



INSTITUTE OF TECHNOLOGY

Student Satisfaction Inventory Report

May 2024

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 OSUIT campus used the 40-question version for community, junior, and technical colleges for the annual Spring 2024 administration of the SSI. The SSI is only offered in an online format.

Sample Selection & Response Rate

A list of all traditional (face-to-face) and blended (less than or equal to 25% online) classes taught during the spring 2024 term provided the sample. The survey was distributed to 1,450 students. In total, 375 students completed all or part of the survey, resulting in a 25.86% percent response rate. This is an increase of more than 10 percent from the Spring 2023 administration and is *above* the expected response rate for the RNL SSI delivered in the online format.

Program School	Count
SASH	418
SCIT	87
SECT	567
STHE	282
High School	96
Total	1450

Demographics

(See Appendix A for Demographic tables and visualizations)

Generic

- **Gender:** 63.80 percent *male*, 32.05 percent *female*, 1.48 percent *genderqueer*, 0.89% were *additional gender category or other*.
- **Age:** 14.24 percent of respondents were age *18 or under*, 61.82 percent were age *19-24*, 13.03 percent were *25-34*, 6.67 percent were age *35-44*, and 64.24 percent were *45 or older*.
- **Ethnicity/Race:** *White/Caucasian* at 61.82 percent, 16.97 percent *American Indian*, 7.58 percent *Hispanic or Latino (and Puerto Rican)*, 3.64 percent *Multi-racial*, 5.76 percent *Black/African American*, 2.73 percent *Other race*, and 1.21 percent *Asian*.
- **Employment:** 7.36 percent were employed *part-time off campus*, and 4.29 percent were employed *full-time off campus*, 28.83 percent reported they were *not employed*, 30.67 percent reported being *employed full-time on campus*, and 30.67 percent *part-time on campus*.
- **Tuition Source:** *Financial aid* was the largest reported tuition source at 41.83 percent, followed by *self-support* at 19.67 percent, *family contributions* at 15.79 percent, *scholarships* at 13.85 percent, and *other tuition sources* at 8.86 percent.
- **Residence Classification:** 88.92 percent of students identified as *in-state residence*. *Out-of-state* reported as 1.081 percent, and *International (non-U.S. citizen)* each identified at 0.27 percent.

Academic & Institution

- **Current GPA:** A total of 51.52 percent selected a *GPA of 3.5 or above*. 29.88 percent reported a *GPA of 3.0 - 3.49*. 12.50 percent reported a *GPA of 2.5 - 2.99*, 0.61 percent reported *1.99 or below*, and 1.22 percent selected *No credits earned*.
- **Current Enrollment Status:** Full-time enrollment was reported by 79.33 percent and 20.67 percent as part-time. 96.95 percent of respondents attended *Day* classes and 3.05 percent attended *Evening*.

- **Class Level:** Students with *1 year or less* comprised 46.48 percent of responses, and those with *2 years* each comprised 43.12 percent. 7.03 percent reported *3 years*, and 3.36 percent report *4 years or more*.
- **Educational goals:** 76.52 percent were seeking an *Associate degree*, 3.66 percent were seeking *Vocational/technical programs*, 3.35 percent intended to *transfer to another institution*, 0.91 percent chose *Certification*, 8.23 percent selected *Job-related training*, 6.10 percent selected *Other Educational Goal*, and 1.22 percent chose *Self-improvement/pleasure*.
- **Institution Choice:** OSUIT was the *1st choice* for 80.27 percent of respondents, the *2nd choice* for 15.07 percent, and the *3rd choice or lower* for 4.66 percent.
- **Organizational Membership:** 67.87 percent of students responded they had *no organization memberships*, 29.09 percent responded they had *one or two memberships*, and a total of 3.05 percent responded *three or four memberships* or *five or more memberships*.
- **Plan to Transfer:** 86.70 percent said *no I do not plan to transfer* to another institution.
- **Decision to Attend OSUIT:** 44.75 percent selected *None of the above*. 43.09 percent of students were influenced by *Word-of-mouth/reputation*, 9.39 by their *high school counselor*, 2.49 percent by *information they received by mail*.

Instrument

The SSI asks students to respond with a level of importance and satisfaction for most survey items using Likert rating scales. The survey validity of SSI Form B was determined by utilizing the Cronbach's Alpha assessment. All values demonstrated above or just below 0.70, with 0.70 being the commonly accepted proof of reliability.

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 (Form B) consists 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 2024 SSI results were reported alongside two comparison groups:

1. A national comparison group provided by Ruffalo Noel Levitz that creates a “benchmark” of all community and technical colleges administering the 40-item version (Form B) of the SSI. It utilizes datasets from the 2020-2023 academic years and contains 46,104 student responses.
2. OSUIT student responses from previous years covering SSI administrations for year-to-year comparisons up to five years (2020-2024).

(See Appendix B for results compared to the national group benchmarks and results comparing the OSUIT 2023 and 2024 administrations of the SSI, and Appendix D for five years of OSUIT satisfaction data for determining trends.)

Results: Survey Scale Comparisons

OSUIT was below the benchmark on all scales with all scales showing a statistically significant difference except *Academic Advising Effectiveness* (Table 1). Consistent with past reports, students described the survey scales as *less important* than did the benchmark group.

★ Difference statistically significant at the .05 level, ★★ Difference statistically significant at the .01 level, ★★★ Different statistically significant at the .001 level, SD = Standard Deviation

Table 1. OSUIT 2024 National Benchmark Comparisons

Scale	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT 2023 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Gap	Mean Difference	Statistically Significant
Academic Advising Effectiveness	6.32	5.99	1.2	0.33	6.48	6	1.27	0.48	-0.01	
Admissions and Financial Aid Effective	6.19	5.71	1.27	0.48	6.43	6	1.2	0.43	-0.29	★★★
Campus Climate	6.25	5.77	1.26	0.48	6.53	6.16	1.03	0.37	-0.39	★★★
Campus Services	6.19	5.91	1.06	0.28	6.44	6.19	1.02	0.25	-0.28	★★★
Instructional Effectiveness	6.27	5.92	1.09	0.35	6.5	6.08	1.07	0.42	-0.16	★★
Registration Effectiveness	6.22	5.88	1.08	0.34	6.54	6.11	1.02	0.43	-0.23	★★★
Safety and Security	6.14	5.51	1.57	0.63	6.46	6.15	1.13	0.31	-0.64	★★★
Student Centeredness	6.22	5.79	1.29	0.43	6.49	6.06	1.15	0.43	-0.27	★★★

Satisfaction, as characterized by scale scores, experienced a decline in satisfaction from 2023 to 2024 (Table 2). The only exception *being Instructional Effectiveness* which had a slight positive Mean Difference between 2023 and 2024. Importance provides context for satisfaction levels; satisfaction only matters when the issue at hand is also important.

Table 2. OSUIT Two Year Scale Comparisons (2023-2024)

Scale	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Gap	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Gap	Mean Difference	Statistically Significant
Academic Advising Effectiveness	6.33	6.08	1.15	0.25	6.32	5.99	1.20	0.33	-0.09	
Admissions and Financial Aid Effectiveness	6.27	5.83	1.29	0.44	6.19	5.71	1.27	0.48	-0.12	
Campus Climate	6.33	5.85	1.19	0.48	6.25	5.77	1.26	0.48	-0.08	
Campus Services	6.30	5.97	1.06	0.33	6.19	5.91	1.06	0.28	-0.06	
Instructional Effectiveness	6.28	5.90	1.15	0.38	6.27	5.92	1.09	0.35	0.02	
Registration Effectiveness	6.35	5.94	1.12	0.41	6.22	5.88	1.08	0.34	-0.06	
Safety and Security	6.24	5.68	1.57	0.56	6.14	5.51	1.57	0.63	-0.17	
Student Centeredness	6.31	5.83	1.24	0.48	6.22	5.79	1.29	0.43	-0.04	

Strengths and Challenges vs National Comparison Group Benchmarks

The OSUIT 2024 SSI results were benchmarked against 46,104 responses from community, junior, and technical colleges across the country administering the SSI Form B. *Strengths* are evidenced by high importance and high satisfaction scores (in the upper 25 percent), and *Challenges* are evidenced by high importance and lower satisfaction scores resulting in a relatively large gap score (in the lower 25 percent). The following are the strengths and challenges identified by OSUIT students during the spring 2024 administration of the SSI.

Strengths (high importance and high satisfaction – listed in order of importance rank)

Challenges (high importance and low satisfaction, large gap – listed in order of importance rank)

Question	Item
3	My academic advisor is available when I need help.
9	I am able to register for the classes I need with few conflicts.
14	My academic advisor is knowledgeable about my program requirements.
16	My advisor helps me apply my program of study to career goals.
20	Students are made to feel welcome here.
28	This campus provides online access to services I need.
38	Most classes deal with practical experiences and applications.
40	There are sufficient courses within my program of study available each term.

Question	Item
8	The quality of instruction I receive in most of my classes is excellent.
18	Computers and/or Wi-Fi are adequate and accessible.
23	This institution helps me identify resources to finance my education.
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.
36	Tuition paid is a worthwhile investment.
37	I seldom get the "run-around" when seeking information on this campus.

OSUIT Item Level Benchmark Comparisons.

Lower Satisfaction vs. National Group Benchmarks:

- Question 20 - Students are made to feel welcome here.
- Question 28 - This campus provides online access to services I need.
- Question 18 - Computers and/or Wi-Fi are adequate and accessible.
- Question 24 - The equipment in the lab facilities is kept up to date.
- Question 29 - There are convenient ways of paying my school bill.
- Question 36 - Tuition paid is a worthwhile investment.
- Question 23 - This institution helps me identify resources to finance my education.
- Question 37 - I seldom get the "run-around" when seeking information on this campus.
- Question 39 - On the whole, the campus is well-maintained.

OSUIT year-to-year 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.

Year-Over-Year Mean Difference Greatest *Increase* in Satisfaction

Question	Item
14	My academic advisor is knowledgeable about my program requirements.
43	Campus item: My department prepares students well for their professions.
9	I am able to register for the classes I need with few conflicts.
16	My advisor helps me apply my program of study to career goals.
3	My academic advisor is available when I need help.
38	Most classes deal with practical experiences and applications.
40	There are sufficient courses within my program of study available each term.
20	Students are made to feel welcome here.
28	This campus provides online access to services I need.

Year-Over-Year Mean Difference Greatest *Decrease* in Satisfaction

Question	Item
8	The quality of instruction I receive in most of my classes is excellent.
25	Faculty provide timely feedback about my academic progress.
18	Computers and/or Wi-Fi are adequate and accessible.
24	The equipment in the lab facilities is kept up to date.
29	There are convenient ways of paying my school bill.
36	Tuition paid is a worthwhile investment.
23	This institution helps me identify resources to finance my education.
37	I seldom get the "run-around" when seeking information on this campus.
39	On the whole, the campus is well-maintained.

Institutional Summary Items

Each year the SSI includes 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. See Appendix B for a breakdown by response type.

Summary Items: OSUIT National Benchmark Comparison

Summary Items	OSUIT 2024 Mean Response	National Benchmark Mean Response	Mean Difference	Statistically Significant
So far, how has your college experience met your expectations?	4.83	5.12	-0.29	★★★
Rate your overall satisfaction with your experience here thus far.	5.40	5.75	-0.35	★★★
All in all, if you had it to do over again, would you enroll here?	5.62	6.04	-0.42	★★★

★★★ Difference statistically significant at the .001 level, Benchmark (SSI National Group of Community Colleges using Form B) based on 46,104 records.

Summary Items: OSUIT Two Year Comparison

Summary Items	OSUIT 2023 Mean Response	OSUIT 2024 Mean Response	Mean Difference	Statistically Significant
So far, how has your college experience met your expectations?	4.77	4.83	0.06	
Rate your overall satisfaction with your experience here thus far.	5.36	5.40	0.04	
All in all, if you had to do it over, would you enroll here again?	5.63	5.62	-0.01	

OSUIT: Five Years of Comparison Data

Appendix D provides tables and visualizations that contain five-year comparisons for all parts of the SSI survey except Demographics. It includes the individual survey items for the last five consecutive years (2020-2024). The departments and areas with the highest 5-year levels of mean satisfaction were *Academic Advising Effectiveness* and *Instructional Effectiveness*, and those with the lowest levels were *Safety and Security* and *Admissions and Financial Aid Effectiveness*.

A 5-year analysis of the item survey questions revealed the items with the *highest average mean satisfaction* are:

14	My academic advisor is knowledgeable about my program requirements
6	Library resources and services are adequate
3	My academic advisor is available when I need help
13	The campus is safe and secure for all students
20	Students are made to feel welcome here
16	My advisor helps me apply my program of study to career goals
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail)
28	This campus provides online access to services I need

*Questions 3 and 13 had the same Mean Satisfaction, and Questions 20, 16, 34 also had the same Mean Satisfaction.

A 5-year analysis of the item survey questions revealed the items with the *lowest average mean satisfaction* are:

21	The amount of student parking space on campus is adequate
5	Financial aid awards are announced in time to be helpful in college planning
37	I seldom get the "run-around" when seeking information on this campus
23	This institution helps me identify resources to finance my education
4	Security staff respond quickly to calls for assistance

The top three most important factors in a student's decision to enroll at OSUIT (in order of importance), according to five-year averages, are *personal recommendations, campus visits, and distance from campus*.

Conclusions

The format, delivery time frame, and the increase in number of students taking courses with content that is 75 percent or more online, all contributed to the limited response from the survey population. Survey burnout is becoming increasingly problematic, particularly for longer surveys like those from RNL.

Some of the most interesting trend information comes from viewing the changes in student satisfaction illustrated through the eight institutional scales and the summary questions. The data from the five-year analysis includes the COVID-19 pandemic and the recovery afterward. The lowest levels of satisfaction in most areas at OSUIT occurred in 2021 with substantial increases in satisfaction in 2022 and in most areas into 2023. However, satisfaction in all areas declined noticeably in 2024.

The addition of the aggregated response analysis of the open-ended question in Appendix E, with the inclusion of disaggregation by academic school, allows the institution to make greater use of student feedback. Respondents tend to answer more positively when answering Likert and style questions, but the open-ended responses allow for more detailed and specific insights from students.

