	0.99
89.	When I have a problem at RSU, I can find someone who will help me find a solution.	9.13%	90.87%	416	1.49	0.94
94.	The facilities on this campus are clean and in good repair.	9.28%	90.72%	431	1.48	0.99
100.	The tuition and fees policy at RSU is fair.	8.71%	91.29%	425	1.48	0.94
99.	The tuition and fees policy at RSU is clear and easy to understand.	8.90%	91.10%	427	1.48	0.95
107.	The English composition courses help my writing ability.	9.69%	90.31%	382	1.47	0.99
93.	The buildings and facilities at RSU are accessible to persons with physical limitations.	10.46%	89.54%	373	1.46	1.03
106.	The Student Code of Conduct at RSU is fair.	9.60%	90.40%	354	1.46	0.95
97.	The drop/add policy at RSU is clear and easy to understand.	9.76%	90.24%	420	1.46	0.95
98.	The drop/add policy at RSU is fair.	9.43%	90.57%	424	1.46	0.98
72.	RSU faculty are available to students.	10.87%	89.13%	423	1.45	1.01
81.	The degree programs at RSU are challenging for students.	9.24%	90.76%	422	1.45	0.95
73.	RSU faculty are interested in students' success.	9.93%	90.07%	423	1.45	0.97
105.	The Student Code of Conduct at RSU is clear and easy to understand.	10.02%	89.98%	419	1.44	0.97
92.	The Campus Police Department assists students in a timely manner.	9.69%	90.31%	320	1.44	0.99



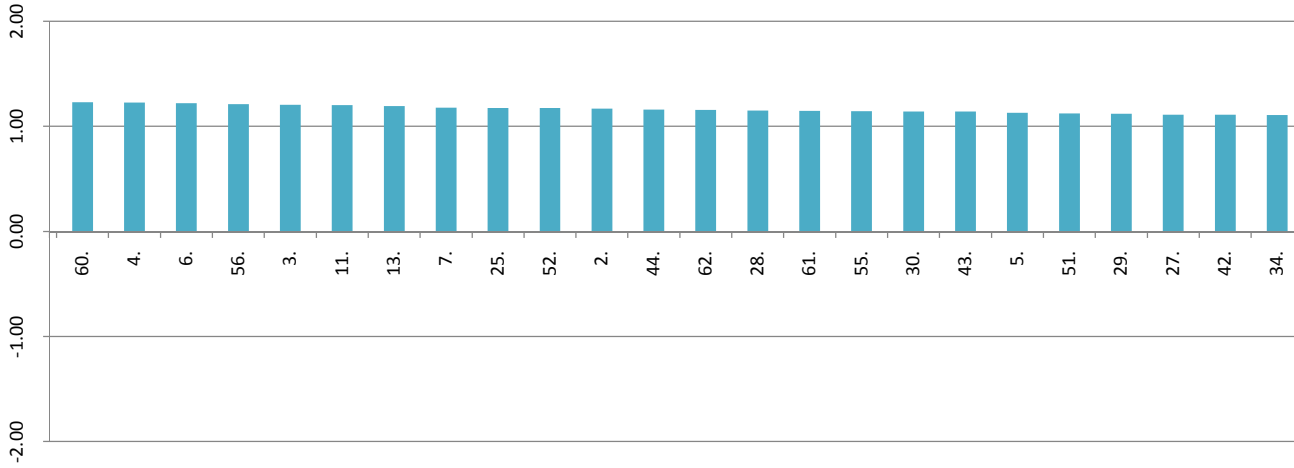
Question Number	Question/Statement	%Unimportant*	%Important*	Valid N**	Mean	SD
101.	The bill payment policy at RSU is clear and easy to understand.	10.49%	89.51%	410	1.44	0.99
102.	The bill payment policy at RSU is fair.	9.76%	90.24%	410	1.44	1.00
88.	I am proud to be an RSU student.	9.98%	90.02%	431	1.43	0.99
103.	The grievance policy at RSU is clear and easy to understand.	10.42%	89.58%	384	1.43	1.00
104.	The grievance policy at RSU is fair.	10.63%	89.37%	395	1.43	1.02
76.	RSU faculty give timely feedback to students.	10.66%	89.34%	422	1.43	1.01
74.	RSU faculty have high expectations for students.	10.34%	89.66%	416	1.43	1.00
69.	RSU faculty are enthusiastic about teaching.	10.71%	89.29%	420	1.42	1.04
90.	The Campus Police Department demonstrates concern for students who call for assistance.	9.68%	90.32%	341	1.42	0.97
50.	The Bookstore stocks the books and materials that students need for class.	11.36%	88.64%	405	1.42	1.02
70.	RSU faculty challenge students to think.	11.43%	88.57%	420	1.41	1.04
71.	RSU faculty respect students as individuals.	11.89%	88.11%	429	1.41	1.06
49.	The Bookstore staff treats students with courtesy and respect.	10.95%	89.05%	411	1.41	1.02
68.	RSU faculty are knowledgeable about their subject area.	11.88%	88.12%	421	1.40	1.07
109.	The mathematics and science courses helped me to critically examine ways to solve problems.	11.31%	88.69%	398	1.40	1.01
91.	The Campus Police Department handles calls in a professional manner.	11.11%	88.89%	342	1.40	1.02
75.	Students at RSU have to work hard to earn good grades.	11.69%	88.31%	419	1.38	1.04
95.	This is an attractive campus.	11.84%	88.16%	414	1.37	1.05
48.	The Bookstore assists students in a timely manner.	11.82%	88.18%	406	1.36	1.04
21.	The computer labs are available to students at convenient times.	12.22%	87.78%	409	1.35	1.08
85.	If I had it to do over again, I would choose RSU.	12.50%	87.50%	408	1.35	1.07
47.	The Bookstore provides answers and assistance that are accurate and appropriate.	12.21%	87.79%	393	1.35	1.05
86.	I would recommend RSU to someone else.	13.01%	86.99%	415	1.34	1.10
108.	The Speech course helped my oral presentation skills.	13.69%	86.31%	358	1.32	1.10



Question Number	Question/Statement	%Unimportant*	%Important*	Valid N**	Mean	SD
23.	The hardware and software in the computer labs is adequate for my needs.	13.24%	86.76%	408	1.32	1.14
46.	The Bookstore is available to students at convenient times. The computer lab staff treats students with courtesy and respect.	12.53%	87.47%	383	1.32	1.08
24.	The Computing Services Helpdesk staff treats students with courtesy and respect.	13.10%	86.90%	397	1.32	1.10
45.	The history and government courses helped improve my reading comprehension.	12.92%	87.08%	325	1.32	1.03
110.	The Library is available to students at convenient times.	13.84%	86.16%	383	1.31	1.13
17.	The number of stations in computer labs is adequate. People at RSU are considerate of others who are different from themselves.	12.89%	87.11%	380	1.31	1.14
22.	The Library staff provides answers and assistance that are accurate and appropriate.	13.45%	86.55%	409	1.29	1.14
67.	The Business/Bursar's Office staff treats students with courtesy and respect.	13.83%	86.17%	405	1.29	1.09
18.	Students of all social, racial, or ethnic backgrounds are treated the same by RSU faculty and staff.	12.94%	87.06%	394	1.28	1.12
16.	The atmosphere in the Testing Center is helpful for students who are taking tests.	13.84%	86.16%	419	1.28	1.10
65.	The quality of tutoring services for developmental (zero-level) courses is adequate at RSU.	14.68%	85.32%	402	1.28	1.12
26.	The Library staff treats students with courtesy and respect. The Financial Aid Office staff treats students with courtesy and respect.	14.05%	85.95%	370	1.27	1.13
58.	There are adequate tutoring services for developmental (zero-level) courses at RSU.	14.33%	85.67%	300	1.27	1.10
20.	There are adequate tutoring services for developmental (zero-level) courses at RSU.	14.50%	85.50%	393	1.26	1.13
12.	The Business/Bursar's Office provides answers and assistance that are accurate and appropriate.	15.17%	84.83%	422	1.26	1.16
57.	The Financial Aid Office is available to students at convenient times.	14.98%	85.02%	307	1.25	1.12
14.	The Business/Bursar's Office assists students in a timely manner.	13.84%	86.16%	419	1.25	1.11
9.	There are adequate tutoring services for college-level (and above) courses at RSU.	14.66%	85.34%	416	1.25	1.13
15.	The Registrar's Office staff treats potential students with courtesy and respect.	14.12%	85.88%	425	1.24	1.11
59.	At RSU, there are adequate opportunities for diversity education and cultural awareness.	14.97%	85.03%	314	1.24	1.12
8.	The Library staff assists students in a timely manner. The Financial Aid Office provides answers and assistance that are accurate and appropriate.	14.67%	85.33%	409	1.23	1.11
66.		15.67%	84.33%	402	1.23	1.15
19.		14.21%	85.79%	387	1.23	1.13
10.		16.03%	83.97%	418	1.23	1.20

