

STUDENT SATISFACTION SURVEY REPORT

Spring 2016

ROGERS STATE UNIVERSITY
Claremore, Oklahoma

Office of Accountability and Academics








Item Frequency Report [Filter Results](#)

2016 Student Satisfaction Survey

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

**Response
Percent** **Response
Total**


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

Very Great Importance		55%	59
Great Importance		28%	30
Moderate Importance		13%	14
Little Importance		4%	4
No Importance		1%	1
Total Responses		108	






Academic probation and suspension policies

Very Great Importance		26%	28
Great Importance		23%	25
Moderate Importance		26%	28
Little Importance		15%	16
No Importance		9%	10
Total Responses		107	

Accuracy of college information you received before enrolling




























Very Great Importance		62%	67
Great Importance		32%	35
Moderate Importance		5%	5
Little Importance		1%	1
No Importance		0%	0
Total Responses		108	




























Attitude of the college non-teaching staff toward students





























Very Great Importance		52%	57
Great Importance		32%	35
Moderate Importance		10%	11
Little Importance		6%	6
No Importance		0%	0
Total Responses		109	


























Attitude of the faculty toward students





























Very Great Importance		78%	84
Great Importance		19%	20
Moderate Importance		4%	4




























Little Importance		0%	0
No Importance		0%	0
		Total Responses	108
Availability of computers when you need them			
Very Great Importance		62%	67
Great Importance		27%	29
Moderate Importance		6%	6
Little Importance		6%	6
No Importance		0%	0
		Total Responses	108
Availability of financial information prior to enrolling			
Very Great Importance		72%	77
Great Importance		21%	23
Moderate Importance		4%	4
Little Importance		2%	2
No Importance		1%	1
		Total Responses	107
Availability of student housing			
Very Great Importance		23%	25
Great Importance		13%	14
Moderate Importance		11%	12
Little Importance		15%	16
No Importance		37%	40
		Total Responses	107
Availability of the courses you want at times you can take them			
Very Great Importance		82%	88
Great Importance		16%	17
Moderate Importance		2%	2
Little Importance		0%	0
No Importance		0%	0
		Total Responses	107
Availability of your advisor			
Very Great Importance		64%	69
Great Importance		24%	26
Moderate Importance		7%	8
Little Importance		3%	3
No Importance		1%	1
		Total Responses	107


























Billing and fee payment procedures			
Very Great Importance		50%	54
Great Importance		29%	31
Moderate Importance		18%	19
Little Importance		2%	2
No Importance		1%	1
	Total Responses	107	
Campus bookstore			
Very Great Importance		49%	52
Great Importance		26%	28
Moderate Importance		21%	22
Little Importance		2%	2
No Importance		2%	2
	Total Responses	106	
Campus media (student newspaper, campus radio, etc.)			
Very Great Importance		22%	24
Great Importance		18%	19
Moderate Importance		23%	25
Little Importance		21%	23
No Importance		16%	17
	Total Responses	108	
Class size relative to the type of course			
Very Great Importance		44%	48
Great Importance		30%	32
Moderate Importance		16%	17
Little Importance		7%	8
No Importance		3%	3
	Total Responses	108	
Classroom facilities			
Very Great Importance		42%	45
Great Importance		32%	34
Moderate Importance		23%	25
Little Importance		1%	1
No Importance		2%	2
	Total Responses	107	
Computer labs			
Very Great Importance		43%	46
Great Importance		31%	33

Moderate Importance		21%	23
Little Importance		3%	3
No Importance		3%	3
		Total Responses	108
Concern for you as an individual			
Very Great Importance		64%	68
Great Importance		25%	27
Moderate Importance		8%	8
Little Importance		2%	2
No Importance		1%	1
		Total Responses	106
Course content in your major field			
Very Great Importance		76%	82
Great Importance		19%	21
Moderate Importance		4%	4
Little Importance		1%	1
No Importance		0%	0
		Total Responses	108
Expand athletic facilities			
Very Great Importance		15%	16
Great Importance		17%	18
Moderate Importance		18%	19
Little Importance		17%	18
No Importance		34%	37
		Total Responses	108
Flexibility to design your own program of study			
Very Great Importance		43%	46
Great Importance		37%	40
Moderate Importance		13%	14
Little Importance		5%	5
No Importance		3%	3
		Total Responses	108
General admission procedures			
Very Great Importance		44%	48
Great Importance		31%	33
Moderate Importance		21%	23
Little Importance		4%	4
No Importance		0%	0