Notes

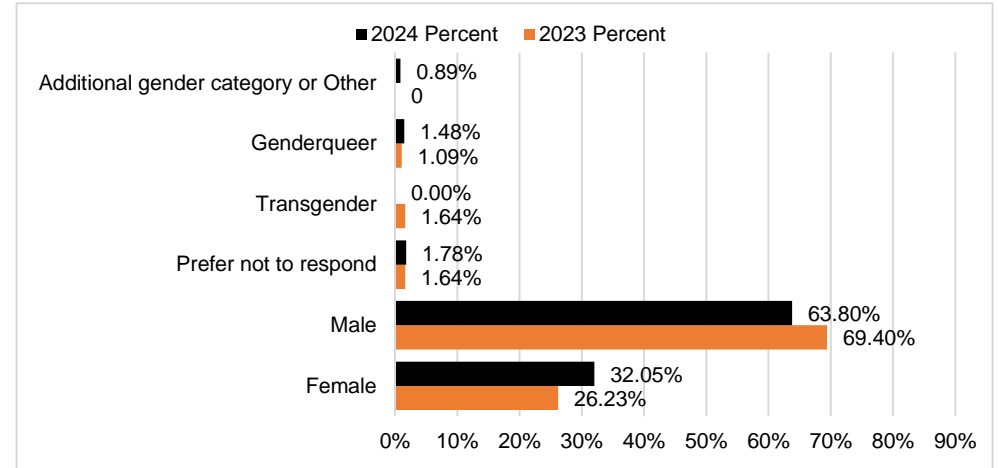
When comparing exceptionally large samples, small differences can sometimes be detected and reported as *statistically significant*. When identifying statistically significant differences in reports such as this current document, it is also useful to understand that these relatively small differences, 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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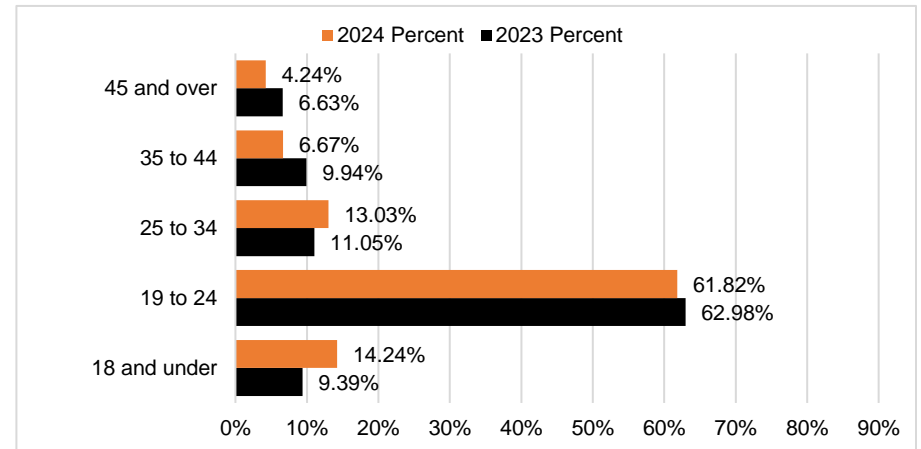
APPENDIX A: Demographics

Demographics with Two Year Comparisons: Generic

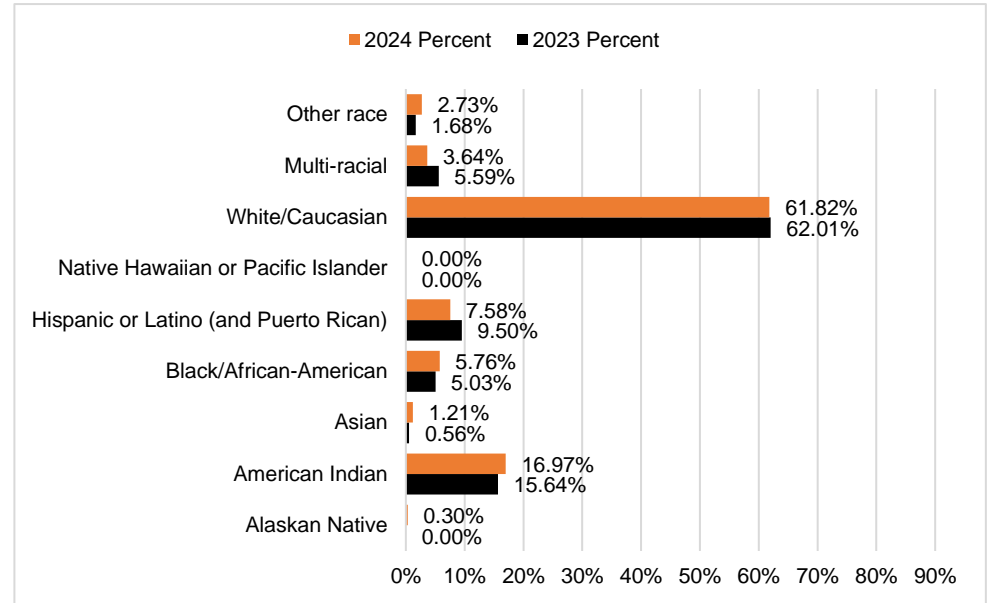
Gender	2023 Count	2023 Percent	2024 Count	2024 Percent
Female	48	26.23%	108	32.05 %
Male	127	69.40%	215	63.80 %
Prefer not to respond	3	1.64%	6	1.78 %
Transgender	3	1.64%	0	0.00 %
Genderqueer	2	1.09%	5	1.48 %
Additional gender category or Other	N/A	N/A	3	0.89 %
Total	183	100%	337	100.00 %
No Answer	31		38	



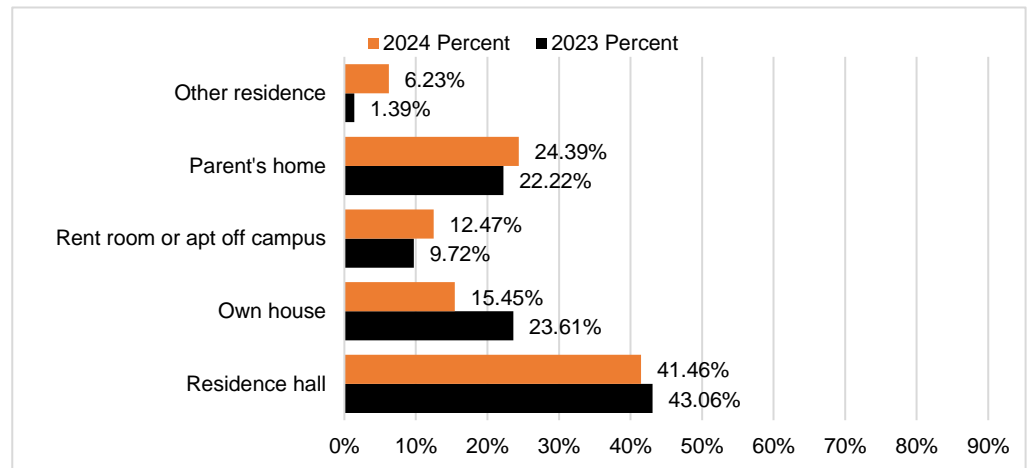
Age Range	2023 Count	2023 Percent	2024 Count	2024 Percent
18 and under	17	9.39%	47	14.24%
19 to 24	114	62.98%	204	61.82%
25 to 34	20	11.05%	43	13.03%
35 to 44	18	9.94%	22	6.67%
45 and over	12	6.63%	14	4.24%
Total	181	100.00%	330	100.00%
No Answer	33		45	



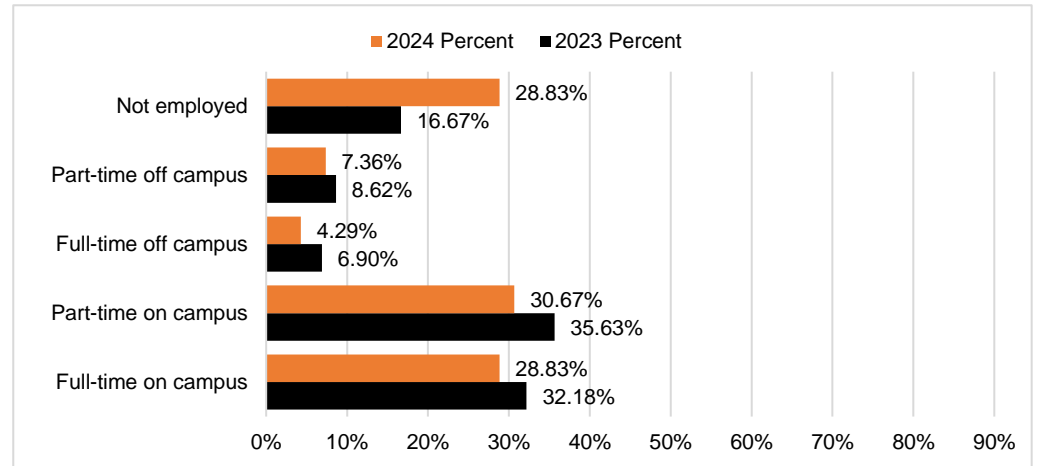
Race/Ethnicity	2023 Count	2023 Percent	2024 Count	2024 Percent
Alaskan Native	0	0.00%	1	0.30%
American Indian	28	15.64%	56	16.97%
Asian	1	0.56%	4	1.21%
Black/African-American	9	5.03%	19	5.76%
Hispanic or Latino (and Puerto Rican)	17	9.50%	25	7.58%
Native Hawaiian or Pacific Islander	0	0.00%	0	0.00%
White/Caucasian	111	62.01%	204	61.82%
Multi-racial	10	5.59%	12	3.64%
Other race	3	1.68%	9	2.73%
Total	179	100.00%	330	100.00%
No Answer	0		45	



Current Residence	2023 Count	2023 Percent	2024 Count	2024 Percent
Residence hall	73	60.33%	153	41.46%
Own house	48	39.67%	57	15.45%
Rent room or apt off campus	25	20.66%	46	12.47%
Parent's home	52	42.98%	90	24.39%
Other residence	14	11.57%	23	6.23%
Total	121	100.00%	369	100.00%
No Answer	2		6	

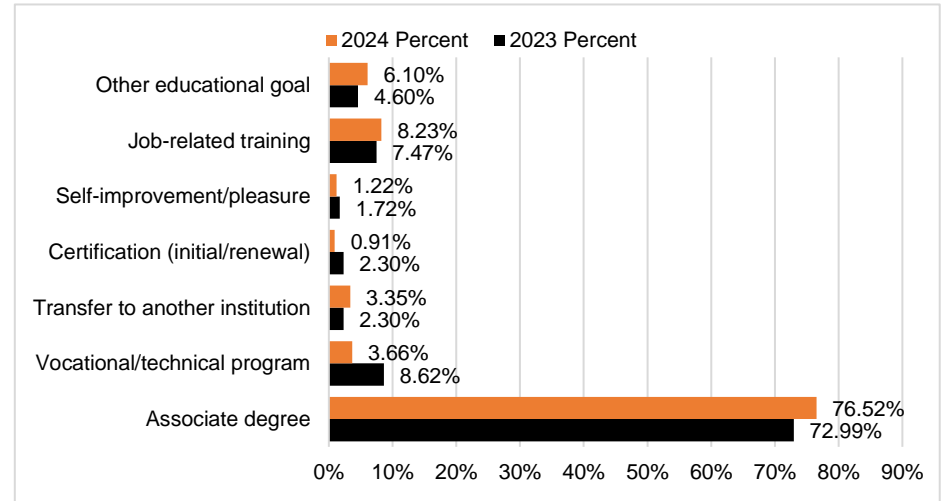


Employment	2023 Count	2023 Percent	2024 Count	2024 Percent
Full-time on campus	56	32.18%	94	28.83%
Part-time on campus	62	35.63%	100	30.67%
Full-time off campus	12	6.90%	14	4.29%
Part-time off campus	15	8.62%	24	7.36%
Not employed	29	16.67%	94	28.83%
Total	174	100.00%	326	100.00%
No Answer	40		49	

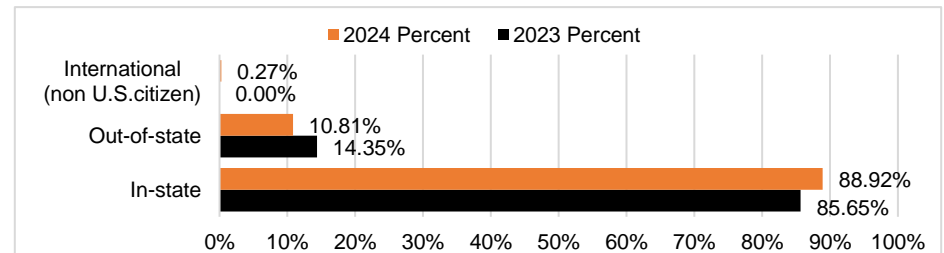


Demographics with Two Year Comparisons: Academic & Institution

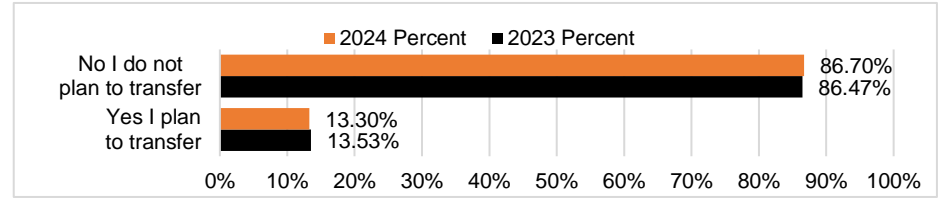
Educational Goal	2023 Count	2023 Percent	2024 Count	2024 Percent
Associate degree	127	72.99%	251	76.52%
Vocational/technical program	15	8.62%	12	3.66%
Transfer to another institution	4	2.30%	11	3.35%
Certification (initial/renewal)	4	2.30%	3	0.91%
Self-improvement/pleasure	3	1.72%	4	1.22%
Job-related training	13	7.47%	27	8.23%
Other educational goal	8	4.60%	20	6.10%
Total	174	100.00%	328	100.00%
No Answer	40		47	



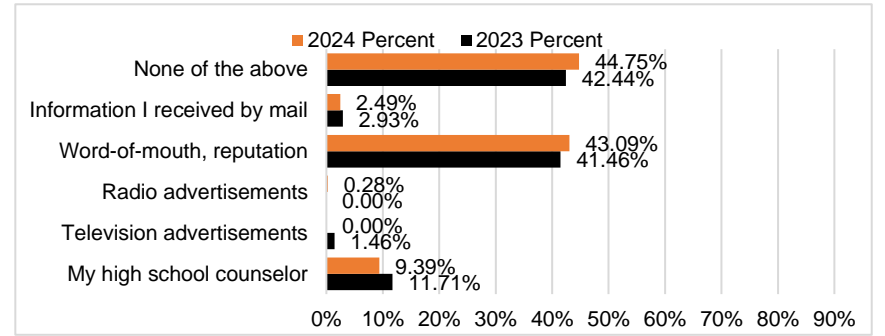
Residence Classification	2023 Count	2023 Percent	2024 Count	2024 Percent
In-state	179	85.65%	329	88.92%
Out-of-state	30	14.35%	40	10.81%
International (non U.S. citizen)	0	0.00%	1	0.27%
Total	209	100.00%	370	100.00%
No Answer	5		5	



