# STUDENT SATISFACTION SURVEY REPORT Spring 2015

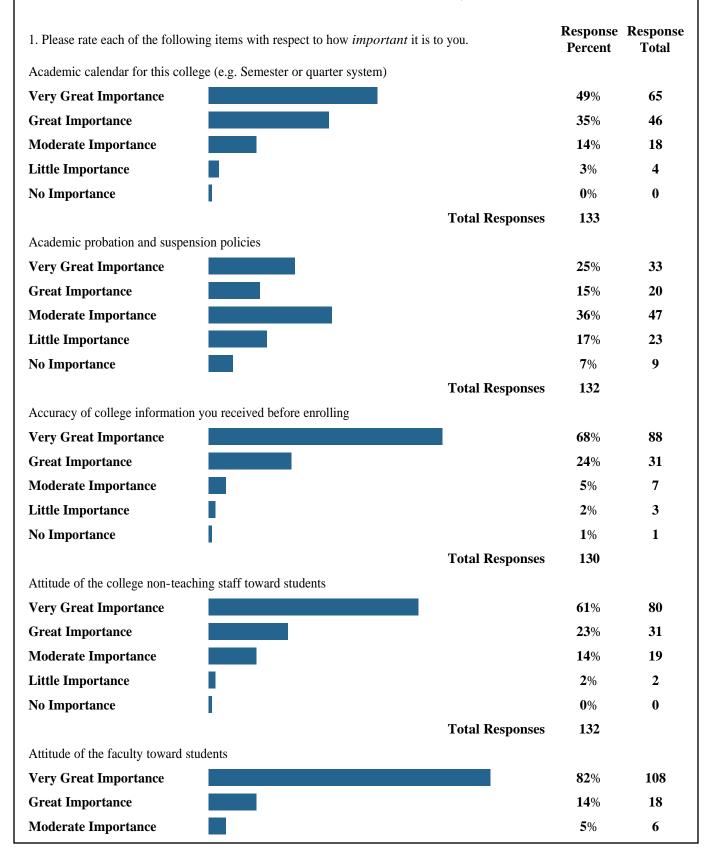
# ROGERS STATE UNIVERSITY Claremore, Oklahoma