		Total Responses	108
General condition of buildings and grounds			
Very Great Importance		44%	48
Great Importance		34%	37
Moderate Importance		15%	16
Little Importance		5%	5
No Importance		2%	2
		Total Responses	108
General registration procedures			
Very Great Importance		44%	48
Great Importance		34%	37
Moderate Importance		21%	23
Little Importance		0%	0
No Importance		0%	0
		Total Responses	108
Having athletic teams			
Very Great Importance		14%	15
Great Importance		19%	20
Moderate Importance		19%	20
Little Importance		18%	19
No Importance		31%	33
		Total Responses	107
Laboratory facilities			
Very Great Importance		38%	41
Great Importance		28%	30
Moderate Importance		19%	21
Little Importance		7%	8
No Importance		7%	8
		Total Responses	108
Opportunities for personal involvement in campus activities			
Very Great Importance		28%	30
Great Importance		26%	28
Moderate Importance		29%	31
Little Importance		12%	13
No Importance		6%	6
		Total Responses	108
Opportunities for student employment			

Very Great Importance		36%	38
Great Importance		28%	30
Moderate Importance		21%	23
Little Importance		6%	6
No Importance		9%	10
		Total Responses	107
Out-of-class availability of your instructors			
Very Great Importance		47%	51
Great Importance		31%	34
Moderate Importance		19%	20
Little Importance		2%	2
No Importance		1%	1
		Total Responses	108
Personal security/safety at this campus			
Very Great Importance		65%	70
Great Importance		18%	19
Moderate Importance		12%	13
Little Importance		2%	2
No Importance		3%	3
		Total Responses	107
Preparation you are receiving for your future occupation			
Very Great Importance		77%	82
Great Importance		18%	19
Moderate Importance		5%	5
Little Importance		1%	1
No Importance		0%	0
		Total Responses	107
Purposes for which student activity fees are used			
Very Great Importance		57%	61
Great Importance		28%	30
Moderate Importance		10%	11
Little Importance		3%	3
No Importance		2%	2
		Total Responses	107
Quality of instruction in your major field			
Very Great Importance		81%	88
Great Importance		14%	15
Moderate Importance		5%	5





Little Importance		0%	0
No Importance		0%	0
		Total Responses	108
Racial harmony at this college			
Very Great Importance		55%	59
Great Importance		21%	23
Moderate Importance		17%	18
Little Importance		2%	2
No Importance		6%	6
		Total Responses	108
Religious activities and programs			
Very Great Importance		28%	30
Great Importance		20%	22
Moderate Importance		20%	22
Little Importance		9%	10
No Importance		22%	24
		Total Responses	108
Residence hall rules and regulations			
Very Great Importance		15%	16
Great Importance		13%	14
Moderate Importance		26%	28
Little Importance		17%	18
No Importance		30%	32
		Total Responses	108
Rules governing student conduct at this college			
Very Great Importance		36%	38
Great Importance		25%	27
Moderate Importance		25%	27
Little Importance		9%	10
No Importance		4%	4
		Total Responses	106
Student government			
Very Great Importance		24%	26
Great Importance		23%	25
Moderate Importance		26%	28
Little Importance		15%	16
No Importance		12%	13

		Total Responses	108
Student union/community center			
Very Great Importance		28%	30
Great Importance		27%	29
Moderate Importance		26%	28
Little Importance		12%	13
No Importance		7%	8
		Total Responses	108
Student voice in college policies			
Very Great Importance		42%	45
Great Importance		33%	35
Moderate Importance		15%	16
Little Importance		6%	6
No Importance		4%	4
		Total Responses	106
Study areas			
Very Great Importance		53%	57
Great Importance		23%	25
Moderate Importance		15%	16
Little Importance		4%	4
No Importance		5%	5
		Total Responses	107
Value of the information provided by you advisor			
Very Great Importance		76%	82
Great Importance		17%	18
Moderate Importance		6%	6
Little Importance		2%	2
No Importance		0%	0
		Total Responses	108
Variety of courses offered at this college			
Very Great Importance		75%	81
Great Importance		24%	26
Moderate Importance		1%	1
Little Importance		0%	0
No Importance		0%	0
		Total Responses	108
2. Now please rate the following items with respect to how <i>satisfied</i> you are with each.		Response Percent	Response Total