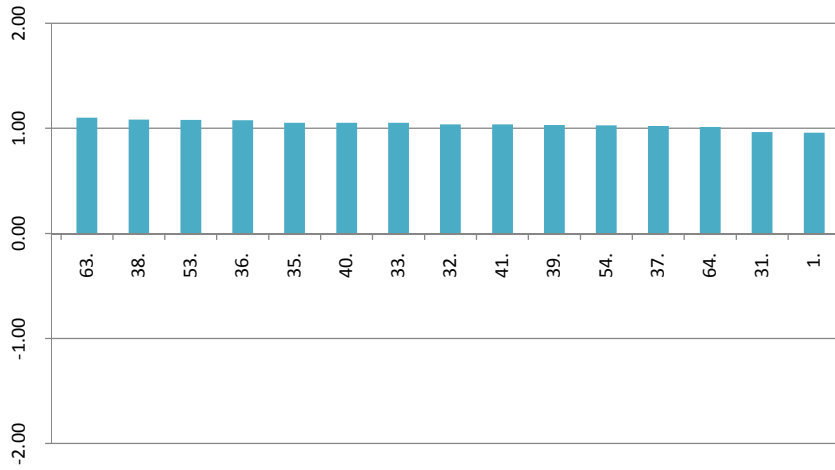


Question Number	Question/Statement	%Unimportant*	%Important*	Valid N**	Mean	SD
60.	The quality of tutoring services for college-level (and above) courses is adequate at RSU.	15.12%	84.88%	324	1.23	1.15
4.	The Admissions Office staff treats potential students with courtesy and respect.	15.40%	84.60%	422	1.23	1.14
6.	The Registrar's Office provides answers and assistance that are accurate and appropriate.	14.66%	85.34%	423	1.22	1.14
56.	The price of campus housing is reasonable.	16.00%	84.00%	300	1.21	1.17
3.	The Admissions Office assists potential students in a timely manner.	15.51%	84.49%	419	1.21	1.13
11.	The Financial Aid Office assists students in a timely manner.	16.98%	83.02%	424	1.20	1.18
13.	The Business/Bursar's Office is available to students at convenient times.	15.06%	84.94%	425	1.19	1.13
7.	The Registrar's Office assists potential students in a timely manner.	15.95%	84.05%	420	1.18	1.14
25.	The Testing Center is open at convenient times.	16.76%	83.24%	364	1.18	1.21
52.	At RSU, there are adequate opportunities for students to develop leadership skills.	16.21%	83.79%	364	1.18	1.16
2.	The Admissions Office provides answers and assistance that are accurate and appropriate.	16.75%	83.25%	412	1.17	1.16
44.	The Computing Services Helpdesk assists students in a timely manner.	15.20%	84.80%	329	1.16	1.13
62.	Counseling services for personal concerns are adequate and address any appropriate needs.	16.99%	83.01%	306	1.16	1.17
28.	The Student Health Center provides answers and assistance that are accurate and appropriate.	16.91%	83.09%	337	1.15	1.19
61.	Counseling services for personal concerns are available to students at convenient times.	17.38%	82.62%	305	1.15	1.17
55.	There is adequate campus housing available.	18.12%	81.88%	298	1.14	1.19
30.	The Student Health Center staff demonstrates care and concern for students.	17.82%	82.18%	331	1.14	1.19
43.	The Computing Services Helpdesk provides answers and assistance that are accurate and appropriate.	16.00%	84.00%	325	1.14	1.16
5.	The Registrar's Office is available to students at convenient times.	16.71%	83.29%	425	1.13	1.15
51.	Hill Camp provides a useful orientation for new students at RSU.	18.01%	81.99%	311	1.12	1.20
29.	The Student Health Center assists students in a timely manner.	17.37%	82.63%	334	1.12	1.19
27.	The Student Health Center is available to students at convenient times.	17.96%	82.04%	334	1.11	1.20
42.	The Computing Services Helpdesk is available to students at convenient times.	16.62%	83.38%	325	1.11	1.18
34.	The Career Services Office treats students with courtesy and respect.	17.65%	82.35%	306	1.11	1.16





Question Number	Question/Statement	%Unimportant*	%Important*	Valid N**	Mean	SD
63.	Counseling services staff members demonstrate care and concern for students.	19.32%	80.68%	295	1.10	1.22
38.	The Student Disability Services Office staff treats students with courtesy and respect.	18.57%	81.43%	280	1.08	1.24
53.	The programming of extracurricular activities and events is adequate.	18.75%	81.25%	336	1.08	1.20
36.	The Student Disability Services Office provides answers and assistance that are accurate and appropriate.	18.79%	81.21%	282	1.08	1.22
35.	The Student Disability Services Office is available to students at convenient times.	19.43%	80.57%	283	1.05	1.26
40.	The Wellness Center has adequate equipment, programs and resources.	19.28%	80.72%	306	1.05	1.23
33.	The Career Services Office assists students in a timely manner.	18.77%	81.23%	309	1.05	1.21
32.	The Career Services Office provides answers and assistance that are accurate and appropriate.	19.43%	80.57%	314	1.04	1.24
41.	The Wellness Center staff demonstrates care and concern for students.	19.80%	80.20%	303	1.04	1.24
39.	The Wellness Center is available to students at convenient times.	19.47%	80.53%	303	1.03	1.24
54.	The Student Government Association adequately serves the needs of RSU students.	21.02%	78.98%	314	1.03	1.26
37.	The Student Disability Services Office assists students in a timely manner.	19.64%	80.36%	280	1.02	1.26
64.	RSU students get to know students from other social, racial, or ethnic backgrounds.	21.81%	78.19%	353	1.01	1.25
31.	The Career Services Office is available to students at convenient times.	21.63%	78.37%	319	0.97	1.24
1.	The Admissions Office is available to potential students at convenient times.	22.25%	77.75%	409	0.96	1.25