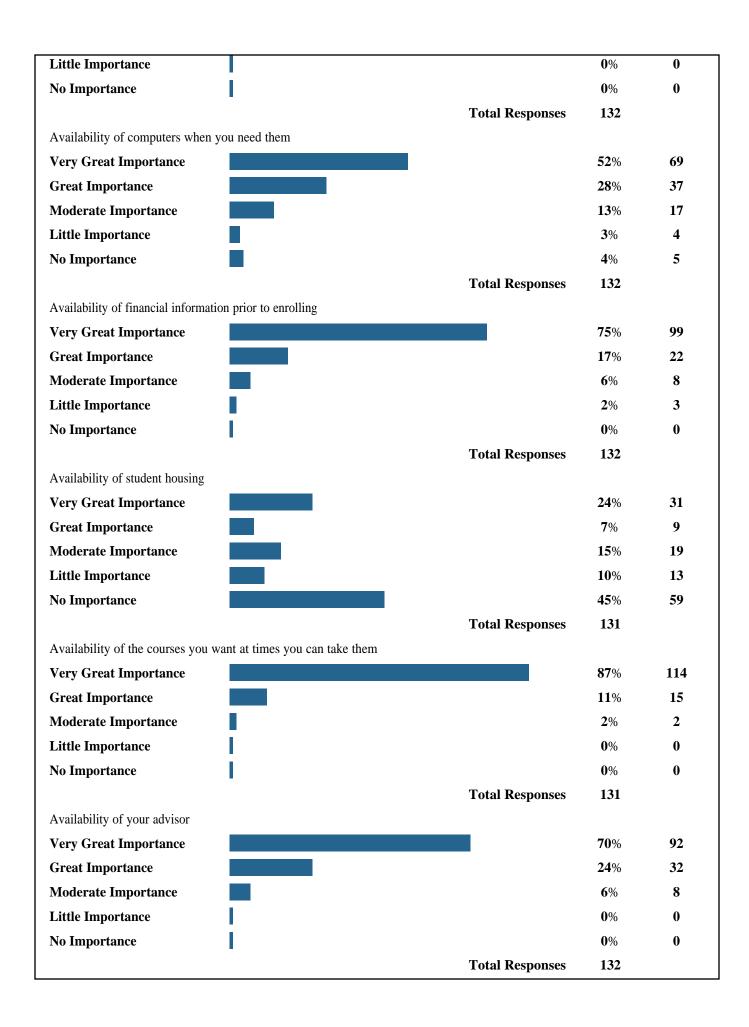
Office of Accountability and Academics

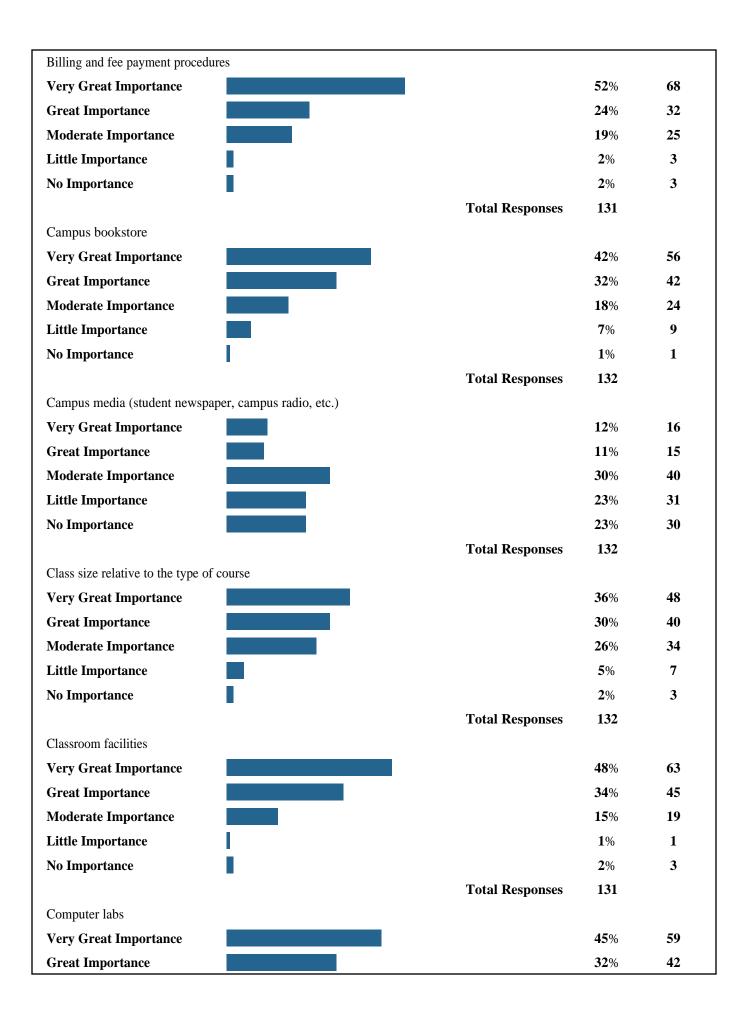


## Item Frequency Report Filter Results

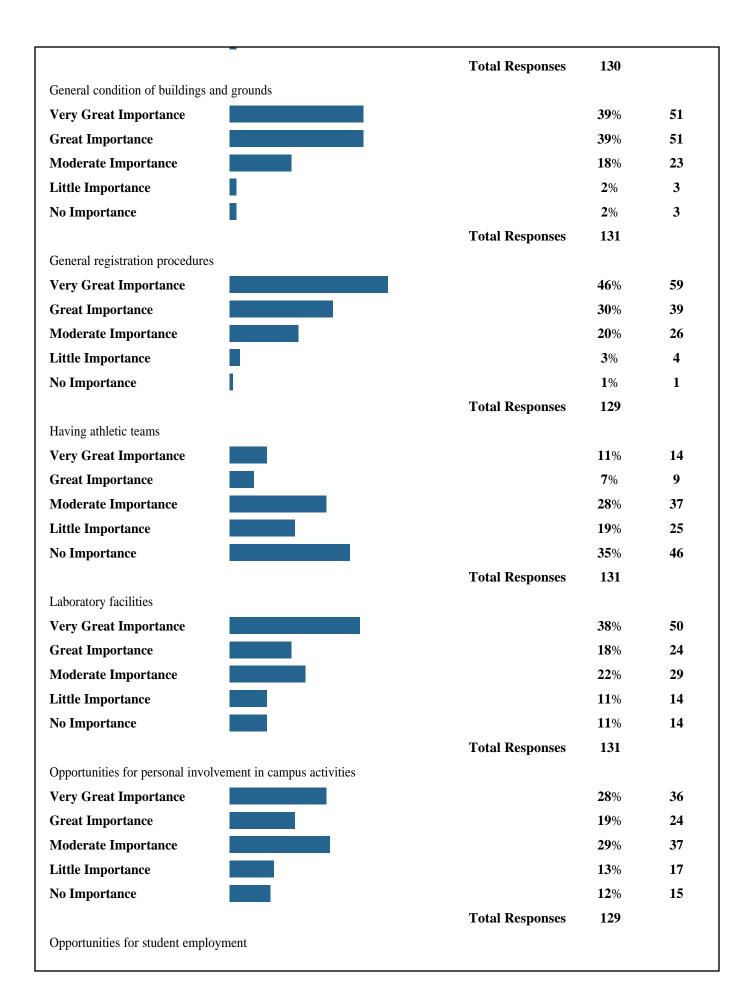
### 2015 Student Satisfaction Survey

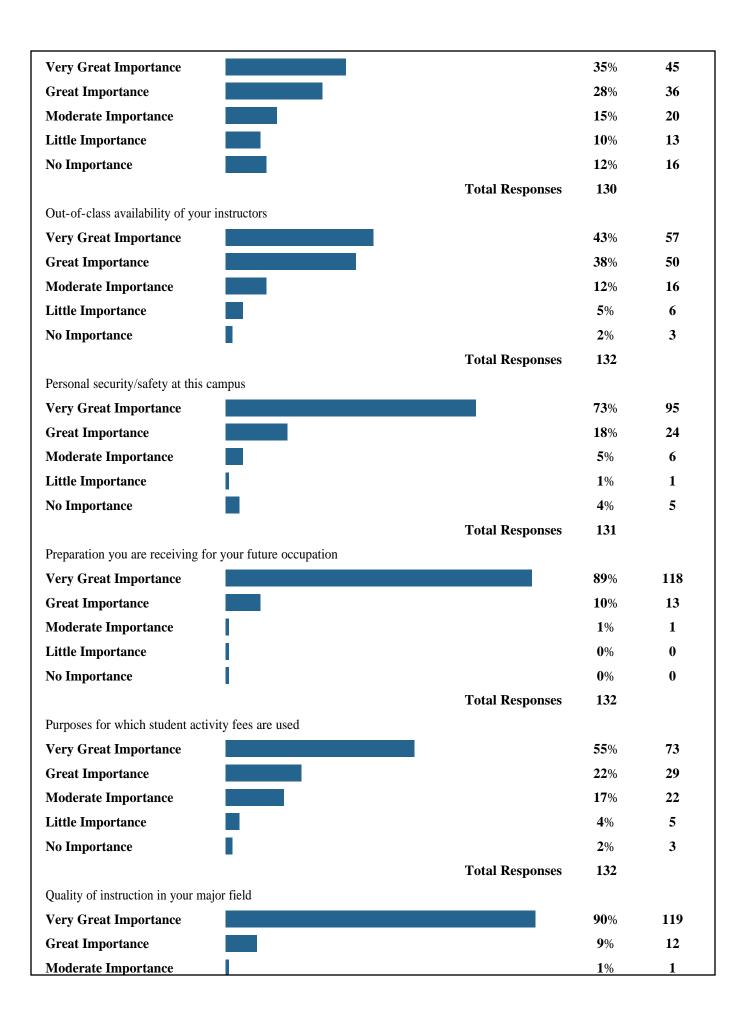




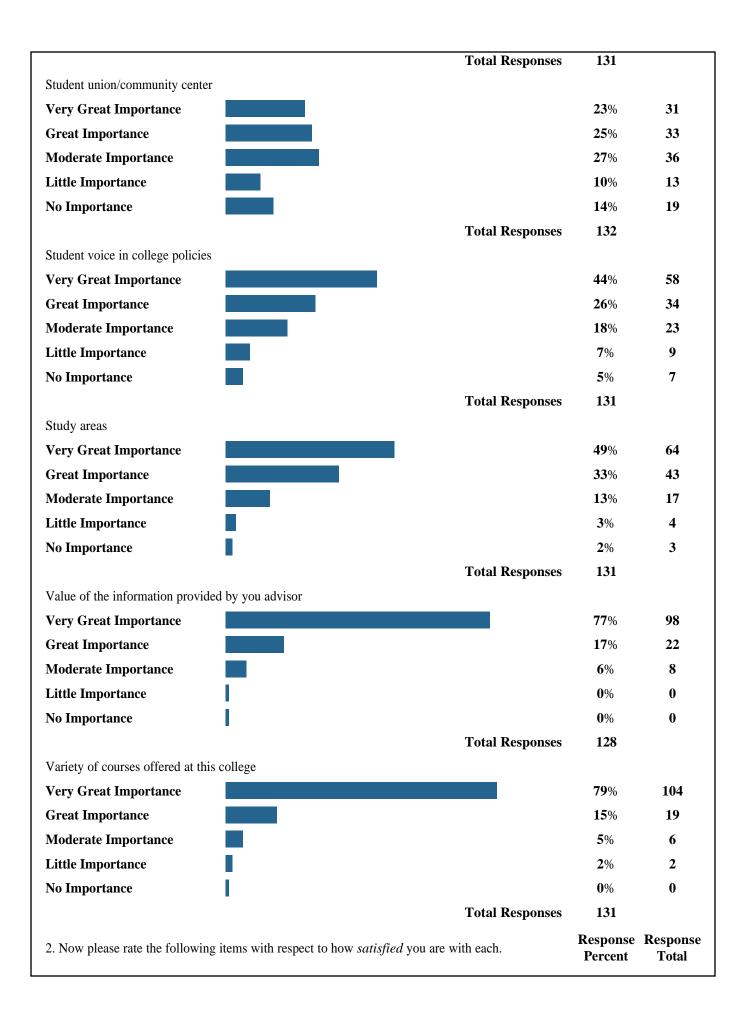


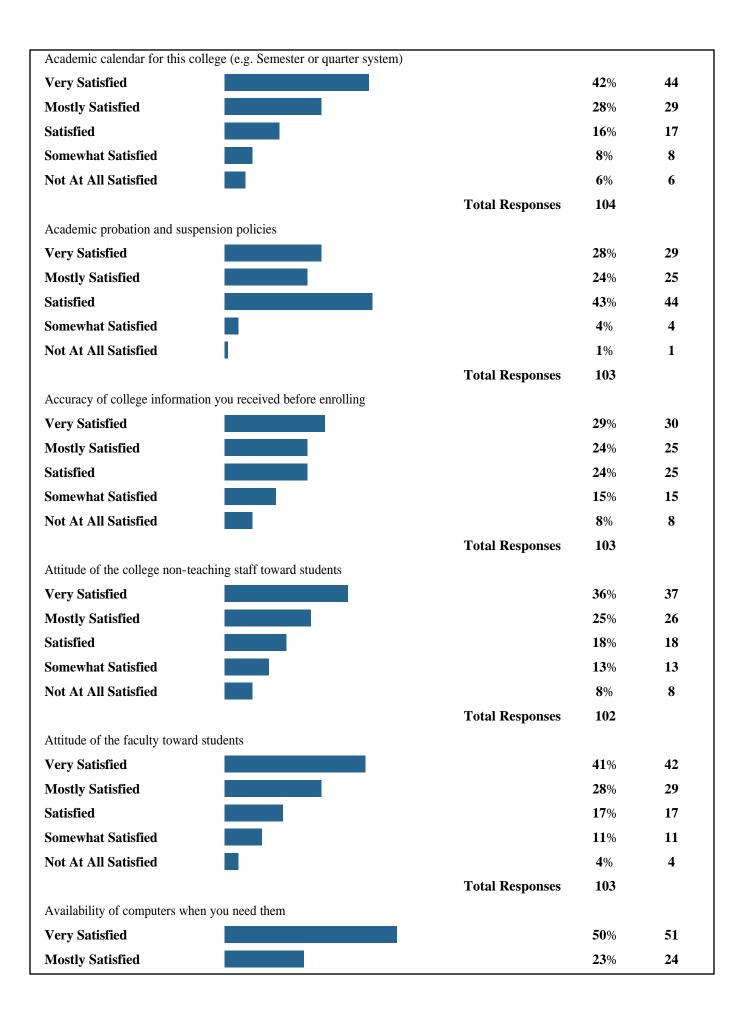
Moderate Importance		<b>17</b> %	23
Little Importance		2%	3
No Importance		4%	5
	<b>Total Responses</b>	132	
Concern for you as an individual			
Very Great Importance		<b>66</b> %	86
Great Importance		27%	36
Moderate Importance		6%	8
Little Importance		1%	1
No Importance		0%	0
	<b>Total Responses</b>	131	
Course content in your major field			
Very Great Importance		83%	110
Great Importance		14%	19
Moderate Importance		1%	1
Little Importance		1%	1
No Importance		1%	1