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

Very Satisfied		45%	38
Mostly Satisfied		34%	29
Satisfied		15%	13
Somewhat Satisfied		5%	4
Not At All Satisfied		1%	1
Total Responses		85	






Academic probation and suspension policies

Very Satisfied		34%	29
Mostly Satisfied		18%	15
Satisfied		41%	35
Somewhat Satisfied		5%	4
Not At All Satisfied		2%	2
Total Responses		85	

Accuracy of college information you received before enrolling

Very Satisfied		39%	33
Mostly Satisfied		27%	23
Satisfied		26%	22
Somewhat Satisfied		5%	4
Not At All Satisfied		4%	3
Total Responses		85	

Attitude of the college non-teaching staff toward students





























Very Satisfied		41%	35
Mostly Satisfied		31%	27
Satisfied		19%	16
Somewhat Satisfied		5%	4
Not At All Satisfied		5%	4
Total Responses		86	



























Attitude of the faculty toward students




























Very Satisfied		37%	32
Mostly Satisfied		40%	34
Satisfied		10%	9
Somewhat Satisfied		9%	8
Not At All Satisfied		3%	3
Total Responses		86	

Availability of computers when you need them

Very Satisfied		48%	40
Mostly Satisfied		24%	20

Satisfied		20%	17
Somewhat Satisfied		5%	4
Not At All Satisfied		2%	2
		Total Responses	83
Availability of financial information prior to enrolling			
Very Satisfied		38%	33
Mostly Satisfied		26%	22
Satisfied		23%	20
Somewhat Satisfied		8%	7
Not At All Satisfied		5%	4
		Total Responses	86
Availability of student housing			
Very Satisfied		26%	22
Mostly Satisfied		19%	16
Satisfied		48%	41
Somewhat Satisfied		5%	4
Not At All Satisfied		2%	2
		Total Responses	85
Availability of the courses you want at times you can take them			
Very Satisfied		20%	17
Mostly Satisfied		21%	18
Satisfied		28%	24
Somewhat Satisfied		21%	18
Not At All Satisfied		10%	9
		Total Responses	86
Availability of your advisor			
Very Satisfied		40%	34
Mostly Satisfied		24%	21
Satisfied		30%	26
Somewhat Satisfied		1%	1
Not At All Satisfied		5%	4
		Total Responses	86
Billing and fee payment procedures			
Very Satisfied		33%	28
Mostly Satisfied		16%	14
Satisfied		39%	33
Somewhat Satisfied		9%	8
Not At All Satisfied		2%	2

		Total Responses	85
Campus bookstore			
Very Satisfied		31%	27
Mostly Satisfied		23%	20
Satisfied		36%	31
Somewhat Satisfied		6%	5
Not At All Satisfied		3%	3
		Total Responses	86
Campus media (student newspaper, campus radio, etc.)			
Very Satisfied		26%	22
Mostly Satisfied		12%	10
Satisfied		48%	41
Somewhat Satisfied		13%	11
Not At All Satisfied		2%	2
		Total Responses	86
Class size relative to the type of course			
Very Satisfied		45%	39
Mostly Satisfied		24%	21
Satisfied		28%	24
Somewhat Satisfied		2%	2
Not At All Satisfied		0%	0
		Total Responses	86
Classroom facilities			
Very Satisfied		38%	33
Mostly Satisfied		27%	23
Satisfied		33%	28
Somewhat Satisfied		1%	1
Not At All Satisfied		1%	1
		Total Responses	86
Computer labs			
Very Satisfied		41%	35
Mostly Satisfied		24%	21
Satisfied		31%	27
Somewhat Satisfied		2%	2
Not At All Satisfied		1%	1
		Total Responses	86
Concern for you as an individual			
Very Satisfied		36%	31