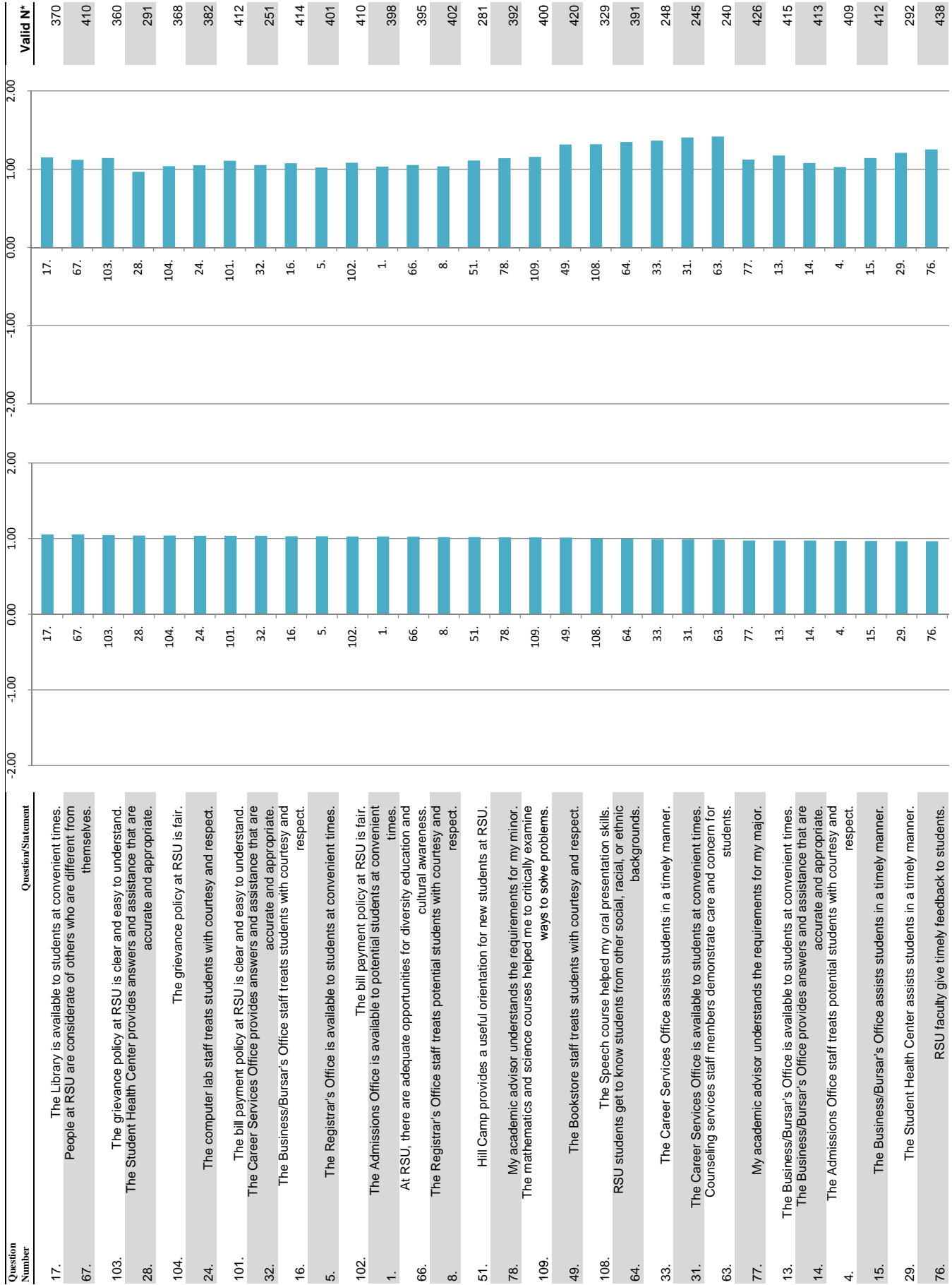
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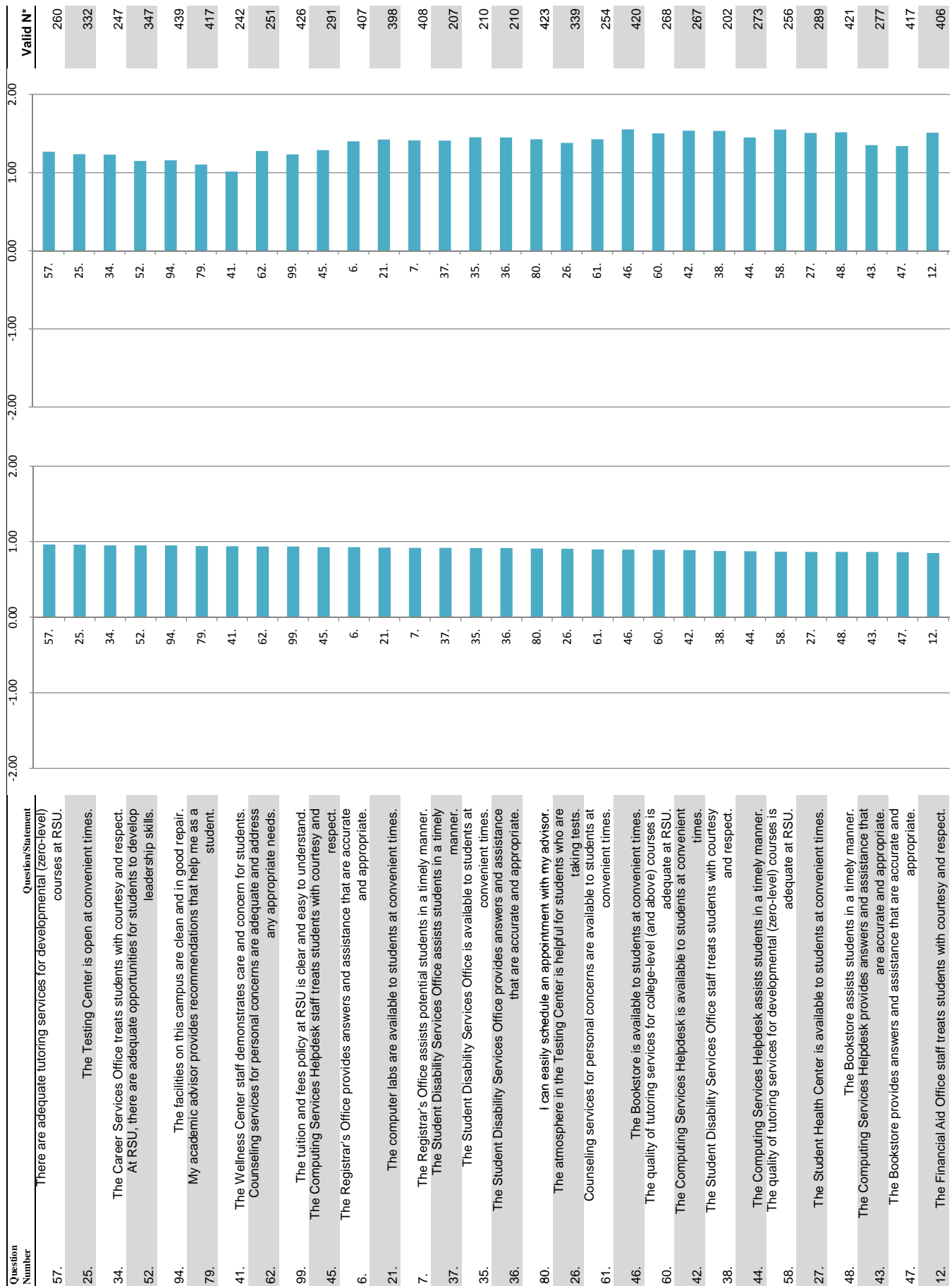
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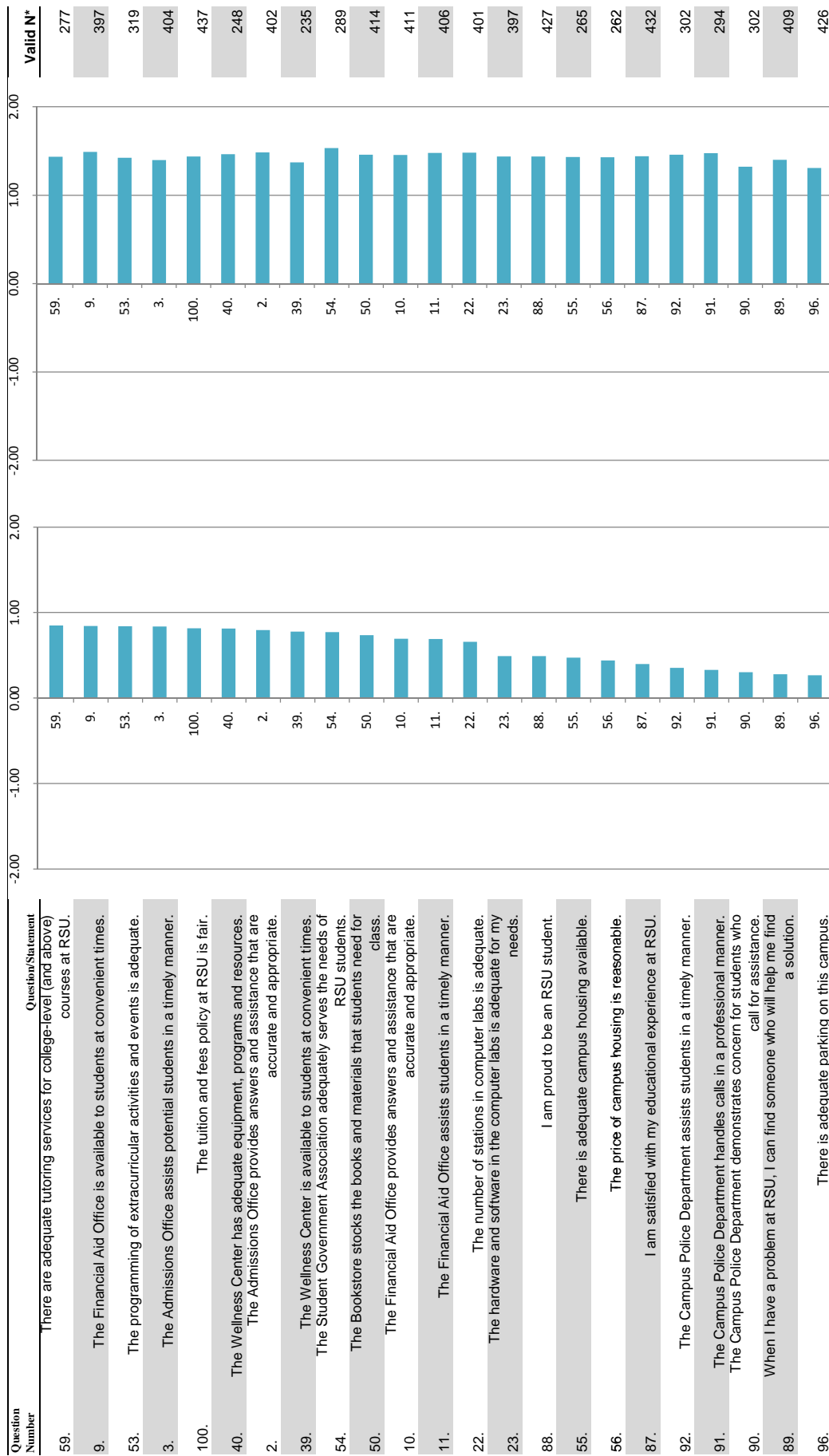
## Satisfaction and Importance

(In Order of Highest to Lowest Levels of Mean Satisfaction)