	<b>Total Responses</b>	132	
Expand athletic facilities			
Very Great Importance		<b>9</b> %	12
Great Importance		4%	5
Moderate Importance		16%	21
Little Importance		24%	32
No Importance		<b>47</b> %	61
	<b>Total Responses</b>	131	
Flexibility to design your own program of study			
Very Great Importance		42%	55
Great Importance		27%	36
Moderate Importance		24%	32
Little Importance		4%	5
No Importance		3%	4
	<b>Total Responses</b>	132	
General admission procedures			
Very Great Importance		42%	54
Great Importance		28%	36
Moderate Importance		27%	35
Little Importance		2%	2
No Importance		2%	3





Little Importance		0%	0
No Importance		0%	0
T. T	<b>Total Responses</b>	132	v
Racial harmony at this college	*		
Very Great Importance		<b>48</b> %	63
Great Importance		20%	27
Moderate Importance		16%	21
Little Importance		<b>7</b> %	9
No Importance		<b>9</b> %	12
	<b>Total Responses</b>	132	
Religious activities and programs			
Very Great Importance		20%	27
Great Importance		11%	14
Moderate Importance		23%	30
Little Importance		<b>17</b> %	22
No Importance		30%	39
	<b>Total Responses</b>	132	
Residence hall rules and regulations			
Very Great Importance		15%	19
Great Importance		<b>8</b> %	11
Moderate Importance		27%	35
Little Importance		15%	19
No Importance		35%	46
	<b>Total Responses</b>	130	
Rules governing student conduct at this college			
Very Great Importance		<b>29</b> %	38
Great Importance		33%	43
Moderate Importance		23%	30
Little Importance		<b>7</b> %	9
No Importance		<b>9</b> %	12
	<b>Total Responses</b>	132	
Student government			
Very Great Importance		<b>18</b> %	23
Great Importance		18%	24
Moderate Importance		32%	42
Little Importance		11%	15
No Importance		21%	27



