



INSTITUTE OF TECHNOLOGY

Student Satisfaction Inventory Report

October 2021

Oklahoma State University Institute of Technology
Okmulgee, Oklahoma

Office of Institutional Research

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 2021 administration 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 February 8, 2021 through April 16, 2021; 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. Five of the 41 packets were returned unused.

Sample Selection

A class list of all available traditional and blended classes taught during the spring 2021 term provided the sample for this administration of the SSI. Using Microsoft Excel's "RANDOM" function, 41 randomly selected classes were included in the SSI spring 2021 administration. The 41 selected classes included 496 registered students, 385 of which completed the survey for a response rate of 77.62 percent. As previously mentioned, five packets were unused; however, the response rate is based on the entire sample including the five classes that did not participate.

Demographics

Among the 385 participants in this survey, 74.21 percent were male, and 25.79 percent were female. Only 7.67 percent were age 18 or under; 72.49 percent were age 19-24; 12.43 percent were 25-34; 7.41 percent were age 35 and over. Students reported a current GPA of 3.0 or above at a rate of 67.82 percent. Regarding ethnicity/race, 62.77 percent were White/Caucasian followed by 17.12 percent American Indian, 7.34 percent Hispanic or Latino (and Puerto Rican), 4.62 percent Black/African American, 4.35 percent multi-racial, with 1.63 percent reporting as "Other race". Full-time enrollment totaled 82.98 percent. Among respondents, 53.03 percent were considered first-year students (by class level), while 36.68 percent were in their second year. Educational goals for the OSUIT students included 71.97 percent seeking an associate degree with only 2.16 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 2021 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 previous years covering SSI administrations for year-to-year comparisons up to five years (2017-2021). See Appendix A for results compared to the national group benchmarks, Appendix B for results comparing the OSUIT 2020 and 2021 administrations of the SSI, and Appendix C for five years of OSUIT satisfaction data for determining trends

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; this national group "benchmark" dataset includes three consecutive academic

years of data for students who completed the same survey version and are enrolled at the same type of institution. For 2021, this national normative group reflects responses by 69,527 students.

Results

OSUIT continues to lag behind the benchmarks on most of the survey scales (Table 1). Comparison to the benchmark revealed that respondents at OSUIT were less satisfied on all scales but one: OSUIT students reported satisfaction on *Academic Advising Effectiveness* at about the same level as the benchmark; this is a decrease in satisfaction as *Academic Advising Effectiveness* has exceeded that of the benchmark comparison at OSUIT in the past. Consistent with past reports, students described the survey scales as *less important* than did the benchmark group.

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

Scale	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Gap	Mean Difference
Academic Advising Effectiveness	6.11	5.73	1.20	0.38	6.39	5.74	1.31	0.65	-0.01
Admissions and Financial Aid Effectiveness	6.01	5.42	1.35	0.59	6.29	5.67	1.28	0.62	-0.25***
Campus Climate	6.15	5.56	1.30	0.59	6.44	5.94	1.06	0.50	-0.38***
Campus Services	5.99	5.60	1.19	0.39	6.33	5.96	1.03	0.37	-0.36***
Instructional Effectiveness	6.18	5.71	1.22	0.47	6.42	5.87	1.08	0.55	-0.16**
Registration Effectiveness	6.17	5.54	1.30	0.63	6.47	5.88	1.07	0.59	-0.34***
Safety and Security	5.97	5.50	1.28	0.47	6.36	5.73	1.22	0.63	-0.23***
Student Centeredness	6.12	5.53	1.38	0.59	6.39	5.83	1.18	0.56	-0.3***

*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—In spring of 2020, 37 selected classes reported a total enrollment of 566 students, of which 437 completed surveys for a response rate of 77.2 percent. Students in 2021 reported lower levels of satisfaction as compared to students in 2020 (Table 2). Satisfaction, as characterized by scale scores, decreased with one exception: whereas Safety and Security ratings *decreased* substantially in 2020, they *increased* in 2021. Students placed less importance on the items in the eight survey scales in 2021; again, importance provides context for satisfaction levels; satisfaction only matters when the issue at-hand is also important.

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

Scale	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Gap	OSUIT 2021 Importance	OSUIT 2021 Satisfaction	OSUIT 2021 Standard Deviation	OSUIT 2021 Gap	Mean Difference
Academic Advising Effectiveness	6.20	5.88	1.09	0.32	6.11	5.73	1.20	0.38	-0.15
Admissions and Financial Aid Effectiveness	6.14	5.44	1.30	0.70	6.01	5.42	1.35	0.59	-0.02
Campus Climate	6.27	5.70	1.15	0.57	6.15	5.56	1.30	0.59	-0.14

Scale	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Gap	OSUIT 2021 Importance	OSUIT 2021 Satisfaction	OSUIT 2021 Standard Deviation	OSUIT 2021 Gap	Mean Difference
Campus Services	6.14	5.79	1.06	0.35	5.99	5.60	1.19	0.39	-0.19*
Instructional Effectiveness	6.34	5.87	1.06	0.47	6.18	5.71	1.22	0.47	-0.16*
Registration Effectiveness	6.29	5.64	1.20	0.65	6.17	5.54	1.30	0.63	-0.10
Safety and Security	6.15	5.16	1.33	0.99	5.97	5.50	1.28	0.47	0.34***
Student Centeredness	6.24	5.71	1.22	0.53	6.12	5.53	1.38	0.59	-0.18*

*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 2021 administration of the SSI.

Strengths (high importance and high satisfaction)

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

Challenges (high importance and low satisfaction, large gap)

- 9. I am able to register for the classes I need with few conflicts. (-)
- 36. Tuition paid is a worthwhile investment. (-)
- 29. There are convenient ways of paying my school bill. (-)
- 19. Registration processes and procedures are convenient. (-)
- 24. The equipment in the lab facilities is kept up to date. (-)
- 25. Faculty provide timely feedback about my academic progress. (-)
- 33. Administrators are available to hear students' concerns. (-)

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

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

Benchmarks

The OSUIT 2021 SSI results were benchmarked against 69,527 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:

None

Lower Satisfaction vs. National Group Benchmarks:

- 33. Administrators are available to hear students' concerns.
- 19. Registration processes and procedures are convenient.
- 24. The equipment in the lab facilities is kept up to date.
- 25. Faculty provide timely feedback about my academic progress.
- 29. There are convenient ways of paying my school bill.
- 9. I am able to register for the classes I need with few conflicts.
- 36. Tuition paid is a worthwhile investment.

OSUIT 2020-to-2021 change at the item level

While the 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 the OSUIT campus.

Although satisfaction generally decreased from 2020 to 2021 on most scales for OSUIT students, one scale where satisfaction *increased*—*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 2021 over 2020 (mean difference and significance level in parentheses). On the positive side:

- 21. The amount of student parking space on campus is adequate. (0.68***)
- 4. Security staff respond quickly to calls for assistance. (0.38**)

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

- 42. Campus item 2: My department prepares students well for their professions. (-0.33**)
- 36. Tuition paid is a worthwhile investment. (-0.29*)
- 28. This campus provides online access to the services I need. (-0.28**)
- 6. Library resources and services are adequate. (-0.27**)
- 37. I seldom get the “run-around” when seeking information on this campus. (-0.25)
- 44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities. (-0.25*)
- 1. The campus staff are caring and helpful. (-0.24*)
- 18. Computer labs are adequate and accessible. (-0.24)
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail. (-0.22*)

14. My academic advisor is knowledgeable about my program requirements. (-0.21*)
 30. The assessment and course placement procedures are reasonable. (-0.21*)

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 the differences between OSUIT students and the benchmark were statistically significant with satisfaction at OSUIT on the decline (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 4.63 (down from 4.91 in 2020) on a seven-point scale between 4 = "About what I expected" and 5 = "Better than I expected. The average of responses for the benchmark was 5.00 (slightly up from 4.99 in 2020) resulting in a mean difference of -0.37, which was statistically significant at the .001 level.

When asked, "Rate your overall satisfaction with your experience here thus far", the average of responses for OSUIT was 5.18 (down from 5.45 in 2020) falling between 5 = "Somewhat satisfied" and 6 = "Satisfied". The average of responses for the benchmark was 5.61 (no change from 2020) resulting in a mean difference of -0.43, which was statistically significant at the .001 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 5.39 (down from 5.72 in 2020) falling between 5 = "Maybe yes" and 6 = "Probably yes". The average of responses for the benchmark was 5.86 for a mean difference of -0.47 which was statistically significant at the .001 level.

Summary Items: OSUIT Year-to-Year Comparison

Results of the summary items (Appendix B) for OSUIT in 2020 vs. 2021 also show a decrease in satisfaction. When asked, "So far, how has your college experience met your expectations?" the average of responses for OSUIT was 4.63 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 higher at 4.91; the difference is statistically significant at the .01 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 higher at 5.45; the difference is statistically significant at the .05 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 5.39 vs. 5.72 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 .01 level. The satisfaction levels of 2021 are quite similar to the results found two years ago in 2019.

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 the individual survey items composing them, for the last five consecutive years (2017-2021). Appendix C concludes with the three summary items reporting five years of 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. In 2020, as the Covid-19 pandemic was beginning to have an influence on this campus, we saw increases in satisfaction except for *Safety and Security*. For 2021, we saw a return to more characteristic levels of satisfaction on this campus; the satisfaction levels of 2021 are quite like the results found two years ago in 2019.

In 2021, OSUIT's comparison with the benchmarks on the eight scales showed a decrease overall in student satisfaction, except for *Academic Advising Effectiveness* which essentially matched the benchmark this year. Otherwise, OSUIT continued to lag on benchmarks in the remaining seven scales.