Question Number	Question/Statement	(Very) Dissatisfied	Neutral	Satisfied	(Very) Unimportant	Neutral	Important	(Very)	Valid N*
19.	The Library staff assists students in a timely manner.	19.	19.	19.	19.	19.	19.	19.	365
69.	RSU faculty are enthusiastic about teaching.	69.	69.	69.	69.	69.	69.	69.	436
68.	RSU faculty are knowledgeable about their subject area.	68.	68.	68.	68.	68.	68.	68.	437
70.	RSU faculty challenge students to think.	70.	70.	70.	70.	70.	70.	70.	435
81.	The degree programs at RSU are challenging for students.	81.	81.	81.	81.	81.	81.	81.	443
107.	The English composition courses help my writing ability.	107.	107.	107.	107.	107.	107.	107.	372
72.	RSU faculty are available to students.	72.	72.	72.	72.	72.	72.	72.	430
75.	Students at RSU have to work hard to earn good grades.	75.	75.	75.	75.	75.	75.	75.	438
20.	The Library staff treats students with courtesy and respect.	20.	20.	20.	20.	20.	20.	20.	376
71.	RSU faculty respect students as individuals.	71.	71.	71.	71.	71.	71.	71.	433
93.	The buildings and facilities at RSU are accessible to persons with physical limitations.	93.	93.	93.	93.	93.	93.	93.	349
95.	This is an attractive campus.	95.	95.	95.	95.	95.	95.	95.	431
18.	The Library staff provides answers and assistance that are accurate and appropriate.	18.	18.	18.	18.	18.	18.	18.	366
86.	I would recommend RSU to someone else.	86.	86.	86.	86.	86.	86.	86.	448
74.	RSU faculty have high expectations for students.	74.	74.	74.	74.	74.	74.	74.	436
106.	The Student Code of Conduct at RSU is fair.	106.	106.	106.	106.	106.	106.	106.	414
82.	The degree programs at RSU prepare students for their careers.	82.	82.	82.	82.	82.	82.	82.	443
83.	The degree programs at RSU prepare students to pursue more advanced degrees.	83.	83.	83.	83.	83.	83.	83.	446
97.	The drop/add policy at RSU is clear and easy to understand.	97.	97.	97.	97.	97.	97.	97.	423
65.	Students of all social, racial, or ethnic backgrounds are treated the same by RSU faculty and staff.	65.	65.	65.	65.	65.	65.	65.	410
98.	The drop/add policy at RSU is fair.	98.	98.	98.	98.	98.	98.	98.	418
105.	The Student Code of Conduct at RSU is clear and easy to understand.	105.	105.	105.	105.	105.	105.	105.	414
110.	The history and government courses helped improve my reading comprehension.	110.	110.	110.	110.	110.	110.	110.	370
73.	RSU faculty are interested in students' success.	73.	73.	73.	73.	73.	73.	73.	431
30.	The Student Health Center staff demonstrates care and concern for students.	30.	30.	30.	30.	30.	30.	30.	286
85.	If I had it to do over again, I would choose RSU.	85.	85.	85.	85.	85.	85.	85.	451
84.	The course requirements of degree programs at RSU are appropriate.	84.	84.	84.	84.	84.	84.	84.	435





