



# INSTITUTE OF TECHNOLOGY

## Student Satisfaction Inventory Report

September 2020

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Oklahoma State University Institute of Technology  
Okmulgee, Oklahoma

Office of Institutional Research

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## Introduction

The Ruffalo Noel Levitz Student Satisfaction Inventory (SSI) measures student satisfaction and priorities showing how satisfied students are as well as what issues are important to them. The SSI is available in both online and paper formats with versions for specific institution types; it also comes in 70-question and 40-question versions. The OSUIT campus used the 40-question version for community, junior, and technical colleges for the spring 2020 administrations of the SSI; we also chose to administer paper surveys in classrooms to improve the participation rate. A stratified selection of classes completed the survey. Students who attended exclusively off-campus through distance learning were excluded because this survey focused primarily on student attitudes and student services provided on the OSUIT campus.

### Notification and Administration

Administration of the SSI takes place each spring term. Instructors in selected classes received emails with instructions and letters of announcement followed by survey packets and pencils for their classes. The survey administration schedule ran from 01/29/2020 through 04/03/2020; this scheduling allowed students in internship classes to participate regardless of the timing of their internships. Institutional Research sent reminders to instructors to encourage survey packet completion and return. Due to consequences of the COVID-19 pandemic, six of the 37 packets were not used as face-to-face classes moved to an online modality.

### Sample Selection

A class list of all available traditional classes taught during the spring 2020 term provided the sample for this administration of the SSI. Using Microsoft Excel's "RANDOM" function, 37 randomly selected classes were included in the SSI spring 2020 administration. The 37 selected classes included 566 registered students, 437 of which completed the survey for a response rate of 77.2 percent. As previously mentioned, six packets were unused; however, the response rate is based on the entire sample including the six classes that did not participate.

### Demographics

Participants in the 2020 sample were 65.7 percent male. Only 11.9 percent were age 18 or under; 64.2 percent were age 19-24; 18.5 percent were 25-34; 5.4 percent were age 35 and over. Thirty-five percent listed a current GPA of 3.0 or above. Sixty-three percent of the sample were White/Caucasian followed by 17.0 percent American Indian, 6.4 percent Hispanic or Latino (and Puerto Rican), 4.8 percent multi-racial, and 3.6 percent Black/African American. Full-time enrollment totaled 87.7 percent. First-year students (by class level) comprised 49.9 percent of this sample, while 32.6 percent were in their second year. Educational goals for this sample included 75.4 percent seeking an associate degree and only 2.6 percent intending to transfer to another institution (see Demographics on first page of report in appendix A for more thorough breakdown of demographic categories as some have changed).

### Instrument

The SSI asks students to respond with a level of importance and a level of satisfaction for most survey items. The rating scales follow.

#### IMPORTANCE

- 1 = not important at all
- 2 = not very important
- 3 = somewhat unimportant

- 4 = neutral
- 5 = somewhat important
- 6 = important
- 7 = very important

#### **SATISFACTION**

- 1 = not satisfied at all
- 2 = not very satisfied
- 3 = somewhat dissatisfied
- 4 = neutral
- 5 = somewhat satisfied
- 6 = satisfied
- 7 = very satisfied

The 40-question version of the survey consisted of the following eight survey scales:

- Academic Advising and Counseling Effectiveness
- Admissions and Financial Aid Effectiveness
- Campus Climate
- Campus Services
- Instructional Effectiveness
- Registration Effectiveness
- Safety and Security
- Student Centeredness

#### **Importance, Satisfaction, and Gap Scores**

Satisfaction is meaningless if it is also *unimportant*. The higher the importance of an item, the more meaningful its satisfaction score becomes. The *performance gap* is useful for understanding the students' satisfaction in-context. Performance gaps are calculated by subtracting the *satisfaction* score from the *importance* score on each item that makes up the scale and, cumulatively, for the scales themselves. This *gap score* is also useful in determining institutional *strengths* and *challenges*.

#### **Comparison Groups: National Benchmarks and Internal Comparisons**

The 2020 SSI results were reported alongside two comparison groups: 1) a *national comparison group* ("Benchmark") of all community and technical colleges administering the 40-item version (Form B) of the SSI; and 2) OSUIT student responses from the previous year's (summer 2019) SSI administration for a year-to-year comparison (2019 vs. 2020). See Appendix A for results compared to the national group benchmarks, and Appendix B for results comparing the OSUIT 2019 and 2020 administrations of the SSI. Also included in the current report is a five-year comparison of item-level responses using weighted means to monitor trends over time (Appendix C).

*Benchmark*— Reports provided by Ruffalo Noel Levitz include OSUIT results compared with all other schools nationwide that administered the SSI *Community, Junior and Technical College Version, Form B* as mentioned above. The national group dataset includes three consecutive academic years of data for

students who completed the same survey version and are at the same type of institution. For both 2019 and 2020, this national normative group results reflect responses by the same 63,625 students.

OSUIT continues to lag behind the benchmarks on most of the survey scales (Table 1). Comparison to the national group revealed that respondents at OSUIT were less satisfied on all scales but one: OSUIT students reported higher satisfaction on *Academic Advising Effectiveness*. Consistent with past reports, students reported the survey scales as *less important* than did the national group. When compared to the benchmarks, OSUIT exceeded the national group on the *Academic Advising Effectiveness* scale.

Table 1. Scale comparisons between OSUIT and the national group benchmarks.

Scale	OSUIT Importance	OSUIT Satisfaction	OSUIT Std Dev	OSUIT Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Std Dev	Benchmark Gap	Mean Difference
Instructional Effectiveness	6.34	5.87	1.06	0.47	6.42	5.85	1.06	0.57	0.02
Registration Effectiveness	6.29	5.64	1.20	0.65	6.47	5.86	1.06	0.61	-0.22***
Campus Climate	6.27	5.70	1.15	0.57	6.44	5.94	1.03	0.50	-0.24***
Student Centeredness	6.24	5.71	1.22	0.53	6.38	5.82	1.17	0.56	-0.11
Academic Advising Effectiveness	6.20	5.88	1.09	0.32	6.39	5.71	1.30	0.68	0.17**
Safety and Security	6.15	5.16	1.33	0.99	6.36	5.74	1.16	0.62	-0.58***
Admissions and Financial Aid Effectiveness	6.14	5.44	1.30	0.70	6.29	5.64	1.27	0.65	-0.20**
Campus Services	6.14	5.79	1.06	0.35	6.32	5.95	1.00	0.37	-0.16***

\*Difference statistically significant at the .05 level

\*\*Difference statistically significant at the .01 level

\*\*\*Difference statistically significant at the .001 level

*OSUIT year-to-year comparison— The 2019 surveys were readministered during the summer term since the spring surveys were lost by the US Postal Service. In summer of 2019, 43 selected classes reported a total enrollment of 433 students, of which 365 completed surveys for a response rate of 84.3 percent. Satisfaction from 2018 to 2019 declined, as characterized by scale scores, with one exception: Safety and Security ratings increased substantially in 2019. Students reported slightly lower levels of importance as represented on the eight survey scales; again, importance provides context for satisfaction levels.*

As for the current results for spring 2020, 37 selected classes included 566 registered students, 437 of which completed the survey for a response rate of 77.2 percent. Students reported increased levels of satisfaction in 2020 as compared to 2019 (Table 2). Satisfaction, as characterized by scale scores, *improved* with one exception: whereas Safety and Security ratings *increased* substantially in 2019, they

likewise *decreased* in 2020. Students placed more importance on the eight survey scales in 2020; again, importance provides context for satisfaction levels.

*Table 2. Scale comparisons at OSUIT between the current and previous year.*

Scale	OSUIT 2020 Import- ance	OSUIT 2020 Satis- faction	OSUIT 2020 Std Dev	OSUIT 2020 Gap	OSUIT 2019 Import- ance	OSUIT 2019 Satis- faction	OSUIT 2019 Std Dev	OSUIT 2019 Gap	Mean Differ- ence
Instructional Effectiveness	6.34	5.87	1.06	0.47	6.16	5.65	1.18	0.51	0.22
Registration Effectiveness	6.29	5.64	1.20	0.65	6.12	5.51	1.20	0.61	0.13
Campus Climate	6.27	5.7	1.15	0.57	6.12	5.54	1.22	0.58	0.16
Student Centeredness	6.24	5.71	1.22	0.53	6.11	5.53	1.25	0.58	0.18
Academic Advising Effectiveness	6.2	5.88	1.09	0.32	6.09	5.72	1.12	0.37	0.16
Safety and Security	6.15	5.16	1.33	0.99	6.03	5.38	1.21	0.65	-0.22
Admissions and Financial Aid Effectiveness	6.14	5.44	1.30	0.70	5.99	5.34	1.21	0.65	0.10
Campus Services	6.14	5.79	1.06	0.35	6.01	5.54	1.16	0.47	0.25

\*Difference statistically significant at the .05 level

\*\*Difference statistically significant at the .01 level

\*\*\*Difference statistically significant at the .001 level

### Strengths and Challenges

As mentioned previously, gap scores are useful in determining an institution's strengths and challenges. *Strengths* are evidenced by high importance and high satisfaction scores. *Challenges* are evidenced by high importance and lower satisfaction scores resulting in a relatively large gap score. Items followed by a (+) indicate significantly higher satisfaction compared to the benchmark; items followed by a (-) indicate significantly lower satisfaction compared to the benchmark. Following are the strengths and challenges identified by OSUIT students during the spring 2020 administration of the SSI.