Mostly Satisfied		30%	26
Satisfied		24%	21
Somewhat Satisfied		8%	7
Not At All Satisfied		1%	1
		Total Responses	86
Course content in your major field			
Very Satisfied		40%	34
Mostly Satisfied		28%	24
Satisfied		16%	14
Somewhat Satisfied		14%	12
Not At All Satisfied		2%	2
		Total Responses	86
Expand athletic facilities			
Very Satisfied		20%	17
Mostly Satisfied		5%	4
Satisfied		59%	50
Somewhat Satisfied		8%	7
Not At All Satisfied		8%	7
		Total Responses	85
Flexibility to design your own program of study			
Very Satisfied		28%	24
Mostly Satisfied		22%	19
Satisfied		34%	29
Somewhat Satisfied		8%	7
Not At All Satisfied		8%	7
		Total Responses	86
General admission procedures			
Very Satisfied		37%	32
Mostly Satisfied		22%	19
Satisfied		34%	29
Somewhat Satisfied		6%	5
Not At All Satisfied		1%	1
		Total Responses	86
General condition of buildings and grounds			
Very Satisfied		40%	34
Mostly Satisfied		24%	21
Satisfied		30%	26

Somewhat Satisfied		6%	5
Not At All Satisfied		0%	0
		Total Responses	86
General registration procedures			
Very Satisfied		40%	34
Mostly Satisfied		23%	19
Satisfied		32%	27
Somewhat Satisfied		5%	4
Not At All Satisfied		0%	0
		Total Responses	84
Having athletic teams			
Very Satisfied		23%	20
Mostly Satisfied		13%	11
Satisfied		45%	39
Somewhat Satisfied		9%	8
Not At All Satisfied		9%	8
		Total Responses	86
Laboratory facilities			
Very Satisfied		29%	25
Mostly Satisfied		16%	14
Satisfied		45%	38
Somewhat Satisfied		5%	4
Not At All Satisfied		5%	4
		Total Responses	85
Opportunities for personal involvement in campus activities			
Very Satisfied		32%	27
Mostly Satisfied		15%	13
Satisfied		41%	35
Somewhat Satisfied		7%	6
Not At All Satisfied		5%	4
		Total Responses	85
Opportunities for student employment			
Very Satisfied		29%	25
Mostly Satisfied		21%	18
Satisfied		40%	34
Somewhat Satisfied		5%	4
Not At All Satisfied		6%	5
		Total Responses	86

Out-of-class availability of your instructors

Very Satisfied		34%	29
Mostly Satisfied		22%	19
Satisfied		33%	28
Somewhat Satisfied		8%	7
Not At All Satisfied		3%	3
Total Responses		86	

Personal security/safety at this campus

Very Satisfied		49%	42
Mostly Satisfied		20%	17
Satisfied		27%	23
Somewhat Satisfied		3%	3
Not At All Satisfied		1%	1
Total Responses		86	

Preparation you are receiving for your future occupation

Very Satisfied		40%	34
Mostly Satisfied		24%	21
Satisfied		24%	21
Somewhat Satisfied		6%	5
Not At All Satisfied		6%	5
Total Responses		86	

Purposes for which student activity fees are used





























Very Satisfied		23%	20
Mostly Satisfied		12%	10
Satisfied		34%	29
Somewhat Satisfied		19%	16
Not At All Satisfied		13%	11
Total Responses		86	

























Quality of instruction in your major field























Very Satisfied		44%	38
Mostly Satisfied		20%	17
Satisfied		26%	22
Somewhat Satisfied		10%	9
Not At All Satisfied		0%	0
Total Responses		86	