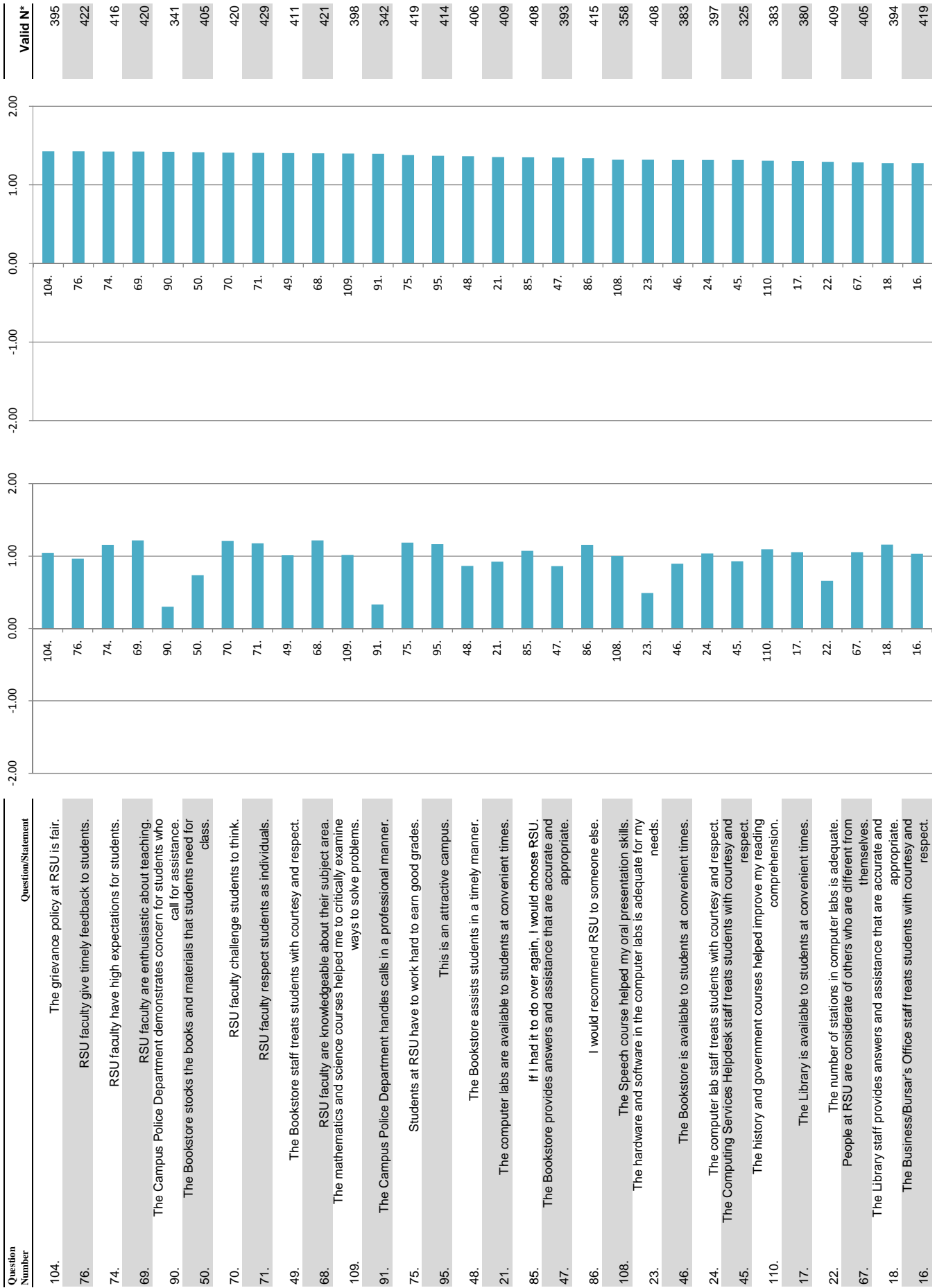


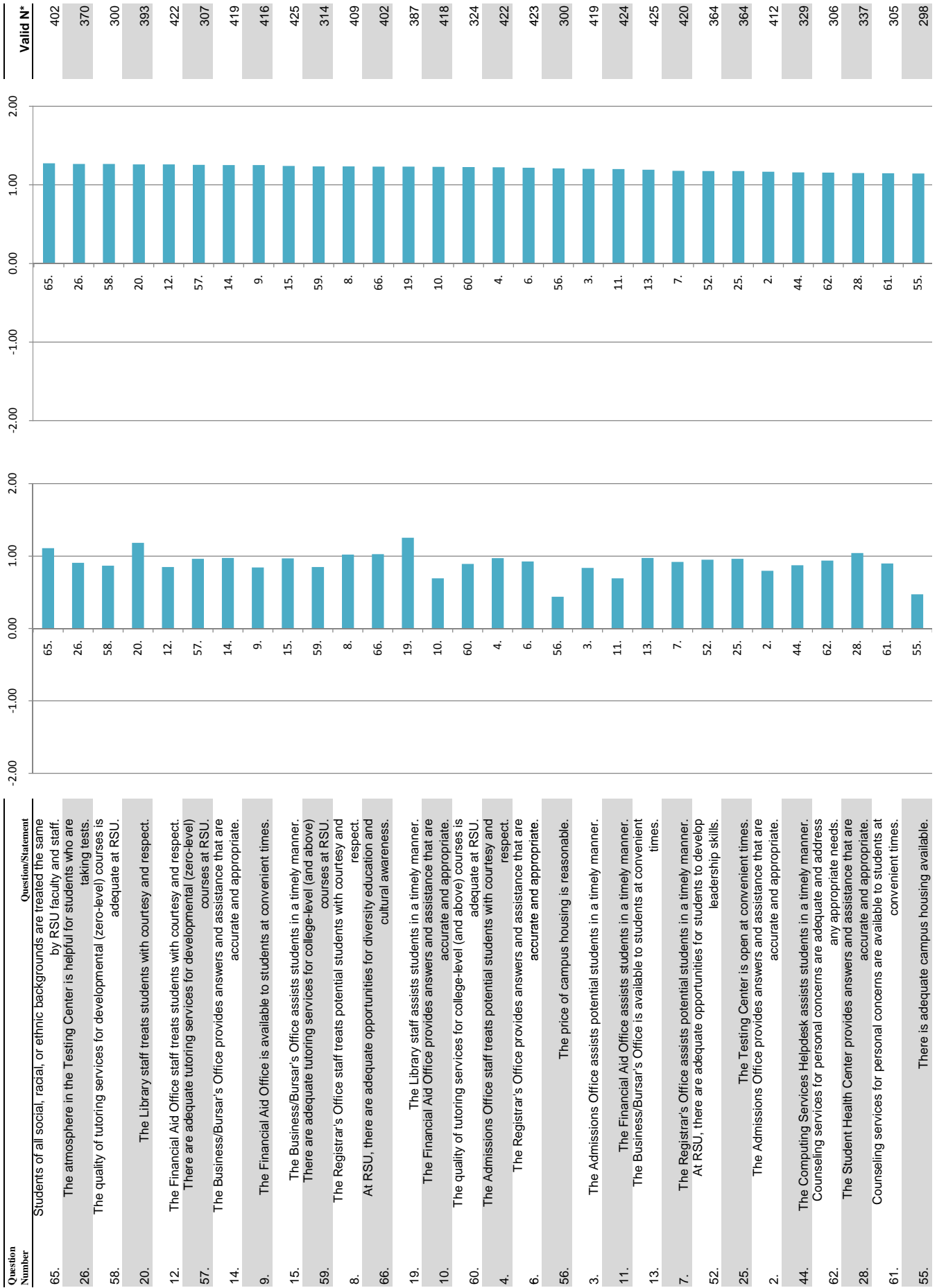
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## Satisfaction and Importance

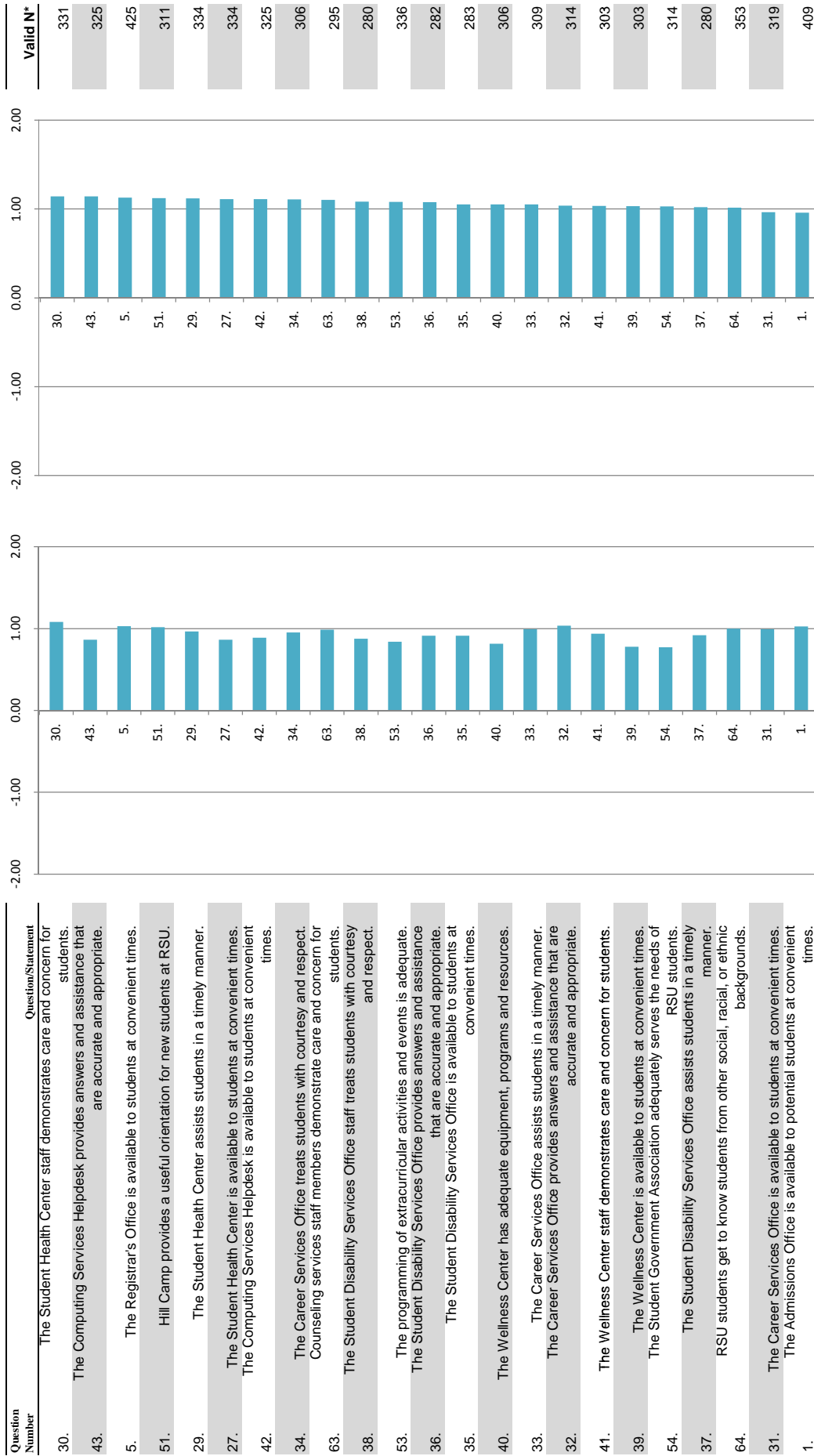
(In Order of Highest to Lowest Levels of Mean Importance)











\*Valid N excludes missing data and those responding "Not available or I don't use".

**Student Comments: *Most Liked***

<b>Comment</b>	<b>Frequency</b>	<b>Percent</b>
Accessibility	1	0.21%
Activities	2	0.42%
Advisors	7	1.46%
Affordability	16	3.33%
Athletics	9	1.87%
Atmosphere	1	0.21%
Band Programs	1	0.21%
Bartlesville Campus	2	0.42%
Bartlesville faculty	1	0.21%
Being able to get involved easily	1	0.21%
Bookstore	1	0.21%
Campus Life	1	0.21%
Capstone	1	0.21%
Centennial Center	1	0.21%
Challenging	1	0.21%
Cheerleading	1	0.21%
Class discussion	1	0.21%
Class Scheduling	6	1.25%
Classes	5	1.04%
Computer Lab in Centennial Center	1	0.21%
Convenience	6	1.25%
Degree Plan	1	0.21%
Difference campuses	1	0.21%
Diversity	1	0.21%
Easy	1	0.21%
Education	1	0.21%
Environment	2	0.42%
Environment/Atmosphere	18	3.74%
Evening Classes	2	0.42%
Everything	3	0.62%
Experiences	3	0.62%
Facilities	1	0.21%
Faculty	99	20.58%
Field Trips	1	0.21%
Flexibility	1	0.21%
Good Programs	1	0.21%
Health Science Department	1	0.21%
Hillcats	1	0.21%
How you are treated as a person and not as a number	1	0.21%
I like how comfortable I feel attending the school	1	0.21%
I'm Graduating	3	0.62%
It gives a lot of people a chance at college	1	0.21%
It's a good school	1	0.21%
It's Challenging	1	0.21%
It's college	1	0.21%
It's Easy	1	0.21%

It's Personal	9	1.87%
It's Well-Rounded	1	0.21%
Lawn Care	1	0.21%
Leadership Opportunities	1	0.21%
Learning	1	0.21%
Location	62	12.89%
Meeting people	1	0.21%
Need a football team! Please!	1	0.21%
New Centennial Center	1	0.21%
Nursing Program	2	0.42%
Offers Associate and Bachelor degrees	1	0.21%
Online classes	5	1.04%
Opportunities	1	0.21%
Passing percent for NCLEX	1	0.21%
Pryor Campus	2	0.42%
Psychology Department	1	0.21%
Radio Station/TV Station	1	0.21%
Size	87	18.09%
Sport Management Degree	1	0.21%
Staff	15	3.12%
Student Affairs	1	0.21%
Student Health Center	1	0.21%
Teachers respect real world experience by students	1	0.21%
The Academic Support	1	0.21%
The Campus	9	1.87%
The Classes	1	0.21%
The degrees offered	1	0.21%
The Education	3	0.62%
The friendliness	1	0.21%
The Growth Rate	2	0.42%
The Library	2	0.42%
The Memories	1	0.21%
The Nature Reserve	3	0.62%
The options	1	0.21%
The People	34	7.07%
The Political Parties	1	0.21%
The relaxed feeling you get when you come to the campus	1	0.21%
The tuition waiver for high school students	1	0.21%
The Washington Center	1	0.21%
The way attending the college makes me feel like I've accomplished something	1	0.21%
The willingness of instructors to stay after and meet with you if you need help with assignments	1	0.21%
Those I met at the Innovation Center	1	0.21%
Very formal and classy	1	0.21%
Very, very proud to be a RSU student	1	0.21%
You get a "big" university education with a "small" town feel.	1	0.21%
<b>Grand Total</b>	<b>481</b>	<b>100.00%</b>

