



Spring 2018 Focus Group Results Fulfillment of Criteria for Accreditation

Executive Summary

To augment findings of RSU's Assurance Review process, focus groups were conducted through the Office of Accountability and Academics during spring 2018. Sixteen focus groups consisting of six different constituent groups and 109 students, alumni, full-time faculty, adjunct faculty, staff, and administrators were scheduled and implemented with representation in all groups from all three RSU campuses. All participation was voluntary.

To ensure representative student input in the Self-Study process, all students enrolled at RSU during the spring 2018 semester were emailed an invitation to participate. Seven student focus groups were scheduled with opportunities to participate in the daytime, evening or online, and seven focus groups were conducted. A total of 41 students participated, with two sessions at the Claremore campus (daytime and evening), two sessions at the Pryor campus, and one session at the Bartlesville campus. A second session was scheduled for the Bartlesville campus but was not held due to an insufficient number of students signing up for the daytime focus group. One session was held for distance education students.

Alumni feedback was secured through an open invitation using contact information provided by the Alumni Office. Fifteen alumni accepted the invitation with seven attending one evening session. A total of four (57%) attendees had graduated from RSU within the last three years, and two (29%) had graduated 18 years ago or more, when RSU was a community college. Three alumni participating in the focus group were also employed by the University.

Four faculty focus groups were conducted consisting of three full-time faculty groups and one adjunct faculty group. All faculty members were emailed invitations. Participating faculty represented all three campuses in both full-time and adjunct groups, and daytime and evening sessions were scheduled to allow for faculty availability. Online faculty were also represented. A total of 27 faculty participated; full-time faculty (n = 14) and adjunct faculty (n = 13) feedback was garnered in separate focus groups to allow for candid responses.

All full-time staff members were emailed invitations to participate, and four staff focus groups were conducted, with two groups held at the Claremore campus, one group held at the Pryor campus, and one group held at the Bartlesville campus. A total of 23 staff members participated in one of these groups, with 100% staff participation at the two branch campuses. One full-time faculty member participated in the Pryor campus staff focus group and two full-time faculty members participated in the Bartlesville campus staff focus group to allow for intact branch campus feedback.

All administrators were invited to participate in one focus group, and the resulting session consisted of five participants with all campuses represented, including all vice presidents, deans,

and Cabinet members with the exception of the President. Participants aggregated by constituent role at the University are presented in Figure 1.

A summary of institutional strengths and areas for improvement disaggregated by each constituent group are outlined below:

Students

Institutional Strengths

- Mission is timely and relevant
- Integrity exists in academics, budgeting, personnel and auxiliary functions
- Courses are rigorous across all methods of delivery
- Online students perceive online courses as particularly rigorous
- General education program is strong
- University is committed to student success
- Students view the university stronger than all other constituents

Institutional Challenges

- Would like to see more scholarship dollars available outside of the Honors program and athletics
- Financial aid discrepancies
- Some discrepancies in general education advising during first two years
- Enrollment management inefficiencies

Alumni

Institutional Strengths

- RSU has a strong, supported mission
- Accounting courses prepared students well for employment with Conoco-Phillips and other employers
- Many excellent faculty
- Many supportive staff members

Institutional Challenges

- Difficult to keep up with RSU events
- Additional faculty and staff are needed to support current students
- Alumni who were employees of the university perceived strong organizational financial challenges
- Alumni who graduated from Rogers State College when it was a community college had poorer perceptions of their general education courses

Full-time Faculty

Institutional Strengths

- Strong university mission
- Courses are rigorous and relevant to society and regional businesses
- Faculty who teach online perceive a strong distance education program
- General Education program is strong
- Many dedicated faculty and staff
- RSU is committed to student success

Institutional Challenges

- Lack of sufficient numbers of full-time faculty and staff due to budget constraints
- Perceived lack of financial integrity due to payment of stipends for ERP conversion team
- Questions about hiring new positions that were not discussed in Budget Advisory Committee meetings
- Feel uninformed about auxiliary function funding (non-E&G-I)
- Room for more collaboration with leadership
- Internal communication can be improved

Adjunct Faculty

Institutional Strengths

- RSU's processes support its mission
- Academic rigor is apparent in on-ground and online courses and programs
- General Education program is strong
- Student learning and student success are evident
- Many dedicated professionals work at RSU

Institutional Challenges

- There are not enough faculty and staff to meet all students needs which affects student success
- Academic integrity is affected without adequate faculty and staff
- Financial integrity is affected with low pay scales
- There are insufficient resources and declining state funding

Staff

Institutional Strengths

- RSU's mission is appropriate for a regional university and timely for Northeast Oklahoma