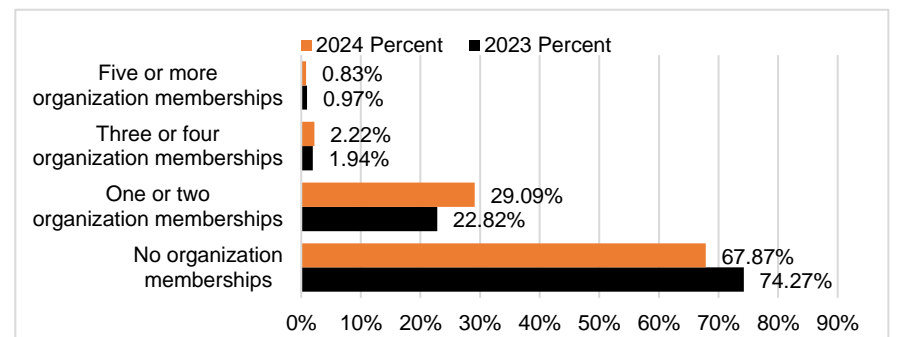
Plan to transfer	2023 Count	2023 Percent	2024 Count	2024 Percent
Yes, I plan to transfer	28	13.53%	48	13.30%
No, I do not plan to transfer	179	86.47%	313	86.70%
Total	207	100.00%	361	100.00%
No Answer	7		14	



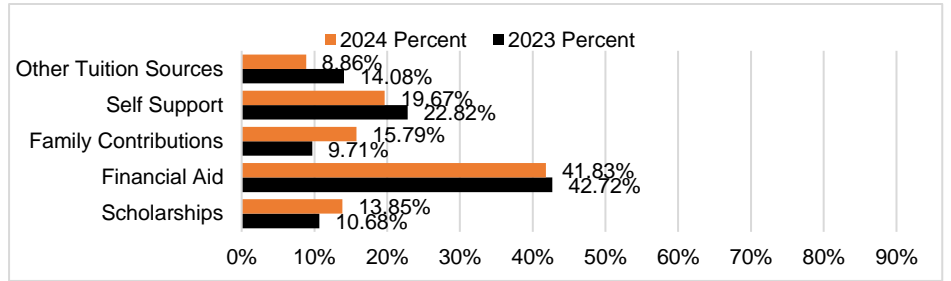
Mark one best answer: "My decision to attend this college was influenced most by..."	2023 Count	2023 Percent	2024 Count	2024 Percent
My high school counselor	24	11.71%	34	9.39%
Television advertisements	3	1.46%	0	0.00%
Radio advertisements	0	0.00%	1	0.28%
Word-of-mouth, reputation	85	41.46%	156	43.09%
Information I received by mail	6	2.93%	9	2.49%
None of the above	87	42.44%	162	44.75%
Total	205	100.00%	362	100.00%
No Answer	9		13	



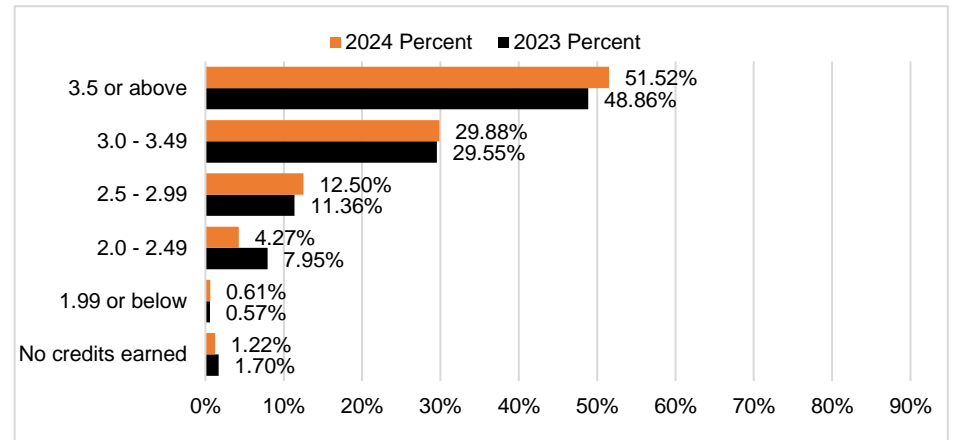
Organization Memberships	2023 Count	2023 Percent	2024 Count	2024 Percent
No organization memberships	153	74.27%	245	67.87%
One or two organization memberships	47	22.82%	105	29.09%
Three or four organization memberships	4	1.94%	8	2.22%
Five or more organization memberships	2	0.97%	3	0.83%
Total	206	100.00%	361	100.00%
No Answer	8		14	



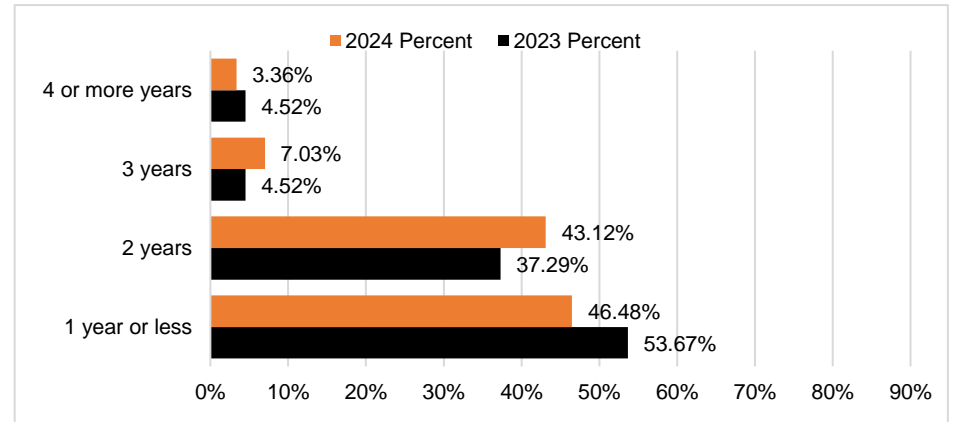
Tuition Source	2023 Count	2023 Percent	2024 Count	2024 Percent
Scholarships	22	10.68%	50	13.85%
Financial Aid	88	42.72%	151	41.83%
Family Contributions	20	9.71%	57	15.79%
Self-Support	47	22.82%	71	19.67%
Other Tuition Sources	29	14.08%	32	8.86%
Total	206	100.00%	361	100.00%
No Answer	8		14	



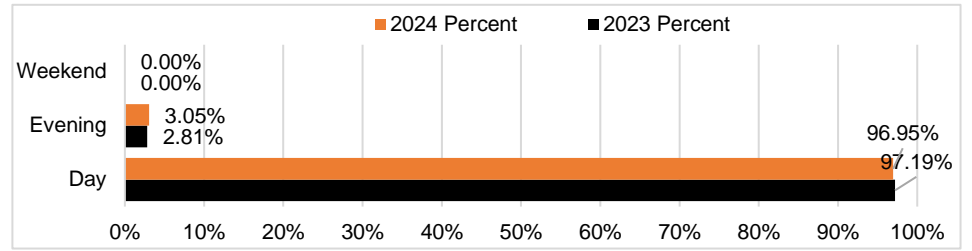
Current GPA	2023 Count	2023 Percent	2024 Count	2024 Percent
No credits earned	3	1.70%	4	1.22%
1.99 or below	1	0.57%	2	0.61%
2.0 - 2.49	14	7.95%	14	4.27%
2.5 - 2.99	20	11.36%	41	12.50%
3.0 - 3.49	52	29.55%	98	29.88%
3.5 or above	86	48.86%	169	51.52%
Total	176	100.00%	328	100.00%
No Answer	38		47	



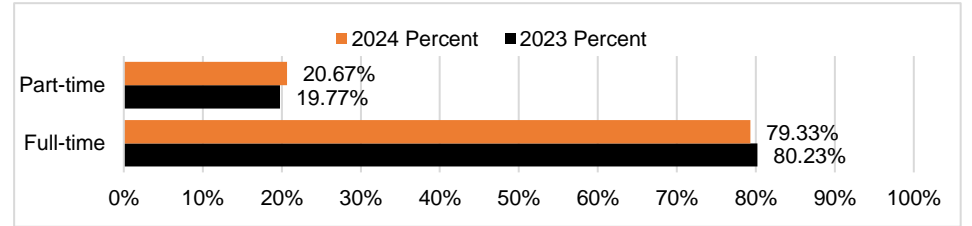
Class Level	2023 Count	2023 Percent	2024 Count	2024 Percent
1 year or less	95	53.67%	152	46.48%
2 years	66	37.29%	141	43.12%
3 years	8	4.52%	23	7.03%
4 or more years	8	4.52%	11	3.36%
Total	177	100.00%	327	100.00%
No Answer	37		48	



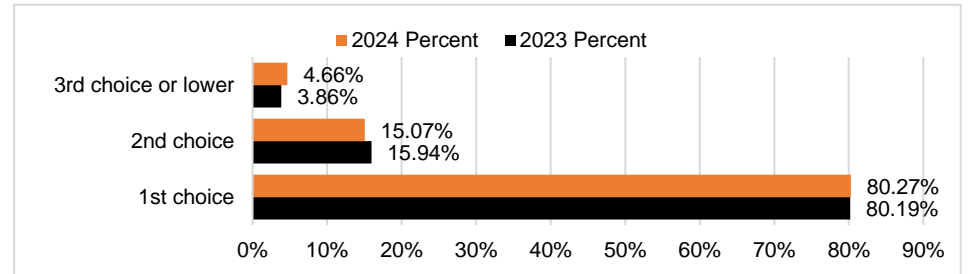
Current Enrollment Status	2023 Count	2023 Percent	2024 Count	2024 Percent
Day	173	97.19%	318	96.95%
Evening	5	2.81%	10	3.05%
Weekend	0	0.00%	0	0.00%
Total	178	100.00%	328	100.00%
No Answer	36		47	



Current Class Load	2023 Count	2023 Percent	2024 Count	2024 Percent
Full-time	142	80.23%	261	79.33%
Part-time	35	19.77%	68	20.67%
Total	177	100.00%	329	100.00%
No Answer	37		46	

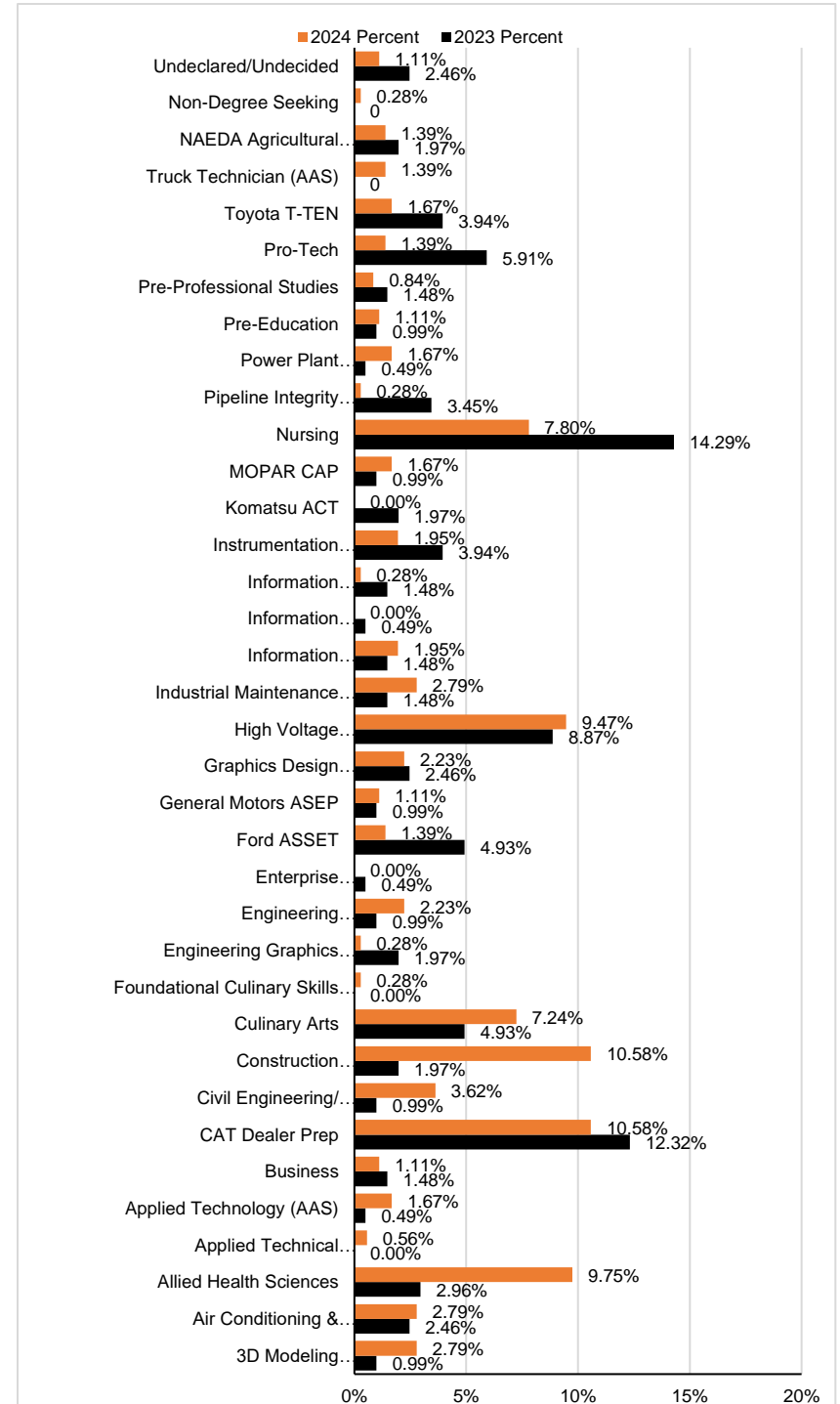


OSUIT was my...	2023 Count	2023 Percent	2024 Count	2024 Percent
1st choice	166	80.19%	293	80.27%
2nd choice	33	15.94%	55	15.07%
3rd choice or lower	8	3.86%	17	4.66%
Total	207	100.00%	365	100.00%
No Answer	7		10	