#### *Strengths (high importance and high satisfaction)*

- 42. Campus item 2: My department prepares students well for their professions.
- 8. The quality of instruction I receive in most of my classes is excellent. (+)
- 50. Campus item 10: My instructors demonstrate professionalism as appropriate for the workplace.
- 14. My academic advisor is knowledgeable about my program requirements. (+)
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 1. The campus staff are caring and helpful. (-)
- 28. This campus provides online access to services I need. (-)
- 44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities.
- 20. Students are made to feel welcome here. (-)
- 16. My advisor helps me apply my program of study to career goals. (+)

*Challenges (high importance and low satisfaction, large gap)*

- 36. Tuition paid is a worthwhile investment. (-)
- 9. I am able to register for the classes I need with few conflicts.
- 24. The equipment in the lab facilities is kept up to date. (-)
- 25. Faculty provide timely feedback about my academic progress.
- 32. I am able to take care of college-related business at times that are convenient for me. (-)
- 2. Classes are scheduled at times that are convenient for me. (-)
- 21. The amount of student parking space on campus is adequate. (-)
- 29. There are convenient ways of paying my school bill. (-)
- 23. This institution helps me identify resources to finance my education. (-)

(+) Significantly higher satisfaction vs. national comparison group benchmark

(-) Significantly lower satisfaction vs. national comparison group benchmark

**Benchmarks**

The OSUIT 2020 SSI results were benchmarked against 63,625 responses from community, junior, and technical colleges across the country administering the SSI Form B. Again, satisfaction with an item is meaningless if it is also unimportant. OSUIT students rated the following items among the top half of items by importance.

*Higher Satisfaction vs. National Group Benchmarks:*

- 8. The quality of instruction I receive in most of my classes is excellent.
- 14. My academic advisor is knowledgeable about my program requirements.
- 16. My advisor helps me apply my program of study to career goals.

*Lower Satisfaction vs. National Group Benchmarks:*

- 36. Tuition paid is a worthwhile investment.
- 13. The campus is safe and secure for all students.
- 24. The equipment in the lab facilities is kept up to date.
- 32. I am able to take care of college-related business at times that are convenient for me.
- 2. Classes are scheduled at times that are convenient for me.
- 28. This campus provides online access to services I need.
- 20. Students are made to feel welcome here.
- 21. The amount of student parking space on campus is adequate.
- 29. There are convenient ways of paying my school bill.
- 39. On the whole, the campus is well-maintained.

**OSUIT 2019-to-2020 change at the item level**

While the preceding benchmarks on specific items are useful for seeing how this campus compares to other institutions nationally, year-to-year comparisons within this institution also help to indicate changes in student priorities and satisfaction. Because students at OSUIT appear to have somewhat different attitudes toward the importance and satisfaction of scales and items on the SSI versus the national norms, internal comparisons continue to be included as indicators of performance for this campus.

Although satisfaction generally increased from 2019 to 2020 on most scales for OSUIT students, one scale where satisfaction *decreased*—*Safety and Security*—did so at a statistically significant level (see Appendix B for year-to-year comparisons). To determine the greatest improvement in specific areas, listed below are specific items revealing the highest mean difference, positive and negative, for 2020 over 2019 (mean difference and significance level in parentheses).

- 28. This campus provides online access to services I need. (0.43\*\*\*)
- 27. Tutoring services are readily available. (0.38\*\*\*)
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). (0.35\*\*\*)
- 40. There are sufficient courses within my program of study available each term. (0.31\*\*)
- 38. Most classes deal with practical experiences and applications. (0.31\*\*)
- 26. There are adequate services to help me decide upon a career. (0.31\*\*\*)
- 22. My academic advisor is knowledgeable about transfer requirements of other schools. (0.24\*)
  - 1. The campus staff are caring and helpful. (0.23\*)
- 39. On the whole, the campus is well-maintained. (0.23\*)
- 25. Faculty provide timely feedback about my academic progress. (0.22\*)
- 29. There are convenient ways of paying my school bill. (0.22\*)
- 36. Tuition paid is a worthwhile investment. (0.22\*)
- 30. The assessment and course placement procedures are reasonable. (0.22\*)
- 31. Faculty use a variety of technology and media in the classroom. (0.21\*)

On the other hand, we can also see the steepest declines that help determine our greatest needs.

- 4. Security staff respond quickly to calls for assistance. (-0.34\*\*)
- 21. The amount of student parking space on campus is adequate. (-0.36\*\*)

### Summary Items: Benchmarks

The SSI included three summary items regarding students' general attitudes; these questions are often used to determine the likelihood of a positive or negative attitude that may reflect on the institution's reputation during face-to-face interactions with others. Results of these summary items show that differences between OSUIT students and the national group were not statistically significant (see Appendix A for OSUIT comparison to national benchmarks).

When asked, "So far, how has your college experience met your expectations?" the average of responses for OSUIT was 4.91 on a seven-point scale between 4 = "About what I expected" and 5 = "Better than I expected. The average of responses for the national group was 4.99 resulting in a mean difference of -0.08, which was not a statistically significant difference.

When asked, "Rate your overall satisfaction with your experience here thus far", the average of responses for OSUIT was 5.45 falling between 5 = "Somewhat satisfied" and 6 = "Satisfied". The average of responses for the national group was 5.61 resulting in a mean difference of -0.16, which was not a statistically significant difference.

When asked, "All in all, if you had to do it over, would you enroll here again?" the average of responses for OSUIT was 5.72 vs. 5.83 for the national group resulting in a mean difference of -0.11. On a seven-point scale, these responses fall between 5 = "Maybe yes" and 6 = "Probably yes". The difference was not statistically significant.

### Summary Items: OSUIT Year-to-Year Comparison

Results of the summary items (Appendix B) for OSUIT in 2019 vs. 2020 also show an increase in satisfaction. When asked, “So far, how has your college experience met your expectations?” the average of responses for OSUIT was 4.91 on a seven-point scale between 4 = “About what I expected” and 5 = “Better than I expected”. Last year, the average of responses for students at OSUIT was lower at 4.69, which is statistically significant at the .05 level.

When asked, “Rate your overall satisfaction with your experience here thus far”, the average of responses for OSUIT was 5.45 falling between 5 = “Somewhat satisfied” and 6 = “Satisfied”. Last year, the average of responses for students at OSUIT were lower at 5.18; the difference is statistically significant at the .01 level.

When asked, “All in all, if you had to do it over, would you enroll here again?” the average of responses for OSUIT was 5.72 vs. 5.34 for last year. On a seven-point scale, these responses fall between 5 = “Maybe yes” and 6 = “Probably yes”. The difference was statistically significant at the .001 level.

### Decision to Enroll at OSUIT

Future career opportunities, the cost of education, and academic reputation continue as the three most important factors for our students in deciding to enroll at OSUIT, and these results continue to show similarities with the priorities of the national group benchmarks (see Appendix C).

### OSUIT: Five Years of Comparison Data

Appendix C provides tables for both scales and individual survey items for the last five consecutive years (2016-2020). Appendix C concludes with the three summary items reporting five years of weighted means data for longitudinal comparison.

## Conclusions

In 2018, we saw an uncharacteristically comprehensive increase in satisfaction at OSUIT. For 2019, the scale results dropped except for *Safety and Security*, which continued to show an increase in student satisfaction. This year, 2020, we see increases in satisfaction *except for Safety and Security* which tends to defy the prevailing attitudes for other areas of campus. The top five strengths at OSUIT, again, pertain to excellence in instruction and student preparation. Although computer labs appear adequate and accessible, the condition of other lab facilities continues to be a problem. Other challenges facing OSUIT deal with timeliness of feedback to students from faculty, conflicts in course schedules, value for the dollar, and parking.

OSUIT scale comparisons showed an increase in student satisfaction with *Academic Advising Effectiveness* over the benchmark at a statistically significant level (0.17,  $p < .01$ ). Otherwise, OSUIT continues to trail the benchmarks in terms of *Registration Effectiveness*, *Campus Climate*, *Safety and Security*, *Admissions and Financial Aid Effectiveness*, and *Campus Services*.

The year-to-year comparison at OSUIT revealed that satisfaction in 2020 increased for *Instructional Effectiveness*, *Student Centeredness*, *Academic Advising Effectiveness*, and *Campus Services*. However, *Safety and Security* showed a marked decrease in satisfaction this year, and the difference was statistically significant (0.22,  $p < .01$ ). Although there was no difference between 2019 and 2020 with regard to the item “The campus is safe and secure for all students”, student satisfaction with *Safety and*



*Security* decreased for the items “The amount of student parking space on campus is adequate”, “Security staff respond quickly to calls for assistance” and, to a lesser extent, for the item “Parking lots are well-lighted and secure”. In 2019, positive responses to parking issues were a surprise as the protracted parking lot renovation project was coming to a close during the 2019 spring term. However, in spring 2020, only months after the renovations were completed, satisfaction with parking diminished, though not to the levels seen prior to 2019.

OSUIT students reported increased satisfaction for the summary items in 2020 over the 2019 results. Reviewing results for 2016-2020, students were *as satisfied or more satisfied* with their college experience as any time over the past five years; this makes our students more likely to communicate with others about their time and experience at OSUIT in positive terms.

