STUDENT SATISFACTION SURVEY REPORT

Spring 2017

ROGERS STATE UNIVERSITY

Claremore, Oklahoma

Office of Accountability and Academics



Item Frequency Report Filter Results **2017 Student Opinion Survey** Response Response 1. Please rate each of the following items with respect to how *important* it is to you. Percent Total Academic calendar for this college (e.g. Semester or quarter system) 46% 90 **Very Great Importance Great Importance** 34% 67 14% 28 **Moderate Importance** Little Importance **3**% 5 3% 5 No Importance **Total Responses** 195 Academic probation and suspension policies **16**% 31 **Very Great Importance** 44 **Great Importance** 23% **Moderate Importance** 31% 60 **Little Importance 17**% 34 No Importance 13% 26 **Total Responses** 195 Accuracy of college information you received before enrolling **Very Great Importance** 60% 117 60 **Great Importance** 31% **7**% 13 **Moderate Importance** 2% 3 Little Importance 1% 1 No Importance **Total Responses** 194 Attitude of the college non-teaching staff toward students **Very Great Importance** 53% 103 53 **Great Importance 27**% 23 **Moderate Importance** 12% **Little Importance** 6% 11 2% 3 No Importance **Total Responses** 193 Attitude of the faculty toward students **Very Great Importance 77**% 149 **Great Importance 19**% **37 Moderate Importance** 3% 6

Little Importance	0%	0
No Importance	1%	1
	Total Responses 193	
Availability of computers when you need them		
Very Great Importance	58%	112
Great Importance	25%	48
Moderate Importance	10%	20
Little Importance	3%	6
No Importance	4%	8
	Total Responses 194	
Availability of financial information prior to enrolling		
Very Great Importance	71%	139
Great Importance	18%	36
Moderate Importance	5%	10
Little Importance	2%	4
No Importance	3%	6
	Total Responses 195	
Availability of student housing		
Very Great Importance	26%	50
Great Importance	9%	17
Moderate Importance	16%	30
Little Importance	9%	18
No Importance	40%	78
	Total Responses 193	
Availability of the courses you want at times you can take the	em	
Very Great Importance	85%	166
Great Importance	14%	27
Moderate Importance	1%	1
Little Importance	0%	0
No Importance	1%	1
	Total Responses 195	
Availability of your advisor		
Very Great Importance	64%	124
Great Importance	26%	50
Moderate Importance	9%	17
Little Importance	2%	3
No Importance	1%	1
	Total Responses 195	

Billing and fee payment procedures			
Very Great Importance		54%	104
Great Importance		27%	52
Moderate Importance		15%	29
Little Importance		3%	5
No Importance		2%	4
	Total Responses	194	
Campus bookstore			
Very Great Importance		39 %	75
Great Importance		28%	55
Moderate Importance		24%	46
Little Importance		6 %	12
No Importance		3%	5
	Total Responses	193	
Campus media (student newspaper, campus radio, etc.)			
Very Great Importance		14%	27
Great Importance		9 %	18
Moderate Importance		34%	67
Little Importance		19%	38
No Importance		23%	45
	Total Responses	195	
Class size relative to the type of course			
Very Great Importance		37%	72
Great Importance		28%	55
Moderate Importance		21%	40
Little Importance		7 %	13
No Importance		7 %	14
	Total Responses	194	
Classroom facilities			
Very Great Importance		40%	77
Great Importance		33%	63
Moderate Importance		22%	42
Little Importance		2%	4
No Importance		4 %	7
	Total Responses	193	
Computer labs			
Very Great Importance		41%	79
Great Importance		31%	61

Moderate Importance		16%	32
Little Importance		5%	9
No Importance		7 %	14
-	Total Responses	195	
Concern for you as an individual			
Very Great Importance		61%	119
Great Importance		24%	46
Moderate Importance	·	11%	22
Little Importance		3%	5
No Importance		1%	2
	Total Responses	194	
Course content in your major field			
Very Great Importance		79 %	154
Great Importance	-	19%	36
Moderate Importance		2%	3
Little Importance		0%	0
No Importance		1%	1
	Total Responses	194	
Expand athletic facilities			
Very Great Importance		9%	18
Great Importance		7 %	13
Moderate Importance		19%	37
Little Importance		20%	39
No Importance	4	45%	88
	Total Responses	195	
Flexibility to design your own program of study			
Very Great Importance	·	38%	75
Great Importance		32%	62
Moderate Importance		18%	36
Little Importance		5%	10
No Importance		6%	12
	Total Responses	195	
General admission procedures			
Very Great Importance	•	39 %	76
Great Importance	· · · · · · · · · · · · · · · · · · ·	34%	66
Moderate Importance		25%	48
Little Importance		1%	2
No Importance		1%	2