Reported Majors/Programs

Major Code	Program	2023 Count	2023 Percent	2024 Count	2024 Percent
1038	Engineering Technologies - Instrumentation & Automation (AAS)	0	0.00%	6	1.67%
1039	Environmental Health & Safety Technologies (AAS)	0	0.00%	1	0.28%
1041	Information Technologies - Cybersecurity & Digital Forensics (BT)	0	0.00%	2	0.56%
1042	Information Technologies - Network Infrastructure (BT)	0	0.00%	2	0.56%
1043	Information Technologies - Software Development (BT)	0	0.00%	4	1.11%
1044	Electrical Construction Technologies (AAS)	0	0.00%	2	0.56%
9001	3D Modeling & Animation	2	0.99%	10	2.79%
9002	Air Conditioning & Refrigeration Technology	5	2.46%	10	2.79%
9003	Allied Health Sciences	6	2.96%	35	9.75%
9004	Applied Technical Leadership (BT)	0	0.00%	2	0.56%
9005	Applied Technology (AAS)	1	0.49%	6	1.67%
9006	Business	3	1.48%	4	1.11%
9007	CAT Dealer Prep	25	12.32%	38	10.58%
9008	Civil Engineering/Surveying Technologies	2	0.99%	13	3.62%
9009	Construction Technology	4	1.97%	38	10.58%
9010	Culinary Arts	10	4.93%	26	7.24%
9011	Foundational Culinary Skills Certificate (Certificate)	0	0.00%	1	0.28%
9013	Engineering Graphics & Design Drafting	4	1.97%	1	0.28%
9014	Engineering Technologies (AAS)	2	0.99%	8	2.23%
9015	Enterprise Development	1	0.49%	0	0.00%
9016	Ford ASSET	10	4.93%	5	1.39%
9017	General Motors ASEP	2	0.99%	4	1.11%
9018	Graphics Design Technology	5	2.46%	8	2.23%
9019	High Voltage Line Technician	18	8.87%	34	9.47%
9020	Industrial Maintenance Technologies (AAS) w/ NGC option	3	1.48%	10	2.79%
9021	Information Technologies (AAS)	3	1.48%	7	1.95%
9022	Information Technologies (AS)	1	0.49%	0	0.00%
9023	Information Technologies (BT)	3	1.48%	1	0.28%
9024	Instrumentation Engineering Technologies (BT)	8	3.94%	7	1.95%
9025	Komatsu ACT	4	1.97%	0	0.00%
9026	MOPAR CAP	2	0.99%	6	1.67%
9027	Nursing	29	14.29%	28	7.80%
9028	Pipeline Integrity Technology	7	3.45%	1	0.28%
9029	Power Plant Technology	1	0.49%	6	1.67%
9030	Pre-Education	2	0.99%	4	1.11%
9031	Pre-Professional Studies	3	1.48%	3	0.84%
9032	Pro-Tech	12	5.91%	5	1.39%
9033	Toyota T-TEN	8	3.94%	6	1.67%
9034	Truck Technician (AAS)	0	0	5	1.39%



9035	NAEDA Agricultural Equipment Technician	4	1.97%	5	1.39%
9777	Non-Degree Seeking	0	0	1	0.28%
9888	Undeclared/Undecided	5	2.46%	4	1.11%
	Total	203	100.00%	359	100.00%
	No Answer	11		16	

APPENDIX B
All Survey Item Level Report

All Survey Items in descending order of OSUIT Importance

Benchmark (SSI National Group of Community Colleges using Form B) based on 43,104 records, SS = Statistical Significance; SD = Standard Deviation

★ Difference statistically significant at the .05 level, ★★ Difference statistically significant at the .01 level, ★★★ Difference statistically significant at the .001 level

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
8	The quality of instruction I receive in most of my classes is excellent.	6.49	5.85	1.41	0.64	6.62	5.93	1.4	0.69	-0.08	
14	My academic advisor is knowledgeable about my program requirements.	6.47	6.15	1.35	0.32	6.62	6.18	1.4	0.44	-0.03	
43	Campus item: My department prepares students well for their professions.	6.45	6.06	1.26	0.39						
54	Future career opportunities as factor in decision to enroll.	6.43				6.47					
9	I am able to register for the classes I need with few conflicts.	6.38	5.99	1.29	0.39	6.58	6.07	1.3	0.51	-0.08	
16	My advisor helps me apply my program of study to career goals.	6.37	6.04	1.41	0.33	6.49	6.01	1.5	0.48	0.03	
3	My academic advisor is available when I need help.	6.35	6.11	1.33	0.24	6.42	6.01	1.5	0.41	0.10	
13	The campus is safe and secure for all students.	6.35	5.98	1.33	0.37	6.68	6.4	1	0.28	-0.42	★★★
25	Faculty provide timely feedback about my academic progress.	6.34	5.89	1.28	0.45	6.53	5.99	1.4	0.54	-0.10	
38	Most classes deal with practical experiences and applications.	6.33	5.99	1.31	0.34	6.47	6.07	1.3	0.4	-0.08	
40	There are sufficient courses within my program of study available each term.	6.32	6.03	1.2	0.29	6.59	6.08	1.3	0.51	-0.05	

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
44	Campus item: My academic advisor adequately assists me with career planning issues.	6.32	5.88	1.48	0.44						
18	Computers and/or Wi-Fi are adequate and accessible.	6.31	5.35	1.82	0.96	6.44	6.22	1.3	0.22	-0.87	★★★
24	The equipment in the lab facilities is kept up to date.	6.30	5.82	1.46	0.48	6.47	6.1	1.3	0.37	-0.28	★★★
20	Students are made to feel welcome here.	6.28	6.05	1.29	0.23	6.61	6.34	1.2	0.27	-0.29	★★★
45	Campus item: There are adequate services to develop job search skills and to learn of career opportunities.	6.28	5.95	1.29	0.33						
17	Admissions counselors accurately portray program offerings in their recruiting practices.	6.26	5.96	1.36	0.30	6.41	6.02	1.4	0.39	-0.06	
29	There are convenient ways of paying my school bill.	6.26	5.78	1.56	0.48	6.55	6.24	1.3	0.31	-0.46	★★★
36	Tuition paid is a worthwhile investment.	6.26	5.66	1.63	0.60	6.59	6.1	1.4	0.49	-0.44	★★★
12	Faculty are fair and unbiased in their treatment of individual students.	6.25	5.88	1.45	0.37	6.59	6.15	1.3	0.44	-0.27	★★★
23	This institution helps me identify resources to finance my education.	6.25	5.57	1.71	0.68	6.48	5.96	1.5	0.52	-0.39	★★★
28	This campus provides online access to services I need.	6.25	6.05	1.22	0.20	6.57	6.34	1.1	0.23	-0.29	★★★
37	I seldom get the "run-around" when seeking information on this campus.	6.25	5.54	1.65	0.71	6.33	5.78	1.6	0.55	-0.24	★
19	Registration processes and procedures are convenient.	6.24	5.95	1.31	0.29	6.55	6.18	1.3	0.37	-0.23	★★
39	On the whole, the campus is well-maintained.	6.24	5.6	1.6	0.64	6.53	6.42	1	0.11	-0.82	★★★
26	There are adequate services to help me decide upon a career.	6.23	5.91	1.35	0.32	6.45	6.03	1.4	0.42	-0.12	
15	Financial aid counseling is available if I need it.	6.22	5.84	1.4	0.38	6.49	6.15	1.3	0.34	-0.31	★★★
32	I am able to take care of college-related business at times that are convenient for me.	6.22	5.93	1.33	0.29	6.51	6.09	1.3	0.42	-0.16	★
22	My academic advisor is knowledgeable about transfer requirements of other schools.	6.21	5.84	1.54	0.37	6.48	6.03	1.5	0.45	-0.19	★

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
33	Administrators are available to hear students' concerns.	6.21	5.81	1.45	0.40	6.47	5.97	1.5	0.5	-0.16	
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.20	5.99	1.32	0.21	6.52	6.2	1.2	0.32	-0.21	★★
35	I receive ongoing feedback about progress toward my academic goals.	6.20	5.76	1.45	0.44	6.4	5.78	1.6	0.62	-0.02	
30	The assessment and course placement procedures are reasonable.	6.19	5.95	1.27	0.24	6.46	6.15	1.2	0.31	-0.20	★★
48	Campus item: College personnel and students show tolerance and respect for different viewpoints.	6.19	5.94	1.31	0.25						
6	Library resources and services are adequate.	6.18	6.23	1.1	-0.05	6.38	6.26	1.2	0.12	-0.03	
1	The campus staff are caring and helpful.	6.15	5.75	1.47	0.40	6.52	6.11	1.2	0.41	-0.36	★★★★
5	Financial aid awards are announced in time to be helpful in college planning.	6.15	5.41	1.69	0.74	6.44	5.9	1.5	0.54	-0.49	★★★★
52	Financial assistance as factor in decision to enroll.	6.15				6.33					
51	Cost as factor in decision to enroll.	6.14				6.43					
27	Tutoring services are readily available.	6.12	6.01	1.32	0.11	6.43	6.25	1.3	0.18	-0.24	★★
21	The amount of student parking space on campus is adequate.	6.10	5.05	2.05	1.05	6.37	5.95	1.5	0.42	-0.90	★★★★
4	Security staff respond quickly to calls for assistance.	6.08	5.63	1.61	0.45	6.44	6.13	1.3	0.31	-0.50	★★★★
7	Admissions staff provide personalized attention prior to enrollment.	6.08	5.79	1.36	0.29	6.33	5.98	1.4	0.35	-0.19	★
41	Campus item: Most students feel a sense of belonging here.	6.04	5.7	1.55	0.34						
42	Campus item: Individual differences are valued at this college.	6.04	5.83	1.39	0.21						
53	Academic reputation as factor in decision to enroll.	6.04				6.15					
46	Campus item: The school provides an adequate orientation for first year students.	6.03	5.8	1.48	0.23						

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
2	Classes are scheduled at times that are convenient for me.	6.02	5.76	1.46	0.26	6.51	5.99	1.3	0.52	-0.23	★★
10	Parking lots are well-lighted and secure.	6.02	5.49	1.73	0.53	6.37	6.14	1.3	0.23	-0.65	★★★
31	Faculty use a variety of technology and media in the classroom.	5.97	5.84	1.37	0.13	6.21	6.15	1.2	0.06	-0.31	★★★
11	Counseling services are available if I need them.	5.94	6.03	1.21	-0.09	6.35	6.17	1.3	0.18	-0.14	
47	Campus item: A variety of activities and social events are provided on campus.	5.91	6	1.31	-0.09						
55	Personal recommendations as factor in decision to enroll.	5.86				5.91					
50	Campus item: I feel a sense of pride about my campus.	5.84	5.6	1.73	0.24						
58	Campus visits as factor in decision to enroll.	5.84				5.58					
57	Information on the campus Web site as factor in decision to enroll.	5.75				5.96					
56	Distance from campus as factor in decision to enroll.	5.71				6.1					
49	Campus item: The level of ethnic and cultural diversity on this campus is satisfactory.	5.67	5.75	1.53	-0.08						

All Survey Items in sequential order

Benchmark (SSI National Group of Community Colleges using Form B) based on 43,104 records, SS = Statistical Significance; SD = Standard Deviation

★ Difference statistically significant at the .05 level, ★★ Difference statistically significant at the .01 level, ★★★ Difference statistically significant at the .001 level

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
1	The campus staff are caring and helpful.	6.15	5.75	1.47	0.40	6.52	6.11	1.2	0.41	-0.36	★★★
2	Classes are scheduled at times that are convenient for me.	6.02	5.76	1.46	0.26	6.51	5.99	1.3	0.52	-0.23	★★
3	My academic advisor is available when I need help.	6.35	6.11	1.33	0.24	6.42	6.01	1.5	0.41	0.10	
4	Security staff respond quickly to calls for assistance.	6.08	5.63	1.61	0.45	6.44	6.13	1.3	0.31	-0.50	★★★
5	Financial aid awards are announced in time to be helpful in college planning.	6.15	5.41	1.69	0.74	6.44	5.9	1.5	0.54	-0.49	★★★

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
6	Library resources and services are adequate.	6.18	6.23	1.1	-0.05	6.38	6.26	1.2	0.12	-0.03	
7	Admissions staff provide personalized attention prior to enrollment.	6.08	5.79	1.36	0.29	6.33	5.98	1.4	0.35	-0.19	★
8	The quality of instruction I receive in most of my classes is excellent.	6.49	5.85	1.41	0.64	6.62	5.93	1.4	0.69	-0.08	
9	I am able to register for the classes I need with few conflicts.	6.38	5.99	1.29	0.39	6.58	6.07	1.3	0.51	-0.08	
10	Parking lots are well-lighted and secure.	6.02	5.49	1.73	0.53	6.37	6.14	1.3	0.23	-0.65	★★★
11	Counseling services are available if I need them.	5.94	6.03	1.21	-0.09	6.35	6.17	1.3	0.18	-0.14	
12	Faculty are fair and unbiased in their treatment of individual students.	6.25	5.88	1.45	0.37	6.59	6.15	1.3	0.44	-0.27	★★★
13	The campus is safe and secure for all students.	6.35	5.98	1.33	0.37	6.68	6.4	1	0.28	-0.42	★★★
14	My academic advisor is knowledgeable about my program requirements.	6.47	6.15	1.35	0.32	6.62	6.18	1.4	0.44	-0.03	
15	Financial aid counseling is available if I need it.	6.22	5.84	1.4	0.38	6.49	6.15	1.3	0.34	-0.31	★★★
16	My advisor helps me apply my program of study to career goals.	6.37	6.04	1.41	0.33	6.49	6.01	1.5	0.48	0.03	
17	Admissions counselors accurately portray program offerings in their recruiting practices.	6.26	5.96	1.36	0.30	6.41	6.02	1.4	0.39	-0.06	
18	Computers and/or Wi-Fi are adequate and accessible.	6.31	5.35	1.82	0.96	6.44	6.22	1.3	0.22	-0.87	★★★
19	Registration processes and procedures are convenient.	6.24	5.95	1.31	0.29	6.55	6.18	1.3	0.37	-0.23	★★
20	Students are made to feel welcome here.	6.28	6.05	1.29	0.23	6.61	6.34	1.2	0.27	-0.29	★★★
21	The amount of student parking space on campus is adequate.	6.10	5.05	2.05	1.05	6.37	5.95	1.5	0.42	-0.90	★★★
22	My academic advisor is knowledgeable about transfer requirements of other schools.	6.21	5.84	1.54	0.37	6.48	6.03	1.5	0.45	-0.19	★
23	This institution helps me identify resources to finance my education.	6.25	5.57	1.71	0.68	6.48	5.96	1.5	0.52	-0.39	★★★
24	The equipment in the lab facilities is kept up to date.	6.30	5.82	1.46	0.48	6.47	6.1	1.3	0.37	-0.28	★★★
25	Faculty provide timely feedback about my academic progress.	6.34	5.89	1.28	0.45	6.53	5.99	1.4	0.54	-0.10	