The top four strengths at OSUIT, again, relate to excellence in instruction and student preparation. Most of the strengths on the OSUIT campus deal with the classroom and academics. However, timely feedback from faculty on student progress again was reported by OSUIT students as a challenge. Other challenges ran more along operational lines, such as convenience in registering and paying for classes without having issues. Students want to be heard, and they want to know the investment they make in their education at OSUIT is worthwhile.

Future career opportunities, the cost of education, and academic reputation consistently remain as the three most important factors for our students in deciding to enroll at OSUIT.

In year-to-year comparisons, OSUIT students revealed that they were not as satisfied in 2021 as levels decreased across most of the scales. However, *Safety and Security* showed a marked increase in satisfaction this year, and the difference was statistically significant (0.34, $p < .01$). The items resulting in the higher-than-expected satisfaction were:

- 21. The amount of student parking space on campus is adequate. (+0.68)
- 4. Security staff respond quickly to calls for assistance. (+0.38)

And although parking always seems to be an issue resulting in student discontent, satisfaction increases in 2019 and now in 2021 are a bit surprising.

For the summary items, OSUIT students also reported decreased levels of satisfaction in 2021, but the results are very similar to the 2019 results. The remarkable events of 2020 may have had an unexpected affect on the satisfaction levels of students at OSUIT at that time. Recall that the administration packets were sent to the classrooms prior to the advent of campus-wide distance learning, though many of the packets had been returned to the Institutional Research Office before that occurred.

Reviewing results for 2017-2021, students at OSUIT continue a general trend toward being more satisfied with their college experience though the trend may be leveling off. 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.

During the period between the 2019 and 2021 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. Instruction moved from mostly in-person to distance learning with great impact on the technical program classes. 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. Essentially, we are in a continuing state of change and have been required to adjust as we try to continue the academic work. Although OSUIT has moved back to a more hands-on modality, particularly in the technical programs, many of the precautions regarding social distancing and staggered attendance remain. The fact that operations have not entirely returned to normal, or the awareness that we are operating under a new conception of normalcy, may have had an impact on satisfaction levels in 2021.

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	98	25.79 %
Male	282	74.21 %
Total	380	100.00 %
No Answer	5	

Age Range	Count	Percent
18 and under	29	7.67 %
19 to 24	274	72.49 %
25 to 34	47	12.43 %
35 to 44	17	4.50 %
45 and over	11	2.91 %
Total	378	100.00 %
No Answer	7	

Ethnicity/Race	Count	Percent
Alaskan Native	1	0.27 %
Native Hawaiian or Pacific Islander	2	0.54 %
Asian	5	1.36 %
Other race	6	1.63 %
Multi-racial	16	4.35 %
Black/African-American	17	4.62 %
Hispanic or Latino (and Puerto Rican)	27	7.34 %
American Indian	63	17.12 %
White/Caucasian	231	62.77 %
Total	368	100.00 %
No Answer	17	

Current Enrollment Status	Count	Percent
Weekend	4	1.07 %
Evening	12	3.20 %
Day	359	95.73 %
Total	375	100.00 %
No Answer	10	

Current Class Load	Count	Percent
Part-time	65	17.02 %
Full-time	317	82.98 %
Total	382	100.00 %
No Answer	3	

Class Level	Count	Percent
1 year or less	201	53.03 %
2 years	139	36.68 %
3 years	31	8.18 %
4 or more years	8	2.11 %
Total	379	100.00 %
No Answer	6	

Current GPA	Count	Percent
No credits earned	11	2.93 %
1.99 or below	8	2.13 %
2.0 - 2.49	34	9.04 %
2.5 - 2.99	68	18.09 %
3.5 or above	118	31.38 %
3.0 - 3.49	137	36.44 %
Total	376	100.00 %
No Answer	9	

Educational Goal	Count	Percent
Associate degree	267	71.97 %
Certification (initial/renewal)	10	2.70 %
Job-related training	23	6.20 %
Other educational goal	26	7.01 %
Self-improvement/pleasure	9	2.43 %
Transfer to another institution	8	2.16 %
Vocational/technical program	28	7.55 %
Total	371	100.00 %
No Answer	14	

Employment	Count	Percent
Full-time on campus	12	3.14 %
Part-time on campus	23	6.02 %
Full-time off campus	99	25.92 %
Part-time off campus	152	39.79 %
Not employed	96	25.13 %
Total	382	100.00 %
No Answer	3	

Current Residence	Count	Percent
Residence hall	149	38.90 %
Own house	76	19.84 %
Rent room or apt off campus	48	12.53 %
Parent's home	85	22.19 %
Other residence	25	6.53 %
Total	383	100.00 %
No Answer	2	

Residence Classification	Count	Percent
In-state	345	90.55%
Out-of-state	34	8.92%
International (not U.S. citizen)	2	0.52%
Total	381	100.00%
No Answer	4	

OSUIT was my...	Count	Percent
1st choice	277	72.70 %
2nd choice	73	19.16 %
3rd choice or lower	31	8.14 %
Total	381	100.00 %
No Answer	4	

Plan to transfer	Count	Percent
Yes I plan to transfer	42	10.99 %
No I do not plan to transfer	340	89.01 %
Total	382	100.00 %
No Answer	3	

Organization Memberships	Count	Percent
No organization memberships	312	82.54 %
One or two organization memberships	60	15.87 %
Three or four organization memberships	3	0.79 %
Five or more organization memberships	3	0.79 %
Total	378	100.00 %
No Answer	7	

Tuition Source	Count	Percent
Scholarships	36	9.76 %
Financial aid	139	37.67 %
Family contributions	60	16.26 %
Self support	95	25.75 %
Other tuition source	39	10.57 %
Total	369	100.00 %
No Answer	16	

Mark one best answer: "My decision to attend this college was influenced most by..."	Count	Percent
Information I received by mail/email	3	1.24 %
Other website (US News, College Board, program interest-specific websites, etc.)	7	2.89 %
OSUIT website	11	4.55 %
My school or employment counselor	42	17.36 %
Other	65	26.86 %
Recommended by family and/or friends	114	47.11 %
Total	242	100.00 %
No Answer	143	

Majors/Programs	Count	Percent
0002 – Air Conditioning & Refrigeration Technology	17	5.20 %
0004 – Pro-Tech	1	0.31 %
0011 – Construction Technology	47	14.37 %
0012 – Information Technologies (AAS)	4	1.22 %
0014 – Graphic Design Technology	3	0.92 %
0044 – General Studies	1	0.31 %
0046 – Culinary Arts	33	10.09 %
0080 – Engineering Technologies	1	0.31 %
0089 – Orthotics & Prosthetics	5	1.53 %
0092 – Information Technologies (AS)	4	1.22 %
0093 – Nursing	42	12.84 %
0094 – Information Technologies (BT)	4	1.22 %
0095 – Instrumentation Technologies (BT)	18	5.50 %
0100 – Power Plant Technology	12	3.67 %
0101 – Pipeline Integrity Technology	7	2.14 %
0102 – Ford ASSET	20	6.12 %
0103 – GM-ASEP	4	1.22 %
0105 – Toyota T-TEN	4	1.22 %
0106 – High Voltage Lineman	12	3.67 %
0108 – CAT Dealer Prep	16	4.89 %
0109 – Komatsu ACT	12	3.67 %
0110 – Truck Technician	17	5.20 %
0111 – WEDA Technician	1	0.31 %
0112 – Industrial Maintenance Technologies	22	6.73 %
0123 – Allied Health Sciences	1	0.31 %
0124 – Engineering Graphics & Design Technology	16	4.89 %
0125 – Civil Engineering/Surveying Technologies	3	0.92 %
Total	327	100.00 %
No Answer	59	

Institutional Summary: Scales

Scale	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
Academic Advising Effectiveness	6.11	5.73	1.20	0.38	6.39	5.74	1.31	0.65	-0.01	N.S.
Admissions and Financial Aid Effectiveness	6.01	5.42	1.35	0.59	6.29	5.67	1.28	0.62	-0.25	★★★
Campus Climate	6.15	5.56	1.30	0.59	6.44	5.94	1.06	0.5	-0.38	★★★
Campus Services	5.99	5.60	1.19	0.39	6.33	5.96	1.03	0.37	-0.36	★★★
Instructional Effectiveness	6.18	5.71	1.22	0.47	6.42	5.87	1.08	0.55	-0.16	★★
Registration Effectiveness	6.17	5.54	1.3	0.63	6.47	5.88	1.07	0.59	-0.34	★★★
Safety and Security	5.97	5.50	1.28	0.47	6.36	5.73	1.22	0.63	-0.23	★★★
Student Centeredness	6.12	5.53	1.38	0.59	6.39	5.83	1.18	0.56	-0.30	★★★

★Difference statistically significant at the .05 level

★★Difference statistically significant at the .01 level

★★★Difference statistically significant at the .001 level

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable

Benchmark (SSI National Group of Community Colleges using Form B) based on 69,527 records.