Students reported that the prospect of *Future career opportunities, Cost, Academic reputation, and Financial assistance* were the most important factors in deciding to enroll at OSUIT, although the importance of *all* factors listed in the SSI were reported as having increased,

During the period between the 2019 and 2020 administrations of the SSI on the OSUIT campus, there were some identifiable changes and concerns that may have played a part in affecting student attitudes. The realignment and leadership changes in the academic schools, migrating the learning management system to a new vendor, and concerns over a potential global pandemic likely impacted attitudes. Yet, considering the positive satisfaction responses in spring 2020, these changes may have led many students to rely on faculty and staff for a variety of services and support that, under another climate, might have been taken for granted.

### **Notes**

When comparing exceptionally large samples, small differences can sometimes be detected and reported as *statistically significant*. When identifying statistically significant differences in reports such as this current document, it is also useful to understand that these relatively small differences, though perhaps *statistically significant*, may not be very *meaningful or effective* in application. Benchmark comparisons are useful over time to detect trends and consistency (or inconsistency) in the data; in some cases, however, the degree of real difference may be inconsequential and, in those instances, needs to be recognized and evaluated as such.

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**APPENDIX A:**  
**Institutional Summary with National Comparison**

*Demographics*

Gender	Count	Percent
Female	148	34.34%
Male	283	65.66%
Total	431	100%
No Answer	6	

Age	Count	Percent
18 and under	51	11.94%
19 to 24	274	64.17%
25 to 34	79	18.50%
35 to 44	17	3.98%
45 and over	6	1.41%
Total	427	100%
No Answer	10	

Ethnicity/Race	Count	Percent
Alaskan Native	3	0.72%
American Indian	71	16.95%
Asian	8	1.91%
Black/African-American	15	3.58%
Hispanic or Latino (and Puerto Rican)	27	6.44%
Native Hawaiian or Pacific Islander	1	0.24%
White/Caucasian	265	63.25%
Multi-racial	20	4.77%
Other race	9	2.15%
Total	419	100%
No Answer	18	

Current Enrollment Status	Count	Percent
Day	422	98.60%
Evening	4	0.93%
Weekend	2	0.47%
Total	428	100%
No Answer	9	

Current Class Load	Count	Percent
Full-time	377	87.67%
Part-time	53	12.33%
Total	430	100%
No Answer	7	

Class Level	Count	Percent
1 year or less	213	49.88%
2 years	139	32.55%
3 years	50	11.71%
4 or more years	25	5.85%
Total	427	100%
No Answer	10	

Current GPA	Count	Percent
No credits earned	6	1.43%
1.99 or below	5	1.19%
2.0 - 2.49	25	5.94%
2.5 - 2.99	72	17.10%
3.0 - 3.49	164	38.95%
3.5 or above	149	35.39%
Total	421	100%
No Answer	16	

Educational Goal	Count	Percent
Associate degree	319	75.41%
Vocational/technical program	24	5.67%
Transfer to another institution	11	2.60%
Certification (initial/renewal)	11	2.60%
Self-improvement/pleasure	5	1.18%
Job-related training	23	5.44%
Other educational goal	30	7.09%
Total	423	100%
No Answer	14	

Employment	Count	Percent
Full-time off campus	80	18.82%
Part-time off campus	170	40.00%
Full-time on campus	23	5.41%
Part-time on campus	27	6.35%
Not employed	125	29.41%
Total	425	100%
No Answer	12	

Current Residence	Count	Percent
Residence hall	157	36.77%
Own house	94	22.01%
Rent room or apt off campus	60	14.05%
Parent's home	94	22.01%
Other residence	22	5.15%
Total	427	100%
No Answer	10	

Residence Classification	Count	Percent
In-state	401	93.91%
Out-of-state	24	5.62%
International (not U.S. citizen)	2	0.47%
Total	427	100%
No Answer	10	

Institution Was My	Count	Percent
1st choice	305	71.43%
2nd choice	96	22.48%
3rd choice or lower	26	6.09%
Total	427	100%
No Answer	10	

Plan to Transfer	Count	Percent
Yes I plan to transfer	57	13.32%
No I do not plan to transfer	371	86.68%
Total	428	100%
No Answer	9	

Organization Memberships	Count	Percent
No organization memberships	307	73.27%
One or two organization memberships	103	24.58%
Three or four organization memberships	6	1.43%
Five or more organization memberships	3	0.72%
Total	419	100%
No Answer	18	

Tuition Source	Count	Percent
Scholarships	49	12.10%
Financial aid	193	47.65%
Family contributions	66	16.30%
Self support	64	15.80%
Other tuition source	33	8.15%
Total	405	100%
No Answer	32	

Mark one best answer: "My decision to attend this college was influenced most by..."	Count	Percent
My school or employment counselor	39	14.18%
OSUIT website	16	5.82%
Other website (U.S. News, College Board, program interest-specific websites, etc.)	3	1.09%
Recommended by family and/or friends	134	48.73%
Information I received by mail/email	3	1.09%
Other	80	29.09%
Total	275	100%
No Answer	162	

Group Code and Major	Count	Percent
0004 - Automotive Services Technology Pro-Tech	3	0.81%
0010 - invalid entry	1	0.27%
0011 - Construction Technology	30	8.13%
0012 - Information Technologies (AAS)	11	2.98%
0014 - Graphic Design Technology	42	11.38%
0034 - 3D Modeling & Animation	14	3.79%
0046 - Culinary Arts	9	2.44%
0080 - Engineering Technologies	1	0.27%
0089 - Orthotics & Prosthetics	7	1.90%
0090 - Pre-Education	2	0.54%
0091 - Business	1	0.27%
0092 - Information Technologies (AS)	6	1.63%
0093 - Nursing	84	22.76%
0094 - Information Technologies (BT)	2	0.54%
0095 - Instrumentation Engineering Technologies (BT)	30	8.13%
0100 - Power Plant Technology	11	2.98%
0102 - Automotive Services Technology Ford ASSET	13	3.52%
0103 - Automotive Services Technology GM ASEP	9	2.44%
0106 - High Voltage Lineman	28	7.59%
0108 - Diesel & Heavy Equipment CAT	15	4.07%
0110 - Diesel & Heavy Equipment Truck	5	1.36%
0111 - Diesel & Heavy Equipment WEDA	20	5.42%
0112 - Industrial Maintenance Technologies (AAS)	11	2.98%
0123 - Allied Health Sciences	2	0.54%
0127 - Pre-Professional Studies	5	1.36%
0128 - Industrial Maintenance Technologies I (cert)	3	0.81%
3901 - invalid entry	1	0.27%
7777 - Other, non-degree seeking	3	0.81%
Total	369	100.00%
No Answer	68	

*Institutional Summary: Scales (in order of importance)*

Scales	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
Instructional Effectiveness	6.34	5.87	1.06	0.47	6.42	5.85	1.06	0.57	0.02
Registration Effectiveness	6.29	5.64	1.20	0.65	6.47	5.86	1.06	0.61	-0.22***
Campus Climate	6.27	5.70	1.15	0.57	6.44	5.94	1.03	0.50	-0.24***
Student Centeredness	6.24	5.71	1.22	0.53	6.38	5.82	1.17	0.56	-0.11
Academic Advising Effectiveness	6.20	5.88	1.09	0.32	6.39	5.71	1.30	0.68	0.17**
Safety and Security	6.15	5.16	1.33	0.99	6.36	5.74	1.16	0.62	-0.58***
Admissions and Financial Aid Effectiveness	6.14	5.44	1.30	0.70	6.29	5.64	1.27	0.65	-0.20**
Campus Services	6.14	5.79	1.06	0.35	6.32	5.95	1.00	0.37	-0.16***

\* Difference statistically significant at the .05 level

\*\* Difference statistically significant at the .01 level

\*\*\* Difference statistically significant at the .001 level

Benchmark (SSI National Group of Community Colleges using Form B) based on 63,625 records.



*Institutional Summary: Items (in order of importance)*

Items by descending order of importance	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
54. Future career opportunities as factor in decision to enroll.	6.55	n.a.	n.a.	n.a.	6.44	n.a.	n.a.	n.a.	n.a.
42. Campus item 2: My department prepares students well for their professions.	6.53	6.19	1.17	0.34	n.a.	n.a.	n.a.	n.a.	n.a.
8. The quality of instruction I receive in most of my classes is excellent.	6.50	5.98	1.26	0.52	6.60	5.83	1.34	0.77	0.15*
36. Tuition paid is a worthwhile investment.	6.38	5.58	1.52	0.80	6.52	5.90	1.42	0.62	-0.32***
40. There are sufficient courses within my program of study available each term.	6.38	5.84	1.36	0.54	6.52	5.79	1.47	0.73	0.05
50. Campus item 10: My Instructors demonstrate professionalism as appropriate for the workplace.	6.37	6.17	1.20	0.20	n.a.	n.a.	n.a.	n.a.	n.a.
51. Cost as factor in decision to enroll.	6.37	n.a.	n.a.	n.a.	6.45	n.a.	n.a.	n.a.	n.a.
9. I am able to register for the classes I need with few conflicts.	6.36	5.77	1.43	0.59	6.53	5.82	1.42	0.71	-0.05
38. Most classes deal with practical experiences and applications.	6.34	5.91	1.23	0.43	6.37	5.83	1.33	0.54	0.08
14. My academic advisor is knowledgeable about my program requirements.	6.33	6.14	1.21	0.19	6.54	5.92	1.48	0.62	0.22**
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.33	6.00	1.16	0.33	6.44	6.02	1.30	0.42	-0.02
13. The campus is safe and secure for all students.	6.32	5.74	1.43	0.58	6.60	6.18	1.16	0.42	-0.44***
24. The equipment in the lab facilities is kept up to date.	6.32	5.54	1.66	0.78	6.38	5.87	1.37	0.51	-0.33***
25. Faculty provide timely feedback about my academic progress.	6.32	5.70	1.36	0.62	6.45	5.72	1.45	0.73	-0.02
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.65	1.43	0.67	6.41	5.84	1.38	0.57	-0.19**
1. The campus staff are caring and helpful.	6.31	5.98	1.28	0.33	6.44	5.94	1.25	0.50	0.04
2. Classes are scheduled at times that are convenient for me.	6.30	5.58	1.45	0.72	6.49	5.75	1.38	0.74	-0.17*
28. This campus provides online access to services I need.	6.30	5.95	1.27	0.35	6.46	6.12	1.22	0.34	-0.17**