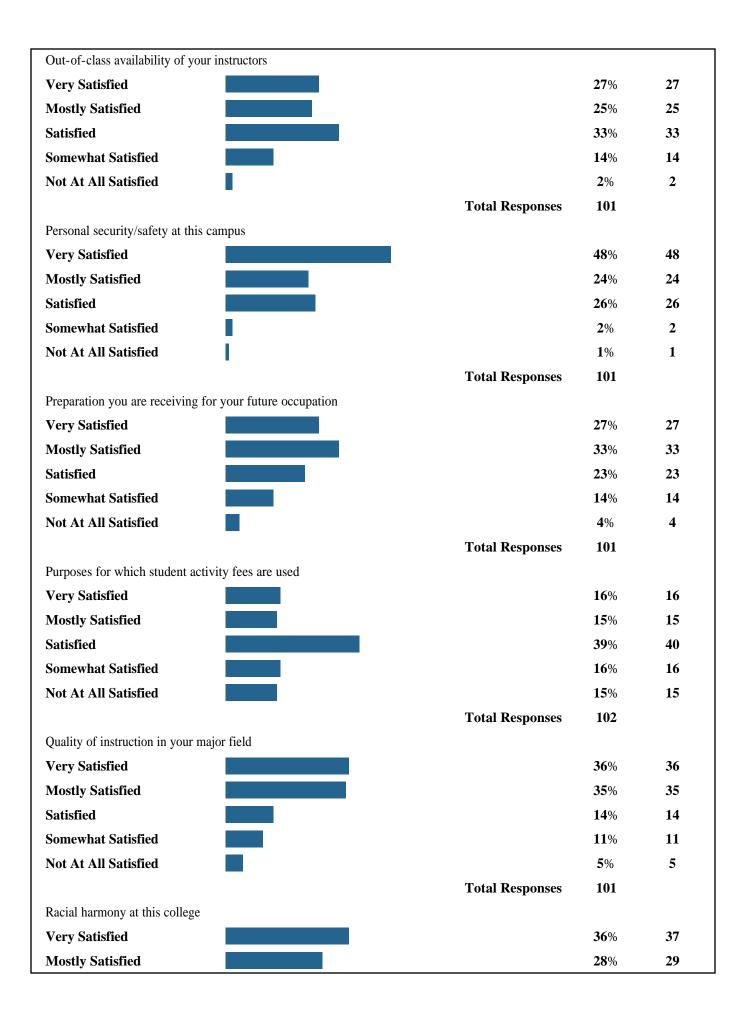


Satisfied		20%	21
Somewhat Satisfied		<b>6</b> %	6
Not At All Satisfied		1%	1
	<b>Total Responses</b>	103	
Availability of financial information prior to enrolling			
Very Satisfied		31%	32
Mostly Satisfied		22%	22
Satisfied		25%	25
Somewhat Satisfied		<b>18</b> %	18
Not At All Satisfied		5%	5
	<b>Total Responses</b>	102	
Availability of student housing			
Very Satisfied		26%	26
Mostly Satisfied		12%	12
Satisfied		53%	52
Somewhat Satisfied		6%	6
Not At All Satisfied		3%	3
	<b>Total Responses</b>	99	
Availability of the courses you want at times you can take them			
Very Satisfied		22%	22
Mostly Satisfied		20%	20
Satisfied		14%	14
Somewhat Satisfied		23%	23
Not At All Satisfied		22%	22
	<b>Total Responses</b>	101	
Availability of your advisor			
Very Satisfied		36%	37
Mostly Satisfied		24%	24
Satisfied		24%	24
Somewhat Satisfied		8%	8
Not At All Satisfied		<b>9</b> %	9
	<b>Total Responses</b>	102	
Billing and fee payment procedures			
Very Satisfied		22%	22
Mostly Satisfied		23%	23
Satisfied		36%	36
Somewhat Satisfied		15%	15
Not At All Satisfied		5%	5

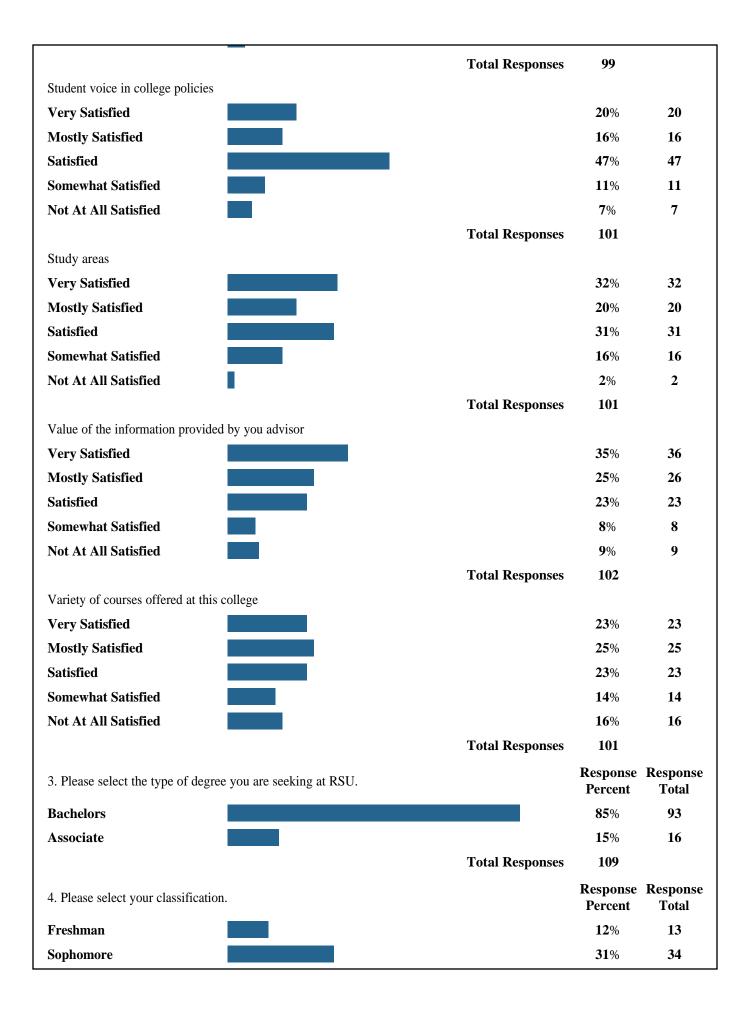
	<b>Total Responses</b>	101	
Campus bookstore			
Very Satisfied		23%	23
Mostly Satisfied		20%	20
Satisfied		38%	38
Somewhat Satisfied		<b>9</b> %	9
Not At All Satisfied		10%	10
	<b>Total Responses</b>	100	
Campus media (student newspaper, campus radio, etc.	)		
Very Satisfied		24%	24
Mostly Satisfied		20%	20
Satisfied		<b>49</b> %	50
Somewhat Satisfied		<b>4</b> %	4
Not At All Satisfied		<b>4</b> %	4
	<b>Total Responses</b>	102	
Class size relative to the type of course			
Very Satisfied		38%	39
Mostly Satisfied		35%	36
Satisfied		24%	24
Somewhat Satisfied		2%	2
Not At All Satisfied		1%	1
	<b>Total Responses</b>	102	
Classroom facilities			
Very Satisfied		35%	35
Mostly Satisfied		34%	34
Satisfied		24%	24
Somewhat Satisfied		<b>7</b> %	7
Not At All Satisfied		1%	1
	<b>Total Responses</b>	101	
Computer labs			
Very Satisfied		38%	39
Mostly Satisfied		28%	29
Satisfied		28%	29
Somewhat Satisfied		<b>4</b> %	4
Not At All Satisfied		1%	1
	<b>Total Responses</b>	102	
Concern for you as an individual			
Very Satisfied		35%	36