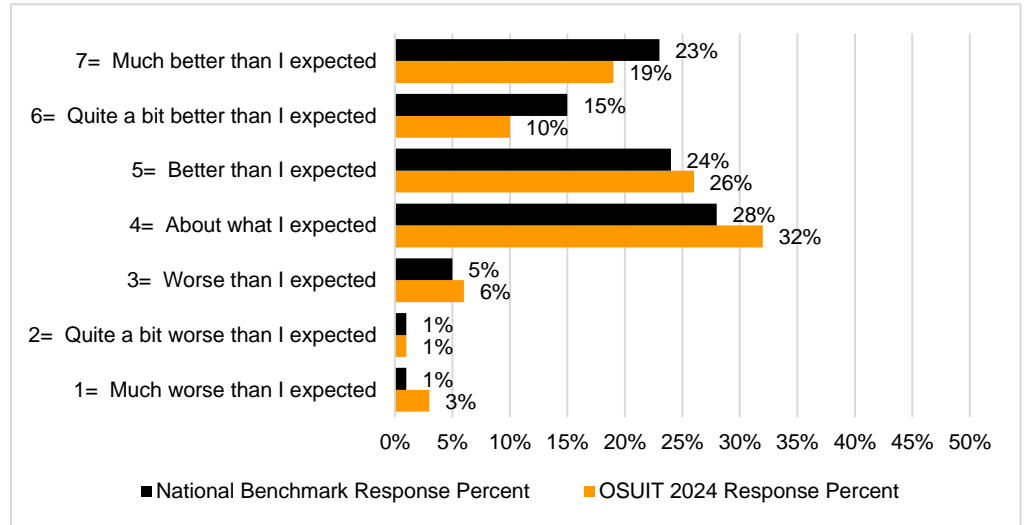
#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
26	There are adequate services to help me decide upon a career.	6.23	5.91	1.35	0.32	6.45	6.03	1.4	0.42	-0.12	
27	Tutoring services are readily available.	6.12	6.01	1.32	0.11	6.43	6.25	1.3	0.18	-0.24	★★
28	This campus provides online access to services I need.	6.25	6.05	1.22	0.20	6.57	6.34	1.1	0.23	-0.29	★★★
29	There are convenient ways of paying my school bill.	6.26	5.78	1.56	0.48	6.55	6.24	1.3	0.31	-0.46	★★★
30	The assessment and course placement procedures are reasonable.	6.19	5.95	1.27	0.24	6.46	6.15	1.2	0.31	-0.20	★★
31	Faculty use a variety of technology and media in the classroom.	5.97	5.84	1.37	0.13	6.21	6.15	1.2	0.06	-0.31	★★★
32	I am able to take care of college-related business at times that are convenient for me.	6.22	5.93	1.33	0.29	6.51	6.09	1.3	0.42	-0.16	★
33	Administrators are available to hear students' concerns.	6.21	5.81	1.45	0.40	6.47	5.97	1.5	0.5	-0.16	
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.20	5.99	1.32	0.21	6.52	6.2	1.2	0.32	-0.21	★★
35	I receive ongoing feedback about progress toward my academic goals.	6.20	5.76	1.45	0.44	6.4	5.78	1.6	0.62	-0.02	
36	Tuition paid is a worthwhile investment.	6.26	5.66	1.63	0.60	6.59	6.1	1.4	0.49	-0.44	★★★
37	I seldom get the "run-around" when seeking information on this campus.	6.25	5.54	1.65	0.71	6.33	5.78	1.6	0.55	-0.24	★
38	Most classes deal with practical experiences and applications.	6.33	5.99	1.31	0.34	6.47	6.07	1.3	0.4	-0.08	
39	On the whole, the campus is well-maintained.	6.24	5.6	1.6	0.64	6.53	6.42	1	0.11	-0.82	★★★
40	There are sufficient courses within my program of study available each term.	6.32	6.03	1.2	0.29	6.59	6.08	1.3	0.51	-0.05	
41	Campus item: Most students feel a sense of belonging here.	6.04	5.7	1.55	0.34						
42	Campus item: Individual differences are valued at this college.	6.04	5.83	1.39	0.21						
43	Campus item: My department prepares students well for their professions.	6.45	6.06	1.26	0.39						
44	Campus item: My academic advisor adequately assists me with career planning issues.	6.32	5.88	1.48	0.44						
45	Campus item: There are adequate services to develop job search skills and to learn of career opportunities.	6.28	5.95	1.29	0.33						

#	Item	OSUIT Importance	OSUIT Satisfaction	OSUIT SD	OSUIT Performance Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
46	Campus item: The school provides an adequate orientation for first year students.	6.03	5.8	1.48	0.23						
47	Campus item: A variety of activities and social events are provided on campus.	5.91	6	1.31	-0.09						
48	Campus item: College personnel and students show tolerance and respect for different viewpoints.	6.19	5.94	1.31	0.25						
49	Campus item: The level of ethnic and cultural diversity on this campus is satisfactory.	5.67	5.75	1.53	-0.08						
50	Campus item: I feel a sense of pride about my campus.	5.84	5.6	1.73	0.24						
51	Cost as factor in decision to enroll.	6.14				6.43					
52	Financial assistance as factor in decision to enroll.	6.15				6.33					
53	Academic reputation as factor in decision to enroll.	6.04				6.15					
54	Future career opportunities as factor in decision to enroll.	6.43				6.47					
55	Personal recommendations as factor in decision to enroll.	5.86				5.91					
56	Distance from campus as factor in decision to enroll.	5.71				6.1					
57	Information on the campus Web site as factor in decision to enroll.	5.75				5.96					
58	Campus visits as factor in decision to enroll.	5.84				5.58					

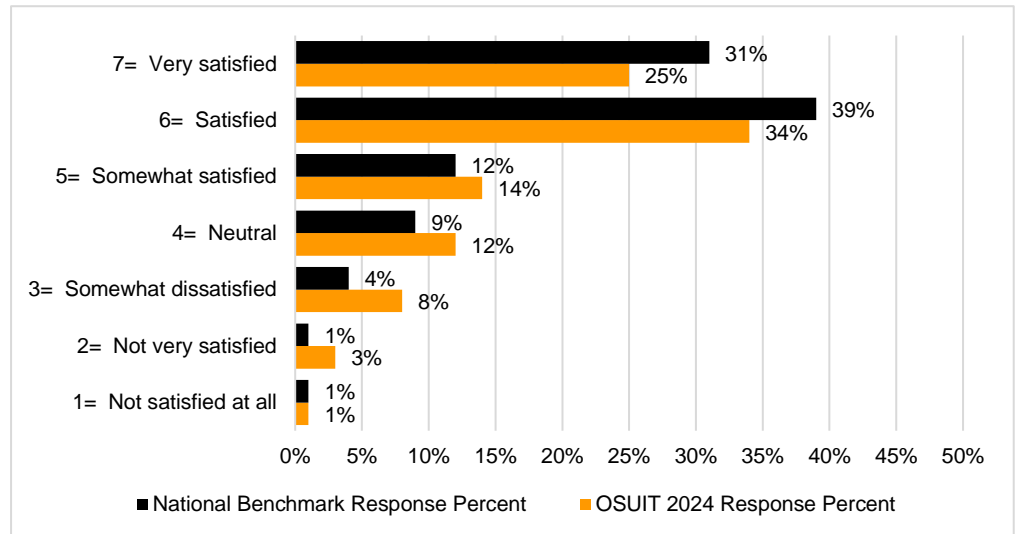
Institutional Summary Items: Benchmarks

Answer percentage data received as whole numbers from Ruffalo Noel Levitz. Benchmark (SSI National Group of Community Colleges using Form B) based on 46,104 records.

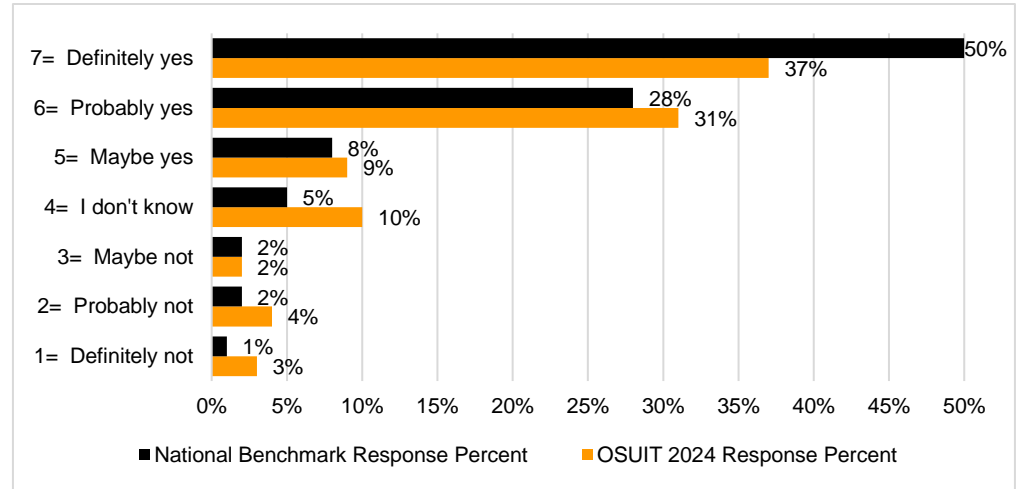
So far, how has your college experience met your expectations?	OSUIT 2024 Response Percent	National Benchmark Response Percent
1 = Much worse than I expected	3%	1%
2 = Quite a bit worse than I expected	1%	1%
3 = Worse than I expected	6%	5%
4 = About what I expected	32%	28%
5 = Better than I expected	26%	24%
6 = Quite a bit better than I expected	10%	15%
7 = Much better than I expected	19%	23%



Rate your overall satisfaction with your experience here thus far.	OSUIT 2024 Response Percent	National Benchmark Response Percent
1 = Not satisfied at all	1%	1%
2 = Not very satisfied	3%	1%
3 = Somewhat dissatisfied	8%	4%
4 = Neutral	12%	9%
5 = Somewhat satisfied	14%	12%
6 = Satisfied	34%	39%
7 = Very satisfied	25%	31%



All in all, if you had it to do over again, would you enroll here?	OSUIT 2024 Response Percent	National Benchmark Response Percent
1 = Definitely not	3%	1%
2 = Probably not	4%	2%
3 = Maybe not	2%	2%
4 = I don't know	10%	5%
5 = Maybe yes	9%	8%
6 = Probably yes	31%	28%
7 = Definitely yes	37%	50%



Institutional Summary: Scales with items that make up the scale

Benchmark (SSI National Group of Community Colleges using Form B) based on 46,104 records. SS = Statistical Significance; SD= Standard Deviation

★ Difference statistically significant at the .05 level, ★★ Difference statistically significant at the .01 level, ★★★ Difference statistically significant at the .001 level

Academic Advising Effectiveness

#	Item	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT Performance 2024 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
3	My academic advisor is available when I need help.	6.35	6.11	1.33	0.24	6.42	6.01	1.45	0.41	0.10	
14	My academic advisor is knowledgeable about my program requirements.	6.47	6.15	1.35	0.32	6.62	6.18	1.35	0.44	-0.03	
16	My advisor helps me apply my program of study to career goals.	6.37	6.04	1.41	0.33	6.49	6.01	1.5	0.48	0.03	
22	My academic advisor is knowledgeable about transfer requirements of other schools.	6.21	5.84	1.54	0.37	6.48	6.03	1.45	0.45	-0.19	★
35	I receive ongoing feedback about progress toward my academic goals.	6.20	5.76	1.45	0.44	6.4	5.78	1.57	0.62	-0.02	

Admissions and Financial Aid Effectiveness

#	Item	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT Performance 2024 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
5	Financial aid awards are announced in time to be helpful in college planning.	6.15	5.41	1.69	0.74	6.44	5.9	1.48	0.54	-0.49	★★★
7	Admissions staff provide personalized attention prior to enrollment.	6.08	5.79	1.36	0.29	6.33	5.98	1.39	0.35	-0.19	★★
15	Financial aid counseling is available if I need it.	6.22	5.84	1.4	0.38	6.49	6.15	1.31	0.34	-0.31	★★★
17	Admissions counselors accurately portray program offerings in their recruiting practices.	6.26	5.96	1.36	0.30	6.41	6.02	1.38	0.39	-0.06	★★
23	This institution helps me identify resources to finance my education.	6.25	5.57	1.71	0.68	6.48	5.96	1.48	0.52	-0.39	★★★

Campus Climate

#	Item	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT Performance 2024 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
1	The campus staff are caring and helpful.	6.15	5.75	1.47	0.40	6.52	6.11	1.2	0.41	-0.36	★★★★
13	The campus is safe and secure for all students.	6.35	5.98	1.33	0.37	6.68	6.4	1.02	0.28	-0.42	★★★★
20	Students are made to feel welcome here.	6.28	6.05	1.29	0.23	6.61	6.34	1.15	0.27	-0.29	★★★★
33	Administrators are available to hear students' concerns.	6.21	5.81	1.45	0.40	6.47	5.97	1.47	0.5	-0.16	★★★
36	Tuition paid is a worthwhile investment.	6.26	5.66	1.63	0.60	6.59	6.1	1.37	0.49	-0.44	★★★★
37	I seldom get the "run-around" when seeking information on this campus.	6.25	5.54	1.65	0.71	6.33	5.78	1.59	0.55	-0.24	★★
39	On the whole, the campus is well-maintained.	6.24	5.6	1.6	0.64	6.53	6.42	1.02	0.11	-0.82	★★★★

Campus Services

#	Item	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT Performance 2024 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
6	Library resources and services are adequate.	6.18	6.23	1.1	-0.05	6.38	6.26	1.15	0.12	-0.03	
11	Counseling services are available if I need them.	5.94	6.03	1.21	-0.09	6.35	6.17	1.28	0.18	-0.14	
18	Computers and/or Wi-Fi are adequate and accessible.	6.31	5.35	1.82	0.96	6.44	6.22	1.26	0.22	-0.87	★★★
24	The equipment in the lab facilities is kept up to date.	6.30	5.82	1.46	0.48	6.47	6.1	1.31	0.37	-0.28	★★★
26	There are adequate services to help me decide upon a career.	6.23	5.91	1.35	0.32	6.45	6.03	1.36	0.42	-0.12	
27	Tutoring services are readily available.	6.12	6.01	1.32	0.11	6.43	6.25	1.25	0.18	-0.24	★★
28	This campus provides online access to services I need.	6.25	6.05	1.22	0.20	6.57	6.34	1.12	0.23	-0.29	★★★

Instructional Effectiveness

#	Item	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT Performance 2024 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
8	The quality of instruction I receive in most of my classes is excellent.	6.49	5.85	1.41	0.64	6.62	5.93	1.35	0.69	-0.08	
12	Faculty are fair and unbiased in their treatment of individual students.	6.25	5.88	1.45	0.37	6.59	6.15	1.33	0.44	-0.27	★★★
25	Faculty provide timely feedback about my academic progress.	6.34	5.89	1.28	0.45	6.53	5.99	1.37	0.54	-0.10	
31	Faculty use a variety of technology and media in the classroom.	5.97	5.84	1.37	0.13	6.21	6.15	1.22	0.06	-0.31	★★★
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.20	5.99	1.32	0.21	6.52	6.2	1.24	0.32	-0.21	★★
38	Most classes deal with practical experiences and applications.	6.33	5.99	1.31	0.34	6.47	6.07	1.27	0.4	-0.08	
40	There are sufficient courses within my program of study available each term.	6.32	6.03	1.2	0.29	6.59	6.08	1.34	0.51	-0.05	