Institutional Summary: Items in descending order of OSUIT Importance

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
54	Future career opportunities as factor in decision to enroll.	6.47	N.A.	N.A.	N.A.	6.42	N.A.	N.A.	N.A.	N.A.	
8	The quality of instruction I receive in most of my classes is excellent.	6.41	5.80	1.46	0.61	6.59	5.83	1.35	0.76	-0.03	
42	Campus item 2: My department prepares students well for their professions.	6.36	5.86	1.44	0.50	N.A.	N.A.	N.A.	N.A.	N.A.	
50	Campus item 10: My instructors demonstrate professionalism as appropriate for the workplace.	6.28	6.03	1.26	0.25	N.A.	N.A.	N.A.	N.A.	N.A.	
9	I am able to register for the classes I need with few conflicts.	6.26	5.61	1.62	0.65	6.52	5.84	1.42	0.68	-0.23	★★
36	Tuition paid is a worthwhile investment.	6.26	5.29	1.76	0.97	6.51	5.90	1.43	0.61	-0.61	★★★
51	Cost as factor in decision to enroll.	6.26	N.A.	N.A.	N.A.	6.42	N.A.	N.A.	N.A.	N.A.	
14	My academic advisor is knowledgeable about my program requirements.	6.25	5.93	1.34	0.32	6.54	5.94	1.47	0.60	-0.01	
13	The campus is safe and secure for all students.	6.22	5.84	1.42	0.38	6.6	6.17	1.16	0.43	-0.33	★★★
43	Campus item 3: My academic advisor adequately assists me with career planning issues.	6.22	5.73	1.48	0.49	N.A.	N.A.	N.A.	N.A.	N.A.	
29	There are convenient ways of paying my school bill.	6.20	5.40	1.68	0.80	6.44	5.97	1.40	0.47	-0.57	★★★
19	Registration processes and procedures are convenient.	6.18	5.55	1.52	0.63	6.47	5.96	1.34	0.51	-0.41	★★★
24	The equipment in the lab facilities is kept up to date.	6.18	5.49	1.64	0.69	6.38	5.87	1.38	0.51	-0.38	★★★
25	Faculty provide timely feedback about my academic progress.	6.18	5.54	1.54	0.64	6.45	5.74	1.45	0.71	-0.20	★★

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
38	Most classes deal with practical experiences and applications.	6.18	5.72	1.48	0.46	6.37	5.85	1.33	0.52	-0.13	
12	Faculty are fair and unbiased in their treatment of individual students.	6.17	5.68	1.58	0.49	6.49	5.90	1.43	0.59	-0.22	★★
20	Students are made to feel welcome here.	6.17	5.82	1.46	0.35	6.50	6.14	1.26	0.36	-0.32	★★★
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.17	5.78	1.46	0.39	6.45	6.04	1.30	0.41	-0.26	★★★
40	There are sufficient courses within my program of study available each term.	6.17	5.74	1.46	0.43	6.52	5.82	1.45	0.70	-0.08	
16	My advisor helps me apply my program of study to career goals.	6.16	5.82	1.43	0.34	6.40	5.76	1.59	0.64	0.06	
26	There are adequate services to help me decide upon a career.	6.15	5.65	1.43	0.50	6.35	5.75	1.44	0.60	-0.10	
44	Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities.	6.15	5.75	1.45	0.40	N.A.	N.A.	N.A.	N.A.	N.A.	
2	Classes are scheduled at times that are convenient for me.	6.14	5.64	1.46	0.50	6.49	5.78	1.38	0.71	-0.14	★
3	My academic advisor is available when I need help.	6.14	5.85	1.30	0.29	6.31	5.76	1.53	0.55	0.09	
33	Administrators are available to hear students' concerns.	6.14	5.49	1.63	0.65	6.35	5.69	1.54	0.66	-0.20	★
1	The campus staff are caring and helpful.	6.12	5.74	1.47	0.38	6.44	5.94	1.26	0.50	-0.20	★★
28	This campus provides online access to services I need.	6.11	5.67	1.51	0.44	6.47	6.12	1.23	0.35	-0.45	★★★

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
21	The amount of student parking space on campus is adequate.	6.08	5.26	1.85	0.82	6.29	5.23	1.87	1.06	0.03	N.S.
32	I am able to take care of college-related business at times that are convenient for me.	6.08	5.51	1.57	0.57	6.41	5.85	1.38	0.56	-0.34	★★★
35	I receive ongoing feedback about progress toward my academic goals.	6.08	5.46	1.52	0.62	6.31	5.51	1.61	0.80	-0.05	N.S.
39	On the whole, the campus is well-maintained.	6.08	5.69	1.48	0.39	6.44	6.19	1.17	0.25	-0.50	★★★
30	The assessment and course placement procedures are reasonable.	6.06	5.50	1.45	0.56	6.33	5.89	1.32	0.44	-0.39	★★★
37	I seldom get the "run-around" when seeking information on this campus.	6.05	5.04	1.91	1.01	6.24	5.48	1.67	0.76	-0.44	★★★
15	Financial aid counseling is available if I need it.	6.04	5.60	1.51	0.44	6.35	5.84	1.48	0.51	-0.24	★★
23	This institution helps me identify resources to finance my education.	6.04	5.32	1.66	0.72	6.37	5.60	1.60	0.77	-0.28	★★★
52	Financial assistance as factor in decision to enroll.	6.04	N.A.	N.A.	N.A.	6.26	N.A.	N.A.	N.A.	N.A.	N.S.
47	Campus item 7: College personnel and students show tolerance and respect for different viewpoints.	6.03	5.58	1.54	0.45	N.A.	N.A.	N.A.	N.A.	N.A.	N.S.
5	Financial aid awards are announced in time to be helpful in college planning.	6.02	5.13	1.64	0.89	6.31	5.54	1.62	0.77	-0.41	★★★
53	Academic reputation as factor in decision to enroll.	5.99	N.A.	N.A.	N.A.	6.08	N.A.	N.A.	N.A.	N.A.	N.S.
18	Computer labs are adequate and accessible.	5.98	5.62	1.53	0.36	6.38	6.15	1.25	0.23	-0.53	★★★

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
41	Campus item 1: Most students feel a sense of belonging here.	5.98	5.53	1.57	0.45	N.A.	N.A.	N.A.	N.A.	N.A.	N.S.
7	Admissions staff provide personalized attention prior to enrollment.	5.97	5.52	1.52	0.45	6.20	5.68	1.48	0.52	-0.16	★
31	Faculty use a variety of technology and media in the classroom.	5.97	5.74	1.32	0.23	6.09	5.93	1.29	0.16	-0.19	★★
17	Admissions counselors accurately portray program offerings in their recruiting practices.	5.96	5.52	1.48	0.44	6.23	5.68	1.49	0.55	-0.16	★
45	Campus item 5: The school provides an adequate orientation for first year students.	5.96	5.59	1.58	0.37	N.A.	N.A.	N.A.	N.A.	N.A.	N.S.
55	Personal recommendations as factor in decision to enroll.	5.94	N.A.	N.A.	N.A.	5.84	N.A.	N.A.	N.A.	N.A.	N.S.
22	My academic advisor is knowledgeable about transfer requirements of other schools.	5.93	5.58	1.48	0.35	6.38	5.70	1.55	0.68	-0.12	N.S.
27	Tutoring services are readily available.	5.91	5.73	1.39	0.18	6.31	5.98	1.38	0.33	-0.25	★★★
6	Library resources and services are adequate.	5.86	5.65	1.40	0.21	6.28	6.09	1.23	0.19	-0.44	★★★
49	Campus item 9: I feel a sense of pride about my campus.	5.85	5.54	1.55	0.31	N.A.	N.A.	N.A.	N.A.	N.A.	N.S.
10	Parking lots are well-lighted and secure.	5.81	5.48	1.48	0.33	6.24	5.77	1.47	0.47	-0.29	★★★
4	Security staff respond quickly to calls for assistance.	5.74	5.39	1.47	0.35	6.32	5.80	1.40	0.52	-0.41	★★★
48	Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.67	5.51	1.60	0.16	N.A.	N.A.	N.A.	N.A.	N.A.	N.S.

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
46	Campus item 6: A variety of activities and social events are provided on campus.	5.63	5.54	1.54	0.09	N.A.	N.A.	N.A.	N.A.	N.A.	N.S.
11	Counseling services are available if I need them.	5.61	5.51	1.45	0.10	6.16	5.84	1.41	0.32	-0.33	★★★
56	Distance from campus as factor in decision to enroll.	5.53	N.A.	N.A.	N.A.	6.08	N.A.	N.A.	N.A.	N.A.	N.S.
57	Information on the campus Web site as factor in decision to enroll.	5.52	N.A.	N.A.	N.A.	5.78	N.A.	N.A.	N.A.	N.A.	N.S.
58	Campus visits as factor in decision to enroll.	5.43	N.A.	N.A.	N.A.	5.44	N.A.	N.A.	N.A.	N.A.	N.S.

★Difference statistically significant at the .05 level

★★Difference statistically significant at the .01 level

★★★Difference statistically significant at the .001 level

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable

Benchmark (SSI National Group of Community Colleges using Form B) based on 69,527 records

Institutional Summary: Items in sequential order

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
1	The campus staff are caring and helpful.	6.12	5.74	1.47	0.38	6.44	5.94	1.26	0.5	-0.20	★★
2	Classes are scheduled at times that are convenient for me.	6.14	5.64	1.46	0.50	6.49	5.78	1.38	0.71	-0.14	★
3	My academic advisor is available when I need help.	6.14	5.85	1.30	0.29	6.31	5.76	1.53	0.55	0.09	N.S.
4	Security staff respond quickly to calls for assistance.	5.74	5.39	1.47	0.35	6.32	5.80	1.40	0.52	-0.41	★★★★
5	Financial aid awards are announced in time to be helpful in college planning.	6.02	5.13	1.64	0.89	6.31	5.54	1.62	0.77	-0.41	★★★★
6	Library resources and services are adequate.	5.86	5.65	1.40	0.21	6.28	6.09	1.23	0.19	-0.44	★★★★
7	Admissions staff provide personalized attention prior to enrollment.	5.97	5.52	1.52	0.45	6.20	5.68	1.48	0.52	-0.16	★
8	The quality of instruction I receive in most of my classes is excellent.	6.41	5.80	1.46	0.61	6.59	5.83	1.35	0.76	-0.03	N.S.
9	I am able to register for the classes I need with few conflicts.	6.26	5.61	1.62	0.65	6.52	5.84	1.42	0.68	-0.23	★★
10	Parking lots are well-lighted and secure.	5.81	5.48	1.48	0.33	6.24	5.77	1.47	0.47	-0.29	★★★★
11	Counseling services are available if I need them.	5.61	5.51	1.45	0.10	6.16	5.84	1.41	0.32	-0.33	★★★★
12	Faculty are fair and unbiased in their treatment of individual students.	6.17	5.68	1.58	0.49	6.49	5.90	1.43	0.59	-0.22	★★
13	The campus is safe and secure for all students.	6.22	5.84	1.42	0.38	6.60	6.17	1.16	0.43	-0.33	★★★★
14	My academic advisor is knowledgeable about my program requirements.	6.25	5.93	1.34	0.32	6.54	5.94	1.47	0.60	-0.01	N.S.
15	Financial aid counseling is available if I need it.	6.04	5.60	1.51	0.44	6.35	5.84	1.48	0.51	-0.24	★★
16	My advisor helps me apply my program of study to career goals.	6.16	5.82	1.43	0.34	6.40	5.76	1.59	0.64	0.06	N.S.