- Many caring, committed faculty and staff
- Academic integrity is evident
- The Budget Advisory Committee is a welcome vehicle for shared governance and internal communication
- New first-year experience initiative holds promise to help identify what incoming students need

Institutional Challenges

- Lack of resources to support RSU's mission
- Perceptions of inequity in awarding stipends to some staff of the ERP conversion team during a time of furloughs
- Insufficient numbers of faculty and staff
- Low pay comparable to peers
- Desire for stronger internal communication

Administrators

Institutional Strengths

- Strong relevant mission for Northeast Oklahoma regional university
- Academic integrity is evident in retention, graduation rates, and in other measures of student success
- Both on-ground and online courses and degree programs show rigor and are supported by Quality Matter principles
- Financial integrity is manifested in the support of the university with reduced state support and declining enrollment
- Auxiliary services show integrity (e.g., Physical Plant, etc.)

Institutional Challenges

- Insufficient resources affecting hiring of adequate numbers of staff and faculty
- Insufficient resources affecting student success
- Lack of resources to appropriately support degree programs and departments
- Lack of resources for effective collaboration in leadership

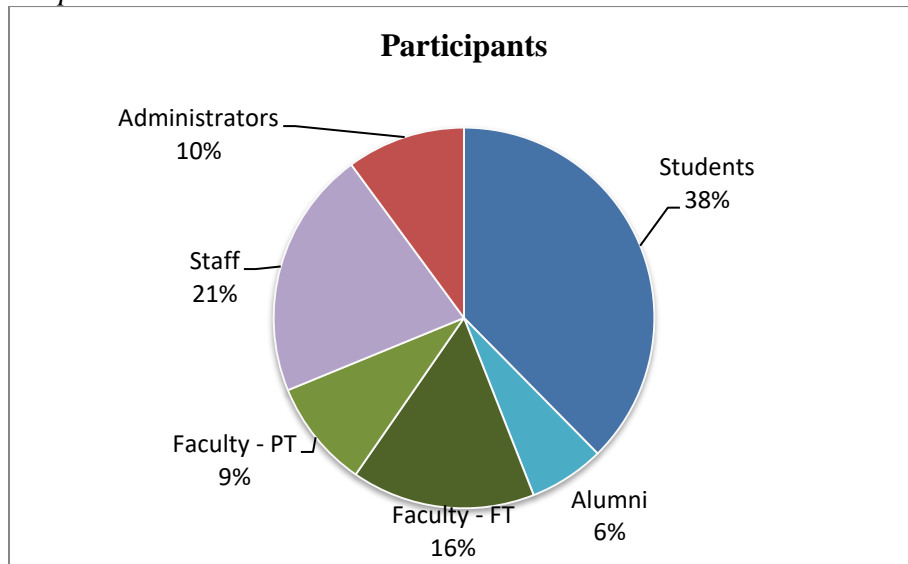
FOCUS GROUP RESULTS: Aggregated by Constituent Group

Table 1: Participants

Participants	# Participants	# Groups	# Campuses
Students (41% F2F; 59% online)	41	6	3 + online
Alumni (one group cancelled)	7	1	--
Faculty (52% FT; 48% PT)	27	4	3 + online
Staff	23	4	3
Administrators	11	1	3
Total	109	16	All

Note: 2 adjunct faculty at branch campuses participated in branch campus staff focus groups

Figure 1: Participants



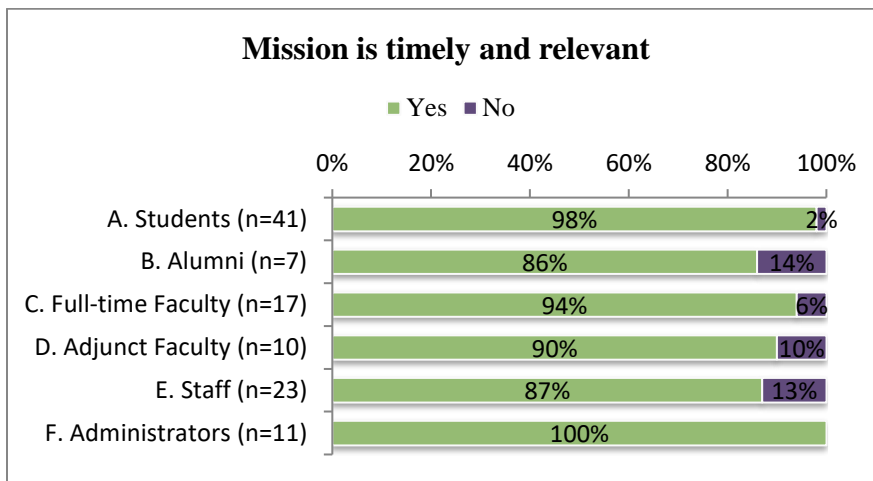
Criterion One: Mission

Table 2: RSU’s mission is timely and relevant.