	Total Responses	194	
General condition of buildings and grounds			
Very Great Importance		40%	77
Great Importance		31%	59
Moderate Importance		23%	45
Little Importance		3%	5
No Importance		4 %	7
	Total Responses	193	
General registration procedures			
Very Great Importance		46%	88
Great Importance		35%	67
Moderate Importance		18%	34
Little Importance		1%	1
No Importance		1%	1
	Total Responses	191	
Having athletic teams			
Very Great Importance		12%	23
Great Importance		12%	23
Moderate Importance		23%	45
Little Importance		15%	28
No Importance		38%	74
	Total Responses	193	
Laboratory facilities			
Very Great Importance		32 %	63
Great Importance		27 %	53
Moderate Importance		21%	41
Little Importance		9%	17
No Importance		10%	20
	Total Responses	194	
Opportunities for personal involvement in campus activities	s		
Very Great Importance		22%	43
Great Importance		22%	43
Moderate Importance		31%	60
Little Importance		10%	19
No Importance		14%	27
	Total Responses	192	

Very Great Importance	34%	66
Great Importance	22%	43
Moderate Importance	21%	40
Little Importance	7 %	14
No Importance	16%	31
Total Respon	ses 194	
Out-of-class availability of your instructors		
Very Great Importance	41%	80
Great Importance	38%	73
Moderate Importance	16%	32
Little Importance	2%	4
No Importance	3%	5
Total Respon	ses 194	
Personal security/safety at this campus		
Very Great Importance	67 %	129
Great Importance	18%	34
Moderate Importance	11%	21
Little Importance	3%	5
No Importance	2%	3
Total Respon	ses 192	
Preparation you are receiving for your future occupation		
Very Great Importance	78 %	150
Great Importance	18%	35
Moderate Importance	4 %	7
Little Importance	1%	1
No Importance	0%	0
Total Respon	ses 193	
Purposes for which student activity fees are used		
Very Great Importance	62 %	121
Great Importance	18%	34
Moderate Importance	14%	28
Little Importance	2%	4
No Importance	4 %	7
Total Respon	ses 194	
Quality of instruction in your major field		
Very Great Importance	86%	166
Great Importance	12%	24
Moderate Importance	2%	3

Little Importance		0%	0
No Importance		0%	0
	Total Responses	193	
Racial harmony at this college			
Very Great Importance		56%	108
Great Importance		17 %	33
Moderate Importance		16%	30
Little Importance		3%	6
No Importance		8%	16
	Total Responses	193	
Religious activities and programs			
Very Great Importance		24%	46
Great Importance		19%	37
Moderate Importance		21%	41
Little Importance		10%	20
No Importance		25%	49
	Total Responses	193	
Residence hall rules and regulations			
Very Great Importance		20%	38
Great Importance		15%	29
Moderate Importance		20%	39
Little Importance		11%	22
No Importance		34 %	65
	Total Responses	193	
Rules governing student conduct at this college			
Very Great Importance		34%	65
Great Importance		28%	55
Moderate Importance		25%	48
Little Importance		5%	9
No Importance		9 %	17
	Total Responses	194	
Student government			
Very Great Importance		16%	32
Great Importance		18%	35
Moderate Importance		32%	63
Little Importance		12 %	24
No Importance		21%	40