Items by descending order of importance	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities.	6.30	6.00	1.19	0.30	n.a.	n.a.	n.a.	n.a.	n.a.
12. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.76	1.39	0.53	6.48	5.88	1.43	0.60	-0.12
43. Campus item 3: My academic advisor adequately assists me with career planning issues.	6.29	5.87	1.34	0.42	n.a.	n.a.	n.a.	n.a.	n.a.
20. Students are made to feel welcome here.	6.28	5.92	1.36	0.36	6.50	6.13	1.25	0.37	-0.21***
16. My advisor helps me apply my program of study to career goals.	6.25	5.93	1.33	0.32	6.40	5.73	1.59	0.67	0.20*
21. The amount of student parking space on campus is adequate.	6.24	4.58	1.98	1.66	6.31	5.24	1.86	1.07	-0.66***
29. There are convenient ways of paying my school bill.	6.24	5.56	1.59	0.68	6.44	5.97	1.38	0.47	-0.41***
39. On the whole, the campus is well-maintained.	6.23	5.73	1.36	0.50	6.42	6.20	1.16	0.22	-0.47***
53. Academic reputation as factor in decision to enroll.	6.23	n.a.	n.a.	n.a.	6.12	n.a.	n.a.	n.a.	n.a.
19. Registration processes and procedures are convenient.	6.22	5.65	1.50	0.57	6.46	5.95	1.34	0.51	-0.30***
23. This institution helps me identify resources to finance my education.	6.22	5.26	1.71	0.96	6.36	5.57	1.60	0.79	-0.31***
26. There are adequate services to help me decide upon a career.	6.22	5.80	1.26	0.42	6.34	5.72	1.44	0.62	0.08
35. I receive ongoing feedback about progress toward my academic goals.	6.20	5.63	1.39	0.57	6.30	5.48	1.61	0.82	0.15
3. My academic advisor is available when I need help.	6.19	6.01	1.22	0.18	6.31	5.75	1.52	0.56	0.26***
33. Administrators are available to hear students' concerns.	6.19	5.62	1.54	0.57	6.33	5.67	1.54	0.66	-0.05
18. Computer labs are adequate and accessible.	6.18	5.86	1.35	0.32	6.39	6.13	1.24	0.26	-0.27***
31. Faculty use a variety of technology and media in the classroom.	6.18	5.92	1.25	0.26	6.09	5.92	1.29	0.17	0.00
52. Financial assistance as factor in decision to enroll.	6.18	n.a.	n.a.	n.a.	6.29	n.a.	n.a.	n.a.	n.a.

Items by descending order of importance	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
37. I seldom get the "run-around" when seeking information on this campus.	6.17	5.29	1.76	0.88	6.25	5.48	1.66	0.77	-0.19*
5. Financial aid awards are announced in time to be helpful in college planning.	6.16	5.20	1.57	0.96	6.31	5.51	1.62	0.80	-0.31***
15. Financial aid counseling is available if I need it.	6.14	5.58	1.49	0.56	6.34	5.81	1.48	0.53	-0.23**
30. The assessment and course placement procedures are reasonable.	6.13	5.71	1.31	0.42	6.32	5.86	1.33	0.46	-0.15*
41. Campus item 1: Most students feel a sense of belonging here.	6.13	5.68	1.42	0.45	n.a.	n.a.	n.a.	n.a.	n.a.
47. Campus item 7: College personnel and students show tolerance and respect for different viewpoints.	6.13	5.71	1.44	0.42	n.a.	n.a.	n.a.	n.a.	n.a.
4. Security staff respond quickly to calls for assistance.	6.12	5.01	1.77	1.11	6.29	5.76	1.40	0.53	-0.75***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.11	5.67	1.35	0.44	6.22	5.65	1.48	0.57	0.02
6. Library resources and services are adequate.	6.07	5.92	1.19	0.15	6.27	6.07	1.21	0.20	-0.15*
7. Admissions staff provide personalized attention prior to enrollment.	6.06	5.49	1.52	0.57	6.20	5.67	1.47	0.53	-0.18*
27. Tutoring services are readily available.	6.05	5.89	1.24	0.16	6.30	5.97	1.37	0.33	-0.08
45. Campus item 5: The school provides an adequate orientation for first year students.	6.03	5.79	1.48	0.24	n.a.	n.a.	n.a.	n.a.	n.a.
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.01	5.64	1.37	0.37	6.38	5.68	1.56	0.70	-0.04
55. Personal recommendations as factor in decision to enroll.	6.00	n.a.	n.a.	n.a.	5.88	n.a.	n.a.	n.a.	n.a.
49. Campus item 9: I feel a sense of pride about my campus.	5.97	5.62	1.46	0.35	n.a.	n.a.	n.a.	n.a.	n.a.
10. Parking lots are well-lighted and secure.	5.91	5.31	1.63	0.60	6.22	5.77	1.46	0.45	-0.46***
48. Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.87	5.57	1.49	0.30	n.a.	n.a.	n.a.	n.a.	n.a.
46. Campus item 6: A variety of activities and social events are provided on campus.	5.85	5.70	1.43	0.15	n.a.	n.a.	n.a.	n.a.	n.a.
11. Counseling services are available if I need them.	5.84	5.63	1.35	0.21	6.11	5.82	1.40	0.29	-0.19**

Items by descending order of importance	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
56. Distance from campus as factor in decision to enroll.	5.83	n.a.	n.a.	n.a.	6.09	n.a.	n.a.	n.a.	n.a.
57. Information on the campus Web site as factor in decision to enroll.	5.78	n.a.	n.a.	n.a.	5.84	n.a.	n.a.	n.a.	n.a.
58. Campus visits as factor in decision to enroll.	5.69	n.a.	n.a.	n.a.	5.46	n.a.	n.a.	n.a.	n.a.

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.  
 Benchmark (SSI National Group of Community Colleges using Form B) based on 63,625 records.

*Institutional Summary: Scales with items that make up the scale*

Scale/Items	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
<b>Instructional Effectiveness Scale</b>	<b>6.34</b>	<b>5.87</b>	<b>1.06</b>	<b>0.47</b>	<b>6.42</b>	<b>5.85</b>	<b>1.06</b>	<b>0.57</b>	<b>0.02</b>
8. The quality of instruction I receive in most of my classes is excellent.	6.50	5.98	1.26	0.52	6.60	5.83	1.34	0.77	0.15 *
40. There are sufficient courses within my program of study available each term.	6.38	5.84	1.36	0.54	6.52	5.79	1.47	0.73	0.05
38. Most classes deal with practical experiences and applications.	6.34	5.91	1.23	0.43	6.37	5.83	1.33	0.54	0.08
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.33	6.00	1.16	0.33	6.44	6.02	1.30	0.42	-0.02
25. Faculty provide timely feedback about my academic progress.	6.32	5.70	1.36	0.62	6.45	5.72	1.45	0.73	-0.02
12. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.76	1.39	0.53	6.48	5.88	1.43	0.60	-0.12
31. Faculty use a variety of technology and media in the classroom.	6.18	5.92	1.25	0.26	6.09	5.92	1.29	0.17	0.00

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.

Scale/Items	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
<b>Registration Effectiveness</b>	<b>6.29</b>	<b>5.64</b>	<b>1.20</b>	<b>0.65</b>	<b>6.47</b>	<b>5.86</b>	<b>1.06</b>	<b>0.61</b>	<b>-0.22***</b>
9. I am able to register for the classes I need with few conflicts.	6.36	5.77	1.43	0.59	6.53	5.82	1.42	0.71	-0.05
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.65	1.43	0.67	6.41	5.84	1.38	0.57	-0.19**
2. Classes are scheduled at times that are convenient for me.	6.30	5.58	1.45	0.72	6.49	5.75	1.38	0.74	-0.17*
29. There are convenient ways of paying my school bill.	6.24	5.56	1.59	0.68	6.44	5.97	1.38	0.47	-0.41***
19. Registration processes and procedures are convenient.	6.22	5.65	1.50	0.57	6.46	5.95	1.34	0.51	-0.30***

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.

Scale/Items	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
<b>Campus Climate</b>	<b>6.27</b>	<b>5.70</b>	<b>1.15</b>	<b>0.57</b>	<b>6.44</b>	<b>5.94</b>	<b>1.03</b>	<b>0.50</b>	<b>-0.24***</b>
36. Tuition paid is a worthwhile investment.	6.38	5.58	1.52	0.80	6.52	5.90	1.42	0.62	-0.32***
13. The campus is safe and secure for all students.	6.32	5.74	1.43	0.58	6.60	6.18	1.16	0.42	-0.44***
1. The campus staff are caring and helpful.	6.31	5.98	1.28	0.33	6.44	5.94	1.25	0.50	0.04
20. Students are made to feel welcome here.	6.28	5.92	1.36	0.36	6.50	6.13	1.25	0.37	-0.21***
39. On the whole, the campus is well-maintained.	6.23	5.73	1.36	0.50	6.42	6.20	1.16	0.22	-0.47***
33. Administrators are available to hear students' concerns.	6.19	5.62	1.54	0.57	6.33	5.67	1.54	0.66	-0.05
37. I seldom get the "run-around" when seeking information on this campus.	6.17	5.29	1.76	0.88	6.25	5.48	1.66	0.77	-0.19*

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.