Mostly Satisfied		26%	27
Satisfied		20%	20
Somewhat Satisfied		14%	14
Not At All Satisfied		5%	5
_	<b>Total Responses</b>	102	
Course content in your major field			
Very Satisfied		35%	36
Mostly Satisfied		26%	27
Satisfied		<b>19</b> %	19
Somewhat Satisfied		12%	12
Not At All Satisfied		<b>8</b> %	8
	<b>Total Responses</b>	102	
Expand athletic facilities			
Very Satisfied		<b>18</b> %	18
Mostly Satisfied		12%	12
Satisfied		<b>57</b> %	58
Somewhat Satisfied		<b>6</b> %	6
Not At All Satisfied		8%	8
	<b>Total Responses</b>	102	
Flexibility to design your own program of study			
Very Satisfied		<b>17</b> %	17
Mostly Satisfied		18%	18
Satisfied		38%	39
Somewhat Satisfied		21%	21
Not At All Satisfied		<b>7</b> %	7
	<b>Total Responses</b>	102	
General admission procedures			
Very Satisfied		30%	31
Mostly Satisfied		18%	18
Satisfied		<b>41</b> %	42
Somewhat Satisfied		<b>9</b> %	9
Not At All Satisfied		2%	2
	<b>Total Responses</b>	102	
General condition of buildings and grounds			
Very Satisfied		33%	34
Mostly Satisfied		28%	29
Satisfied		26%	27

Somewhat Satisfied		10%	10
Not At All Satisfied		2%	2
-	<b>Total Responses</b>	102	
General registration procedures			
Very Satisfied		32%	33
Mostly Satisfied		21%	21
Satisfied		<b>39</b> %	40
Somewhat Satisfied		<b>6</b> %	6
Not At All Satisfied		2%	2
	<b>Total Responses</b>	102	
Having athletic teams			
Very Satisfied		20%	20
Mostly Satisfied		15%	15
Satisfied		<b>58</b> %	58
Somewhat Satisfied		4%	4
Not At All Satisfied		3%	3
	<b>Total Responses</b>	100	
Laboratory facilities			
Very Satisfied		24%	24
Mostly Satisfied		18%	18
Satisfied		<b>43</b> %	44
Somewhat Satisfied		11%	11
Not At All Satisfied		5%	5
	<b>Total Responses</b>	102	
Opportunities for personal involvement in campus activities			
Very Satisfied		28%	28
Mostly Satisfied		18%	18
Satisfied		<b>49</b> %	49
Somewhat Satisfied		<b>4</b> %	4
Not At All Satisfied		2%	2
	<b>Total Responses</b>	101	
Opportunities for student employment			
Very Satisfied		25%	25
Mostly Satisfied		18%	18
Satisfied		44%	44
Somewhat Satisfied		<b>7</b> %	7
Not At All Satisfied		5%	5
	<b>Total Responses</b>	<b>99</b>	



Satisfied		34%	35
Somewhat Satisfied		1%	1
Not At All Satisfied		0%	0
	<b>Total Responses</b>	102	
Religious activities and programs			
Very Satisfied		24%	24
Mostly Satisfied		21%	21
Satisfied		54%	55
Somewhat Satisfied		0%	0
Not At All Satisfied		1%	1
	<b>Total Responses</b>	101	
Residence hall rules and regulations			
Very Satisfied		20%	20
Mostly Satisfied		16%	16
Satisfied		60%	61
Somewhat Satisfied		<b>4</b> %	4
Not At All Satisfied		1%	1
	<b>Total Responses</b>	102	
Rules governing student conduct at this college			
Very Satisfied		25%	26
Mostly Satisfied		24%	24
Satisfied		<b>47</b> %	48
Somewhat Satisfied		3%	3
Not At All Satisfied		1%	1
	<b>Total Responses</b>	102	
Student government			
Very Satisfied		25%	25
Mostly Satisfied		15%	15
Satisfied		55%	56
Somewhat Satisfied		2%	2
Not At All Satisfied		<b>4</b> %	4
	<b>Total Responses</b>	102	
Student union/community center			
Very Satisfied		24%	24
Mostly Satisfied		20%	20
Satisfied		<b>48</b> %	48
Somewhat Satisfied		2%	2
Not At All Satisfied		5%	5



Junior		21%	23
Senior		35%	38
	Total Responses	108	
5. Please select your status as o	f Spring 2013.	Response Percent	Response Total
Full-time		<b>81</b> %	88
Part-time		<b>19</b> %	20
	Total Responses	108	
6. Gender		Response Percent	Response Total
Female		77%	79
Male		23%	24
	Total Responses	103	
7. Age		Response Percent	Response Total
19 or Under		21%	22
20		12%	12
21		12%	13
22	•	3%	3
23		5%	5
24	•	3%	3
25 to 29		12%	12
30 to 39		12%	13
40 to 49		11%	11
50 to 59		10%	10
	Total Responses	104	
8. Hispanic Ethnicity		Response Percent	Response Total
No, am not of Hispanic ethnicity		<b>93</b> %	95
Yes, I am of Hispanic ethnicity		7%	7
	Total Responses	102	
9. Race		Response Percent	Response Total
American Indian		18%	18
Asian	1	0%	0
Black	1	2%	2
White		71%	72