Registration Effectiveness

#	Item	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT Performance 2024 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
2	Classes are scheduled at times that are convenient for me.	6.02	5.76	1.46	0.26	6.51	5.99	1.31	0.52	-0.23	★★
9	I am able to register for the classes I need with few conflicts.	6.38	5.99	1.29	0.39	6.58	6.07	1.33	0.51	-0.08	
19	Registration processes and procedures are convenient.	6.24	5.95	1.31	0.29	6.55	6.18	1.25	0.37	-0.23	★★
29	There are convenient ways of paying my school bill.	6.26	5.78	1.56	0.48	6.55	6.24	1.26	0.31	-0.46	★★★
32	I am able to take care of college-related business at times that are convenient for me.	6.22	5.93	1.33	0.29	6.51	6.09	1.29	0.42	-0.16	★

Safety and Security

#	Item	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT Performance 2024 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
4	Security staff respond quickly to calls for assistance.	6.08	5.63	1.61	0.45	6.44	6.13	1.27	0.31	-0.50	★★★
10	Parking lots are well-lighted and secure.	6.02	5.49	1.73	0.53	6.37	6.14	1.29	0.23	-0.65	★★★
13	The campus is safe and secure for all students.	6.35	5.98	1.33	0.37	6.68	6.4	1.02	0.28	-0.42	★★★
21	The amount of student parking space on campus is adequate.	6.10	5.05	2.05	1.05	6.37	5.95	1.52	0.42	-0.90	★★★

Student Centeredness

#	Item	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT Performance 2024 Gap	Benchmark Importance	Benchmark Satisfaction	Benchmark SD	Benchmark Performance Gap	Difference	SS
1	The campus staff are caring and helpful.	6.15	5.75	1.47	0.40	6.52	6.11	1.2	0.41	-0.36	★★★
20	Students are made to feel welcome here.	6.28	6.05	1.29	0.23	6.61	6.34	1.15	0.27	-0.29	★★★
33	Administrators are available to hear students' concerns.	6.21	5.81	1.45	0.40	6.47	5.97	1.47	0.5	-0.16	
37	I seldom get the "run-around" when seeking information on this campus.	6.25	5.54	1.65	0.71	6.33	5.78	1.59	0.55	-0.24	★

APPENDIX C:
OSUIT Two Year Comparisons

OSUIT Two Year Comparison: In descending order of Importance

OSUIT 2023 results based on 214 student responses, 2024 results based on 375 responses. SS = Statistical Significance; SD. = Standard Deviation

★ Difference statistically significant at the .05 level, ★★ Difference statistically significant at the .01 level, ★★★ Difference statistically significant at the .001 level

#	Items	2023 OSUIT Importance	2023 OSUIT Satisfaction	2023 OSUIT SD	2023 OSUIT Performance Gap	2024 OSUIT Importance	2024 OSUIT Satisfaction	2024 OSUIT SD	2024 OSUIT Performance Gap	Mean Difference	SS
8	The quality of instruction I receive in most of my classes is excellent.	6.5	5.81	1.47	0.69	6.49	5.85	1.41	0.64	0.04	
14	My academic advisor is knowledgeable about my program requirements.	6.52	6.34	1.21	0.18	6.47	6.15	1.35	0.32	-0.19	
43	Campus item: My department prepares students well for their professions.	6.4	5.89	1.54	0.51	6.45	6.06	1.26	0.39	0.17	
54	Future career opportunities as factor in decision to enroll.	6.45				6.43					
9	I am able to register for the classes I need with few conflicts.	6.49	5.97	1.34	0.52	6.38	5.99	1.29	0.39	0.02	
16	My advisor helps me apply my program of study to career goals.	6.35	6.07	1.37	0.28	6.37	6.04	1.41	0.33	-0.03	
13	The campus is safe and secure for all students.	6.49	6.13	1.26	0.36	6.35	5.98	1.33	0.37	-0.15	
3	My academic advisor is available when I need help.	6.47	6.16	1.25	0.31	6.35	6.11	1.33	0.24	-0.05	
25	Faculty provide timely feedback about my academic progress.	6.27	5.79	1.54	0.48	6.34	5.89	1.28	0.45	0.10	
38	Most classes deal with practical experiences and applications.	6.32	5.91	1.44	0.41	6.33	5.99	1.31	0.34	0.08	
40	There are sufficient courses within my program of study available each term.	6.28	5.95	1.42	0.33	6.32	6.03	1.2	0.29	0.08	
44	Campus item: My academic advisor adequately assists me with career planning issues.	6.27	6	1.33	0.27	6.32	5.88	1.48	0.44	-0.12	
18	Computers and/or Wi-Fi are adequate and accessible.	6.37	5.7	1.53	0.67	6.31	5.35	1.82	0.96	-0.35	★
24	The equipment in the lab facilities is kept up to date.	6.31	5.69	1.59	0.62	6.3	5.82	1.46	0.48	0.13	
20	Students are made to feel welcome here.	6.39	5.98	1.38	0.41	6.28	6.05	1.29	0.23	0.07	

#	Items	2023 OSUIT Importance	2023 OSUIT Satisfaction	2023 OSUIT SD	2023 OSUIT Performance Gap	2024 OSUIT Importance	2024 OSUIT Satisfaction	2024 OSUIT SD	2024 OSUIT Performance Gap	Mean Difference	SS
45	Campus item: There are adequate services to develop job search skills and to learn of career opportunities.	6.34	5.95	1.43	0.39	6.28	5.95	1.29	0.33	0.00	
36	Tuition paid is a worthwhile investment.	6.33	5.8	1.54	0.53	6.26	5.66	1.63	0.60	-0.14	
29	There are convenient ways of paying my school bill.	6.27	5.89	1.62	0.38	6.26	5.78	1.56	0.48	-0.11	
17	Admissions counselors accurately portray program offerings in their recruiting practices.	6.26	5.99	1.45	0.27	6.26	5.96	1.36	0.30	-0.03	
28	This campus provides online access to services I need.	6.4	6.11	1.35	0.29	6.25	6.05	1.22	0.20	-0.06	
12	Faculty are fair and unbiased in their treatment of individual students.	6.35	5.87	1.57	0.48	6.25	5.88	1.45	0.37	0.01	
23	This institution helps me identify resources to finance my education.	6.23	5.65	1.63	0.58	6.25	5.57	1.71	0.68	-0.08	
37	I seldom get the "run-around" when seeking information on this campus.	6.23	5.54	1.72	0.69	6.25	5.54	1.65	0.71	0.00	
19	Registration processes and procedures are convenient.	6.35	5.86	1.4	0.49	6.24	5.95	1.31	0.29	0.09	
39	On the whole, the campus is well-maintained.	6.28	5.74	1.55	0.54	6.24	5.6	1.6	0.64	-0.14	
26	There are adequate services to help me decide upon a career.	6.23	6	1.27	0.23	6.23	5.91	1.35	0.32	-0.09	
15	Financial aid counseling is available if I need it.	6.3	6.04	1.43	0.26	6.22	5.84	1.4	0.38	-0.20	
32	I am able to take care of college-related business at times that are convenient for me.	6.29	6.03	1.28	0.26	6.22	5.93	1.33	0.29	-0.10	
33	Administrators are available to hear students' concerns.	6.26	5.88	1.43	0.38	6.21	5.81	1.45	0.40	-0.07	
22	My academic advisor is knowledgeable about transfer requirements of other schools.	6.08	5.99	1.45	0.09	6.21	5.84	1.54	0.37	-0.15	
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.27	5.94	1.38	0.33	6.2	5.99	1.32	0.21	0.05	
35	I receive ongoing feedback about progress toward my academic goals.	6.21	5.8	1.47	0.41	6.2	5.76	1.45	0.44	-0.04	
30	The assessment and course placement procedures are reasonable.	6.31	5.92	1.31	0.39	6.19	5.95	1.27	0.24	0.03	
48	Campus item: College personnel and students show tolerance and respect for different viewpoints.	6.25	5.8	1.65	0.45	6.19	5.94	1.31	0.25	0.14	

#	Items	2023 OSUIT Importance	2023 OSUIT Satisfaction	2023 OSUIT SD	2023 OSUIT Performance Gap	2024 OSUIT Importance	2024 OSUIT Satisfaction	2024 OSUIT SD	2024 OSUIT Performance Gap	Mean Difference	SS
6	Library resources and services are adequate.	6.28	6.25	1.12	0.03	6.18	6.23	1.1	-0.05	-0.02	
1	The campus staff are caring and helpful.	6.34	5.89	1.3	0.45	6.15	5.75	1.47	0.40	-0.14	
52	Financial assistance as factor in decision to enroll.	6.28				6.15					
5	Financial aid awards are announced in time to be helpful in college planning.	6.25	5.55	1.69	0.70	6.15	5.41	1.69	0.74	-0.14	
51	Cost as factor in decision to enroll.	6.31				6.14					
27	Tutoring services are readily available.	6.27	5.89	1.52	0.38	6.12	6.01	1.32	0.11	0.12	
21	The amount of student parking space on campus is adequate.	6.15	5.21	2.04	0.94	6.1	5.05	2.05	1.05	-0.16	
7	Admissions staff provide personalized attention prior to enrollment.	6.3	5.88	1.42	0.42	6.08	5.79	1.36	0.29	-0.09	
4	Security staff respond quickly to calls for assistance.	6.26	5.84	1.56	0.42	6.08	5.63	1.61	0.45	-0.21	
42	Campus item: Individual differences are valued at this college.	6.21	5.69	1.65	0.52	6.04	5.83	1.39	0.21	0.14	
41	Campus item: Most students feel a sense of belonging here.	6.18	5.72	1.61	0.46	6.04	5.7	1.55	0.34	-0.02	
53	Academic reputation as factor in decision to enroll.	6.13				6.04					
46	Campus item: The school provides an adequate orientation for first year students.	6.22	5.91	1.51	0.31	6.03	5.8	1.48	0.23	-0.11	
2	Classes are scheduled at times that are convenient for me.	6.33	5.92	1.46	0.41	6.02	5.76	1.46	0.26	-0.16	
10	Parking lots are well-lighted and secure.	6.09	5.69	1.67	0.40	6.02	5.49	1.73	0.53	-0.20	
31	Faculty use a variety of technology and media in the classroom.	6.01	6.04	1.22	-0.03	5.97	5.84	1.37	0.13	-0.20	
11	Counseling services are available if I need them.	6.23	6.17	1.3	0.06	5.94	6.03	1.21	-0.09	-0.14	
47	Campus item: A variety of activities and social events are provided on campus.	6.08	6.06	1.34	0.02	5.91	6	1.31	-0.09	-0.06	
55	Personal recommendations as factor in decision to enroll.	5.95				5.86					
50	Campus item: I feel a sense of pride about my campus.	5.98	5.7	1.69	0.28	5.84	5.6	1.73	0.24	-0.10	
58	Campus visits as factor in decision to enroll.	5.72				5.84					
57	Information on the campus Web site as factor in decision to enroll.	5.84				5.75					

#	Items	2023 OSUIT Importance	2023 OSUIT Satisfaction	2023 OSUIT SD	2023 OSUIT Performance Gap	2024 OSUIT Importance	2024 OSUIT Satisfaction	2024 OSUIT SD	2024 OSUIT Performance Gap	Mean Difference	SS
56	Distance from campus as factor in decision to enroll.	5.73				5.71					
49	Campus item: The level of ethnic and cultural diversity on this campus is satisfactory.	6.03	5.91	1.6	0.12	5.67	5.75	1.53	-0.08	-0.16	

OSUIT Two Year Comparison: Scale with items that make up the scale, in order of OSUIT 2023 Importance.

OSUIT 2023 results based on 214 student responses, 2024 results based on 375 responses. SS = Statistical Significance; SD = Standard Deviation

★ Difference statistically significant at the .05 level, ★★ Difference statistically significant at the .01 level, ★★★ Difference statistically significant at the .001 level

Academic Advising Effectiveness

#	Scale/Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT 2024 Performance Gap	Mean Difference	SS
14	My academic advisor is knowledgeable about my program requirements.	6.52	6.34	1.21	0.18	6.47	6.15	1.35	0.32	-0.19	14
3	My academic advisor is available when I need help.	6.47	6.16	1.25	0.31	6.35	6.11	1.33	0.24	-0.05	3
16	My advisor helps me apply my program of study to career goals.	6.35	6.07	1.37	0.28	6.37	6.04	1.41	0.33	-0.03	16
35	I receive ongoing feedback about progress toward my academic goals.	6.21	5.8	1.47	0.41	6.2	5.76	1.45	0.44	-0.04	35
22	My academic advisor is knowledgeable about transfer requirements of other schools.	6.08	5.99	1.45	0.09	6.21	5.84	1.54	0.37	-0.15	22

Admissions and Financial Aid Effectiveness

#	Scale/Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT 2024 Performance Gap	Mean Difference	SS
7	Admissions staff provide personalized attention prior to enrollment.	6.3	5.88	1.42	0.42	6.08	5.79	1.36	0.29	-0.09	
15	Financial aid counseling is available if I need it.	6.3	6.04	1.43	0.26	6.22	5.84	1.4	0.38	-0.20	
17	Admissions counselors accurately portray program offerings in their recruiting practices.	6.26	5.99	1.45	0.27	6.26	5.96	1.36	0.30	-0.03	
5	Financial aid awards are announced in time to be helpful in college planning.	6.25	5.55	1.69	0.70	6.15	5.41	1.69	0.74	-0.14	
23	This institution helps me identify resources to finance my education.	6.23	5.65	1.63	0.58	6.25	5.57	1.71	0.68	-0.08	

Campus Climate

#	Scale/Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT 2024 Performance Gap	Mean Difference	SS
13	The campus is safe and secure for all students.	6.49	6.13	1.26	0.36	6.35	5.98	1.33	0.37	-0.15	
20	Students are made to feel welcome here.	6.39	5.98	1.38	0.41	6.28	6.05	1.29	0.23	0.07	
1	The campus staff are caring and helpful.	6.34	5.89	1.3	0.45	6.15	5.75	1.47	0.40	-0.14	
36	Tuition paid is a worthwhile investment.	6.33	5.8	1.54	0.53	6.26	5.66	1.63	0.60	-0.14	
39	On the whole, the campus is well-maintained.	6.28	5.74	1.55	0.54	6.24	5.6	1.6	0.64	-0.14	
33	Administrators are available to hear students' concerns.	6.26	5.88	1.43	0.38	6.21	5.81	1.45	0.40	-0.07	
37	I seldom get the "run-around" when seeking information on this campus.	6.23	5.54	1.72	0.69	6.25	5.54	1.65	0.71	0.00	