2. Now please rate the followi	ng items with respect to how satisfied	l you are with each.	Response Percent	Respons Total
		Total Responses	194	
No Importance	I		1%	1
Little Importance	I		0%	0
Moderate Importance			3 %	6
Great Importance			21%	40
Very Great Importance			76 %	147
Variety of courses offered at the	nis college			
		Total Responses	194	
No Importance	1		1%	1
Little Importance	1		1%	2
Moderate Importance			4 %	8
Great Importance			19 %	37
Very Great Importance			75 %	146
Value of the information provi	ded by you advisor			
		Total Responses	192	
No Importance			7 %	13
Little Importance			5%	9
Moderate Importance			15%	28
Great Importance			24%	46
Very Great Importance			50 %	96
Study areas				
		Total Responses	193	
No Importance			11%	21
Little Importance			4 %	7
Moderate Importance			18%	35
Great Importance			22%	42
Very Great Importance			46%	88
Student voice in college policie	es			
		Total Responses	194	
No Importance			18%	34
Little Importance			7 %	14
Moderate Importance			29 %	57
Great Importance			22%	42
Very Great Importance			24%	47
Student union/community cent	er			
		Total Responses	194	

Academic calendar for this college (e.g. Semester or quarter	r system)		
Very Satisfied		35%	58
Mostly Satisfied		35%	57
Satisfied		19%	32
Somewhat Satisfied		10%	16
Not At All Satisfied		1%	2
	Total Responses	165	
Academic probation and suspension policies			
Very Satisfied		28%	44
Mostly Satisfied		18%	28
Satisfied		48%	76
Somewhat Satisfied		7 %	11
Not At All Satisfied		1%	1
	Total Responses	160	
Accuracy of college information you received before enrolling	ng		
Very Satisfied		24%	39
Mostly Satisfied		21%	35
Satisfied		27 %	45
Somewhat Satisfied		15%	24
Not At All Satisfied		13%	21
	Total Responses	164	
Attitude of the college non-teaching staff toward students			
Very Satisfied		28%	45
Mostly Satisfied		28%	45
Satisfied		23%	38
Somewhat Satisfied		16%	26
Not At All Satisfied		6%	9
	Total Responses	163	
Attitude of the faculty toward students			
Very Satisfied		31%	51
Mostly Satisfied		34%	55
Satisfied		17 %	28
Somewhat Satisfied		15%	25
Not At All Satisfied		3%	5
	Total Responses	164	
Availability of computers when you need them			
Very Satisfied		48%	78
Mostly Satisfied		22%	36

Satisfied		23%	37
Somewhat Satisfied		5%	8
Not At All Satisfied		2%	3
	Total Responses	162	
Availability of financial information prior to enrolling			
Very Satisfied		24%	39
Mostly Satisfied		20%	32
Satisfied		31%	50
Somewhat Satisfied		15 %	24
Not At All Satisfied		11%	18
	Total Responses	163	
Availability of student housing			
Very Satisfied		25%	40
Mostly Satisfied		19 %	30
Satisfied		51 %	82
Somewhat Satisfied		2%	3
Not At All Satisfied		3%	5
	Total Responses	160	
Availability of the courses you want at times you can take them			
Very Satisfied		15%	24
Mostly Satisfied		22%	35
Satisfied		20%	33
Somewhat Satisfied		27 %	44
Not At All Satisfied		16%	26
	Total Responses	162	
Availability of your advisor			
Very Satisfied		28%	46
Mostly Satisfied		25%	40
Satisfied		25%	41
Somewhat Satisfied		13%	21
Not At All Satisfied		9%	15
	Total Responses	163	
Billing and fee payment procedures			
Very Satisfied		15%	24
Mostly Satisfied		20%	33
Satisfied		39 %	64
Somewhat Satisfied		16%	26
Not At All Satisfied		10%	17

	Total Responses	164	
Campus bookstore			
Very Satisfied		28%	46
Mostly Satisfied		24%	39
Satisfied		32 %	53
Somewhat Satisfied		12 %	19
Not At All Satisfied		4 %	7
	Total Responses	164	
Campus media (student newspaper, campus radio, etc.)			
Very Satisfied		21%	34
Mostly Satisfied		13%	22
Satisfied		52 %	85
Somewhat Satisfied		8%	13
Not At All Satisfied		6 %	9
	Total Responses	163	
Class size relative to the type of course			
Very Satisfied		33%	54
Mostly Satisfied		30%	49
Satisfied		32%	52
Somewhat Satisfied		3%	5
Not At All Satisfied		1%	2
	Total Responses	162	
Classroom facilities			
Very Satisfied		27 %	44
Mostly Satisfied		34%	55
Satisfied		33%	54
Somewhat Satisfied		4%	6
Not At All Satisfied		2%	4
•	Total Responses	163	
Computer labs			
Very Satisfied		32%	52
Mostly Satisfied		31%	50
Satisfied		31%	51
Somewhat Satisfied		2%	4
Not At All Satisfied		4%	6
-	Total Responses	163	
Concern for you as an individual	•		
Very Satisfied		23%	38