Multiracial		7%	7
Other		3%	3
	Total Responses	102	

#### 10. Comments:

status

I would really like it if specialized programs like nursing...would still be considered full time. Nursing is difficult and it is near to impossible to take classes with nursing classes just to gain 12 hours. This greatly effects financial aid. There are other universities that recognize their program requirements (like a scheduled curriculum such as nursing) as full time

I have been helping some of my high school senior friends enroll for the fall and the enrollment office made it difficult for a new student to find out how things work at RSU and were slightly rude to my friends because of they didn't know. I

- 2. remember having the same confusing experience when I first came to this school. It made me sad because this is a really good school and I hate having my friends have such a bad experience so early on in getting prepared to come to this school.
- 3. Adopted

I like RSU, but I have always felt like I am a nuisance when enrolling. The financial information is almost never accurate, not everyone is friendly, and I always leave the admissions/financial aid/registrar offices feeling incompetent. I believe the

**4.** employees need to be nicer to students, as well as be better informed on information pertaining to their jobs. It does not reflect well on the college when a financial aid officer cannot answer basic questions on how aid works, and how a student could find more information on scholarships and endowments.

I love RSU and have very little complaints with the college. There are a few professors I have complaints with--as far as not being available as much (online classes) and I had one this semester that did not grade hardly anything until the last of

5. the semester nor did she give us feedback. I made a "B" in that class when I could have possibly had an "A" had she graded and gave feedback so that I could have improved as the semester progressed. Other than that, I think RSU is awesome! Love it!

There are many issues with this school that make it hard for me to want to continue. For example being a

- 6. communications major I hate that everything we do that involves radio or television production has to deal with news. That's not what I want to learn about.
- 7. I am so proud to belong to such a wonderful University

Acceptance into the BSN nursing program was easy, however there was an issue with class prerequisite notification at a late date by the office staff. This process needs to be updated and information given to the student upon admission into the program rather than waiting until the last semester prior to graduation as this will delay graduation and future plans

8. Also, there is an elderly female in the registrar's office that I have witnessed belittling or having a very poor attitude toward students. I feel this is very poor customer service as I feel that we as students are customers. We have chosen to attend this institution of higher learning, but I am certain could have been obtained at another just as well.

I would like for there to be more options open for those who wish to study abroad than there currently is. That is **9.** something I would like to do during my college education and since RSU doesn't have those programs I am forced to

- look at other colleges
- **10.** As Im closer to graduating I have noticed a lack in class availability, which has caused problems. Also the way some professors act towards students.
- 11. Rogers State was okay, but definitely not special in any way.

My number one concern is the change of class length. Especially for Biology, this cannot work. We have to manage labs along with our classes and having the extra 25 minutes of class time really puts all of us in a bind. My next concern is

**12.** class availability and flexibility. I would like more options for my classes and when to take them. I don't want to build my work schedule around classes. Finally is just my personal opinion but we do not need a tennis court especially when it is destroying part of the nature reserve. It says reserve for a reason

Campus police needs more officers and better equipment to keep students safe. There is a lack of facilities for

13. commuting students to hang out when not in class. If we had better facilities than students would not have to hang out in the computer labs and get yelled at for being to loud. There needs to be more availability of Criminal Justice classes. Offering a class once a year is not enough.

I think rsu in Pryor needs to offer more of the upper level business classes. I like the ideas of going to Pryor and have for **14.** the last few years but to complete my major I have to start traveling either farther to Claremore or taking classes at a different college. I think they have the cv'S they should use them for more classes at least.

- **15.** I am an emgineering major who would love to take more classes at RSU but there is no availability for Calculus 2 or higher. Please consider for the future.
- 16. Would love to see more community involvement
- 17. Even though I enrolled during the summer term each of the admissions staff personnel, as well as the advisors, went above and beyond to make the process as painless as possible. Excellent staff!
- **18.** build more family housing

I wish that there would be a larger variety of classes offered/more often for the Biology:Medical/Molecular option. I encountered a little difficulty when making my next schedule because of this, and had to pick up the ONLY 3000 level

**19.** course available during the summer. One of my friends and I played a game in the Library Classrooms called "How long with my broken headband stay on the floor before the janitorial staff cleans it up." The answer, through the end of the semester.

Advisors are terrible at RSU. Came back to school in fall of 2013. Was not able to get an actual advisor in my field assigned to me until fall of 2014. When it came time for enrollment for spring of 2015 I emailed the assigned advisor requesting a meeting so he could assist me in enrolling. The professor then emailed me back asking if I had filled out my enrollment sheet yet with the classes i was needing to take. I emailed him back informing him that I had not because I needed help deciding what classes I needed to take in order to graduate as soon as possible. You know, normal advisor stuff. He never responded. Clearly because he didn't wanna do what he is paid to do. I understand that they should not have to totally hold my hand through the process, but since this was my first actual advisor in my field since coming back to college I had been told different things by the different fill-ins that helped me enroll each time. So I had no idea what to take and had to again be helped by a fill-in in order to get enrolled for the 2015 Spring semester. This fill-in told me that I

- 20. would have no problem graduating in spring of 2016 and would not need to take any summer classes. So when I went to enroll for the fall of semester 2015 I was under the impression that I only had 2 semesters left. However, during my first actual meeting with the newly appointed advisor I was told that was not the case and he had no idea how I would have been told that. Not only am I now having to attend summer classes (which I don't have financial aid for), but also I was told that I would basically just have to hope that the right summer classes would be offered in summer of 2016 for me to take in order to graduate. He said he doubted they would be and that more than likely I would have to comeback for the fall semester of 2016 to take 2 or 3 classes (which isn't full time, and doesn't meet the qualifications for my financial aid). This whole process has been a trainwreck. The latest advisor even told me that this could have somewhat been prevented if I had a previous advisor who knew what they were doing and could have assigned me classes in a more efficient order to satisfy prerequisites. Fingers crossed this advisor finally knows what he is talking about and i do not get further fucked by RSU.
- 21. I love RSU & feel generally pleased with the Claremore campus all around!
- 22. More guidelines and requirements should be placed on the adjunct instructors that are employed at the university.