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
17	Admissions counselors accurately portray program offerings in their recruiting practices.	5.96	5.52	1.48	0.44	6.23	5.68	1.49	0.55	-0.16	★
18	Computer labs are adequate and accessible.	5.98	5.62	1.53	0.36	6.38	6.15	1.25	0.23	-0.53	★★★
19	Registration processes and procedures are convenient.	6.18	5.55	1.52	0.63	6.47	5.96	1.34	0.51	-0.41	★★★
20	Students are made to feel welcome here.	6.17	5.82	1.46	0.35	6.50	6.14	1.26	0.36	-0.32	★★★
21	The amount of student parking space on campus is adequate.	6.08	5.26	1.85	0.82	6.29	5.23	1.87	1.06	0.03	N.S.
22	My academic advisor is knowledgeable about transfer requirements of other schools.	5.93	5.58	1.48	0.35	6.38	5.70	1.55	0.68	-0.12	N.S.
23	This institution helps me identify resources to finance my education.	6.04	5.32	1.66	0.72	6.37	5.60	1.60	0.77	-0.28	★★★
24	The equipment in the lab facilities is kept up to date.	6.18	5.49	1.64	0.69	6.38	5.87	1.38	0.51	-0.38	★★★
25	Faculty provide timely feedback about my academic progress.	6.18	5.54	1.54	0.64	6.45	5.74	1.45	0.71	-0.20	★★
26	There are adequate services to help me decide upon a career.	6.15	5.65	1.43	0.50	6.35	5.75	1.44	0.60	-0.10	N.S.
27	Tutoring services are readily available.	5.91	5.73	1.39	0.18	6.31	5.98	1.38	0.33	-0.25	★★★
28	This campus provides online access to services I need.	6.11	5.67	1.51	0.44	6.47	6.12	1.23	0.35	-0.45	★★★
29	There are convenient ways of paying my school bill.	6.20	5.40	1.68	0.80	6.44	5.97	1.40	0.47	-0.57	★★★
30	The assessment and course placement procedures are reasonable.	6.06	5.50	1.45	0.56	6.33	5.89	1.32	0.44	-0.39	★★★
31	Faculty use a variety of technology and media in the classroom.	5.97	5.74	1.32	0.23	6.09	5.93	1.29	0.16	-0.19	★★

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
32	I am able to take care of college-related business at times that are convenient for me.	6.08	5.51	1.57	0.57	6.41	5.85	1.38	0.56	-0.34	★★★
33	Administrators are available to hear students' concerns.	6.14	5.49	1.63	0.65	6.35	5.69	1.54	0.66	-0.20	★
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.17	5.78	1.46	0.39	6.45	6.04	1.30	0.41	-0.26	★★★
35	I receive ongoing feedback about progress toward my academic goals.	6.08	5.46	1.52	0.62	6.31	5.51	1.61	0.80	-0.05	N.S.
36	Tuition paid is a worthwhile investment.	6.26	5.29	1.76	0.97	6.51	5.90	1.43	0.61	-0.61	★★★
37	I seldom get the "run-around" when seeking information on this campus.	6.05	5.04	1.91	1.01	6.24	5.48	1.67	0.76	-0.44	★★★
38	Most classes deal with practical experiences and applications.	6.18	5.72	1.48	0.46	6.37	5.85	1.33	0.52	-0.13	N.S.
39	On the whole, the campus is well-maintained.	6.08	5.69	1.48	0.39	6.44	6.19	1.17	0.25	-0.50	★★★
40	There are sufficient courses within my program of study available each term.	6.17	5.74	1.46	0.43	6.52	5.82	1.45	0.70	-0.08	N.S.
41	Campus item 1: Most students feel a sense of belonging here.	5.98	5.53	1.57	0.45	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
42	Campus item 2: My department prepares students well for their professions.	6.36	5.86	1.44	0.50	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
43	Campus item 3: My academic advisor adequately assists me with career planning issues.	6.22	5.73	1.48	0.49	N.A.	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.	6.15	5.75	1.45	0.40	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
45	Campus item 5: The school provides an adequate orientation for first year students.	5.96	5.59	1.58	0.37	N.A.	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.	5.63	5.54	1.54	0.09	N.A.	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.	6.03	5.58	1.54	0.45	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
48	Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.67	5.51	1.60	0.16	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
49	Campus item 9: I feel a sense of pride about my campus.	5.85	5.54	1.55	0.31	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
50	Campus item 10: My instructors demonstrate professionalism as appropriate for the workplace.	6.28	6.03	1.26	0.25	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
51	Cost as factor in decision to enroll.	6.26	N.A.	N.A.	N.A.	6.42	N.A.	N.A.	N.A.	N.A.	N.A.
52	Financial assistance as factor in decision to enroll.	6.04	N.A.	N.A.	N.A.	6.26	N.A.	N.A.	N.A.	N.A.	N.A.
53	Academic reputation as factor in decision to enroll.	5.99	N.A.	N.A.	N.A.	6.08	N.A.	N.A.	N.A.	N.A.	N.A.
54	Future career opportunities as factor in decision to enroll.	6.47	N.A.	N.A.	N.A.	6.42	N.A.	N.A.	N.A.	N.A.	N.A.
55	Personal recommendations as factor in decision to enroll.	5.94	N.A.	N.A.	N.A.	5.84	N.A.	N.A.	N.A.	N.A.	N.A.
56	Distance from campus as factor in decision to enroll.	5.53	N.A.	N.A.	N.A.	6.08	N.A.	N.A.	N.A.	N.A.	N.A.
57	Information on the campus Web site as factor in decision to enroll.	5.52	N.A.	N.A.	N.A.	5.78	N.A.	N.A.	N.A.	N.A.	N.A.
58	Campus visits as factor in decision to enroll.	5.43	N.A.	N.A.	N.A.	5.44	N.A.	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

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable

Benchmark (SSI National Group of Community Colleges using Form B) based on 69,527 records.

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

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
14	My academic advisor is knowledgeable about my program requirements.	6.25	5.93	1.34	0.32	6.54	5.94	1.47	0.60	-0.01	N.S.
16	My advisor helps me apply my program of study to career goals.	6.16	5.82	1.43	0.34	6.40	5.76	1.59	0.64	0.06	N.S.
3	My academic advisor is available when I need help.	6.14	5.85	1.30	0.29	6.31	5.76	1.53	0.55	0.09	N.S.
35	I receive ongoing feedback about progress toward my academic goals.	6.08	5.46	1.52	0.62	6.31	5.51	1.61	0.80	-0.05	N.S.
22	My academic advisor is knowledgeable about transfer requirements of other schools.	5.93	5.58	1.48	0.35	6.38	5.70	1.55	0.68	-0.12	N.S.

Admissions and Financial Aid Effectiveness

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
15	Financial aid counseling is available if I need it.	6.04	5.60	1.51	0.44	6.35	5.84	1.48	0.51	-0.24	★★
23	This institution helps me identify resources to finance my education.	6.04	5.32	1.66	0.72	6.37	5.60	1.60	0.77	-0.28	★★★
5	Financial aid awards are announced in time to be helpful in college planning.	6.02	5.13	1.64	0.89	6.31	5.54	1.62	0.77	-0.41	★★★
7	Admissions staff provide personalized attention prior to enrollment.	5.97	5.52	1.52	0.45	6.20	5.68	1.48	0.52	-0.16	★
17	Admissions counselors accurately portray program offerings in their recruiting practices.	5.96	5.52	1.48	0.44	6.23	5.68	1.49	0.55	-0.16	★

★Difference statistically significant at the .05 level

★★Difference statistically significant at the .01 level

★★★Difference statistically significant at the .001 level

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable

Benchmark (SSI National Group of Community Colleges using Form B) based on 69,527 records

Campus Climate

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
36	Tuition paid is a worthwhile investment.	6.26	5.29	1.76	0.97	6.51	5.90	1.43	0.61	-0.61	★★★
13	The campus is safe and secure for all students.	6.22	5.84	1.42	0.38	6.60	6.17	1.16	0.43	-0.33	★★★
20	Students are made to feel welcome here.	6.17	5.82	1.46	0.35	6.50	6.14	1.26	0.36	-0.32	★★★
33	Administrators are available to hear students' concerns.	6.14	5.49	1.63	0.65	6.35	5.69	1.54	0.66	-0.20	★
1	The campus staff are caring and helpful.	6.12	5.74	1.47	0.38	6.44	5.94	1.26	0.50	-0.20	★★
39	On the whole, the campus is well-maintained.	6.08	5.69	1.48	0.39	6.44	6.19	1.17	0.25	-0.50	★★★
37	I seldom get the "run-around" when seeking information on this campus.	6.05	5.04	1.91	1.01	6.24	5.48	1.67	0.76	-0.44	★★★