Scale/Items	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
<b>Student Centeredness</b>	<b>6.24</b>	<b>5.71</b>	<b>1.22</b>	<b>0.53</b>	<b>6.38</b>	<b>5.82</b>	<b>1.17</b>	<b>0.56</b>	<b>-0.11</b>
1. The campus staff are caring and helpful.	6.31	5.98	1.28	0.33	6.44	5.94	1.25	0.50	0.04
20. Students are made to feel welcome here.	6.28	5.92	1.36	0.36	6.50	6.13	1.25	0.37	-0.21***
33. Administrators are available to hear students' concerns.	6.19	5.62	1.54	0.57	6.33	5.67	1.54	0.66	-0.05
37. I seldom get the "run-around" when seeking information on this campus.	6.17	5.29	1.76	0.88	6.25	5.48	1.66	0.77	-0.19*

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.

Scale/Items	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
<b>Academic Advising Effectiveness</b>	<b>6.20</b>	<b>5.88</b>	<b>1.09</b>	<b>0.32</b>	<b>6.39</b>	<b>5.71</b>	<b>1.30</b>	<b>0.68</b>	<b>0.17**</b>
14. My academic advisor is knowledgeable about my program requirements.	6.33	6.14	1.21	0.19	6.54	5.92	1.48	0.62	0.22**
16. My advisor helps me apply my program of study to career goals.	6.25	5.93	1.33	0.32	6.40	5.73	1.59	0.67	0.20*
35. I receive ongoing feedback about progress toward my academic goals.	6.20	5.63	1.39	0.57	6.30	5.48	1.61	0.82	0.15
3. My academic advisor is available when I need help.	6.19	6.01	1.22	0.18	6.31	5.75	1.52	0.56	0.26***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.01	5.64	1.37	0.37	6.38	5.68	1.56	0.70	-0.04

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.

Scale/Items	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
<b>Safety and Security</b>	<b>6.15</b>	<b>5.16</b>	<b>1.33</b>	<b>0.99</b>	<b>6.36</b>	<b>5.74</b>	<b>1.16</b>	<b>0.62</b>	<b>-0.58***</b>
13. The campus is safe and secure for all students.	6.32	5.74	1.43	0.58	6.60	6.18	1.16	0.42	-0.44***
21. The amount of student parking space on campus is adequate.	6.24	4.58	1.98	1.66	6.31	5.24	1.86	1.07	-0.66***
4. Security staff respond quickly to calls for assistance.	6.12	5.01	1.77	1.11	6.29	5.76	1.40	0.53	-0.75***
10. Parking lots are well-lighted and secure.	5.91	5.31	1.63	0.60	6.22	5.77	1.46	0.45	-0.46***

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.

Scale/Items	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
<b>Admissions and Financial Aid Effectiveness</b>	<b>6.14</b>	<b>5.44</b>	<b>1.30</b>	<b>0.70</b>	<b>6.29</b>	<b>5.64</b>	<b>1.27</b>	<b>0.65</b>	<b>-0.20**</b>
23. This institution helps me identify resources to finance my education.	6.22	5.26	1.71	0.96	6.36	5.57	1.60	0.79	-0.31***
5. Financial aid awards are announced in time to be helpful in college planning.	6.16	5.20	1.57	0.96	6.31	5.51	1.62	0.80	-0.31***
15. Financial aid counseling is available if I need it.	6.14	5.58	1.49	0.56	6.34	5.81	1.48	0.53	-0.23**
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.11	5.67	1.35	0.44	6.22	5.65	1.48	0.57	0.02
7. Admissions staff provide personalized attention prior to enrollment.	6.06	5.49	1.52	0.57	6.20	5.67	1.47	0.53	-0.18*

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.

Scale/Items	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
<b>Campus Services</b>	<b>6.14</b>	<b>5.79</b>	<b>1.06</b>	<b>0.35</b>	<b>6.32</b>	<b>5.95</b>	<b>1.00</b>	<b>0.37</b>	<b>-0.16***</b>
24. The equipment in the lab facilities is kept up to date.	6.32	5.54	1.66	0.78	6.38	5.87	1.37	0.51	-0.33***
28. This campus provides online access to services I need.	6.30	5.95	1.27	0.35	6.46	6.12	1.22	0.34	-0.17**
26. There are adequate services to help me decide upon a career.	6.22	5.80	1.26	0.42	6.34	5.72	1.44	0.62	0.08
18. Computer labs are adequate and accessible.	6.18	5.86	1.35	0.32	6.39	6.13	1.24	0.26	-0.27***
30. The assessment and course placement procedures are reasonable.	6.13	5.71	1.31	0.42	6.32	5.86	1.33	0.46	-0.15*
6. Library resources and services are adequate.	6.07	5.92	1.19	0.15	6.27	6.07	1.21	0.20	-0.15*
27. Tutoring services are readily available.	6.05	5.89	1.24	0.16	6.30	5.97	1.37	0.33	-0.08
11. Counseling services are available if I need them.	5.84	5.63	1.35	0.21	6.11	5.82	1.40	0.29	-0.19**

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.



*Institutional Summary: Items in sequential order*

Items, sequential	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
1. The campus staff are caring and helpful.	6.31	5.98	1.28	0.33	6.44	5.94	1.25	0.5	0.04
2. Classes are scheduled at times that are convenient for me.	6.3	5.58	1.45	0.72	6.49	5.75	1.38	0.74	-0.17*
3. My academic advisor is available when I need help.	6.19	6.01	1.22	0.18	6.31	5.75	1.52	0.56	0.26***
4. Security staff respond quickly to calls for assistance.	6.12	5.01	1.77	1.11	6.29	5.76	1.4	0.53	-0.75***
5. Financial aid awards are announced in time to be helpful in college planning.	6.16	5.2	1.57	0.96	6.31	5.51	1.62	0.8	-0.31***
6. Library resources and services are adequate.	6.07	5.92	1.19	0.15	6.27	6.07	1.21	0.2	-0.15*
7. Admissions staff provide personalized attention prior to enrollment.	6.06	5.49	1.52	0.57	6.2	5.67	1.47	0.53	-0.18*
8. The quality of instruction I receive in most of my classes is excellent.	6.5	5.98	1.26	0.52	6.6	5.83	1.34	0.77	0.15*
9. I am able to register for the classes I need with few conflicts.	6.36	5.77	1.43	0.59	6.53	5.82	1.42	0.71	-0.05
10. Parking lots are well-lighted and secure.	5.91	5.31	1.63	0.6	6.22	5.77	1.46	0.45	-0.46***
11. Counseling services are available if I need them.	5.84	5.63	1.35	0.21	6.11	5.82	1.4	0.29	-0.19**
12. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.76	1.39	0.53	6.48	5.88	1.43	0.6	-0.12
13. The campus is safe and secure for all students.	6.32	5.74	1.43	0.58	6.6	6.18	1.16	0.42	-0.44***
14. My academic advisor is knowledgeable about my program requirements.	6.33	6.14	1.21	0.19	6.54	5.92	1.48	0.62	0.22**
15. Financial aid counseling is available if I need it.	6.14	5.58	1.49	0.56	6.34	5.81	1.48	0.53	-0.23**
16. My advisor helps me apply my program of study to career goals.	6.25	5.93	1.33	0.32	6.4	5.73	1.59	0.67	0.20*
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.11	5.67	1.35	0.44	6.22	5.65	1.48	0.57	0.02
18. Computer labs are adequate and accessible.	6.18	5.86	1.35	0.32	6.39	6.13	1.24	0.26	-0.27***
19. Registration processes and procedures are convenient.	6.22	5.65	1.5	0.57	6.46	5.95	1.34	0.51	-0.30***
20. Students are made to feel welcome here.	6.28	5.92	1.36	0.36	6.5	6.13	1.25	0.37	-0.21***
21. The amount of student parking space on campus is adequate.	6.24	4.58	1.98	1.66	6.31	5.24	1.86	1.07	-0.66***