Mostly Satisfied		29 %	47
Satisfied		31%	50
Somewhat Satisfied		11%	18
Not At All Satisfied		6 %	10
	Total Responses	163	
Course content in your major field			
Very Satisfied		27 %	44
Mostly Satisfied		34 %	56
Satisfied		26%	43
Somewhat Satisfied		9%	14
Not At All Satisfied		4 %	6
	Total Responses	163	
Expand athletic facilities			
Very Satisfied		14%	22
Mostly Satisfied		10%	17
Satisfied		57 %	93
Somewhat Satisfied		8%	13
Not At All Satisfied		10%	17
	Total Responses	162	
Flexibility to design your own program of study			
Very Satisfied		13%	21
Mostly Satisfied		25%	40
Satisfied		31%	51
Somewhat Satisfied		21%	34
Not At All Satisfied		10%	16
	Total Responses	162	
General admission procedures			
Very Satisfied		18%	30
Mostly Satisfied		18%	29
Satisfied	l	48%	79
Somewhat Satisfied		11%	18
Not At All Satisfied		4 %	7
	Total Responses	163	
General condition of buildings and grounds			
Very Satisfied		24%	39
Mostly Satisfied		26%	42
Satisfied		41%	66

Somewhat Satisfied		6%	9
Not At All Satisfied		3%	5
	Total Responses	161	
General registration procedures			
Very Satisfied		15%	24
Mostly Satisfied		26%	42
Satisfied		38%	61
Somewhat Satisfied		11%	18
Not At All Satisfied		10%	17
	Total Responses	162	
Having athletic teams			
Very Satisfied		16%	26
Mostly Satisfied		15%	25
Satisfied		54%	87
Somewhat Satisfied		8%	13
Not At All Satisfied		7 %	11
	Total Responses	162	
Laboratory facilities			
Very Satisfied		15%	24
Mostly Satisfied		25%	40
Satisfied		48%	77
Somewhat Satisfied		9 %	15
Not At All Satisfied		4 %	6
	Total Responses	162	
Opportunities for personal involvement in campus activit	ties		
Very Satisfied		23%	38
Mostly Satisfied		21%	34
Satisfied		43%	70
Somewhat Satisfied		6 %	9
Not At All Satisfied		7 %	11
	Total Responses	162	
Opportunities for student employment			
Very Satisfied		24%	39
Mostly Satisfied		18%	29
Satisfied		43%	69
Somewhat Satisfied		9%	14
Not At All Satisfied		6 %	10
	Total Responses	161	

Out-of-class availability of your instructors	-	40/ 22	`
Very Satisfied		4% 39	
Mostly Satisfied		9% 48	
Satisfied		9% 47	
Somewhat Satisfied		1% 18	
Not At All Satisfied		7% 11	L
	Total Responses	163	
Personal security/safety at this campus	_		_
Very Satisfied		9% 62	
Mostly Satisfied		3% 37	
Satisfied		52% 52	
Somewhat Satisfied		4% 6	
Not At All Satisfied		2% 4	
	Total Responses	161	
Preparation you are receiving for your future occupation			
Very Satisfied		3% 37	
Mostly Satisfied		0% 47	
Satisfied	2	9% 46)
Somewhat Satisfied	1	4% 22	2
Not At All Satisfied	4	4% 7	
	Total Responses	159	
Purposes for which student activity fees are used			
Very Satisfied	1	2% 20)
Mostly Satisfied	1	2% 20)
Satisfied	3	52% 52	2
Somewhat Satisfied	2	3% 38	}
Not At All Satisfied	2	0% 32	2
	Total Responses	162	
Quality of instruction in your major field			
Very Satisfied	3	3% 53	3
Mostly Satisfied	2	8% 46	5
Satisfied	2	3% 38	}
Somewhat Satisfied	1	3% 21	l
Not At All Satisfied		2% 4	
	Total Responses	162	
Racial harmony at this college			
Very Satisfied	3	0% 49)
Mostly Satisfied	1	9% 31	L