Campus Services

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
24	The equipment in the lab facilities is kept up to date.	6.18	5.49	1.64	0.69	6.38	5.87	1.38	0.51	-0.38	★★★
26	There are adequate services to help me decide upon a career.	6.15	5.65	1.43	0.50	6.35	5.75	1.44	0.60	-0.10	N.S.
28	This campus provides online access to services I need.	6.11	5.67	1.51	0.44	6.47	6.12	1.23	0.35	-0.45	★★★
18	Computer labs are adequate and accessible.	5.98	5.62	1.53	0.36	6.38	6.15	1.25	0.23	-0.53	★★★
27	Tutoring services are readily available.	5.91	5.73	1.39	0.18	6.31	5.98	1.38	0.33	-0.25	★★★
6	Library resources and services are adequate.	5.86	5.65	1.40	0.21	6.28	6.09	1.23	0.19	-0.44	★★★
11	Counseling services are available if I need them.	5.61	5.51	1.45	0.10	6.16	5.84	1.41	0.32	-0.33	★★★

★Difference statistically significant at the .05 level

★★Difference statistically significant at the .01 level

★★★Difference statistically significant at the .001 level

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable

Benchmark (SSI National Group of Community Colleges using Form B) based on 69,527 records

Instructional Effectiveness

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
8	The quality of instruction I receive in most of my classes is excellent.	6.41	5.8	1.46	0.61	6.59	5.83	1.35	0.76	-0.03	N.S.
25	Faculty provide timely feedback about my academic progress.	6.18	5.54	1.54	0.64	6.45	5.74	1.45	0.71	-0.20	★★
38	Most classes deal with practical experiences and applications.	6.18	5.72	1.48	0.46	6.37	5.85	1.33	0.52	-0.13	N.S.
12	Faculty are fair and unbiased in their treatment of individual students.	6.17	5.68	1.58	0.49	6.49	5.90	1.43	0.59	-0.22	★★
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.17	5.78	1.46	0.39	6.45	6.04	1.30	0.41	-0.26	★★★
40	There are sufficient courses within my program of study available each term.	6.17	5.74	1.46	0.43	6.52	5.82	1.45	0.70	-0.08	N.S.
31	Faculty use a variety of technology and media in the classroom.	5.97	5.74	1.32	0.23	6.09	5.93	1.29	0.16	-0.19	★★

Registration Effectiveness

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
9	I am able to register for the classes I need with few conflicts.	6.26	5.61	1.62	0.65	6.52	5.84	1.42	0.68	-0.23	★★
29	There are convenient ways of paying my school bill.	6.20	5.4	1.68	0.80	6.44	5.97	1.40	0.47	-0.57	★★★
19	Registration processes and procedures are convenient.	6.18	5.55	1.52	0.63	6.47	5.96	1.34	0.51	-0.41	★★★
2	Classes are scheduled at times that are convenient for me.	6.14	5.64	1.46	0.5	6.49	5.78	1.38	0.71	-0.14	★
32	I am able to take care of college-related business at times that are convenient for me.	6.08	5.51	1.57	0.57	6.41	5.85	1.38	0.56	-0.34	★★★

★Difference statistically significant at the .05 level

★★Difference statistically significant at the .01 level

★★★Difference statistically significant at the .001 level

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable

Benchmark (SSI National Group of Community Colleges using Form B) based on 69,527 records

Safety and Security

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
13	The campus is safe and secure for all students.	6.22	5.84	1.42	0.38	6.60	6.17	1.16	0.43	-0.33	★★★
21	The amount of student parking space on campus is adequate.	6.08	5.26	1.85	0.82	6.29	5.23	1.87	1.06	0.03	N.S.
10	Parking lots are well-lighted and secure.	5.81	5.48	1.48	0.33	6.24	5.77	1.47	0.47	-0.29	★★★
4	Security staff respond quickly to calls for assistance.	5.74	5.39	1.47	0.35	6.32	5.80	1.40	0.52	-0.41	★★★

Student Centeredness

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT Standard Deviation	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark Standard Deviation	Benchmark Performance Gap	Difference	SS
20	Students are made to feel welcome here.	6.17	5.82	1.46	0.35	6.50	6.14	1.26	0.36	-0.32	★★★
33	Administrators are available to hear students' concerns.	6.14	5.49	1.63	0.65	6.35	5.69	1.54	0.66	-0.20	★
1	The campus staff are caring and helpful.	6.12	5.74	1.47	0.38	6.44	5.94	1.26	0.50	-0.20	★★
37	I seldom get the "run-around" when seeking information on this campus.	6.05	5.04	1.91	1.01	6.24	5.48	1.67	0.76	-0.44	★★★

★Difference statistically significant at the .05 level

★★Difference statistically significant at the .01 level

★★★Difference statistically significant at the .001 level

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable

Benchmark (SSI National Group of Community Colleges using Form B) based on 69,527 records

Institutional Summary: Summary Items

Summary Items - Mean Scores	OSUIT Mean Response	National Benchmark	Difference	SS
So far, how has your college experience met your expectations?	4.63	5.00	-0.37	★★★
Rate your overall satisfaction with your experience here thus far.	5.18	5.61	-0.43	★★★
All in all, if you had it to do over again, would you enroll here?	5.39	5.86	-0.47	★★★

So far, How has your college experience met your expectations?

Answers	OSUIT Response Percent	National Benchmark Response Percent
1 = Much worse than I expected	3%	1%
2 = Quite a bit worse than I expected	3%	1%
3 = Worse than I expected	12%	6%
4 = About what I expected	33%	31%
5 = Better than I expected	16%	24%
6 = Quite a bit better than I expected	12%	14%
7 = Much better than I expected	16%	20%

Answer percentage data received as whole numbers from Ruffalo Noel Levitz.

Rate your overall satisfaction with your experience here thus far.

Answers	OSUIT Response Percent	National Benchmark Response Percent
1 = Not satisfied at all	4%	1%
2 = Not very satisfied	4%	2%
3 = Somewhat dissatisfied	8%	4%
4 = Neutral	14%	11%
5 = Somewhat satisfied	14%	14%
6 = Satisfied	30%	40%
7 = Very satisfied	24%	26%

Answer percentage data received as whole numbers from Ruffalo Noel Levitz.

All in all, if you had it to do over again, would you enroll here?

Answers	OSUIT Response Percent	National Benchmark Response Percent
1 = Definitely not	5%	2%
2 = Probably not	7%	3%
3 = Maybe not	3%	3%
4 = I don't know	11%	7%
5 = Maybe yes	7%	9%
6 = Probably yes	29%	30%
7 = Definitely yes	35%	43%

Answer percentage data received as whole numbers from Ruffalo Noel Levitz.

★ Difference statistically significant at the .05 level

★★ Difference statistically significant at the .01 level

★★★ Difference statistically significant at the .001 level

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable

Benchmark (SSI National Group of Community Colleges using Form B) based on 69,527 records

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

OSUIT Two Year Comparison: Scales

Scale	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2021 Importance	OSUIT 2021 Satisfaction	OSUIT 2021 Standard Deviation	OSUIT 2021 Performance Gap	Mean Difference	SS
Academic Advising Effectiveness	6.20	5.88	1.09	0.32	6.11	5.73	1.20	0.38	-0.15	N.A.
Admissions and Financial Aid Effectiveness	6.14	5.44	1.30	0.70	6.01	5.42	1.35	0.59	-0.02	N.A.
Campus Climate	6.27	5.70	1.15	0.57	6.15	5.56	1.30	0.59	-0.14	N.A.
Campus Services	6.14	5.79	1.06	0.35	5.99	5.60	1.19	0.39	-0.19	★
Instructional Effectiveness	6.34	5.87	1.06	0.47	6.18	5.71	1.22	0.47	-0.16	★
Registration Effectiveness	6.29	5.64	1.20	0.65	6.17	5.54	1.30	0.63	-0.10	N.A.
Safety and Security	6.15	5.16	1.33	0.99	5.97	5.50	1.28	0.47	0.34	★★★
Student Centeredness	6.24	5.71	1.22	0.53	6.12	5.53	1.38	0.59	-0.18	★

★Difference statistically significant at the .05 level

★★Difference statistically significant at the .01 level

★★★Difference statistically significant at the .001 level

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable; OSUIT 2020 results based on 437 responses; 2021 results based on 378 responses.