Items, sequential	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.01	5.64	1.37	0.37	6.38	5.68	1.56	0.7	-0.04
23. This institution helps me identify resources to finance my education.	6.22	5.26	1.71	0.96	6.36	5.57	1.6	0.79	-0.31***
24. The equipment in the lab facilities is kept up to date.	6.32	5.54	1.66	0.78	6.38	5.87	1.37	0.51	-0.33***
25. Faculty provide timely feedback about my academic progress.	6.32	5.7	1.36	0.62	6.45	5.72	1.45	0.73	-0.02
26. There are adequate services to help me decide upon a career.	6.22	5.8	1.26	0.42	6.34	5.72	1.44	0.62	0.08
27. Tutoring services are readily available.	6.05	5.89	1.24	0.16	6.3	5.97	1.37	0.33	-0.08
28. This campus provides online access to services I need.	6.3	5.95	1.27	0.35	6.46	6.12	1.22	0.34	-0.17**
29. There are convenient ways of paying my school bill.	6.24	5.56	1.59	0.68	6.44	5.97	1.38	0.47	-0.41***
30. The assessment and course placement procedures are reasonable.	6.13	5.71	1.31	0.42	6.32	5.86	1.33	0.46	-0.15*
31. Faculty use a variety of technology and media in the classroom.	6.18	5.92	1.25	0.26	6.09	5.92	1.29	0.17	0.00
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.65	1.43	0.67	6.41	5.84	1.38	0.57	-0.19**
33. Administrators are available to hear students' concerns.	6.19	5.62	1.54	0.57	6.33	5.67	1.54	0.66	-0.05
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.33	6	1.16	0.33	6.44	6.02	1.3	0.42	-0.02
35. I receive ongoing feedback about progress toward my academic goals.	6.2	5.63	1.39	0.57	6.3	5.48	1.61	0.82	0.15
36. Tuition paid is a worthwhile investment.	6.38	5.58	1.52	0.8	6.52	5.9	1.42	0.62	-0.32***
37. I seldom get the "run-around" when seeking information on this campus.	6.17	5.29	1.76	0.88	6.25	5.48	1.66	0.77	-0.19*
38. Most classes deal with practical experiences and applications.	6.34	5.91	1.23	0.43	6.37	5.83	1.33	0.54	0.08
39. On the whole, the campus is well-maintained.	6.23	5.73	1.36	0.5	6.42	6.2	1.16	0.22	-0.47***
40. There are sufficient courses within my program of study available each term.	6.38	5.84	1.36	0.54	6.52	5.79	1.47	0.73	0.05
41. Campus item 1: Most students feel a sense of belonging here.	6.13	5.68	1.42	0.45	n.a.	n.a.	n.a.	n.a.	n.a.

Items, sequential	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Mean Difference
42. Campus item 2: My department prepares students well for their professions.	6.53	6.19	1.17	0.34	n.a.	n.a.	n.a.	n.a.	n.a.
43. Campus item 3: My academic advisor adequately assists me with career planning issues.	6.29	5.87	1.34	0.42	n.a.	n.a.	n.a.	n.a.	n.a.
44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities.	6.30	6.00	1.19	0.30	n.a.	n.a.	n.a.	n.a.	n.a.
45. Campus item 5: The school provides an adequate orientation for first year students.	6.03	5.79	1.48	0.24	n.a.	n.a.	n.a.	n.a.	n.a.
46. Campus item 6: A variety of activities and social events are provided on campus.	5.85	5.70	1.43	0.15	n.a.	n.a.	n.a.	n.a.	n.a.
47. Campus item 7: College personnel and students show tolerance and respect for different viewpoints.	6.13	5.71	1.44	0.42	n.a.	n.a.	n.a.	n.a.	n.a.
48. Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.87	5.57	1.49	0.30	n.a.	n.a.	n.a.	n.a.	n.a.
49. Campus item 9: I feel a sense of pride about my campus.	5.97	5.62	1.46	0.35	n.a.	n.a.	n.a.	n.a.	n.a.
50. Campus item 10: My Instructors demonstrate professionalism as appropriate for the workplace.	6.37	6.17	1.20	0.20	n.a.	n.a.	n.a.	n.a.	n.a.
51. Cost as factor in decision to enroll.	6.37	n.a.	n.a.	n.a.	6.45	n.a.	n.a.	n.a.	n.a.
52. Financial assistance as factor in decision to enroll.	6.18	n.a.	n.a.	n.a.	6.29	n.a.	n.a.	n.a.	n.a.
53. Academic reputation as factor in decision to enroll.	6.23	n.a.	n.a.	n.a.	6.12	n.a.	n.a.	n.a.	n.a.
54. Future career opportunities as factor in decision to enroll.	6.55	n.a.	n.a.	n.a.	6.44	n.a.	n.a.	n.a.	n.a.
55. Personal recommendations as factor in decision to enroll.	6.00	n.a.	n.a.	n.a.	5.88	n.a.	n.a.	n.a.	n.a.
56. Distance from campus as factor in decision to enroll.	5.83	n.a.	n.a.	n.a.	6.09	n.a.	n.a.	n.a.	n.a.
57. Information on the campus Web site as factor in decision to enroll.	5.78	n.a.	n.a.	n.a.	5.84	n.a.	n.a.	n.a.	n.a.
58. Campus visits as factor in decision to enroll.	5.69	n.a.	n.a.	n.a.	5.46	n.a.	n.a.	n.a.	n.a.

*Institutional Summary: Summary Items*

Summary Items	OSUIT Mean Response	National Group Mean Response	Mean Difference
So far, how has your college experience met your expectations?	4.91	4.99	-0.08
Rate your overall satisfaction with your experience here thus far.	5.45	5.61	-0.16*
All in all, if you had to do it over, would you enroll here again?	5.72	5.83	-0.11

So far, how has your college experience met your expectations?	OSUIT Response Percent	National Group Response Percent
1=Much worse than expected	2%	1%
2=Quite a bit worse than I expected	1%	1%
3=Worse than I expected	5%	6%
4=About what I expected	35%	31%
5=Better than I expected	21%	24%
6=Quite a bit better than I expected	12%	14%
7=Much better than expected	19%	19%

Rate your overall satisfaction with your experience here thus far.	OSUIT Response Percent	National Group Response Percent
1=Not satisfied at all	1%	1%
2=Not very satisfied	2%	2%
3=Somewhat dissatisfied	5%	4%
4=Neutral	14%	10%
5=Somewhat satisfied	17%	14%
6=Satisfied	33%	40%
7=Very satisfied	25%	25%

All in all, if you had to do it over, would you enroll here again?	OSUIT Response Percent	National Group Response Percent
1=Definitely not	2%	2%
2=Probably not	3%	3%
3=Maybe not	3%	3%
4=I don't know	8%	7%
5=Maybe yes	10%	10%
6=Probably yes	31%	30%
7=Definitely yes	38%	43%

**APPENDIX B:  
OSUIT Two-Year Comparison**

*OSUIT Two Year Comparison: Scales (in order of importance)*

Scale	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2019 Importance	OSUIT 2019 Satisfaction	OSUIT 2019 Standard Deviation	OSUIT 2019 Performance Gap	Mean Difference
Instructional Effectiveness	6.34	5.87	1.06	0.47	6.16	5.65	1.18	0.51	0.22**
Registration Effectiveness	6.29	5.64	1.20	0.65	6.12	5.51	1.20	0.61	0.13
Campus Climate	6.27	5.70	1.15	0.57	6.12	5.54	1.22	0.58	0.16
Student Centeredness	6.24	5.71	1.22	0.53	6.11	5.53	1.25	0.58	0.18*
Academic Advising Effectiveness	6.20	5.88	1.09	0.32	6.09	5.72	1.12	0.37	0.16*
Safety and Security	6.15	5.16	1.33	0.99	6.03	5.38	1.21	0.65	-0.22*
Admissions and Financial Aid Effectiveness	6.14	5.44	1.30	0.70	5.99	5.34	1.21	0.65	0.10
Campus Services	6.14	5.79	1.06	0.35	6.01	5.54	1.16	0.47	0.25**

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.  
 OSUIT 2020 results based on 437 responses; 2019 results based on 365 responses.

*OSUIT Two Year Comparison: Scale with items that make up the scale*

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2019 Importance	OSUIT 2019 Satisfaction	OSUIT 2019 Standard Deviation	OSUIT 2019 Performance Gap	Mean Difference
<b>Instructional Effectiveness Scale</b>	<b>6.34</b>	<b>5.87</b>	<b>1.06</b>	<b>0.47</b>	<b>6.16</b>	<b>5.65</b>	<b>1.18</b>	<b>0.51</b>	<b>0.22**</b>
8. The quality of instruction I receive in most of my classes is excellent.	6.50	5.98	1.26	0.52	6.32	5.87	1.33	0.45	0.11
40. There are sufficient courses within my program of study available each term.	6.38	5.84	1.36	0.54	6.18	5.53	1.49	0.65	0.31**
38. Most classes deal with practical experiences and applications.	6.34	5.91	1.23	0.43	6.13	5.60	1.46	0.53	0.31**
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.33	6.00	1.16	0.33	6.13	5.65	1.41	0.48	0.35***
25. Faculty provide timely feedback about my academic progress.	6.32	5.70	1.36	0.62	6.17	5.48	1.45	0.69	0.22*
12. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.76	1.39	0.53	6.18	5.66	1.39	0.52	0.10
31. Faculty use a variety of technology and media in the classroom.	6.18	5.92	1.25	0.26	5.99	5.71	1.32	0.28	0.21*

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.

OSUIT 2020 results based on 437 responses; 2019 results based on 365 responses.

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2019 Importance	OSUIT 2019 Satisfaction	OSUIT 2019 Standard Deviation	OSUIT 2019 Performance Gap	Mean Difference
<b>Registration Effectiveness</b>	<b>6.29</b>	<b>5.64</b>	<b>1.20</b>	<b>0.65</b>	<b>6.12</b>	<b>5.51</b>	<b>1.20</b>	<b>0.61</b>	<b>0.13</b>
9. I am able to register for the classes I need with few conflicts.	6.36	5.77	1.43	0.59	6.23	5.72	1.37	0.51	0.05
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.65	1.43	0.67	6.09	5.49	1.40	0.60	0.16
2. Classes are scheduled at times that are convenient for me.	6.30	5.58	1.45	0.72	6.09	5.39	1.55	0.70	0.19
29. There are convenient ways of paying my school bill.	6.24	5.56	1.59	0.68	6.11	5.34	1.56	0.77	0.22*
19. Registration processes and procedures are convenient.	6.22	5.65	1.50	0.57	6.07	5.63	1.33	0.44	0.02

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.  
OSUIT 2020 results based on 437 responses; 2019 results based on 365 responses.