Group	Total Number	Yes	No
Students	41	40	1
Alumni	7	6	1
Faculty: FT	17	16	1
Faculty: PT	10	9	1
Staff	23	20	3
Administrators	11	11	0
Total	109	102	7

Note: Branch campus staff group included two faculty due to insufficient numbers of full-time faculty at branch campuses.

Figure 2: RSU’s mission is timely and relevant.



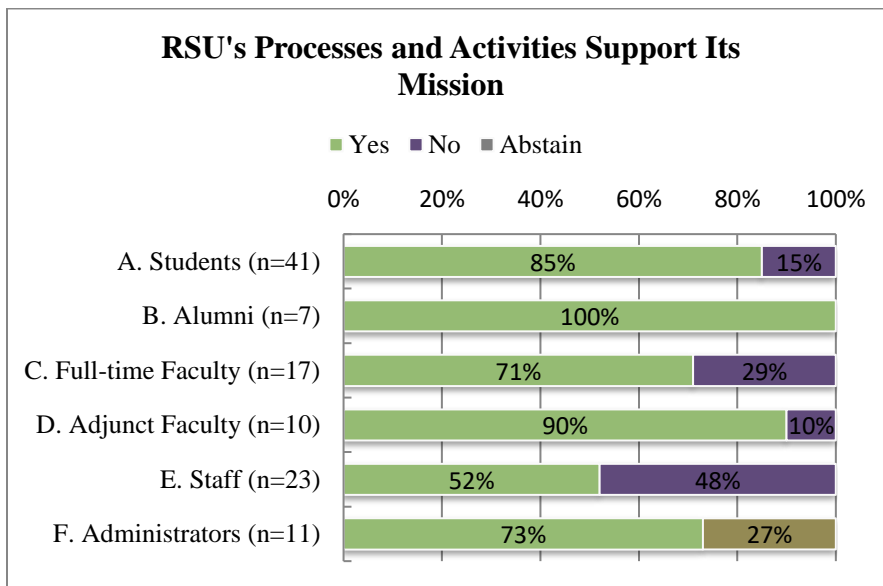
Note: Participant responses may not sum to exactly 100% due to rounding.

Two alumni were graduates from Rogers State College as a community college.

Table 3: RSU's processes and activities support its mission.

Group	Total Number	Yes	No	Abstain
Students	41	35	6	0
Alumni	7	7	0	0
Faculty: Full-time	17	12	5	0
Faculty: Adjunct	10	9	1	0
Staff	23	12	11	0
Administrators	11	8	0	3
Total	109	86	23	3

Figure 3: RSU's processes and activities support its mission.



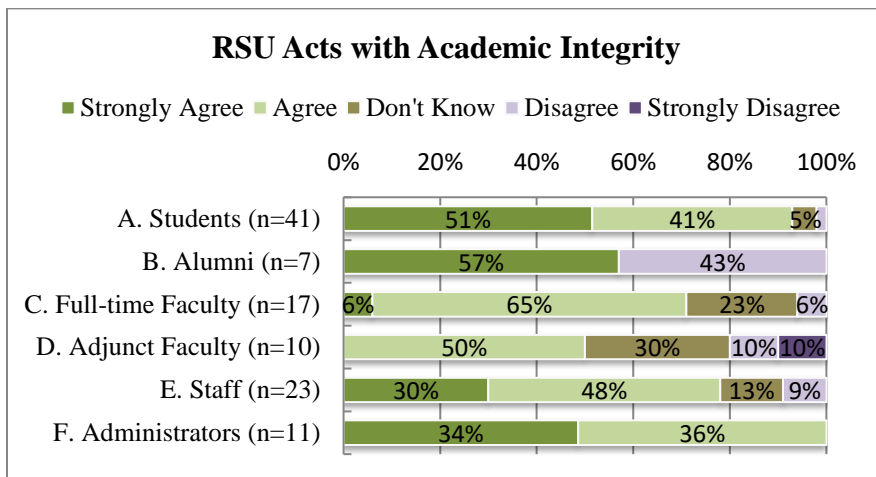
Note: Participant responses may not sum to exactly 100% due to rounding.