Campus Services

#	Scale/Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT 2024 Performance Gap	Mean Difference	SS
28	This campus provides online access to services I need.	6.4	6.11	1.35	0.29	6.25	6.05	1.22	0.20	-0.06	
18	Computers and/or Wi-Fi are adequate and accessible.	6.37	5.7	1.53	0.67	6.31	5.35	1.82	0.96	-0.35	★
24	The equipment in the lab facilities is kept up to date.	6.31	5.69	1.59	0.62	6.3	5.82	1.46	0.48	0.13	
30	The assessment and course placement procedures are reasonable.	6.31	5.92	1.31	0.39	6.19	5.95	1.27	0.24	0.03	
6	Library resources and services are adequate.	6.28	6.25	1.12	0.03	6.18	6.23	1.1	-0.05	-0.02	
27	Tutoring services are readily available.	6.27	5.89	1.52	0.38	6.12	6.01	1.32	0.11	0.12	
11	Counseling services are available if I need them.	6.23	6.17	1.3	0.06	5.94	6.03	1.21	-0.09	-0.14	
26	There are adequate services to help me decide upon a career.	6.23	6	1.27	0.23	6.23	5.91	1.35	0.32	-0.09	

Instructional Effectiveness Scale

#	Scale/Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT 2024 Performance Gap	Mean Difference	SS
8	The quality of instruction I receive in most of my classes is excellent.	6.5	5.81	1.47	0.69	6.49	5.85	1.41	0.64	0.04	
12	Faculty are fair and unbiased in their treatment of individual students.	6.35	5.87	1.57	0.48	6.25	5.88	1.45	0.37	0.01	
38	Most classes deal with practical experiences and applications.	6.32	5.91	1.44	0.41	6.33	5.99	1.31	0.34	0.08	
40	There are sufficient courses within my program of study available each term.	6.28	5.95	1.42	0.33	6.32	6.03	1.2	0.29	0.08	
25	Faculty provide timely feedback about my academic progress.	6.27	5.79	1.54	0.48	6.34	5.89	1.28	0.45	0.10	
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.27	5.94	1.38	0.33	6.2	5.99	1.32	0.21	0.05	
31	Faculty use a variety of technology and media in the classroom.	6.01	6.04	1.22	-0.03	5.97	5.84	1.37	0.13	-0.20	

Registration Effectiveness

#	Scale/Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT 2024 Performance Gap	Mean Difference	SS
9	I am able to register for the classes I need with few conflicts.	6.49	5.97	1.34	0.52	6.38	5.99	1.29	0.39	0.02	
19	Registration processes and procedures are convenient.	6.35	5.86	1.4	0.49	6.24	5.95	1.31	0.29	0.09	
2	Classes are scheduled at times that are convenient for me.	6.33	5.92	1.46	0.41	6.02	5.76	1.46	0.26	-0.16	
32	I am able to take care of college-related business at times that are convenient for me.	6.29	6.03	1.28	0.26	6.22	5.93	1.33	0.29	-0.10	
29	There are convenient ways of paying my school bill.	6.27	5.89	1.62	0.38	6.26	5.78	1.56	0.48	-0.11	

Safety and Security

#	Scale/Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT 2024 Performance Gap	Mean Difference	SS
13	The campus is safe and secure for all students.	6.49	6.13	1.26	0.36	6.35	5.98	1.33	0.37	-0.15	
4	Security staff respond quickly to calls for assistance.	6.26	5.84	1.56	0.42	6.08	5.63	1.61	0.45	-0.21	
21	The amount of student parking space on campus is adequate.	6.15	5.21	2.04	0.94	6.1	5.05	2.05	1.05	-0.16	
10	Parking lots are well-lighted and secure.	6.09	5.69	1.67	0.40	6.02	5.49	1.73	0.53	-0.20	

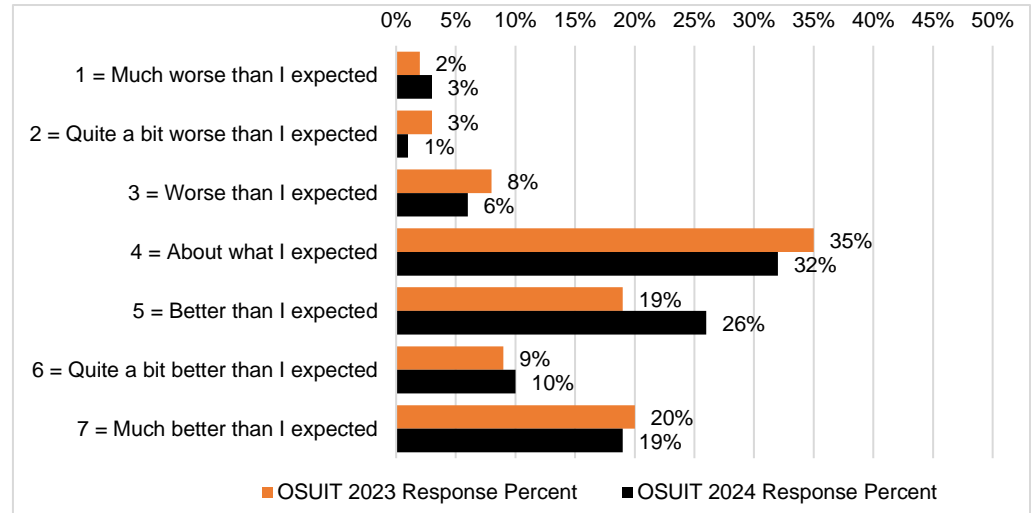
Student Centeredness

#	Scale/Item	OSUIT 2023 Importance	OSUIT 2023 Satisfaction	OSUIT 2023 SD	OSUIT 2023 Performance Gap	OSUIT 2024 Importance	OSUIT 2024 Satisfaction	OSUIT 2024 SD	OSUIT 2024 Performance Gap	Mean Difference	SS
20	Students are made to feel welcome here.	6.39	5.98	1.38	0.41	6.28	6.05	1.29	0.23	0.07	
1	The campus staff are caring and helpful.	6.34	5.89	1.3	0.45	6.15	5.75	1.47	0.40	-0.14	
33	Administrators are available to hear students' concerns.	6.26	5.88	1.43	0.38	6.21	5.81	1.45	0.40	-0.07	
37	I seldom get the "run-around" when seeking information on this campus.	6.23	5.54	1.72	0.69	6.25	5.54	1.65	0.71	0.00	

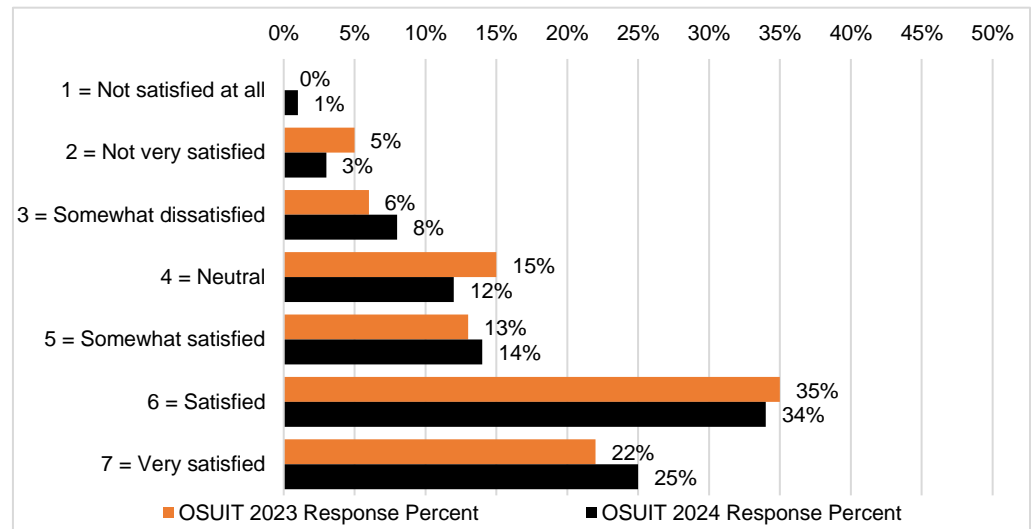
OSUIT Two-Year Comparison: Summary Items

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

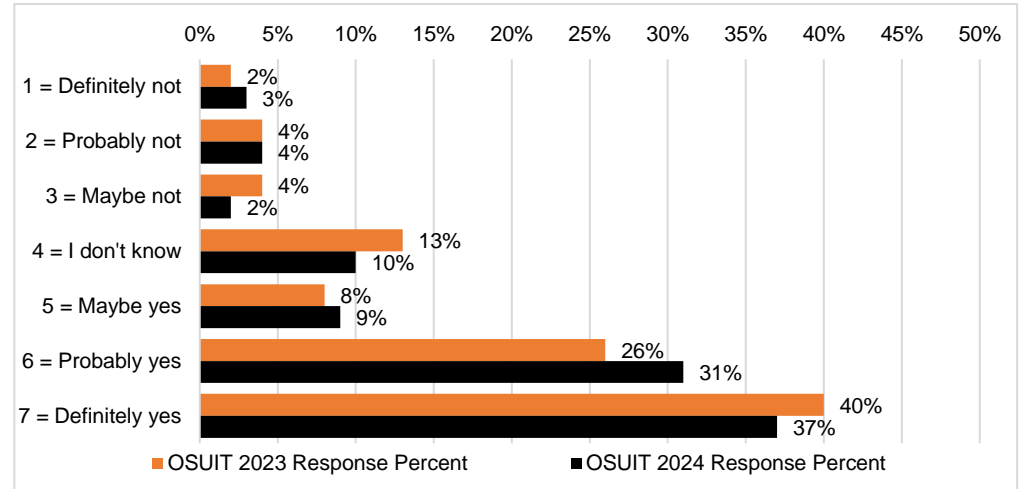
So far, how has your college experience met your expectations?	OSUIT 2023 Response Percent	OSUIT 2024 Response Percent	Difference
1 = Much worse than I expected	2%	3%	1%
2 = Quite a bit worse than I expected	3%	1%	-3%
3 = Worse than I expected	8%	6%	3%
4 = About what I expected	35%	32%	-5%
5 = Better than I expected	19%	26%	13%
6 = Quite a bit better than I expected	9%	10%	2%
7 = Much better than I expected	20%	19%	-9%



Rate your overall satisfaction with your experience here thus far.	OSUIT 2023 Response Percent	OSUIT 2024 Response Percent	Difference
1 = Not satisfied at all	0%	1%	-3%
2 = Not very satisfied	5%	3%	-1%
3 = Somewhat dissatisfied	6%	8%	-1%
4 = Neutral	15%	12%	-5%
5 = Somewhat satisfied	13%	14%	3%
6 = Satisfied	35%	34%	14%
7 = Very satisfied	22%	25%	-9%



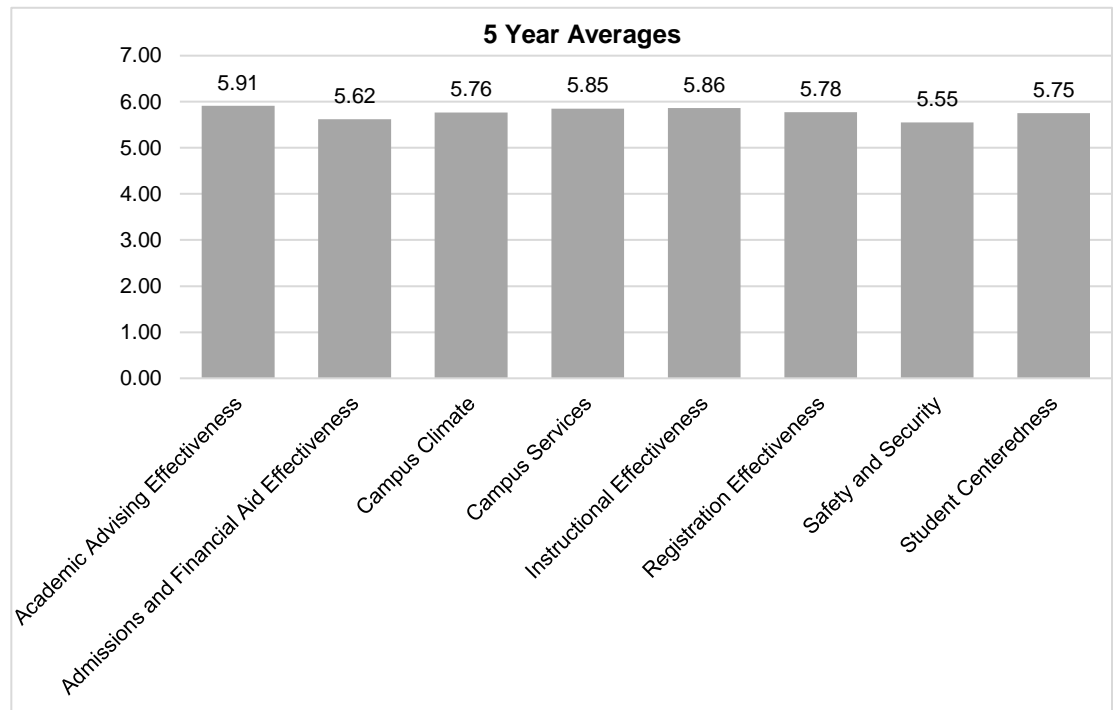
All in all, if you had it to do over again, would you enroll here?	OSUIT 2023 Response Percent	OSUIT 2024 Response Percent	Difference
1 = Definitely not	2%	3%	-1%
2 = Probably not	4%	4%	-5%
3 = Maybe not	4%	2%	1%
4 = I don't know	13%	10%	-5%
5 = Maybe yes	8%	9%	4%
6 = Probably yes	26%	31%	1%
7 = Definitely yes	40%	37%	5%