Satisfied		44%	71
Somewhat Satisfied		2%	4
Not At All Satisfied		4 %	7
7	Fotal Responses	162	
Religious activities and programs			
Very Satisfied		17 %	28
Mostly Satisfied		19%	31
Satisfied		50 %	80
Somewhat Satisfied		6 %	10
Not At All Satisfied		7 %	12
1	Fotal Responses	161	
Residence hall rules and regulations			
Very Satisfied		16%	26
Mostly Satisfied		13%	21
Satisfied		58 %	94
Somewhat Satisfied		9%	15
Not At All Satisfied		4 %	6
7	Fotal Responses	162	
Rules governing student conduct at this college			
Very Satisfied		20%	32
Mostly Satisfied		20%	33
Satisfied		52%	84
Somewhat Satisfied		4 %	6
Not At All Satisfied		4 %	6
7	Fotal Responses	161	
Student government			
Very Satisfied		19%	30
Mostly Satisfied		16%	25
Satisfied		56%	90
Somewhat Satisfied		6 %	10
Not At All Satisfied		3%	5
נ	Fotal Responses	160	
Student union/community center			
Very Satisfied		19%	31
Mostly Satisfied		21%	34
Satisfied		49 %	80
Somewhat Satisfied		7 %	11
Not At All Satisfied		4 %	6

_	Total Responses	162	
Student voice in college policies			
Very Satisfied		15 %	24
Mostly Satisfied		17 %	27
Satisfied		52 %	84
Somewhat Satisfied		9%	15
Not At All Satisfied		7 %	12
	Total Responses	162	
Study areas			
Very Satisfied		23%	38
Mostly Satisfied		25%	41
Satisfied		41%	67
Somewhat Satisfied		7 %	12
Not At All Satisfied		2%	4
	Total Responses	162	
Value of the information provided by you advisor			
Very Satisfied		31%	50
Mostly Satisfied		23%	38
Satisfied		25%	40
Somewhat Satisfied		12 %	19
Not At All Satisfied		9%	15
	Total Responses	162	
Variety of courses offered at this college			
Very Satisfied		17 %	27
Mostly Satisfied		23%	37
Satisfied		32 %	52
Somewhat Satisfied		20%	33
Not At All Satisfied		7 %	12
	Total Responses	161	
3. Please select the type of degree you are seeking at RSU.		Response Percent	Response Total
Bachelors		84%	143
Associate		16%	27
	Total Responses	170	
4. Please select your classification.		Response Percent	Response Total
Freshman		16%	28
Sophomore		21%	35

Junior		25%	43
Senior		38%	64
	Total Responses	170	
5. Please select your status as of Spring 2013.		esponse Percent	Response Total
Full-time		75 %	126
Part-time		25%	43
	Total Responses	169	
6. Gender		esponse Percent	Response Total
Female		72 %	123
Male		28%	47
	Total Responses	170	
7. Age		esponse Percent	Response Total
19 or Under		12%	21
20		12%	20
21		12%	21
22		9 %	15
23		3%	5
24		4 %	7
25 to 29		12%	21
30 to 39		17 %	29
40 to 49		11%	19
50 to 59		6 %	10
	Total Responses	168	
8. Hispanic Ethnicity		esponse Percent	Response Total
No, am not of Hispanic ethnicity		95%	157
Yes, I am of Hispanic ethnicity		5%	8
	Total Responses	165	
9. Race		esponse Percent	Response Total
American Indian		22%	36
Asian		1%	2
Black		4 %	6
White		70 %	116

Multiracial		3%	5
Other		0%	0
	Total Responses	165	

10. Comments:

- 1. I recently had knee surgery and had a lab class upstairs in LH. It was difficult at times to use the lift to get upstairs. An elevator would have been more efficient.
- 2. Too bad my advisor is never here
- 3. Keep athletics, keep all of the library staff. Keep Olga and Hicks in Financial aid. Student affairs are rude and incompetent! Family housing is falling apart, and Sodexo sucks. Also, the bookstore is a rip off and a joke!
- 4. DO NOT allow this school to fall into the ignorant, unprofessional and censored ways that have affected so many schools in this nation such as UC Berkeley.
- **5.** This was a waste of my precious time...