Criterion Two: Integrity - RSU acts with integrity

Table 4: Academic Integrity

Group	Total Number	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
Students	41	21	17	2	1	0
Alumni	7	4	0	0	3	0
Faculty: Full-time	17	1	11	3	1	0
Faculty: Adjunct	10	0	5	3	1	1
Staff	23	7	11	3	2	0
Administrators	11	7	4	0	0	0
Total	109	40	48	11	8	1

Figure 4: Academic Integrity

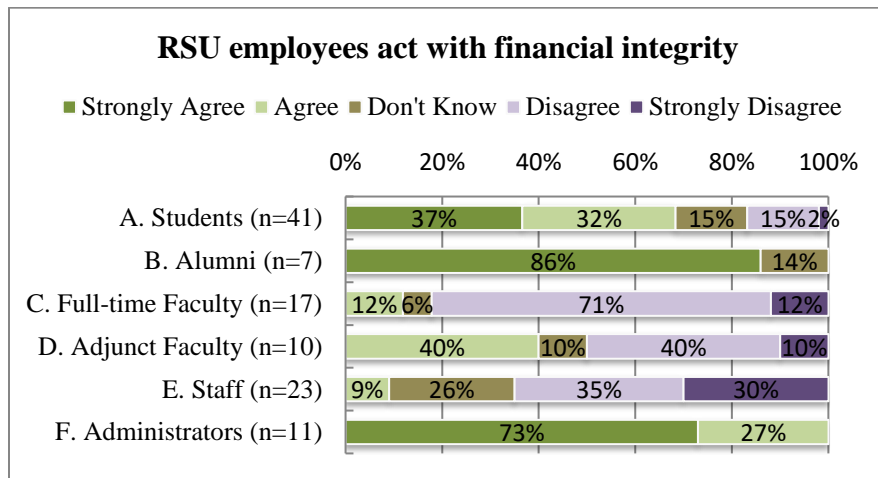


Note: Participant responses may not sum to exactly 100% due to rounding.

Table 5: Financial Functions Integrity

Group	Total Number	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
Students	41	15	13	6	6	1
Alumni	7	6	0	1	0	0
Faculty: Full-time	17	0	2	1	12	2
Faculty: Adjunct	10	0	4	1	4	1
Staff	23	0	2	6	8	7
Administrators	11	8	3	0	0	0
Total	109	29	24	15	30	11

Figure 5: Financial Functions Integrity

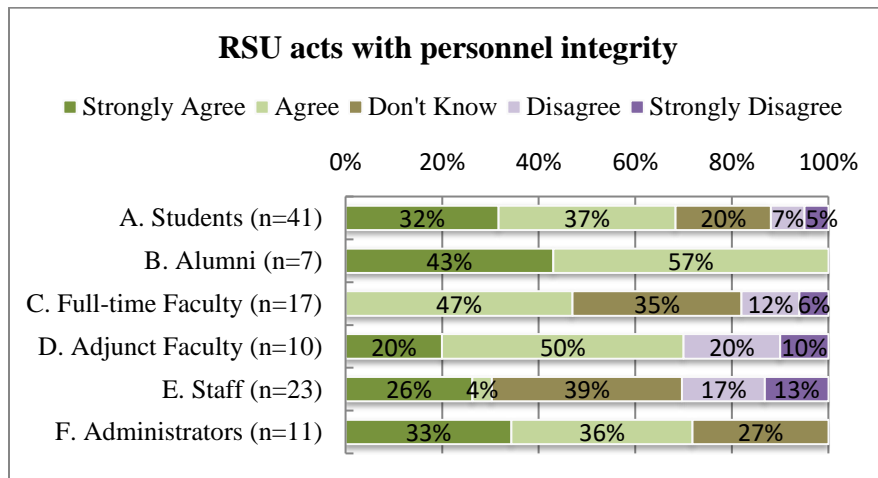


Note: Participant responses may not sum to exactly 100% due to rounding.

Table 6: Personnel Integrity

Group	Total Number	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
Students	41	13	15	8	3	2
Alumni	7	3	4	0	0	0
Faculty: Full-time	17	0	8	6	2	1
Faculty: Adjunct	10	2	5	0	2	1
Staff	23	6	1	9	4	3
Administrators	11	4	4	3	0	0
Total	109	28	37	26	11	7