**Student Comments: *Least Liked***

Comment	Frequency	Percent
"Drive Thru" Network	1	0.25%
40+ computers in the library with ONE printer with only ONE tray in the printer in operation. We have a new shiny building but TERRIBLE computers!!!	1	0.25%
A lot of the sorority girls I have met in classes were rude and "clicky" thus turning me off.	1	0.25%
A student needs to know exactly what questions to ask. No info is volunteered.	1	0.25%
Abuses in the system	1	0.25%
Adjuncts	3	0.74%
Advisement	6	1.47%
Air is too Cold	1	0.25%
All of the liberals that love Barack Obama, shoving their agendas down students' throats in a class totally unrelated to anything-political.	1	0.25%
Attendance Policies	2	0.49%
Availability of Student Tools	1	0.25%
Bartlesville Campus-Class scheduling	3	0.74%
Bartlesville Campus-Computers are slow	1	0.25%
Bartlesville Campus-Lack of Courses	1	0.25%
Bartlesville Campus-Lack of Student Housing	1	0.25%
Bartlesville Campus-More Classes	1	0.25%
Bartlesville Campus-More Parking	1	0.25%
Bartlesville Campus-More Upper Level Courses	1	0.25%
Bartlesville Campus-Paying for grounds fees, activity fees, etc. when we don't have those here	1	0.25%
Bartlesville Campus-Unprofessional atmosphere	1	0.25%
Bartlesville one semester- NEVER AGAIN. Is it a univeristy or a daycare center? The computer lab is horrible, computers are slow or not working. Student workers are loud, rude, or nowhere to be found. Enrollment poorly managed. Student workers unprofessional. Admissions counselor was very loud, once she discovered I was not a nursing or a business major, she lost interest. She had no knowledge of my degree. Placed me in a blended class when I specifically indicated I needed an online course. Adjuncts- no faculty available at this facility.	1	0.25%
Bookstore	1	0.25%
Bookstore- texts never there- rude employees	1	0.25%
Bookstore-hours	1	0.25%
Bookstore-The employees are horribly incompetent and rude	1	0.25%
Botany, genetics, physiology, all only offered ONCE and they are all at the same time! This happens when you are done with your basics which causes several students to take certain classes at TCC!	1	0.25%
Bursar	1	0.25%
Bursar Staff	1	0.25%
Bursar-Payment Plan is only online	1	0.25%
Bursar's Office-A lot of people don't know how to set up and pay tuition online.	1	0.25%
Campus Life	1	0.25%
Campus Police	1	0.25%
Campus police-They never give out parking tickets to people parked in a non-parking space.	1	0.25%
Campus Police-Too many tickets	1	0.25%
Capstone	1	0.25%
Child Care Center	1	0.25%

Child Center-Change in age.	1	0.25%
Class	1	0.25%
Class Availability	2	0.49%
Class Scheduling	25	6.14%
Classes	2	0.49%
Computers-Library	1	0.25%
Computers-Quantity	1	0.25%
Computers-Slow	10	2.46%
Computers-Wireless should be everywhere on campus	1	0.25%
Condition of lab equipment	1	0.25%
Core degree classes not offered in Bartlesville, must drive 2,000 miles a month to attend school.	1	0.25%
Cost	8	1.97%
Cost-Books	1	0.25%
Cost-Expensive	1	0.25%
Cost-Fees	2	0.49%
Cost-Textbooks	1	0.25%
Don't Learn Much	1	0.25%
Dorm Life	1	0.25%
Drop date is too soon	1	0.25%
Education	1	0.25%
Enrollment Process	2	0.49%
Enrollment time	1	0.25%
Facilities	2	0.49%
Facilities-Loshbaugh	1	0.25%
Faculty	23	5.65%
Faculty-Need More	2	0.49%
Faculty-Rudeness	4	0.98%
Faculty-Some don't care	3	0.74%
Family Housing-Bad condition	2	0.49%
Fees	1	0.25%
Financial Advisement/Aid	1	0.25%
Financial Aid	2	0.49%
Financial Aid Policy	1	0.25%
Financial Aid Staff	2	0.49%
Financial Aid-Getting Responses Back	1	0.25%
Financial Aid-Lack of Communication and Assistance	2	0.49%
Financial Aid-Need more	1	0.25%
Financial Aid-Not Enough	1	0.25%
Homework	6	1.47%
Hours of Operation	2	0.49%
Humanities Seminar	1	0.25%
I dislike the roads.	1	0.25%
I don't attend the main campus.	1	0.25%
I don't like how Pryor can not answer all of my questions.	1	0.25%
I don't like MWF classes, I just want the majority to be MW or TR.	1	0.25%

I feel I pay many fees that are unrepresented. The fees are higher than tuition and many of the fees are for services I don't use, the fees I do pay to and use the service the service is under par compared to other schools I have attended. This is the only college that I have attended w/o campus wide wireless internet. I pay technology fees each semester and can not have wireless internet for our own PC. The # of available machines in the labs would not matter half so much b/c many of today's students have personal laptops	1	0.25%
I would like to be notified about class cancellations ahead of time.	1	0.25%
If you take one semester off, classes are added to your degree program.	1	0.25%
Immature Students	1	0.25%
It did no good to express my feelings about my algebra professor lacking teaching skills.	1	0.25%
It does not have football	3	0.74%
It has been somewhat difficult to correct some of my transcript problems. I have had some presistent problems with transcripts coming from other institutions, but I was never informed of their existence until I would meet with my advisor.	1	0.25%
Justice Administration Department	1	0.25%
Lack of 24-hour lab on campus before Centennial Center opened.	1	0.25%
Lack of Activities	6	1.47%
Lack of Career Choosing Workshops	1	0.25%
Lack of communication between different departments at RSU	2	0.49%
Lack of Degree Choices	9	2.21%
Lack of Diversity	3	0.74%
Lack of Physical Education Classes	2	0.49%
Lack of Student Activities	2	0.49%
Lack of Variety of Classes	3	0.74%
Liberal Agenda	1	0.25%
Library Hours During Breaks	1	0.25%
Limited Funding for Departments	1	0.25%
Location	12	2.95%
Logic	2	0.49%
More awarenes of EMS Program	1	0.25%
Need more cross walks	1	0.25%
No access to gym in area.	1	0.25%
No cut through roads	1	0.25%
No dead week	1	0.25%
No Masters Program	2	0.49%
No Meal Plans	1	0.25%
No Music Business Major	1	0.25%
Not a lot of recognition of this school being a good 4 year college	1	0.25%
Not all classes are at Bartlesville or online	1	0.25%
Not always convenient class times for a 9-5 workday	1	0.25%
Not any upper level courses on my campus	1	0.25%
Not being able to use our computers in the class room.	1	0.25%
Not enough financial help	1	0.25%
Not enough students are involved and the ones that are involved have to do everything- they are usually in 2+ organizations and the all student led CAT organization. I am willing to make RSU better IF it makes me better. But I didn't come to RSU to make RSU better, I came to RSU to make myself better.	1	0.25%
Not starting classes on time	1	0.25%
Old Technology	1	0.25%