It would be helpful if evening classes were available for those that aren't available online. For those of us who work during the day and are pursuing a different career path, it would be very helpful. Some online instructors tend to take a while to grade homework and/or return emails in a timely manner. Also, some, not all, online instructors tend to give

6. "busy" work because we are not in the traditional class setting, I think. This is a bit frustrating and time consuming when it isn't necessary. In regards to admissions, somehow my transcripts from several years ago were lost and had to literally be searched for. Eventually, the issue was rectified. Other than those minor details, my experience at RSU has a decent one.

Overall, I'm pleased with my education at RSU. The budget cuts are tragic. The lack of available classes at all campuses, not just Claremore, is frustrating and needs to improve and I believe are due to the budget cuts. I hope the budget cuts

7. do not permanently damage this nice little university. I do believe I'm prepared to achieve a Master's degree and am looking forward to my upper graduate career. Thank you RSU and the college professors who helped me achieve my goals here.

8. No comments

I don't necessarily believe in religious activities on campus, at least orchestrated by the school itself. I have no issues with religion in general, I just feel it's difficult to equally represent all religious groups. The school, as a state institution, should not be directly involved in religion and should only exist to provide services to its students. Also, the school has incredibly limited options for course availability. It has improved since I first started school, but it is still unbelievably bad. It seriously affects the students ability to graduate on time, let alone take courses in an order that is beneficial for the students learning vs what is available.

On campus childcare is extremely important to many students success. We can't afford to go to school and pay for child care when we are working less. I and many other students feel that you shouldn't have taken away the childcare. Also, the nursing students new "computer lab" makes us feel like we are stuck in the broom closet. It used to be much better. We don't even have paper readily available or a stapler. The bottom dollar isn't everything. Student success is supposed

- to be important. We can't succeed if everyone who isn't straight out of hs with no children has to jump through hoops to even attend classes. The new nursing instructor furlough days are a joke. Our instructors can't email us back for at the very least 3 days. That's not helpful. Childcare and decent computer rooms for all degrees! All students are important. RSU used to believe in that.
- **11.** I feel as if my advisor could be better.

I have never, in my two years at this college, had a positive experience at the registrar's office. They are always rude, offputting, and hesitant to help me. That is by far the worst thing about this school. They need to be taught how to help

- **12.** students in a way that isn't mean or condescending. This wasn't one occasion; I have visited several times in the last two years, and they have always treated me badly, and everyone I've talked to about it agrees with me. The registrar is a huge problem here.
- **13.** I'm a Post-baccalaureate student, the year is incorrect...

Overall, RSU is a great smaller university. I have enjoyed class size, the one-on-one interaction you get with the staff, etc. Areas that have the biggest room for improvement for me is: 1.) better/more course selection (one class I needed to graduate was only offered at a specific time and place that interfered with my work schedule, it would have been nice to have a bigger selection), 2.) The graduation application process was extremely drawn out. I applied for graduation

- before the deadline, and did not hear anything back until a month and a half before my graduation date. It really stresses students out (and I know that there was only two bursars going through the applications, but if that's the case hire more staff to help) 3.) expanded parking lots (I cannot express how many times I could not find a parking spot. Expanding the parking lots would be very beneficial to students. I constantly have issues finding a parking spot in Baird Hall parking lot, Library parking lot, and Herrington Hall parking lot) I love RSU, and this feedback is purely to improve it's procedures/functions, and to provide a student's perspective. Thank you.
- 15. I wish more classes were offered in Bartlesville. Online classes are horrible and are better at other area colleges

This survey does not ask if you are a master's student. It ask what the status of the student is as of Spring 2013. It needs