Figure 6: Personnel Integrity

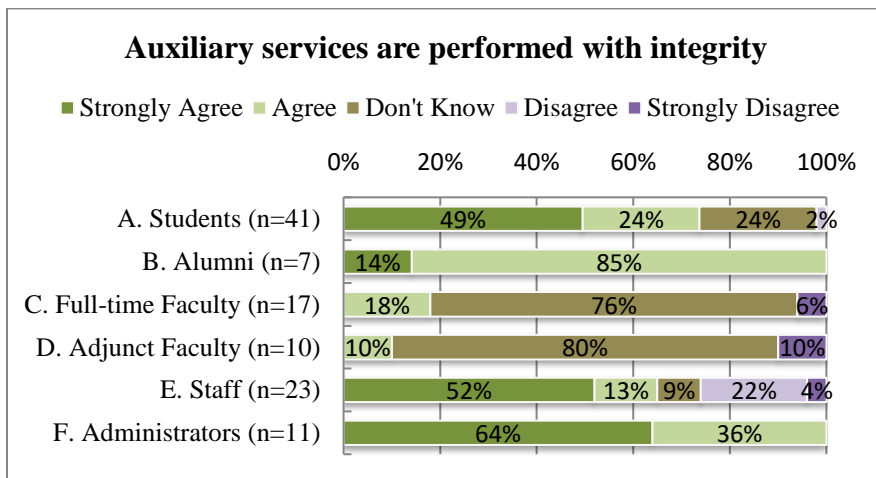


Note: Participant responses may not sum to exactly 100% due to rounding.

Table 7: Auxiliary Services Integrity

Group	Total Number	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
Students	41	20	10	10	1	0
Alumni	7	1	6	0	0	0
Faculty: Full-time	17	0	3	13	0	1
Faculty: Adjunct	10	0	1	8	0	1
Staff	23	12	3	2	5	1
Administrators	11	7	4	0	0	0
Total	109	40	27	33	6	3

Figure 7: Auxiliary Services Integrity



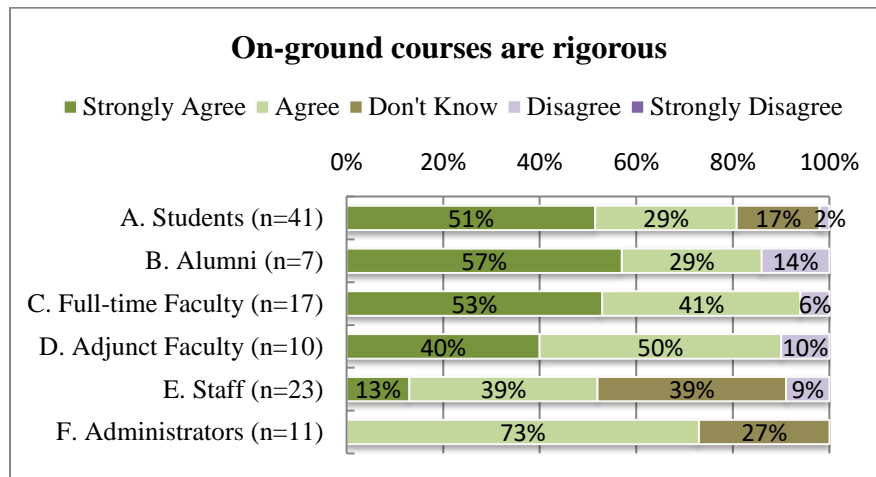
Note: Participant responses may not sum to exactly 100% due to rounding.

Criterion Three: Teaching and Learning – Quality, Resources, and Support

Table 8: RSU’s on-ground courses and degree programs are relevant and rigorous.

Group	Total Number	Strongly Agree	Agree	Don’t Know	Disagree	Strongly Disagree
Students	41	21	12	7	1	0
Alumni	7	4	2	0	1	0
Faculty: Full-time	17	9	7	0	1	0
Faculty: Adjunct	10	4	5	0	1	0
Staff	23	3	9	9	2	0
Administrators	11	0	8	3	0	0
Total	109	41	43	19	6	0

Figure 8: RSU’s on-ground courses and degree programs are relevant and rigorous.

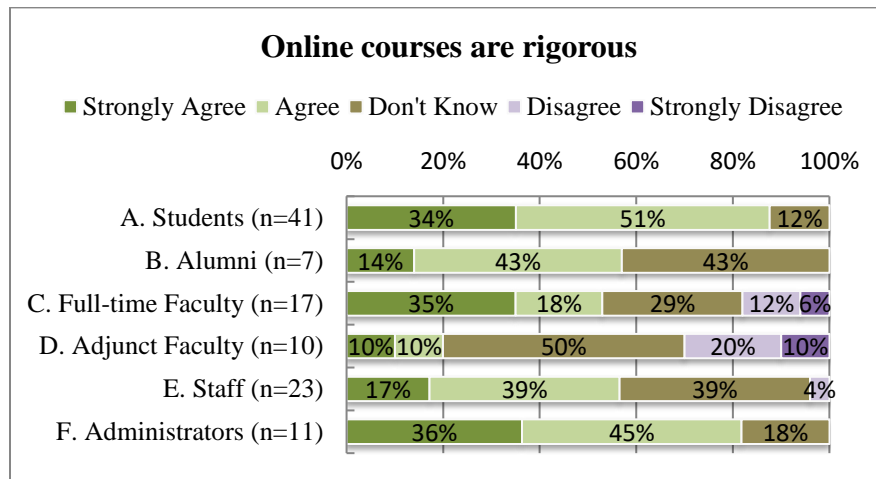


Note: Participant responses may not sum to exactly 100% due to rounding.