OSUIT Two Year Comparison: 2020 vs. 2021

Items, sequential	2020 OSUIT Importance	2020 OSUIT Satisfaction	2020 OSUIT Standard Deviation	2020 OSUIT Performance Gap	2021 OSUIT Importance	2021 OSUIT Satisfaction	2021 OSUIT Standard Deviation	2021 OSUIT Performance Gap	Mean Difference	SS
1. The campus staff are caring and helpful.	6.31	5.98	1.28	0.33	6.12	5.74	1.47	0.38	-0.24	★
2. Classes are scheduled at times that are convenient for me.	6.30	5.58	1.45	0.72	6.14	5.64	1.46	0.50	0.06	
3. My academic advisor is available when I need help.	6.19	6.01	1.22	0.18	6.14	5.85	1.30	0.29	-0.16	
4. Security staff respond quickly to calls for assistance.	6.12	5.01	1.77	1.11	5.74	5.39	1.47	0.35	0.38	★★
5. Financial aid awards are announced in time to be helpful in college planning.	6.16	5.20	1.57	0.96	6.02	5.13	1.64	0.89	-0.07	
6. Library resources and services are adequate.	6.07	5.92	1.19	0.15	5.86	5.65	1.40	0.21	-0.27	★★
7. Admissions staff provide personalized attention prior to enrollment.	6.06	5.49	1.52	0.57	5.97	5.52	1.52	0.45	0.03	
8. The quality of instruction I receive in most of my classes is excellent.	6.50	5.98	1.26	0.52	6.41	5.80	1.46	0.61	-0.18	
9. I am able to register for the classes I need with few conflicts.	6.36	5.77	1.43	0.59	6.26	5.61	1.62	0.65	-0.16	
10. Parking lots are well-lighted and secure.	5.91	5.31	1.63	0.60	5.81	5.48	1.48	0.33	0.17	
11. Counseling services are available if I need them.	5.84	5.63	1.35	0.21	5.61	5.51	1.45	0.10	-0.12	★
12. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.76	1.39	0.53	6.17	5.68	1.58	0.49	-0.08	
13. The campus is safe and secure for all students.	6.32	5.74	1.43	0.58	6.22	5.84	1.42	0.38	0.10	
14. My academic advisor is knowledgeable about my program requirements.	6.33	6.14	1.21	0.19	6.25	5.93	1.34	0.32	-0.21	
15. Financial aid counseling is available if I need it.	6.14	5.58	1.49	0.56	6.04	5.60	1.51	0.44	0.02	★
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	1.43	0.34	-0.11	
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.11	5.67	1.35	0.44	5.96	5.52	1.48	0.44	-0.15	

Items, sequential	2020 OSUIT Importance	2020 OSUIT Satisfaction	2020 OSUIT Standard Deviation	2020 OSUIT Performance Gap	2021 OSUIT Importance	2021 OSUIT Satisfaction	2021 OSUIT Standard Deviation	2021 OSUIT Performance Gap	Mean Difference	SS
18. Computer labs are adequate and accessible.	6.18	5.86	1.35	0.32	5.98	5.62	1.53	0.36	-0.24	★★★
19. Registration processes and procedures are convenient.	6.22	5.65	1.50	0.57	6.18	5.55	1.52	0.63	-0.10	
20. Students are made to feel welcome here.	6.28	5.92	1.36	0.36	6.17	5.82	1.46	0.35	-0.10	
21. The amount of student parking space on campus is adequate.	6.24	4.58	1.98	1.66	6.08	5.26	1.85	0.82	0.68	
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.01	5.64	1.37	0.37	5.93	5.58	1.48	0.35	-0.06	
23. This institution helps me identify resources to finance my education.	6.22	5.26	1.71	0.96	6.04	5.32	1.66	0.72	0.06	
24. The equipment in the lab facilities is kept up to date.	6.32	5.54	1.66	0.78	6.18	5.49	1.64	0.69	-0.05	
25. Faculty provide timely feedback about my academic progress.	6.32	5.70	1.36	0.62	6.18	5.54	1.54	0.64	-0.16	★★
26. There are adequate services to help me decide upon a career.	6.22	5.80	1.26	0.42	6.15	5.65	1.43	0.50	-0.15	
27. Tutoring services are readily available.	6.05	5.89	1.24	0.16	5.91	5.73	1.39	0.18	-0.16	★
28. This campus provides online access to services I need.	6.30	5.95	1.27	0.35	6.11	5.67	1.51	0.44	-0.28	★
29. There are convenient ways of paying my school bill.	6.24	5.56	1.59	0.68	6.20	5.40	1.68	0.80	-0.16	
30. The assessment and course placement procedures are reasonable.	6.13	5.71	1.31	0.42	6.06	5.50	1.45	0.56	-0.21	
31. Faculty use a variety of technology and media in the classroom.	6.18	5.92	1.25	0.26	5.97	5.74	1.32	0.23	-0.18	★
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	6.08	5.51	1.57	0.57	-0.14	
33. Administrators are available to hear students' concerns.	6.19	5.62	1.54	0.57	6.14	5.49	1.63	0.65	-0.13	★
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	6.17	5.78	1.46	0.39	-0.22	

Items, sequential	2020 OSUIT Importance	2020 OSUIT Satisfaction	2020 OSUIT Standard Deviation	2020 OSUIT Performance Gap	2021 OSUIT Importance	2021 OSUIT Satisfaction	2021 OSUIT Standard Deviation	2021 OSUIT Performance Gap	Mean Difference	SS
35. I receive ongoing feedback about progress toward my academic goals.	6.20	5.63	1.39	0.57	6.08	5.46	1.52	0.62	-0.17	★
36. Tuition paid is a worthwhile investment.	6.38	5.58	1.52	0.80	6.26	5.29	1.76	0.97	-0.29	
37. I seldom get the "run-around" when seeking information on this campus.	6.17	5.29	1.76	0.88	6.05	5.04	1.91	1.01	-0.25	
38. Most classes deal with practical experiences and applications.	6.34	5.91	1.23	0.43	6.18	5.72	1.48	0.46	-0.19	
39. On the whole, the campus is well-maintained.	6.23	5.73	1.36	0.50	6.08	5.69	1.48	0.39	-0.04	★★
40. There are sufficient courses within my program of study available each term.	6.38	5.84	1.36	0.54	6.17	5.74	1.46	0.43	-0.10	
41. Campus item 1: Most students feel a sense of belonging here.	6.13	5.68	1.42	0.45	5.98	5.53	1.57	0.45	-0.15	★
42. Campus item 2: My department prepares students well for their professions.	6.53	6.19	1.17	0.34	6.36	5.86	1.44	0.50	-0.33	
43. Campus item 3: My academic advisor adequately assists me with career planning issues.	6.29	5.87	1.34	0.42	6.22	5.73	1.48	0.49	-0.14	
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	6.15	5.75	1.45	0.40	-0.25	
45. Campus item 5: The school provides an adequate orientation for first year students.	6.03	5.79	1.48	0.24	5.96	5.59	1.58	0.37	-0.20	
46. Campus item 6: A variety of activities and social events are provided on campus.	5.85	5.70	1.43	0.15	5.63	5.54	1.54	0.09	-0.16	
47. Campus item 7: College personnel and students show tolerance and respect for different viewpoints.	6.13	5.71	1.44	0.42	6.03	5.58	1.54	0.45	-0.13	
48. Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.87	5.57	1.49	0.30	5.67	5.51	1.60	0.16	-0.06	
49. Campus item 9: I feel a sense of pride about my campus.	5.97	5.62	1.46	0.35	5.85	5.54	1.55	0.31	-0.08	

Items, sequential	2020 OSUIT Importance	2020 OSUIT Satisfaction	2020 OSUIT Standard Deviation	2020 OSUIT Performance Gap	2021 OSUIT Importance	2021 OSUIT Satisfaction	2021 OSUIT Standard Deviation	2021 OSUIT Performance Gap	Mean Difference	SS
50. Campus item 10: My Instructors demonstrate professionalism as appropriate for the workplace.	6.37	6.17	1.20	0.20	6.28	6.03	1.26	0.25	-0.14	
51. Cost as factor in decision to enroll.	6.37	N.A.	N.A.	N.A.	6.26	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.	6.04	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.	5.99	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.	6.47	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.	5.94	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.	5.53	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.	5.52	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.	5.43	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

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable; OSUIT 2020 results based on 437 responses; 2021 results based on 378 responses.

OSUIT Two Year Comparison: Scale with items that make up the scale, in order of OSUIT 2021 importance

Academic Advising Effectiveness

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2021 Importance	OSUIT 2021 Satisfaction	OSUIT 2021 Standard Deviation	OSUIT 2021 Performance Gap	Mean Difference	SS
Academic Advising Effectiveness	6.20	5.88	1.09	0.32	6.11	5.73	1.20	0.38	-0.15	★
14. My academic advisor is knowledgeable about my program requirements.	6.33	6.14	1.21	0.19	6.25	5.93	1.34	0.32	-0.21	N.S.
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	1.43	0.34	-0.11	N.S.
3. My academic advisor is available when I need help.	6.19	6.01	1.22	0.18	6.14	5.85	1.30	0.29	-0.16	N.S.
35. I receive ongoing feedback about progress toward my academic goals.	6.20	5.63	1.39	0.57	6.08	5.46	1.52	0.62	-0.17	N.S.
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.01	5.64	1.37	0.37	5.93	5.58	1.48	0.35	-0.06	N.S.

Admissions and Financial Aid Effectiveness

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2021 Importance	OSUIT 2021 Satisfaction	OSUIT 2021 Standard Deviation	OSUIT 2021 Performance Gap	Mean Difference	SS
Admissions and Financial Aid Effectiveness	6.14	5.44	1.30	0.70	6.01	5.42	1.35	0.59	-0.02	N.S.
15. Financial aid counseling is available if I need it.	6.14	5.58	1.49	0.56	6.04	5.60	1.51	0.44	0.02	N.S.
23. This institution helps me identify resources to finance my education.	6.22	5.26	1.71	0.96	6.04	5.32	1.66	0.72	0.06	N.S.
5. Financial aid awards are announced in time to be helpful in college planning.	6.16	5.20	1.57	0.96	6.02	5.13	1.64	0.89	-0.07	N.S.
7. Admissions staff provide personalized attention prior to enrollment.	6.06	5.49	1.52	0.57	5.97	5.52	1.52	0.45	0.03	N.S.
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.11	5.67	1.35	0.44	5.96	5.52	1.48	0.44	-0.15	N.S.