Would like to see required courses be offered during both Spring and Fall semesters, not limited to either Spring or Fall, courses that are only offered in Spring or Fall may cause students to delay graduation. Would also like to see more

**23.** courses that are only offered in spring of ran may cause students to deray graduation, would also like to see in required courses offered during evening and weekend hour which would allow nontraditional students greater opportunity for attendance.

I have never had a friendly faculty worker in the enrollment!financial aid/ bursar offices. I've talked with other students who have complained about the same thing. You walk on and ask a question and they answer you like you are stupid and should of largure. They must you and any net helpful Luxuald like to see PSU place friendly, helpful nearly who ear

24. and should of known. They rush you and are not helpful. I would like to see RSU place friendly, helpful people who care about helping the student and giving the students the best possible experience while enrolling in college, which is already frightening and nerve wrecking when you go in as a freshman and know nothing. I have had this same problem each semester I've enrolled in.

I think that there could be better class schedules especially with upper division courses. We have MULTIPLE intro

**25.** classes but yet some of the upper level classes are only offered every other semester such as Capstone. For me personally it has caused me to spend an extra semester at RSU for ONE class.

I am going into business administration. The reason why I came to Rogers State was because I had heard many good things about the program and the professors working in this department. As I continue my education here I had noticed that many of the great professors are leaving and the main focus on RSU isn't about the business degrees anymore and is

**26.** mainly focus on sports and expanding anything dealing with altheletics. Although I am proud to be a student here at RSU, I would love if the university just improve a little more and focus more on the business department because to me it's not what it used to be and if they still want a business majors and the business education department they should change their priorities.

I have always been satisfied with the quality of education at RSU. In fact I've never met so many nice students or instructors in one place. However, there is always that one bad apple that won't take the time to make sure his students

**27.** are well prepared or keeps good grading practices close in hand. Someone needs to take a look at Dr. Grenier's fail to pass rates. I have witnessed that most students are struggling with his class and just wondering how many are really passing them.

I would like to see more classes offered at the satellite campuses, not everyone can afford to drive to claremore for classes. It is advertised that you can get your degree at RSU and that it is personal. However, you have to start at one

**28.** campus and then move to finish your degree if you want a bachelors.it is almost like trying to have a couple of junior colleges in Bartlesville and Pryor and then a full university at Claremore only.

29.

- **30.** I love RSU!!!
- **31.** The cleanliness of the buildings needs to be addressed especially the stairs. There also needs to be more family housing.
- **32.** There should be more classes offered in the Multimedia degree. The two classes you offer that actually pertain to my degree are only offered every two to three semesters. Not good.

I would like to see later library hours. I would also like to see the HigherOne ATM machine moved to the centennial center where the RCB bank ATM is located as it currently stands students can only access the higher one atm during

- **33.** Center where the KCB bank ATW is located as it currently status students can only access the higher one affiliation of the annother the library hours. If the library is closed we cannot get cash. If we use a non-Higher One ATM we incur a \$2.50 fee per transaction. Please move the Higher One ATM.
- **34.** I really enjoy the on-campus staff. They have been quite helpful with the entire enrollment process and for building my confidence to achieve the goals I have set in place for myself.

Although I love RSU I am disappointed in it. I chose this school so that I could take advantage of the Phillips 6635. internship program but that has not worked out for me. I was also disappointed in how few there are classes offered at the Bartlesville campus.

**36.** Had a lot of problems when I dropped out. Planned on coming back, but with lack of communication on rsu part I plan on attending another college.

Please offer more anthropology courses and work towards offering that degree; RSU needs to catch up when it comes37. to that field of study. Some schools even offer Sociology/Anthropology as a duel degree, and it would not be too challenging to make that happen here.

- **38.** Athletics is ridiculous at a University that serves a specific need to people who would not be able to attend other area schools. Building dorms to make money and tearing down the Nature conservatory is typical political irrationality.
- **39.** Bring child care back! It would make life so much easier. I need a school that wants me to succeed even if i have children.

As a non traditional student I feel like my needs are not met - I attend Bartlesville campus - haven't been in school for 20 plus years, I am a mom, a wife and a employee - I am pulled in many different directions and although I can handle it all it would be nice to have a person on staff that handles the needs of these types of students - we have enough stress trying to wear many hats and the decision to go back to school is a big investment...we want our education, we are focused,

**40.** we have a plan and I think it would be appreciated to have someone on staff that recognized that this type of student is handled differently than a 18-20ish year old - our needs are quite different and I would like to feel that we are valued, most of us have been to school prior to attending RSU and we may be taking classes we don't need or taking classes in

the wrong order that will prevent us from taking classes that we need for our major because of pre recs that may have been missed or we misinterpreted in the degree plan- someone to help non traditional students stay on the right path would be appreciated.