Table 9: RSU's online courses and degree programs are relevant and rigorous.

Group	Total Number	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
Students	41	15	21	5	0	0
Alumni	7	1	3	3	0	0
Faculty: Full-time	17	6	3	5	2	1
Faculty: Adjunct	10	1	1	5	2	1
Staff	23	4	9	9	1	0
Administrators	11	4	5	2	0	0
Total	109	31	42	29	5	2

Figure 9: RSU's online courses and degree programs are relevant and rigorous.

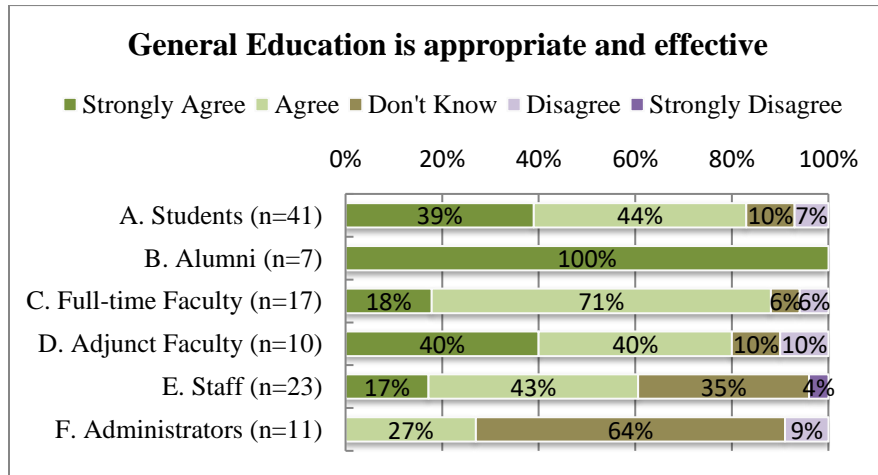


Note: Participant responses may not sum to exactly 100% due to rounding.

Table 10: RSU's general education program is appropriate and effective.

Group	Total Number	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
Students	41	16	18	4	3	0
Alumni	7	7	0	0	0	0
Faculty: Full-time	17	3	12	1	1	0
Faculty: Adjunct	10	4	4	1	1	0
Staff	23	4	10	8	0	1
Administrators	11	0	3	7	1	0
Total	109	34	47	21	6	1

Figure 10: RSU's general education program is appropriate and effective.

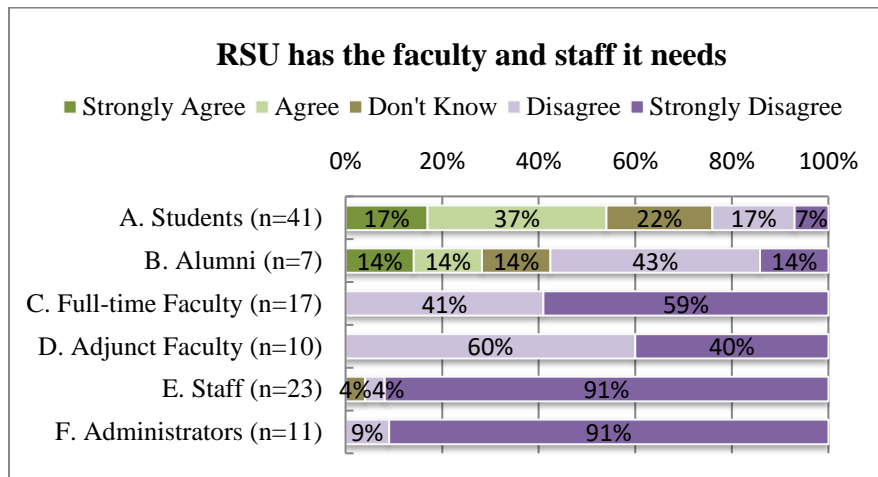


Note: Participant responses may not sum to exactly 100% due to rounding.

Table 11: RSU has the faculty and staff it needs.