Online Classes-Cost	1	0.25%
Online Classes-Need More	1	0.25%
Outdated Technology	1	0.25%
Parking	52	12.78%
Paying and finding ways of making ends meet to financially support myself	1	0.25%
Prep Hall curtains	1	0.25%
Professors cramming too much material in the end	1	0.25%
Pryor Campus-Class Scheduling	2	0.49%
Pryor Campus-No Library	1	0.25%
Puddles of water during lots of rain!	1	0.25%
Required College Experience Class	1	0.25%
Required Math Classes	1	0.25%
Required Speech Class	1	0.25%
Requires some classes that other colleges do not accept- if wanting to continue on to a master degree	1	0.25%
RSU degrees are loaded to produce nurses, police, EMTs, paramedics, teachers, and firefighters; but not many programs aimed at graduate studies	1	0.25%
Rudeness, want help!	1	0.25%
Rules	1	0.25%
Semesters are not long enough for curriculum	1	0.25%
Size	5	1.23%
Size-funding and resources are limited	1	0.25%
Small desks	1	0.25%
Smoking areas next to buildings	1	0.25%
Some degrees required classes only offered at one time which may be inconvenient- like night class only classes- bit harder to find childcare and such to be able to attend. Also physical science class only offered at one time making scheduling a bit harder	1	0.25%
Some Gen Ed classes are useless.	1	0.25%
Some of the courses some have to take, after we just took them in high school.	1	0.25%
Some potential students still may not consider RSU first. RSU needs to be the number choice for new students in the area.	1	0.25%
Sometimes you can not meet with your teachers and advisors	1	0.25%
Sports program being funded by my activity money that I don't go to anyway. That should be spent on better things on campus for students to do	1	0.25%
Staff	2	0.49%
Student Activities	1	0.25%
Student e-mail is overly complicated to access and tech help isn't great	1	0.25%
Student Employees-Working with personal information	1	0.25%
Student Housing-Cost	2	0.49%
Student Housing-Need More	4	0.98%
Student Housing-Thin walls	1	0.25%
Student Involvement	2	0.49%
Student Services	1	0.25%
Surveys	14	3.44%
Testing Center-Hours of Operation	2	0.49%
Testing Center-Visible water damage	1	0.25%
That the core subjects of a degree are not offered after hours for working hours	1	0.25%
The add/drop period is kind of hard to understand.	1	0.25%
The Campus being in Claremore. Move it to Bartlesville.	1	0.25%

The disbursement dates for financial aid! Many students must use fin aid to get books. By waiting until weeks in the semester have gone by, the university "railroads" us into getting our books at the university bookstore, at EXCESSIVELY INFLATED prices or suffer and fall behind waiting for disbursement to buy the books where we choose. Other local universities DO NOT so blatantly rob their students. This practice is nothing short of extortion. It's MY money, so get your act together EARLIER and disburse it in a timely manner!	1	0.25%
The food in the student union-needs more variety. (chik-fil-a, mcd's) etc.	1	0.25%
The Library	1	0.25%
The lincoln statue is horrible, offensive, and historically inaccurate.	1	0.25%
The people at Claremore do not care to help the students that call from B'ville. They are always extremely rude and transfer the phone call to someone else instead of helping the student themselves.	1	0.25%
The workers in general are not polite or least bit helpful. Many are rude and don't try to help you. Specifically in the health science building and the admissions department. Biology department is the only people who are friendly and try to help.	1	0.25%
This is a hard question. RSU is a great school, I have enjoyed attending here. There is a suggestion I would to make concerning sidewalks. Just to help improve the quality of pedestrian traffic. 1. On the north side of the nursing program building. A sidewalk that would extend from this building along the south side of the road to the parking lot next to the transmission tower. 2. On the north side of the library extending to the gravel parking lot next to the football/soccer stadium.	1	0.25%
This survey	4	0.98%
This survey is too long.	22	5.41%
This survey! All my answers are BS	1	0.25%
Too much material for each class	1	0.25%
Unorganized	1	0.25%
Very very poor handicapped facility! Only 2 parking spots and the handicap ramp ends with either up or down stairs, very poor grade.	1	0.25%
Water should be filtered more	1	0.25%
When teachers cram everything into one week I came here to learn a subject not just say I took the class. A&P crammed everything together. I don't even remember what I read or studied. I needed to know the body parts so that's why I am going to another school next semester.	1	0.25%
Wifi access all over campus	1	0.25%
<b>Grand Total</b>	<b>407</b>	<b>100.00%</b>



## **Appendix A: Instruction Letter**

April 13, 2009

Dear RSU Instructor,

Your course listed below has been randomly selected to participate in the annual Student Opinion Survey. The survey, which was redesigned by a faculty committee four years ago, includes items that were designed to help us gain a deeper understanding of our students' opinions about many facets of their educational experience at Rogers State University. This survey will eliminate the need for individual departments to survey students throughout the year.

Please take a few minutes to distribute the surveys to the entire class, ask the students to complete the surveys, and collect them. It will approximately 30 minutes for students to complete the surveys, so you may prefer to send the surveys home with students and collect them at your next class meeting. We do ask that you emphasize that it is important for students to return the survey. The responses will be analyzed and sent to key administrators, department heads, and unit directors who will use the results to make decisions about the services and programs offered at RSU.

Please ask your students to mark their responses using a **dark pen**, completely **darkening** the appropriate bubbles. Check marks and X marks should not be used. Please note that this questionnaire does not ask for any information that might be used to identify individual students; their responses will be completely anonymous. In order to avoid duplicate responses by students, please ask your students NOT to complete the survey if they have completed it in another class this semester. Any student who has already completed a Student Opinion Survey this semester should write "ALREADY COMPLETED" across the front page of the survey and return the survey to you.

Completed surveys should be returned to the envelope in which you received them and sent to the Office of Institutional Research, Planning, and Assessment. Please enclose this letter with the completed questionnaires so that we can indicate that your packet has been returned. Class identifiers will not be used to analyze data. The only use of the class identifier will be to log returned survey packets. Only aggregate results will be reported.

Please return the packets of completed surveys by Friday, May 1, 2009.

If you have any questions, please contact Michelle Canan, Project Coordinator, at extension 7668 or [mcanan@rsu.edu](mailto:mcanan@rsu.edu). Thank you for your assistance with this very important project.

Linda Andrews  
Assistant Vice President for Institutional Research,  
Planning, and Assessment

Sampled Class: «title»  
Instructor: «firstname» «lastname»  
Course: «courseid»  
Zap: «zap»  
Days: «days»  
Time: «starttime» - «endtime»  
Campus: «site»  
N Students: «enrolled»

## **Appendix B: Survey Instrument**

## Rogers State University Student Opinion Survey

Please answer the following questions to help us better understand student opinions about the programs and services at Rogers State University. It should take about 30 minutes to complete this survey, which should eliminate the need for individual departments to conduct surveys throughout the year. Please use **DARK INK to completely darken the circle** next to the best answer. If you have already completed this survey in another class at RSU this semester, do not complete this one. Please write the words "ALREADY COMPLETED" across this page and return the survey to your instructor. Thank you!

### Current Class Level

- Freshman (less than 30 hours)
- Sophomore (30-59 hours)
- Junior (60-89 hours)
- Senior (90 or more hours)
- Non-Degree Seeking

### Race/Ethnicity

- American Indian or Alaskan Native
- Asian
- African American
- Hispanic
- Pacific Islander
- White, Non-Hispanic
- Multiracial

### Sex

- Female
- Male

### Age

- Under 18
- 18-20
- 21-24
- 25-29
- 30-39
- 40 or over

### Is English your native language?

- Yes
- No

### Commute Distance

- Live on campus
- Less than 15 minutes
- 15-45 minutes
- More than 45 minutes

### Campus site attended

(mark all that apply)

- Bartlesville
- Claremore
- Pryor
- Online

### How many credit hours are you currently taking at RSU?

- Fewer than six
- Six to eleven
- Twelve or more

### Do you have any physical or learning disabilities?

- No
- Yes, documented through Student Affairs
- Yes, not documented through Student Affairs

### What is the maximum number of times you have missed one class this semester?

- 0
- 1-5
- 6-10
- 11 or more

### What is your overall GPA?

- About an A
- About a B
- About a C
- Below a C

### During the current semester, I have (mark all that apply):

- Been involved in one or more student organizations
- Attended or participated in a campus event
- Attended tutoring sessions
- Participated in a peer study group
- Visited with my professors outside of class

### What was your highest level of education when you entered RSU?

- GED
- High School
- Some college (community college)
- Some college (four-year college or university)
- Associate degree
- Bachelor's degree
- Other (please describe): \_\_\_\_\_

### Do either of your parents have a college degree?

- Yes
- No

**What degree are you pursuing at RSU? (If you indicated above that you are non-degree seeking, leave this section blank and go to the next page.)**

#### Bachelor's

- Applied Technology
- Biology
- Business Administration
- Business Information Technology
- Communications
- Community Counseling
- Game Development
- Justice Administration
- Liberal Arts
- Nursing
- Organizational Leadership
- Public Administration
- Social Science
- Sport Management
- Visual Arts

#### Associate in Arts or Science

- Accounting
- Art
- Biological Science
- Business Administration
- Computer Science
- Criminal Justice Studies
- Elementary Education
- Legal Assisting
- Liberal Arts
- Physical Science
- Radio-Television
- Secondary Education
- Social Sciences

#### Associate in Applied Science

- Applied Technology
- Emergency Medical Services
- Nursing

For each item below, please indicate on the left side of the page how important the item is to your educational experience at Rogers State University, then indicate on the right side of the page how satisfied you are with that item at RSU.