Racial harmony at this college

Very Satisfied		45%	39
Mostly Satisfied		17%	15

Satisfied		34%	29
Somewhat Satisfied		1%	1
Not At All Satisfied		2%	2
		Total Responses	86
Religious activities and programs			
Very Satisfied		29%	25
Mostly Satisfied		20%	17
Satisfied		42%	36
Somewhat Satisfied		3%	3
Not At All Satisfied		6%	5
		Total Responses	86
Residence hall rules and regulations			
Very Satisfied		22%	19
Mostly Satisfied		13%	11
Satisfied		55%	47
Somewhat Satisfied		5%	4
Not At All Satisfied		5%	4
		Total Responses	85
Rules governing student conduct at this college			
Very Satisfied		31%	27
Mostly Satisfied		15%	13
Satisfied		45%	39
Somewhat Satisfied		3%	3
Not At All Satisfied		5%	4
		Total Responses	86
Student government			
Very Satisfied		28%	24
Mostly Satisfied		19%	16
Satisfied		43%	37
Somewhat Satisfied		5%	4
Not At All Satisfied		6%	5
		Total Responses	86
Student union/community center			
Very Satisfied		30%	26
Mostly Satisfied		20%	17
Satisfied		44%	38
Somewhat Satisfied		1%	1
Not At All Satisfied		5%	4

		Total Responses	86	
Student voice in college policies				
Very Satisfied		24%	21	
Mostly Satisfied		24%	21	
Satisfied		40%	34	
Somewhat Satisfied		6%	5	
Not At All Satisfied		6%	5	
		Total Responses	86	
Study areas				
Very Satisfied		34%	29	
Mostly Satisfied		30%	26	
Satisfied		29%	25	
Somewhat Satisfied		6%	5	
Not At All Satisfied		1%	1	
		Total Responses	86	
Value of the information provided by you advisor				
Very Satisfied		42%	36	
Mostly Satisfied		19%	16	
Satisfied		24%	20	
Somewhat Satisfied		8%	7	
Not At All Satisfied		7%	6	
		Total Responses	85	
Variety of courses offered at this college				
Very Satisfied		34%	29	
Mostly Satisfied		20%	17	
Satisfied		29%	25	
Somewhat Satisfied		12%	10	
Not At All Satisfied		6%	5	
		Total Responses	86	
3. Please select the type of degree you are seeking at RSU.		Response Percent	Response Total	
Bachelors		80%	70	
Associate		20%	18	
		Total Responses	88	
4. Please select your classification.		Response Percent	Response Total	
Freshman		22%	20	
Sophomore		22%	20	

Junior		22%	20
Senior		33%	29
Total Responses		89	
5. Please select your status as of Spring 2013.			
		Response Percent	Response Total
Full-time		84%	69
Part-time		16%	13
Total Responses		82	
6. Gender			
		Response Percent	Response Total
Female		79%	67
Male		21%	18
Total Responses		85	
7. Age			
		Response Percent	Response Total
19 or Under		22%	19
20		12%	10
21		8%	7
22		7%	6
23		6%	5
24		3%	3
25 to 29		2%	2
30 to 39		20%	17
40 to 49		12%	10
50 to 59		8%	7
Total Responses		86	
8. Hispanic Ethnicity			
		Response Percent	Response Total
No, am not of Hispanic ethnicity		93%	79
Yes, I am of Hispanic ethnicity		7%	6
Total Responses		85	
9. Race			
		Response Percent	Response Total
American Indian		21%	18
Asian		2%	2
Black		2%	2
White		66%	56