Group	Total Number	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
Students	41	7	15	9	7	3
Alumni	7	1	1	1	3	1
Faculty: Full-time	17	0	0	0	7	10
Faculty: Adjunct	10	0	0	0	6	4
Staff	23	0	0	1	1	21
Administrators	11	0	0	0	1	10
Total	109	8	16	11	25	49

Figure 11: RSU has the faculty and staff it needs.

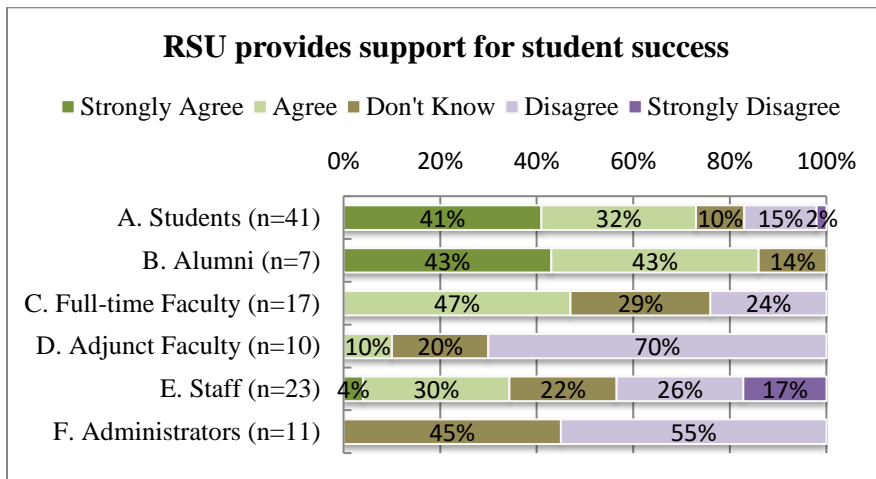


Note: Participant responses may not sum to exactly 100% due to rounding.

Table 12: RSU provides support for student success.

Group	Total Number	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
Students	41	17	13	4	6	1
Alumni	7	3	3	1	0	0
Faculty: Full-time	17	0	8	5	4	0
Faculty: Adjunct	10	0	1	2	7	0
Staff	23	1	7	5	6	4
Administrators	11	0	0	5	6	0
Total	109	21	32	22	29	5

Figure 12: RSU provides support for student success.



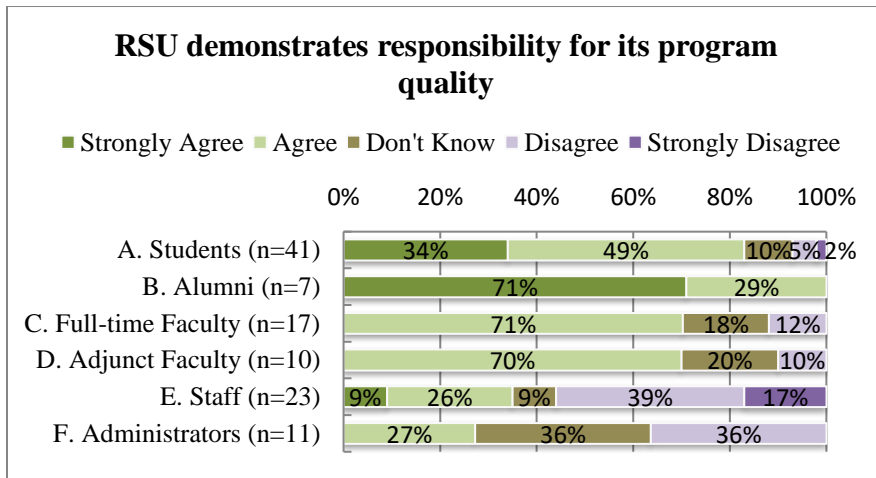
Note: Participant responses may not sum to exactly 100% due to rounding.

Criterion Four: Teaching & Learning – Evaluation and Improvement

Table 13: RSU demonstrates responsibility for its program quality.

Group	Total Number	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
Students	41	17	17	5	2	0
Alumni	7	6	1	0	0	0
Faculty: Full-time	17	4	9	3	1	0
Faculty: Adjunct	10	3	2	4	1	0
Staff	23	0	9	11	3	0
Administrators	11	0	4	7	0	0
Total	109	30	42	30	7	0

Figure 13: RSU demonstrates responsibility for its program quality.