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2019 Importance	OSUIT 2019 Satisfaction	OSUIT 2019 Standard Deviation	OSUIT 2019 Performance Gap	Mean Difference
<b>Campus Climate</b>	<b>6.27</b>	<b>5.70</b>	<b>1.15</b>	<b>0.57</b>	<b>6.12</b>	<b>5.54</b>	<b>1.22</b>	<b>0.58</b>	<b>0.16</b>
36. Tuition paid is a worthwhile investment.	6.38	5.58	1.52	0.80	6.16	5.36	1.57	0.80	0.22*
13. The campus is safe and secure for all students.	6.32	5.74	1.43	0.58	6.18	5.74	1.30	0.44	0.00
1. The campus staff are caring and helpful.	6.31	5.98	1.28	0.33	6.13	5.75	1.32	0.38	0.23*
20. Students are made to feel welcome here.	6.28	5.92	1.36	0.36	6.14	5.81	1.36	0.33	0.11
39. On the whole, the campus is well-maintained.	6.23	5.73	1.36	0.50	6.10	5.50	1.48	0.60	0.23*
33. Administrators are available to hear students' concerns.	6.19	5.62	1.54	0.57	6.13	5.42	1.52	0.71	0.20
37. I seldom get the "run-around" when seeking information on this campus.	6.17	5.29	1.76	0.88	6.03	5.13	1.70	0.90	0.16

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.  
OSUIT 2020 results based on 437 responses; 2019 results based on 365 responses.



Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2019 Importance	OSUIT 2019 Satisfaction	OSUIT 2019 Standard Deviation	OSUIT 2019 Performance Gap	Mean Difference
<b>Student Centeredness</b>	<b>6.24</b>	<b>5.71</b>	<b>1.22</b>	<b>0.53</b>	<b>6.11</b>	<b>5.53</b>	<b>1.25</b>	<b>0.58</b>	<b>0.18*</b>
1. The campus staff are caring and helpful.	6.31	5.98	1.28	0.33	6.13	5.75	1.32	0.38	0.23*
20. Students are made to feel welcome here.	6.28	5.92	1.36	0.36	6.14	5.81	1.36	0.33	0.11
33. Administrators are available to hear students' concerns.	6.19	5.62	1.54	0.57	6.13	5.42	1.52	0.71	0.20
37. I seldom get the "run-around" when seeking information on this campus.	6.17	5.29	1.76	0.88	6.03	5.13	1.70	0.90	0.16

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.

OSUIT 2020 results based on 437 responses; 2019 results based on 365 responses.

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2019 Importance	OSUIT 2019 Satisfaction	OSUIT 2019 Standard Deviation	OSUIT 2019 Performance Gap	Mean Difference
<b>Academic Advising Effectiveness</b>	<b>6.20</b>	<b>5.88</b>	<b>1.09</b>	<b>0.32</b>	<b>6.09</b>	<b>5.72</b>	<b>1.12</b>	<b>0.37</b>	<b>0.16*</b>
14. My academic advisor is knowledgeable about my program requirements.	6.33	6.14	1.21	0.19	6.25	5.99	1.24	0.26	0.15
16. My advisor helps me apply my program of study to career goals.	6.25	5.93	1.33	0.32	6.16	5.82	1.28	0.34	0.11
35. I receive ongoing feedback about progress toward my academic goals.	6.20	5.63	1.39	0.57	6.03	5.46	1.48	0.57	0.17
3. My academic advisor is available when I need help.	6.19	6.01	1.22	0.18	6.13	5.89	1.24	0.24	0.12
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.01	5.64	1.37	0.37	5.88	5.40	1.48	0.48	0.24*

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.

OSUIT 2020 results based on 437 responses; 2019 results based on 365 responses.

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2019 Importance	OSUIT 2019 Satisfaction	OSUIT 2019 Standard Deviation	OSUIT 2019 Performance Gap	Mean Difference
<b>Safety and Security</b>	<b>6.15</b>	<b>5.16</b>	<b>1.33</b>	<b>0.99</b>	<b>6.03</b>	<b>5.38</b>	<b>1.21</b>	<b>0.65</b>	<b>-0.22*</b>
13. The campus is safe and secure for all students.	6.32	5.74	1.43	0.58	6.18	5.74	1.30	0.44	0.00
21. The amount of student parking space on campus is adequate.	6.24	4.58	1.98	1.66	6.02	4.94	1.81	1.08	-0.36**
4. Security staff respond quickly to calls for assistance.	6.12	5.01	1.77	1.11	5.99	5.35	1.41	0.64	-0.34**
10. Parking lots are well-lighted and secure.	5.91	5.31	1.63	0.60	5.92	5.47	1.40	0.45	-0.16

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.

OSUIT 2020 results based on 437 responses; 2019 results based on 365 responses.

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2019 Importance	OSUIT 2019 Satisfaction	OSUIT 2019 Standard Deviation	OSUIT 2019 Performance Gap	Mean Difference
<b>Admissions and Financial Aid Effectiveness</b>	<b>6.14</b>	<b>5.44</b>	<b>1.30</b>	<b>0.70</b>	<b>5.99</b>	<b>5.34</b>	<b>1.21</b>	<b>0.65</b>	<b>0.10</b>
23. This institution helps me identify resources to finance my education.	6.22	5.26	1.71	0.96	6.04	5.14	1.63	0.90	0.12
5. Financial aid awards are announced in time to be helpful in college planning.	6.16	5.20	1.57	0.96	6.00	5.06	1.53	0.94	0.14
15. Financial aid counseling is available if I need it.	6.14	5.58	1.49	0.56	6.06	5.57	1.39	0.49	0.01
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.11	5.67	1.35	0.44	5.90	5.51	1.32	0.39	0.16
7. Admissions staff provide personalized attention prior to enrollment.	6.06	5.49	1.52	0.57	5.96	5.43	1.39	0.53	0.06

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.

OSUIT 2020 results based on 437 responses; 2019 results based on 365 responses.

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2019 Importance	OSUIT 2019 Satisfaction	OSUIT 2019 Standard Deviation	OSUIT 2019 Performance Gap	Mean Difference
<b>Campus Services</b>	<b>6.14</b>	<b>5.79</b>	<b>1.06</b>	<b>0.35</b>	<b>6.01</b>	<b>5.54</b>	<b>1.16</b>	<b>0.47</b>	<b>0.25**</b>
24. The equipment in the lab facilities is kept up to date.	6.32	5.54	1.66	0.78	6.19	5.32	1.72	0.87	0.22
28. This campus provides online access to services I need.	6.30	5.95	1.27	0.35	6.14	5.52	1.49	0.62	0.43***
26. There are adequate services to help me decide upon a career.	6.22	5.80	1.26	0.42	6.06	5.49	1.38	0.57	0.31***
18. Computer labs are adequate and accessible.	6.18	5.86	1.35	0.32	6.11	5.72	1.39	0.39	0.14
30. The assessment and course placement procedures are reasonable.	6.13	5.71	1.31	0.42	5.97	5.49	1.37	0.48	0.22*
6. Library resources and services are adequate.	6.07	5.92	1.19	0.15	5.96	5.77	1.27	0.19	0.15
27. Tutoring services are readily available.	6.05	5.89	1.24	0.16	5.92	5.51	1.41	0.41	0.38***
11. Counseling services are available if I need them.	5.84	5.63	1.35	0.21	5.74	5.48	1.37	0.26	0.15

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.  
OSUIT 2020 results based on 437 responses; 2019 results based on 365 responses.

*OSUIT Two Year Comparison: Summary Items*

Summary Items	OSUIT 2020 Mean Response	OSUIT 2019 Mean Response	Mean Difference
So far, how has your college experience met your expectations?	4.91	4.69	0.22
Rate your overall satisfaction with your experience here thus far.	5.45	5.18	0.27
All in all, if you had to do it over, would you enroll here again?	5.72	5.34	0.38

\* Difference statistically significant at the .05 level; \*\* Difference statistically significant at the .01 level; \*\*\* Difference statistically significant at the .001 level; "n.a." = not applicable.  
OSUIT 2020 results based on 437 responses; 2019 results based on 365 responses.