**How Important To Your Satisfaction?**

Not available or I don't use (NA)

Not at all important (NI)

Somewhat important (SI)

Important (I)

Very Important (VI)

**How Satisfied Are You?**

Very Satisfied (VS)

Somewhat satisfied (SS)

Somewhat dissatisfied (SD)

Very dissatisfied (VD)

Not available or I don't use (NA)

**Non-Academic Support Units**

- 1. The Admissions Office is available to potential students at convenient times.
- 2. The Admissions Office provides answers and assistance that are accurate and appropriate.
- 3. The Admissions Office assists potential students in a timely manner.
- 4. The Admissions Office staff treats potential students with courtesy and respect.
- 5. The Registrar's Office is available to students at convenient times.
- 6. The Registrar's Office provides answers and assistance that are accurate and appropriate.
- 7. The Registrar's Office assists potential students in a timely manner.
- 8. The Registrar's Office staff treats potential students with courtesy and respect.
- 9. The Financial Aid Office is available to students at convenient times.
- 10. The Financial Aid Office provides answers and assistance that are accurate and appropriate.
- 11. The Financial Aid Office assists students in a timely manner.
- 12. The Financial Aid Office staff treats students with courtesy and respect.
- 13. The Business/Bursar's Office is available to students at convenient times.
- 14. The Business/Bursar's Office provides answers and assistance that are accurate and appropriate.
- 15. The Business/Bursar's Office assists students in a timely manner.
- 16. The Business/Bursar's Office staff treats students with courtesy and respect.

**Academic support units**

- 17. The Library is available to students at convenient times.
- 18. The Library staff provides answers and assistance that are accurate and appropriate.
- 19. The Library staff assists students in a timely manner.
- 20. The Library staff treats students with courtesy and respect.
- 21. The computer labs are available to students at convenient times.
- 22. The number of stations in computer labs is adequate.
- 23. The hardware and software in the computer labs is adequate for my needs.
- 24. The computer lab staff treats students with courtesy and respect.
- 25. The Testing Center is open at convenient times.
- 26. The atmosphere in the Testing Center is helpful for students who are taking tests.

**Student Services**

- 27. The Student Health Center is available to students at convenient times.
- 28. The Student Health Center provides answers and assistance that are accurate and appropriate.
- 29. The Student Health Center assists students in a timely manner.
- 30. The Student Health Center staff demonstrates care and concern for students.
- 31. The Career Services Office is available to students at convenient times.
- 32. The Career Services Office provides answers and assistance that are accurate and appropriate.
- 33. The Career Services Office assists students in a timely manner.
- 34. The Career Services Office treats students with courtesy and respect.
- 35. The Student Disability Services Office is available to students at convenient times.
- 36. The Student Disability Services Office provides answers and assistance that are accurate and appropriate.
- 37. The Student Disability Services Office assists students in a timely manner.
- 38. The Student Disability Services Office staff treats students with courtesy and respect.
- 39. The Wellness Center is available to students at convenient times.
- 40. The Wellness Center has adequate equipment, programs and resources.
- 41. The Wellness Center staff demonstrates care and concern for students.
- 42. The Computing Services Helpdesk is available to students at convenient times.
- 43. The Computing Services Helpdesk provides answers and assistance that are accurate and appropriate.
- 44. The Computing Services Helpdesk assists students in a timely manner.

NA NI SI I VI

NA VD SD SS VS

For each item below, please indicate on the left side of the page how important the item is to your educational experience at Rogers State University, then indicate on the right side of the page how satisfied you are with that item at RSU.

**How Important To Your Satisfaction?**

Not available or I don't use (NA)

Not at all important (NI)

Somewhat important (SI)

Important (I)

Very Important (VI)

**How Satisfied Are You?**

Very Satisfied (VS)

Somewhat satisfied (SS)

Somewhat dissatisfied (SD)

Very dissatisfied (VD)

Not available or I don't use (NA)

- 45. The Computing Services Helpdesk staff treats students with courtesy and respect.
- 46. The Bookstore is available to students at convenient times.
- 47. The Bookstore provides answers and assistance that are accurate and appropriate.
- 48. The Bookstore assists students in a timely manner.
- 49. The Bookstore staff treats students with courtesy and respect.
- 50. The Bookstore stocks the books and materials that students need for class.
- 51. Hill Camp provides a useful orientation for new students at RSU.
- 52. At RSU, there are adequate opportunities for students to develop leadership skills.
- 53. The programming of extracurricular activities and events is adequate.
- 54. The Student Government Association adequately serves the needs of RSU students.
- 55. There is adequate campus housing available.
- 56. The price of campus housing is reasonable.
- 57. There are adequate tutoring services for developmental (zero-level) courses at RSU.
- 58. The quality of tutoring services for developmental (zero-level) courses is adequate at RSU.
- 59. There are adequate tutoring services for college-level (and above) courses at RSU.
- 60. The quality of tutoring services for college-level (and above) courses is adequate at RSU.
- 61. Counseling services for personal concerns are available to students at convenient times.
- 62. Counseling services for personal concerns are adequate and address any appropriate needs.
- 63. Counseling services staff members demonstrate care and concern for students.

**Cultural sensitivity**

- 64. RSU students get to know students from other social, racial, or ethnic backgrounds.
- 65. Students of all social, racial, or ethnic backgrounds are treated the same by RSU faculty and staff.
- 66. At RSU, there are adequate opportunities for diversity education and cultural awareness.
- 67. People at RSU are considerate of others who are different from themselves.
- 68. RSU faculty are knowledgeable about their subject area.
- 69. RSU faculty are enthusiastic about teaching.
- 70. RSU faculty challenge students to think.
- 71. RSU faculty respect students as individuals.
- 72. RSU faculty are available to students.
- 73. RSU faculty are interested in students' success.
- 74. RSU faculty have high expectations for students.
- 75. Students at RSU have to work hard to earn good grades.
- 76. RSU faculty give timely feedback to students.

**Academic advising**

- 77. My academic advisor understands the requirements for my major.
- 78. My academic advisor understands the requirements for my minor.
- 79. My academic advisor provides recommendations that help me as a student.
- 80. I can easily schedule an appointment with my advisor.

**Academic programs**

- 81. The degree programs at RSU are challenging for students.
- 82. The degree programs at RSU prepare students for their careers.
- 83. The degree programs at RSU prepare students to pursue more advanced degrees.
- 84. The course requirements of degree programs at RSU are appropriate.

**Institution as a whole**

- 85. If I had it to do over again, I would choose RSU.
- 86. I would recommend RSU to someone else.

NA NI SI I VI

NA VD SD SS VS

For each item below, please indicate on the left side of the page how important the item is to your educational experience at Rogers State University, then indicate on the right side of the page how satisfied you are with that item at RSU.

**How Important To Your Satisfaction?**

**How Satisfied Are You?**

Not available or I don't use (NA)

Very Satisfied (VS)

Not at all important (NI)

Somewhat satisfied (SS)

Somewhat important (SI)

Somewhat dissatisfied (SD)

Important (I)

Very dissatisfied (VD)

Very Important (VI)

Not available or I don't use (NA)

- |                       |                       |                       |                       |                       |     |   |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 87. | I am satisfied with my educational experience at RSU.                                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 88. | I am proud to be an RSU student.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 89. | When I have a problem at RSU, I can find someone who will help me find a solution.      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 90. | The Campus Police Department demonstrates concern for students who call for assistance. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 91. | The Campus Police Department handles calls in a professional manner.                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 92. | The Campus Police Department assists students in a timely manner.                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Environmental characteristics**

- |                       |                       |                       |                       |                       |     |  |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 93. | The buildings and facilities at RSU are accessible to persons with physical limitations. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 94. | The facilities on this campus are clean and in good repair.                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 95. | This is an attractive campus.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 96. | There is adequate parking on this campus.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**University policies**

- |                       |                       |                       |                       |                       |      |   |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 97.  | The drop/add policy at RSU is clear and easy to understand.         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 98.  | The drop/add policy at RSU is fair.                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 99.  | The tuition and fees policy at RSU is clear and easy to understand. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 100. | The tuition and fees policy at RSU is fair.                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 101. | The bill payment policy at RSU is clear and easy to understand.     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 102. | The bill payment policy at RSU is fair.                             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 103. | The grievance policy at RSU is clear and easy to understand.        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 104. | The grievance policy at RSU is fair.                                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 105. | The Student Code of Conduct at RSU is clear and easy to understand. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 106. | The Student Code of Conduct at RSU is fair.                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**General Education Courses**

- |                       |                       |                       |                       |                       |      |   |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 107. | The English composition courses help my writing ability.                                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 108. | The Speech course helped my oral presentation skills.                                       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 109. | The mathematics and science courses helped me to critically examine ways to solve problems. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | 110. | The history and government courses helped improve my reading comprehension.                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

NA NI SI I VI

NA VD SD SS VS

The one thing I like MOST about RSU is \_\_\_\_\_

The one thing I like LEAST about RSU is \_\_\_\_\_