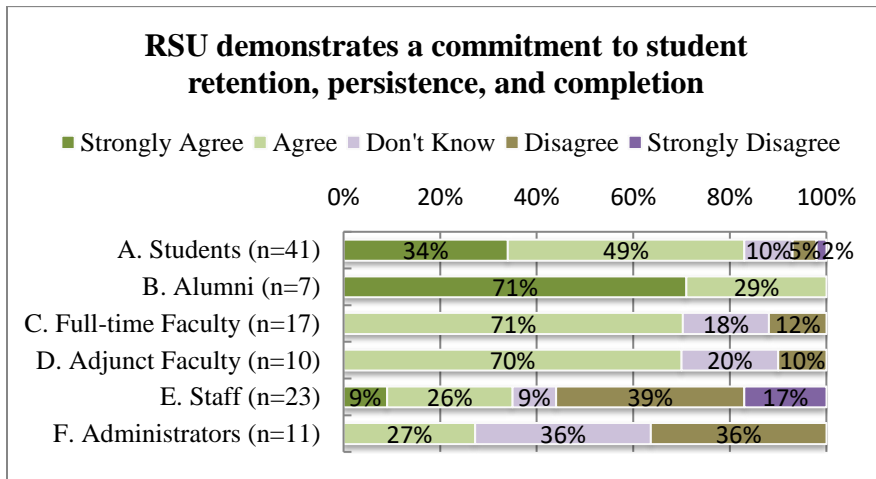


Note: Participant responses may not sum to exactly 100% due to rounding.

Table 14: RSU demonstrates a commitment to student retention, persistence, and completion.

Group	Total Number	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
Students	41	14	20	4	2	1
Alumni	7	5	2	0	0	0
Faculty: Full-time	17	0	12	3	2	0
Faculty: Adjunct	10	0	7	2	1	0
Staff	23	2	6	2	9	4
Administrators	11	0	3	4	4	0
Total	109	21	50	15	18	5

Figure 14: RSU demonstrates a commitment to student retention, persistence, and completion.



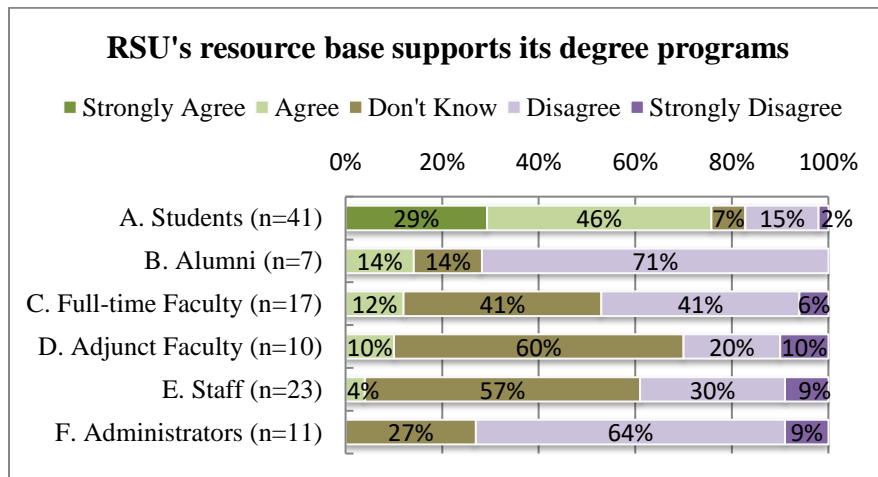
Note: Participant responses may not sum to exactly 100% due to rounding.

Criterion Five: Resources, Planning, and Institutional Effectiveness.

Table 15: RSU's resource base supports its degree programs.

Group	Total Number	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
Students	41	12	19	3	6	1
Alumni	7	0	1	1	5	0
Faculty: Full-time	17	0	2	7	7	1
Faculty: Adjunct	10	0	1	6	2	1
Staff	23	0	1	13	7	2
Administrators	11	0	0	3	7	1
Total	109	12	24	33	34	6

Figure 15: RSU's resource base supports its degree programs.



Note: Participant responses may not sum to exactly 100% due to rounding.

Table 16: RSU's resources promote effective, collaborative leadership and institutional effectiveness.

Group	Total Number	Strongly Agree	Agree	Don't Know	Disagree	Strongly Disagree
Students	41	11	22	7	1	0
Alumni	7	4	2	1	0	0
Faculty: Full-time	17	0	3	4	6	4
Faculty: Adjunct	10	0	2	2	4	2
Staff	23	2	1	5	12	3
Administrators	11	0	3	5	3	0
Total	109	17	33	24	26	9

Figure 16: RSU's resources promote effective, collaborative leadership and institutional effectiveness.



Note: Participant responses may not sum to exactly 100% due to rounding.