Campus Climate

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2021 Importance	OSUIT 2021 Satisfaction	OSUIT 2021 Standard Deviation	OSUIT 2021 Performance Gap	Mean Difference	SS
Campus Climate	6.27	5.70	1.15	0.57	6.15	5.56	1.30	0.59	-0.14	★
36. Tuition paid is a worthwhile investment.	6.38	5.58	1.52	0.80	6.26	5.29	1.76	0.97	-0.29	N.S.
13. The campus is safe and secure for all students.	6.32	5.74	1.43	0.58	6.22	5.84	1.42	0.38	0.10	N.S.
20. Students are made to feel welcome here.	6.28	5.92	1.36	0.36	6.17	5.82	1.46	0.35	-0.10	N.S.
33. Administrators are available to hear students' concerns.	6.19	5.62	1.54	0.57	6.14	5.49	1.63	0.65	-0.13	N.S.
1. The campus staff are caring and helpful.	6.31	5.98	1.28	0.33	6.12	5.74	1.47	0.38	-0.24	★
39. On the whole, the campus is well-maintained.	6.23	5.73	1.36	0.50	6.08	5.69	1.48	0.39	-0.04	N.S.
37. I seldom get the "run-around" when seeking information on this campus.	6.17	5.29	1.76	0.88	6.05	5.04	1.91	1.01	-0.25	N.S.

★Difference statistically significant at the .05 level

★★Difference statistically significant at the .01 level

★★★Difference statistically significant at the .001 level

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable; OSUIT 2020 results based on 437 responses; 2021 results based on 378 responses.

Campus Services

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2021 Importance	OSUIT 2021 Satisfaction	OSUIT 2021 Standard Deviation	OSUIT 2021 Performance Gap	Mean Difference	SS
Campus Services	6.14	5.79	1.06	0.35	5.99	5.60	1.19	0.39	-0.19	N.S.
24. The equipment in the lab facilities is kept up to date.	6.32	5.54	1.66	0.78	6.18	5.49	1.64	0.69	-0.05	N.S.
26. There are adequate services to help me decide upon a career.	6.22	5.80	1.26	0.42	6.15	5.65	1.43	0.50	-0.15	N.S.
28. This campus provides online access to services I need.	6.30	5.95	1.27	0.35	6.11	5.67	1.51	0.44	-0.28	★★
30. The assessment and course placement procedures are reasonable.	6.13	5.71	1.31	0.42	6.06	5.50	1.45	0.56	-0.21	★
18. Computer labs are adequate and accessible.	6.18	5.86	1.35	0.32	5.98	5.62	1.53	0.36	-0.24	★
27. Tutoring services are readily available.	6.05	5.89	1.24	0.16	5.91	5.73	1.39	0.18	-0.16	N.S.
6. Library resources and services are adequate.	6.07	5.92	1.19	0.15	5.86	5.65	1.40	0.21	-0.27	★★
11. Counseling services are available if I need them.	5.84	5.63	1.35	0.21	5.61	5.51	1.45	0.10	-0.12	N.S.

Instructional Effectiveness Scale

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2021 Importance	OSUIT 2021 Satisfaction	OSUIT 2021 Standard Deviation	OSUIT 2021 Performance Gap	Mean Difference	SS
Instructional Effectiveness Scale	6.34	5.87	1.06	0.47	6.18	5.71	1.22	0.47	-0.16	N.S.
8. The quality of instruction I receive in most of my classes is excellent.	6.50	5.98	1.26	0.52	6.41	5.80	1.46	0.61	-0.18	N.S.
25. Faculty provide timely feedback about my academic progress.	6.32	5.70	1.36	0.62	6.18	5.54	1.54	0.64	-0.16	N.S.
38. Most classes deal with practical experiences and applications.	6.34	5.91	1.23	0.43	6.18	5.72	1.48	0.46	-0.19	★
12. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.76	1.39	0.53	6.17	5.68	1.58	0.49	-0.08	N.S.
34. Faculty are usually available to students outside of class (during	6.33	6.00	1.16	0.33	6.17	5.78	1.46	0.39	-0.22	★

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2021 Importance	OSUIT 2021 Satisfaction	OSUIT 2021 Standard Deviation	OSUIT 2021 Performance Gap	Mean Difference	SS
office hours, by phone, or by e-mail).										
40. There are sufficient courses within my program of study available each term.	6.38	5.84	1.36	0.54	6.17	5.74	1.46	0.43	-0.10	N.S.
31. Faculty use a variety of technology and media in the classroom.	6.18	5.92	1.25	0.26	5.97	5.74	1.32	0.23	-0.18	★

Registration Effectiveness

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2021 Importance	OSUIT 2021 Satisfaction	OSUIT 2021 Standard Deviation	OSUIT 2021 Performance Gap	Mean Difference	SS
Registration Effectiveness	6.29	5.64	1.20	0.65	6.17	5.54	1.30	0.63	-0.10	N.S.
9. I am able to register for the classes I need with few conflicts.	6.36	5.77	1.43	0.59	6.26	5.61	1.62	0.65	-0.16	N.S.
29. There are convenient ways of paying my school bill.	6.24	5.56	1.59	0.68	6.20	5.40	1.68	0.80	-0.16	N.S.
19. Registration processes and procedures are convenient.	6.22	5.65	1.50	0.57	6.18	5.55	1.52	0.63	-0.10	N.S.
2. Classes are scheduled at times that are convenient for me.	6.30	5.58	1.45	0.72	6.14	5.64	1.46	0.5	0.06	N.S.
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	6.08	5.51	1.57	0.57	-0.14	N.S.

★Difference statistically significant at the .05 level

★★Difference statistically significant at the .01 level

★★★Difference statistically significant at the .001 level

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable; OSUIT 2020 results based on 437 responses; 2021 results based on 378 responses.

Safety and Security

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2021 Importance	OSUIT 2021 Satisfaction	OSUIT 2021 Standard Deviation	OSUIT 2021 Performance Gap	Mean Difference	SS
Safety and Security	6.15	5.16	1.33	0.99	5.97	5.50	1.28	0.47	0.34	N.S.
13. The campus is safe and secure for all students.	6.32	5.74	1.43	0.58	6.22	5.84	1.42	0.38	0.10	N.S.
21. The amount of student parking space on campus is adequate.	6.24	4.58	1.98	1.66	6.08	5.26	1.85	0.82	0.68	★★★
10. Parking lots are well-lighted and secure.	5.91	5.31	1.63	0.60	5.81	5.48	1.48	0.33	0.17	N.S.
4. Security staff respond quickly to calls for assistance.	6.12	5.01	1.77	1.11	5.74	5.39	1.47	0.35	0.38	★★

Student Centeredness

Scale/Item	OSUIT 2020 Importance	OSUIT 2020 Satisfaction	OSUIT 2020 Standard Deviation	OSUIT 2020 Performance Gap	OSUIT 2021 Importance	OSUIT 2021 Satisfaction	OSUIT 2021 Standard Deviation	OSUIT 2021 Performance Gap	Mean Difference	SS
Student Centeredness	6.24	5.71	1.22	0.53	6.12	5.53	1.38	0.59	-0.18	N.S.
20. Students are made to feel welcome here.	6.28	5.92	1.36	0.36	6.17	5.82	1.46	0.35	-0.10	N.S.
33. Administrators are available to hear students' concerns.	6.19	5.62	1.54	0.57	6.14	5.49	1.63	0.65	-0.13	N.S.
1. The campus staff are caring and helpful.	6.31	5.98	1.28	0.33	6.12	5.74	1.47	0.38	-0.24	★
37. I seldom get the "run-around" when seeking information on this campus.	6.17	5.29	1.76	0.88	6.05	5.04	1.91	1.01	-0.25	N.S.

★Difference statistically significant at the .05 level

★★Difference statistically significant at the .01 level

★★★Difference statistically significant at the .001 level

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable; OSUIT 2020 results based on 437 responses; 2021 results based on 378 responses.

OSUIT Two Year Comparison: Summary Items

Summary Items	OSUIT 2020 Mean Response	OSUIT 2021 Mean Response	Mean Difference	SS
So far, how has your college experience met your expectations?	4.91	4.63	0.28	★★
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	5.39	0.33	★★

★Difference statistically significant at the .05 level

★★Difference statistically significant at the .01 level

★★★Difference statistically significant at the .001 level

SS = Statistical Significance; N.S. = not statistically significant; N.A. = not applicable; OSUIT 2020 results based on 437 responses; 2021 results based on 378 responses.

So far, how has your college experience met your expectations?

Answers	OSUIT 2020 Response Percent	OSUIT 2021 Response Percent	Difference
1 = Much worse than I expected	2%	3%	1%
2 = Quite a bit worse than I expected	1%	3%	2%
3 = Worse than I expected	5%	12%	7%
4 = About what I expected	35%	33%	-2%
5 = Better than I expected	21%	16%	-5%
6 = Quite a bit better than I expected	12%	12%	0%
7 = Much better than I expected	19%	16%	-3%

Answer percentage data received as whole numbers from Ruffalo Noel Levitz.

Rate your overall satisfaction with your experience here thus far.

Answers	OSUIT 2020 Response Percent	OSUIT 2021 Response Percent	Difference
1 = Not satisfied at all	1%	4%	3%
2 = Not very satisfied	2%	4%	2%
3 = Somewhat dissatisfied	5%	8%	3%
4 = Neutral	14%	14%	0%
5 = Somewhat satisfied	17%	14%	-3%
6 = Satisfied	33%	30%	-3%
7 = Very satisfied	25%	24%	-1%

Answer percentage data received as whole numbers from Ruffalo Noel Levitz.

All in all, if you had it to do over again, would you enroll here?