Multiracial		6%	5
Other		2%	2
Total Responses		85	

10. Comments:

1. Campus policies are not enforced and students are not held accountable. Why should I follow the rules when nobody gets in trouble for breaking them? Nobody gets in trouble for alcohol or drug violations, and many users are underage. Residential Life never listened to any complaints and was slow to take action, I.E. the terrible WiFi connection in UVC throughout the whole year. The quality of sodexo food has seriously declined. During the first weeks of classes, or when large events are going on, the food is great. They put effort into the food because they want to impress people. As soon as those events are over, the food quality is terrible again. I kept finding hairs in my food, and many students felt sick after eating there. Having the dining hall open during breaks would also be nice for students that have to stay on campus. The UVC dorms were really nice and had a great community feel to them. Great idea, it really helped the freshman bond and get to know each other. I enjoyed all my professors and found they were all willing to help me understand concepts if I had questions. Overall, I did enjoy my year at RSU but there are some areas that could be improved. Thanks.
 2. Need to offer all classes all the time, and not just when the department decides to. Need to keep degree requirements up to date. I have had to hop and skip around because only offering classes at a certain time of year. Offer more options in the summer, and also offer more classes in the area the degree says not a general fit for several majors. That is the whole reason to get a degree in a specific field.
 3. Although I actually finished in December, I wanted to still give my input. I actually 'walked' Saturday, May 7 and was thrilled to be part of the largest group graduating at RSU. I love RSU!!
 4. I am never able to get the classes I need when I need them and my classes get canceled all of the time. I do not feel like you care about my success at all.
 5. The only complaint I have is that there are not many time options for the classes I need/want to take which interferes with my work schedule outside of school. I know this is due to your unfortunate budget cuts, though.
 6. In case I was misunderstanding the wording of some of the categories, let me explain here: I am NOT AT ALL SATISFIED with how the college seems to be putting its priority on making the sports teams a bigger deal and building more places for the students to waste their money (and up-ing tuition) while taking away resources like the rec center and firing teachers. Also, I cannot vouch for other departments, but there are not enough of the major courses offered in the art department, to such a degree that it might be difficult, if not impossible to graduate in the four years that many scholarships are only good for.
 7. Not enough variety in class availability/scheduling. Clubs also need to increase. Active Student Newspaper needed. Adjunct faculty needs to improve teaching ability, style, preparation. Sports- Football needed.
 8. The English and Humanities department's capstone process needs attention.
 9. Poor guidance when I first began taking course toward my major, there was no indication that I needed to take the classes in a certain order to avoid needed to wait a whole year before I could take a certain class. More clarity on the fact that certain classes are only available at certain times or a written guide as to what we should take would be nice since I wasn't assigned to an advisor from my department until I sought one out in my junior year. The professors I work with are amazing but it is becoming very apparent that they are over loaded and the work load expected of each is stretching them thin an making them less available to the students.
 10. I do not like the 4 day schedule that RSU tried this year. It is hard on the biology students when we have such hard and compact classes. Also, the science labs need updated desperately. The pathways on the nature trail are a danger. RSU holds many 5k races on campus and I have known non-students to attend these races and get seriously injured due to the paths. This could eventually cause a lawsuit for RSU if not attended to.
 11. RSU needs to work on the advisors and their role of advising. If that is their job...they need to do it. The History department advisors (some of them) are not good at all and no one knows how to communicate.
- Faculty accessibility and accountability for some online courses could be reviewed. Some classes have not had but one

12. or two grades recorded nearing the end of the semester. This does not allow a student to adjust their performance to optimum levels. How can a student know where they stand in a class if very few grades are recorded? Other than that, the RSU experience has been stellar.

The head of the science department needs to be evaluated. Professor Graham isn't involved with her students, she is rude
13. and doesn't seem to care about her students. It took multiple people weeks to do homework online because she ignored our emails and wouldn't help fix the issue. I hope this isn't behavior RSU allows, and hope that it is corrected.

14. You folks are great.

15. Yes

16. There needs to be more of a campus life. There is not enough activities to invoke the amount of students the campus has

I am disappointed in the lack of student organizations at the Bartlesville campus. I also feel that since a majority of the students I encounter in Bartlesville are also adult degree seekers like myself there should be more course availability in the evening and not force us to have to take courses online. I also would like to mention that for the last 2 Semesters I
17. have paid more money in "fees" than I have in tuition. Considering most of these "fees" do not apply to the Bartlesville campus I think this is highly unfair. I should not be forced to pay an "Athletic Activity Fee" if I am not involved in any sports or attending the Claremore campus.

There needs to be more traditional evening classes available to working adults!! I very much enjoyed the night history classes, and did quite well because I liked what I was studying. As an adult student who has worked for the same
18. company for over 35 years, I can tell you that I am only trying to improve my position with the company that I helped to build. I am not seeking a new job, so Please take into consideration those working adults who are trying to better themselves!!

Overall I believe RSU is a great university and genuinely cares about the students. However, as a Freshman I was very disappointed with being forced to live in the new residence building. The apartment style dorms of UVA and UVB were
19. a huge factor in my decision to attend this university and my experience in UVC was undesirable. It was a very nice building though and I was very grateful that Rogers covered the cleaning of the common areas and restrooms. It was a thoughtful gesture.