So far, how has your college experience met your expectations?	OSUIT 2020 Response Percent	OSUIT 2019 Response Percent
1=Much worse than expected	2%	3%
2=Quite a bit worse than I expected	1%	1%
3=Worse than I expected	5%	5%
4=About what I expected	35%	41%
5=Better than I expected	21%	19%
6=Quite a bit better than I expected	12%	13%
7=Much better than expected	19%	13%

Rate your overall satisfaction with your experience here thus far.	OSUIT 2020 Response Percent	OSUIT 2019 Response Percent
1=Not satisfied at all	1%	2%
2=Not very satisfied	2%	3%
3=Somewhat dissatisfied	5%	6%
4=Neutral	14%	19%
5=Somewhat satisfied	17%	15%
6=Satisfied	33%	35%
7=Very satisfied	25%	17%

All in all, if you had to do it over, would you enroll here again?	OSUIT 2020 Response Percent	OSUIT 2019 Response Percent
1=Definitely not	2%	3%
2=Probably not	3%	5%
3=Maybe not	3%	3%
4=I don't know	8%	17%
5=Maybe yes	10%	13%
6=Probably yes	31%	29%
7=Definitely yes	38%	27%

**APPENDIX C:  
OSUIT Five-Year Comparisons**

*OSUIT Five-Year Comparison of Mean Satisfaction by Scale*

Scales by descending importance, current year (2020)	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
INSTRUCTIONAL EFFECTIVENESS	5.57	5.48	5.72	5.65	5.87
REGISTRATION EFFECTIVENESS	5.46	5.28	5.60	5.51	5.64
CAMPUS CLIMATE	5.51	5.23	5.61	5.54	5.70
STUDENT CENTEREDNESS	5.47	5.17	5.61	5.53	5.71
ACADEMIC ADVISING EFFECTIVENESS	5.56	5.51	5.73	5.72	5.88
SAFETY and SECURITY	4.90	4.94	5.11	5.38	5.16
ADMISSIONS and FINANCIAL AID EFFECTIVENESS	5.23	4.86	5.40	5.34	5.44
CAMPUS SERVICES	5.57	5.39	5.73	5.54	5.79

*OSUIT Five-Year Comparisons of Mean Satisfaction by Item*

Items, sequential order	2016	2017	2018	2019	2020
1. The campus staff are caring and helpful.	5.70	5.51	5.85	5.75	5.98
2. Classes are scheduled at times that are convenient for me.	5.52	5.42	5.44	5.39	5.58
3. My academic advisor is available when I need help.	5.74	5.79	5.90	5.89	6.01
4. Security staff respond quickly to calls for assistance.	5.22	4.91	5.30	5.35	5.01
5. Financial aid awards are announced in time to be helpful in college planning.	4.83	4.31	5.07	5.06	5.20
6. Library resources and services are adequate.	5.75	5.56	5.93	5.77	5.92
7. Admissions staff provide personalized attention prior to enrollment.	5.42	5.13	5.52	5.43	5.49
8. The quality of instruction I receive in most of my classes is excellent.	5.74	5.63	5.78	5.87	5.98
9. I am able to register for the classes I need with few conflicts.	5.56	5.40	5.72	5.72	5.77
10. Parking lots are well-lighted and secure.	4.83	4.91	5.09	5.47	5.31
11. Counseling services are available if I need them.	5.47	5.38	5.53	5.48	5.63
12. Faculty are fair and unbiased in their treatment of individual students.	5.48	5.32	5.68	5.66	5.76
13. The campus is safe and secure for all students.	5.67	5.52	5.68	5.74	5.74
14. My academic advisor is knowledgeable about my program requirements.	5.84	5.85	5.99	5.99	6.14
15. Financial aid counseling is available if I need it.	5.41	4.89	5.54	5.57	5.58
16. My advisor helps me apply my program of study to career goals.	5.71	5.60	5.85	5.82	5.93
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.34	5.33	5.56	5.51	5.67
18. Computer labs are adequate and accessible.	5.68	5.53	5.92	5.72	5.86
19. Registration processes and procedures are convenient.	5.47	5.33	5.72	5.63	5.65
20. Students are made to feel welcome here.	5.62	5.55	5.85	5.81	5.92
21. The amount of student parking space on campus is adequate.	3.92	4.39	4.39	4.94	4.58

Items, sequential order	2016	2017	2018	2019	2020
22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.24	5.20	5.51	5.40	5.64
23. This institution helps me identify resources to finance my education.	5.15	4.65	5.29	5.14	5.26
24. The equipment in the lab facilities is kept up to date.	5.46	5.09	5.57	5.32	5.54
25. Faculty provide timely feedback about my academic progress.	5.27	5.11	5.46	5.48	5.70
26. There are adequate services to help me decide upon a career.	5.41	5.31	5.63	5.49	5.80
27. Tutoring services are readily available.	5.55	5.35	5.76	5.51	5.89
28. This campus provides online access to services I need.	5.73	5.56	5.86	5.52	5.95
29. There are convenient ways of paying my school bill.	5.30	5.06	5.52	5.34	5.56
30. The assessment and course placement procedures are reasonable.	5.45	5.34	5.62	5.49	5.71
31. Faculty use a variety of technology and media in the classroom.	5.65	5.56	5.78	5.71	5.92
32. I am able to take care of college-related business at times that are convenient for me.	5.47	5.20	5.60	5.49	5.65
33. Administrators are available to hear students' concerns.	5.52	5.22	5.55	5.42	5.62
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	5.73	5.58	5.88	5.65	6.00
35. I receive ongoing feedback about progress toward my academic goals.	5.22	5.09	5.37	5.46	5.63
36. Tuition paid is a worthwhile investment.	5.51	5.15	5.51	5.36	5.58
37. I seldom get the "run-around" when seeking information on this campus.	5.04	4.39	5.18	5.13	5.29
38. Most classes deal with practical experiences and applications.	5.56	5.61	5.72	5.60	5.91
39. On the whole, the campus is well-maintained.	5.53	5.25	5.65	5.50	5.73
40. There are sufficient courses within my program of study available each term.	5.59	5.53	5.75	5.53	5.84



Items, sequential order	2016	2017	2018	2019	2020
41. Campus item 1: Most students feel a sense of belonging here.	5.32	5.13	5.47	5.30	5.68
42. Campus item 2: My department prepares students well for their professions.	5.75	5.79	5.96	5.82	6.19
43. Campus item 3: My academic advisor adequately assists me with career planning issues.	5.51	5.57	5.78	5.59	5.87
44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities.	5.55	5.52	5.79	5.53	6.00
45. Campus item 5: The school provides an adequate orientation for first year students.	5.53	5.30	5.62	5.50	5.79
46. Campus item 6: A variety of activities and social events are provided on campus.	5.42	5.31	5.70	5.39	5.70
47. Campus item 7: College personnel and students show tolerance and respect for different viewpoints.	5.60	5.30	5.66	5.37	5.71
48. Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.50	5.26	5.56	5.33	5.57
49. Campus item 9: I feel a sense of pride about my campus.	5.45	5.17	5.58	5.26	5.62
50. Campus item 10: My Instructors demonstrate professionalism as appropriate for the workplace.	5.16	5.95	6.08	5.90	6.17
51. Cost as factor in decision to enroll.	6.26	6.27	6.32	6.20	6.37
52. Financial assistance as factor in decision to enroll.	6.09	6.08	6.11	5.96	6.18
53. Academic reputation as factor in decision to enroll.	6.14	6.20	6.18	6.09	6.23
54. Future career opportunities as factor in decision to enroll.	6.48	6.56	6.50	6.37	6.55
55. Personal recommendations as factor in decision to enroll.	5.87	5.83	5.89	5.88	6.00
56. Distance from campus as factor in decision to enroll.	5.63	5.57	5.83	5.74	5.83
57. Information on the campus Web site as factor in decision to enroll.	5.69	5.60	5.82	5.66	5.78

	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Items, sequential order					
58. Campus visits as factor in decision to enroll.	5.46	5.52	5.53	5.63	5.69

*OSUIT Five-Year Comparison of Ratings by Summary Item*

Summary Item	2016 average (n = 471)	2017 average (n = 425)	2018 average (n = 480)	2019 average (n = 365)	2020 average (n = 437)
So far, how has your college experience met your expectations?	4.60	4.39	4.88	4.69	4.91
Rate your overall satisfaction with your experience here thus far.	5.26	5.11	5.46	5.18	5.45
All in all, if you had to do it over, would you enroll here again?	5.51	5.30	5.60	5.34	5.72

So far, how has your college experience met your expectations?	2016 Response Percent	2017 Response Percent	2018 Response Percent	2019 Response Percent	2020 Response Percent
1=Much worse than expected	0.02	0.05	0.02	0.03	0.02
2=Quite a bit worse than I expected	0.01	0.03	0.01	0.01	0.01
3=Worse than I expected	0.11	0.10	0.06	0.05	0.05
4=About what I expected	0.37	0.39	0.31	0.41	0.35
5=Better than I expected	0.24	0.18	0.26	0.19	0.21
6=Quite a bit better than I expected	0.10	0.09	0.14	0.13	0.12
7=Much better than expected	0.12	0.12	0.16	0.13	0.19

Rate your overall satisfaction with your experience here thus far.	2016 Response Percent	2017 Response Percent	2018 Response Percent	2019 Response Percent	2020 Response Percent
1=Not satisfied at all	0.01	0.03	0.01	0.02	0.01
2=Not very satisfied	0.04	0.04	0.02	0.03	0.02
3=Somewhat dissatisfied	0.06	0.07	0.05	0.06	0.05
4=Neutral	0.16	0.13	0.12	0.19	0.14
5=Somewhat satisfied	0.15	0.19	0.17	0.15	0.17
6=Satisfied	0.38	0.34	0.41	0.35	0.33
7=Very satisfied	0.17	0.16	0.20	0.17	0.25

All in all, if you had to do it over, would you enroll here again?	2016 Response Percent	2017 Response Percent	2018 Response Percent	2019 Response Percent	2020 Response Percent
1=Definitely not	0.02	0.04	0.02	0.03	0.02
2=Probably not	0.04	0.06	0.04	0.05	0.03
3=Maybe not	0.03	0.05	0.04	0.03	0.03
4=I don't know	0.13	0.11	0.11	0.17	0.08
5=Maybe yes	0.13	0.12	0.09	0.13	0.10
6=Probably yes	0.31	0.25	0.30	0.29	0.31
7=Definitely yes	0.31	0.32	0.37	0.27	0.38