Summary Item:	OSUIT 2020 Response Percent	OSUIT 2021 Response Percent	Difference
All in all, if you had it to do over again, would you enroll here?			
1 = Definitely not	2%	5%	3%
2 = Probably not	3%	7%	4%
3 = Maybe not	3%	3%	0%
4 = I don't know	8%	11%	3%
5 = Maybe yes	10%	7%	-3%
6 = Probably yes	31%	29%	-2%
7 = Definitely yes	38%	35%	-3%

Answer percentage data received as whole numbers from Ruffalo Noel Levitz.

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

OSUIT Five-Year Comparison of Mean Satisfaction

Scale	2017	2018	2019	2020	2021
Academic Advising Effectiveness	5.51	5.73	5.72	5.88	5.73
Admissions and Financial Aid Effectiveness	4.86	5.40	5.34	5.44	5.42
Campus Climate	5.23	5.61	5.54	5.70	5.56
Campus Services	5.39	5.73	5.54	5.79	5.60
Instructional Effectiveness	5.48	5.72	5.65	5.87	5.71
Registration Effectiveness	5.28	5.60	5.51	5.64	5.54
Safety and Security	4.94	5.11	5.38	5.16	5.50
Student Centeredness	5.17	5.61	5.53	5.71	5.53

OSUIT Five-Year Comparisons of Mean Satisfaction by Item

Items	2017	2018	2019	2020	2021
1. The campus staff are caring and helpful.	5.51	5.85	5.75	5.98	5.74
2. Classes are scheduled at times that are convenient for me.	5.42	5.44	5.39	5.58	5.64
3. My academic advisor is available when I need help.	5.79	5.90	5.89	6.01	5.85
4. Security staff respond quickly to calls for assistance.	4.91	5.30	5.35	5.01	5.39
5. Financial aid awards are announced in time to be helpful in college planning.	4.31	5.07	5.06	5.20	5.13
6. Library resources and services are adequate.	5.56	5.93	5.77	5.92	5.65
7. Admissions staff provide personalized attention prior to enrollment.	5.13	5.52	5.43	5.49	5.52
8. The quality of instruction I receive in most of my classes is excellent.	5.63	5.78	5.87	5.98	5.80
9. I am able to register for the classes I need with few conflicts.	5.40	5.72	5.72	5.77	5.61
10. Parking lots are well-lighted and secure.	4.91	5.09	5.47	5.31	5.48
11. Counseling services are available if I need them.	5.38	5.53	5.48	5.63	5.51
12. Faculty are fair and unbiased in their treatment of individual students.	5.32	5.68	5.66	5.76	5.68
13. The campus is safe and secure for all students.	5.52	5.68	5.74	5.74	5.84
14. My academic advisor is knowledgeable about my program requirements.	5.85	5.99	5.99	6.14	5.93
15. Financial aid counseling is available if I need it.	4.89	5.54	5.57	5.58	5.60
16. My advisor helps me apply my program of study to career goals.	5.60	5.85	5.82	5.93	5.82
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.33	5.56	5.51	5.67	5.52
18. Computer labs are adequate and accessible.	5.53	5.92	5.72	5.86	5.62
19. Registration processes and procedures are convenient.	5.33	5.72	5.63	5.65	5.55
20. Students are made to feel welcome here.	5.55	5.85	5.81	5.92	5.82

Items	2017	2018	2019	2020	2021
21. The amount of student parking space on campus is adequate.	4.39	4.39	4.94	4.58	5.26
22. My academic advisor is knowledgeable about transfer requirements of other schools.	5.20	5.51	5.40	5.64	5.58
23. This institution helps me identify resources to finance my education.	4.65	5.29	5.14	5.26	5.32
24. The equipment in the lab facilities is kept up to date.	5.09	5.57	5.32	5.54	5.49
25. Faculty provide timely feedback about my academic progress.	5.11	5.46	5.48	5.70	5.54
26. There are adequate services to help me decide upon a career.	5.31	5.63	5.49	5.80	5.65
27. Tutoring services are readily available.	5.35	5.76	5.51	5.89	5.73
28. This campus provides online access to services I need.	5.56	5.86	5.52	5.95	5.67
29. There are convenient ways of paying my school bill.	5.06	5.52	5.34	5.56	5.40
30. The assessment and course placement procedures are reasonable.	5.34	5.62	5.49	5.71	5.50
31. Faculty use a variety of technology and media in the classroom.	5.56	5.78	5.71	5.92	5.74
32. I am able to take care of college-related business at times that are convenient for me.	5.20	5.60	5.49	5.65	5.51
33. Administrators are available to hear students' concerns.	5.22	5.55	5.42	5.62	5.49
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	5.58	5.88	5.65	6.00	5.78
35. I receive ongoing feedback about progress toward my academic goals.	5.09	5.37	5.46	5.63	5.46
36. Tuition paid is a worthwhile investment.	5.15	5.51	5.36	5.58	5.29
37. I seldom get the "run-around" when seeking information on this campus.	4.39	5.18	5.13	5.29	5.04
38. Most classes deal with practical experiences and applications.	5.61	5.72	5.60	5.91	5.72
39. On the whole, the campus is well-maintained.	5.25	5.65	5.50	5.73	5.69
40. There are sufficient courses within my program of study available each term.	5.53	5.75	5.53	5.84	5.74
41. Campus item 1: Most students feel a sense of belonging here.	5.13	5.47	5.30	5.68	5.53
42. Campus item 2: My department prepares students well for their professions.	5.79	5.96	5.82	6.19	5.86
43. Campus item 3: My academic advisor adequately assists me with career planning issues.	5.57	5.78	5.59	5.87	5.73
44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities.	5.52	5.79	5.53	6.00	5.75
45. Campus item 5: The school provides an adequate orientation for first year students.	5.30	5.62	5.50	5.79	5.59
46. Campus item 6: A variety of activities and social events are provided on campus.	5.31	5.70	5.39	5.70	5.54
47. Campus item 7: College personnel and students show tolerance and respect for different viewpoints.	5.30	5.66	5.37	5.71	5.58
48. Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory.	5.26	5.56	5.33	5.57	5.51

Items	2017	2018	2019	2020	2021
49. Campus item 9: I feel a sense of pride about my campus.	5.17	5.58	5.26	5.62	5.54
50. Campus item 10: My Instructors demonstrate professionalism as appropriate for the workplace.	5.95	6.08	5.90	6.17	6.03
51. Cost as factor in decision to enroll. (mean importance)	6.27	6.32	6.20	6.37	6.26
52. Financial assistance as factor in decision to enroll. (mean importance)	6.08	6.11	5.96	6.18	6.04
53. Academic reputation as factor in decision to enroll. (mean importance)	6.20	6.18	6.09	6.23	5.99
54. Future career opportunities as factor in decision to enroll. (mean importance)	6.56	6.50	6.37	6.55	6.47
55. Personal recommendations as factor in decision to enroll. (mean importance)	5.83	5.89	5.88	6.00	5.94
56. Distance from campus as factor in decision to enroll. (mean importance)	5.57	5.83	5.74	5.83	5.53
57. Information on the campus Web site as factor in decision to enroll. (mean importance)	5.60	5.82	5.66	5.78	5.52
58. Campus visits as factor in decision to enroll. (mean importance)	5.52	5.53	5.63	5.69	5.43

OSUIT Five-Year Comparison, Summary Items

Summary Item	2017 average (n = 425)	2018 average (n = 480)	2019 average (n = 365)	2020 average (n = 437)	2021 average (n = 386)
So far, how has your college experience met your expectations?	4.39	4.88	4.69	4.91	4.63
Rate your overall satisfaction with your experience here thus far.	5.11	5.46	5.18	5.45	5.18
All in all, if you had to do it over, would you enroll here again?	5.30	5.60	5.34	5.72	5.39

So far, how has your college experience met your expectations?

Answers	2017 Response Percent	2018 Response Percent	2019 Response Percent	2020 Response Percent	2021 Response Percent
1=Much worse than expected	5%	2%	3%	2%	3%
2=Quite a bit worse than I expected	3%	1%	1%	1%	3%
3=Worse than I expected	10%	6%	5%	5%	12%
4=About what I expected	39%	31%	41%	35%	33%
5=Better than I expected	18%	26%	19%	21%	16%
6=Quite a bit better than I expected	9%	14%	13%	12%	12%
7=Much better than expected	12%	16%	13%	19%	16%

Answer percentage data received as whole numbers from Ruffalo Noel Levitz.

Rate your overall satisfaction with your experience here thus far.

Answers	2017 Response Percent	2018 Response Percent	2019 Response Percent	2020 Response Percent	2021 Response Percent
1=Not satisfied at all	3%	1%	2%	1%	4%
2=Not very satisfied	4%	2%	3%	2%	4%
3=Somewhat dissatisfied	7%	5%	6%	5%	8%
4=Neutral	13%	12%	19%	14%	14%
5=Somewhat satisfied	19%	17%	15%	17%	14%
6=Satisfied	34%	41%	35%	33%	30%
7=Very satisfied	16%	20%	17%	25%	24%

Answer percentage data received as whole numbers from Ruffalo Noel Levitz.

All in all, if you had to do it over, would you enroll here again?

Answers	2017 Response Percent	2018 Response Percent	2019 Response Percent	2020 Response Percent	2021 Response Percent
1=Definitely not	4%	2%	3%	2%	5%
2=Probably not	6%	4%	5%	3%	7%
3=Maybe not	5%	4%	3%	3%	3%
4=I don't know	11%	11%	17%	8%	11%
5=Maybe yes	12%	9%	13%	10%	7%
6=Probably yes	25%	30%	29%	31%	29%
7=Definitely yes	32%	37%	27%	38%	35%

Answer percentage data received as whole numbers from Ruffalo Noel Levitz.