- **16.** updated. It also needs a "not applicable" for those of us going back to school that most of the categories do not affect, or the student activities team will not respond to.
- 17. NEED MORE CRIMINAL JUSTICE PROFESSORS!
- 18. Social Sciences instructors are amazing-- Newcomb, Andrews, O'Malley, Elwell, and Moraro specifically. Classes should be smaller.
- **19.** N/A
- Overall satisfied with RSU, very dissatisfied with online instructors that deduct points for late or incomplete work, but
- **20.** then do not adhere to the schedule of posting grades and opening assignments. If I should have to follow the rules to the letter, then the instructor should be held to the same standard.
- 21. On question #5, I actually did not attend RSU untill Spring of 2016.
 - I think student-to-student racial harmony is fine. However, the graduation rates for black people is low. I think the University does not treat its black students as it should equally. One of my friends left the University because she was
- **22.** mistreated because of her race by faculty and staff members. On another note, I think that the University should stop focusing on the athletics new building, and focus on getting the science department a proper ventilated building for its labs. I think that Loshbaugh Hall is in a horrible state, and students, faculty, and staff are in danger because of it.
- Each year I become more and more disappointed with the faculty in higher positions at RSU. It seems they cannot 23. handle confrontation, and they are not listening to the student's feelings/attitudes concerning professors. I don't see how you can have a college with a strong foundation with weak people in influential positions within the college.
 - I am NOT pleased at the lack of professional communication from RSU. During the fall it was the delay of finacial aid disbursments, the epic failure of the transtion to the new software. Both spring and fall there has been a lack of personnel in financial aid and registration. Last thursday I went to drop a class, there were no less than six students waiting to see the registar and the was no one at the registration desk. There was a young lady at the desk in the middle(admissions)
- 24. she was too busy with her BOYFRIEND to do her job. When you call financial aid no one ever anwsers and voice mails go unanswered. They never call back. This semester I had issues trying to get enrolled. After speaking with my advisor on the phone, I arrived at the school to find he'd left after saying he'd be there to sign my schedule. Now I am enformed that my major is being dropped, and am told oh they've known for a while yet NO ONE bothered to mention it to me until I recieved the email from the Department chair yesterday.
 - THE FIRE ALARMS IN UVB ARE VERY ANNOYING. They constantly go off, and NO staff member has EVER emailed us or talked to us about WHY they constantly go off. An acknowledgement of this would be great. I know people who REFUSE to live in UVB due to the fact that the alarms CONSTANTLY go off. Many of the professors in
- 25. the Communication degree have been very lackluster in my 3 years of being here. Plus, the Corporate Communication degree seems to push radio and television very strongly, which gets annoying as there is already a radio/TV option for students to take. The Corporate option does not seem to focus enough on corporate ideals. I feel like it would be more intermingled with business classes rather than radio and TV classes.
- **26.** Mistake in question 5. Disappointed in something around campus. Lack of jobs especially for those on workstudy.
- 27. I'm a concurrent student at the Pryor campus and there aren't many classes I can take.

- 28. Nursing program needs to be more organized from ASN. A lot of confusion is seen from the outside and students seem stressed out.
- 29. the most frustrating thing at rsu is trying to work around My RSU and the major enrollment issues.
 - Bursar's office is a joke. Disbursments processing time is ridiculous and there should be no room for errors but there are every semester. This semester my disbursment was divided into 2 payments I received one in February and then another in the second half of February and then when enrollment came around I had a hold on my account saying that I owed
- **30.** money to the bursars office. They should have taken out the money out of my disbursment before disbursing it to me because now my disbursment has already been used and all the bursars office has to say for it is "sorry. You can take out a larger loan, or use the disbursment money we have you to pay for it." The whole reason why I took out a loan to be disbursed to me in the first place was so that I could pay my remaining balance from the bursars office.
- 31. I do not like that we have to wait on our advisors to email us back just so we can enroll. I would much rather go in and talk to someone in person and get it sorted out right then and there. Thank you
- **32.** Waiting weeks for a refund is ridiculous. The criminal justice department is a disaster. I'm still waiting on my graduation application to be approved after turning it in months ago.
- The overall facility is complicated. I have to ask more than one person or get transferred all over the place for help. Help 33. does not come easy. Down to seeing how much you need to pay, or to get enrolled, and especially how to work the my RSII
- **34.** Communication is a serious problem at RSU.
- 35. RSU is a great college to start out at
- I was told by an enrollment advisor I would need a particular class for my degree plan and as a prerequisite for another **36.** course, after being in that course all semester, I discovered that neither of these were true. After having paying for the 5 hour course and wasting my time, I am now even farther away from getting my degree. Thanks RSU!!
- **37.** Most of this survey is gear towards on campus students and does not really apply to those of us that are online students. This university needs WAY MORE study rooms. I RARELY see ANYONE touch any of the books on the third floor of the library when I'm up there which is 2-3 days out of the week. We don't have near the space to study that is needed
- **38.** nor is it okay that the library closes at 10:30 most night. I don't know of any other universities where the library even closes. Most are 24 hours which is what the RSU library needs to be since the OMA lounge is the only other place to study in campus after 10:30 and it's usually FULL throughout the night.
- For the most-part, I am blessed to be here, as your Institution has been nothing short of amazing for me. I am so sorry **39.** that the shortfall for education in Oklahoma is having such an adverse situation for RSU. I pray it gets better. Thank you for the good work all of you do.
 - There isn't a very welcoming feel when you walk into Rogers State University. Also they don't tell the students how the financial aspects of the college goes. As a coming transfer student I was and am still confused on how things are handled.
- **40.** Does the school take the financial aide and loan and pay off what you owe and refund you what is left over? Ive called and asked but kept getting passed around from person to person. When I went for a campus visit the lady forgot and was 30 minutes late.
- **41.** Lab needs auto dispense paper towels and hand soap.
- **42.** n/a
- **43.** The amount of dog feces in the grassed areas by the dorms is very very gross and frustrating.
- 44. The billing department has the financial aid on hold until they have processed the tuition, therefore, I am not able to use my financial aid to purchase my books. This puts a huge burden on me.
 - most of the teachers I have met have been easy to get along with and get back to you quickly. Although there are teachers like Mr. Todd Jackson, who is actually allowed to hold actual grade-confirmation to the end of the semester,
- 45. before letting you know, then it is too late to do anything but repeat the class. I feel all teachers should be forced to post mid-term grades so that students, who are not progressing can have ample time to adjust and consider ways to improve their scores. Mr. Jackson acts as though the fact that the scores are posted on McGraw, that we should be able to know if we are doing well or not. That is not actually accurate enough to confirm grades from.

I took an online class here (Dosage Calculations) and was extremely disappointed in the level of instruction and information I received from Professor Whitney Burke. I have had an extremely difficult time setting up appointments with an advisor, and was never able to successfully do so. My first semester here was an extremely disappointing experience overall.

The campus police are horrible, speeding is a plague on the campus. I am constantly afraid I'm going to get ran over when crossing the street to go to class. People refuse to yield for students and speed across campus. Students park in spaces that are clearly not parking causing more danger because the lanes are blocked so you cannot drive through them safely. This needs to be addressed before someone finally gets killed trying to cross the street going to class. My first adviser before I changed majors was completely incompetent in the programs the school offers and spent 10 minutes just trying to figure out if the school offers a ART MINOR, told her repeatably that RSU does in fact offer this and then proceeds to tell me she doesn't think so when I had already looked at the classes offered for the minor. She then goes to tell me financial aid would not cover my minor since "it doesn't pertain to my major" which is the entire point of having a

- 47. tell me financial aid would not cover my minor since "it doesn't pertain to my major" which is the entire point of having a minor so you can do something that you are also interested in, I informed her that my financial aid would cover those classes as long as I didn't go over a certain amount of hours. She also gives bad advice on classes to take and just tries to get you out of her office. I am glad I changed my major so I don't have to see her again because she seemed to not know anything about the programs the school offers and the classes you should take. The professors are amazing, but the second you need help from administration or anywhere that is not a professor good luck finding simple straight forward answers that actually help you make your college experience easier. So hopefully next time I'm walking to talk to someone for help I'll be ran over by a speeding student so I don't have to deal with the incompetence that the administration has.
- 48. This school needs more student involvement, a lot of students don't get to meet one another because there isn't anything fun to do on campus everyday.
- **49.** n/a
- 50. IT is very weak at this campus. IT is well behind other universities. Not able to register online. Did not like the fact I was forced to finish education on campus sexual harassment to enroll my second semester.
- 51. Everyone is doing a great job!:) Thank you for helping keep our school so beautiful. #blessed
- **52.** Overrall my advisor and teachers were incredible!
- **53.** I'm very happy here at RSU. I would like to see our university grow in course and degree offerings.