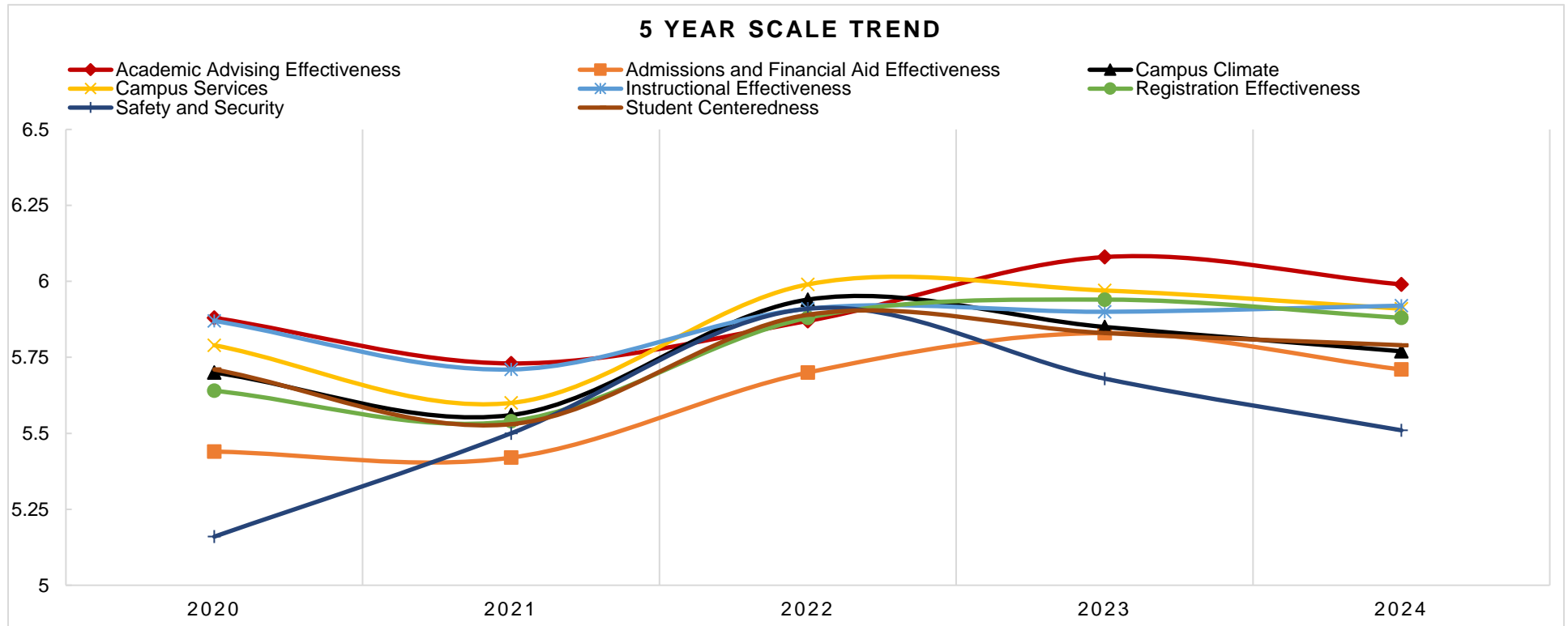
APPENDIX D: OSUIT Five-Year Comparisons

OSUIT Five-Year Comparison of Mean Satisfaction

Scale	2020	2021	2022	2023	2024
Academic Advising Effectiveness	5.88	5.73	5.87	6.08	5.99
Admissions and Financial Aid Effectiveness	5.44	5.42	5.7	5.83	5.71
Campus Climate	5.7	5.56	5.94	5.85	5.77
Campus Services	5.79	5.6	5.99	5.97	5.91
Instructional Effectiveness	5.87	5.71	5.91	5.90	5.92
Registration Effectiveness	5.64	5.54	5.88	5.94	5.88
Safety and Security	5.16	5.5	5.91	5.68	5.51
Student Centeredness	5.71	5.53	5.89	5.83	5.79



Please note: This line chart does not begin at zero. As no responses fell below a 5 on the satisfaction rating scale, the small but statistically significant changes over time cannot be effectively visualized without increasing the focus of the chart's axis.



OSUIT Five-Year Comparisons of Mean Satisfaction by Item

#	Items	2020	2021	2022	2023	2024
1	The campus staff are caring and helpful	5.98	5.74	5.93	5.89	5.75
2	Classes are scheduled at times that are convenient for me	5.58	5.64	5.71	5.92	5.76
3	My academic advisor is available when I need help	6.01	5.85	5.83	6.16	6.11
4	Security staff respond quickly to calls for assistance	5.01	5.39	5.86	5.84	5.63
5	Financial aid awards are announced in time to be helpful in college planning	5.06	5.20	5.13	5.55	5.41
6	Library resources and services are adequate	5.92	5.65	6.28	6.25	6.23
7	Admissions staff provide personalized attention prior to enrollment	5.49	5.52	5.69	5.88	5.79
8	The quality of instruction I receive in most of my classes is excellent	5.98	5.80	5.76	5.81	5.85
9	I am able to register for the classes I need with few conflicts	5.77	5.61	5.92	5.97	5.99
10	Parking lots are well-lighted and secure	5.31	5.48	5.90	5.69	5.49
11	Counseling services are available if I need them	5.63	5.51	6.17	6.17	6.03
12	Faculty are fair and unbiased in their treatment of individual students	5.76	5.68	5.80	5.87	5.88
13	The campus is safe and secure for all students	5.74	5.84	6.26	6.13	5.98

#	Items	2020	2021	2022	2023	2024
14	My academic advisor is knowledgeable about my program requirements	6.14	5.93	6.10	6.34	6.15
15	Financial aid counseling is available if I need it	5.58	5.60	6.15	6.04	5.84
16	My advisor helps me apply my program of study to career goals	5.93	5.82	6.00	6.07	6.04
17	Admissions counselors accurately portray program offerings in their recruiting practices	5.67	5.52	5.80	5.99	5.96
18	Computer labs are adequate and accessible	5.86	5.62	6.04	5.70	5.35
19	Registration processes and procedures are convenient	5.65	5.55	5.79	5.86	5.95
20	Students are made to feel welcome here	5.92	5.82	6.10	5.98	6.05
21	The amount of student parking space on campus is adequate	4.94	4.58	5.26	5.21	5.05
22	My academic advisor is knowledgeable about transfer requirements of other schools	5.64	5.58	5.93	5.99	5.84
23	This institution helps me identify resources to finance my education	5.14	5.26	5.32	5.65	5.57
24	The equipment in the lab facilities is kept up to date	5.54	5.49	5.63	5.69	5.82
25	Faculty provide timely feedback about my academic progress	5.70	5.54	5.79	5.79	5.89
26	There are adequate services to help me decide upon a career	5.80	5.65	5.90	6.00	5.91
27	Tutoring services are readily available	5.89	5.73	6.13	5.89	6.01
28	This campus provides online access to services I need	5.95	5.67	5.95	6.11	6.05
29	There are convenient ways of paying my school bill	5.56	5.40	5.95	5.89	5.78
30	The assessment and course placement procedures are reasonable	5.71	5.50	5.84	5.92	5.95
31	Faculty use a variety of technology and media in the classroom	5.92	5.74	6.01	6.04	5.84
32	I am able to take care of college-related business at times that are convenient for me	5.65	5.51	6.03	6.03	5.93
33	Administrators are available to hear students' concerns	5.62	5.49	5.91	5.88	5.81
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail)	6.00	5.78	6.14	5.94	5.99
35	I receive ongoing feedback about progress toward my academic goals	5.63	5.46	5.50	5.80	5.76
36	Tuition paid is a worthwhile investment	5.58	5.29	5.82	5.80	5.66
37	I seldom get the "run-around" when seeking information on this campus	5.13	5.29	5.04	5.54	5.54
38	Most classes deal with practical experiences and applications	5.91	5.72	6.02	5.91	5.99
39	On the whole, the campus is well-maintained	5.73	5.69	5.92	5.74	5.60
40	There are sufficient courses within my program of study available each term	5.84	5.74	5.84	5.95	6.03
41	Campus item 1: Most students feel a sense of belonging here	5.68	5.53	5.87	5.72	5.7
42	Campus item 2: My department prepares students well for their professions	6.19	5.86	5.91	5.69	5.83
43	Campus item 3: My academic advisor adequately assists me with career planning issues	5.87	5.73	5.93	5.89	6.06
44	Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities	6.00	5.75	5.74	6.00	5.88
45	Campus item 5: The school provides an adequate orientation for first year students	5.79	5.59	5.95	5.95	5.95
46	Campus item 6: A variety of activities and social events are provided on campus	5.70	5.54	5.80	5.91	5.8
47	Campus item 7: College personnel and students show tolerance and respect for different viewpoints	5.71	5.58	6.02	6.06	6
48	Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory	5.57	5.51	6.05	5.80	5.94
49	Campus item 9: I feel a sense of pride about my campus	5.62	5.54	6.11	5.91	5.75
50	Campus item 10: My Instructors demonstrate professionalism as appropriate for the workplace	6.17	6.03	5.80	5.70	5.60

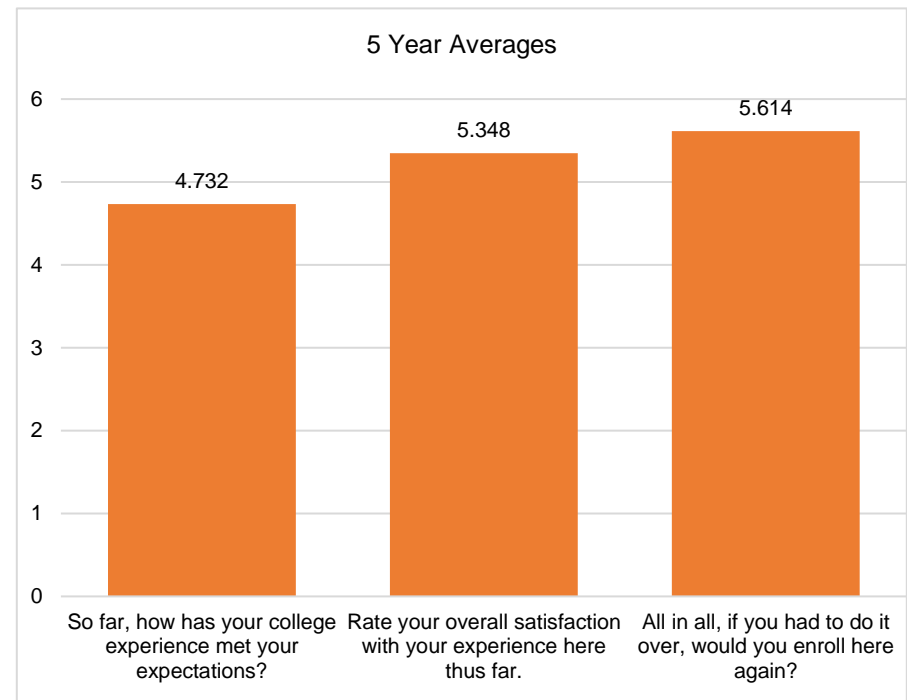
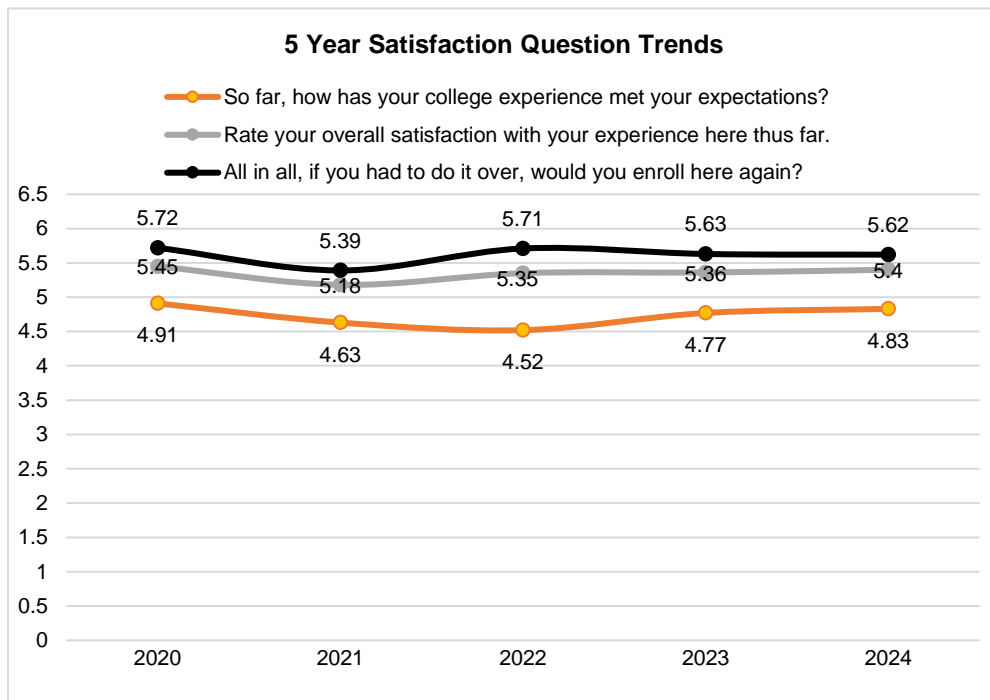
OSUIT Five-Year Comparisons of Mean Importance of Campus Specific Items

#	Items	2020	2021	2022	2023	2024
51	Cost as factor in decision to enroll	5.26	5.32	5.4	5.95	5.86
52	Financial assistance as factor in decision to enroll	5.29	5.04	5.63	5.73	5.71
53	Academic reputation as factor in decision to enroll	5.2	5.13	5.49	5.84	5.75

54	Future career opportunities as factor in decision to enroll	4.58	5.26	5.62	5.72	5.84
55	Personal recommendations as factor in decision to enroll	5.88	6	5.94	6.28	6.15
56	Distance from campus as factor in decision to enroll	5.74	5.83	5.53	6.31	6.14
57	Information on the campus Web site as factor in decision to enroll	5.66	5.78	5.52	6.13	6.04
58	Campus visits as factor in decision to enroll	5.63	5.69	5.43	6.45	6.43

OSUIT Five-Year Comparison, Summary Items

Summary Items	2020 average (n = 437)	2021 average (n = 386)	2022 average (n= 64)	2023 average (n= 214)	2024 average (n= 375)
So far, how has your college experience met your expectations?	4.91	4.63	4.52	4.77	4.83
Rate your overall satisfaction with your experience here thus far.	5.45	5.18	5.35	5.36	5.4
All in all, if you had to do it over, would you enroll here again?	5.72	5.39	5.71	5.63	5.62



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

So far, how has your college experience met your expectations?	2020 Response Percent	2021 Response Percent	2022 Response Percent	2023 Response Percent	2024 Response Percent
1=Much worse than expected	2%	3%	4%	2%	3%
2=Quite a bit worse than I expected	1%	3%	0%	3%	1%
3=Worse than I expected	5%	12%	15%	8%	6%
4=About what I expected	35%	33%	28%	35%	32%
5=Better than I expected	21%	16%	29%	19%	26%
6=Quite a bit better than I expected	12%	12%	14%	9%	10%
7=Much better than expected	19%	16%	7%	20%	19%

Rate your overall satisfaction with your experience here thus far.	2020 Response Percent	2021 Response Percent	2022 Response Percent	2023 Response Percent	2024 Response Percent
1=Not satisfied at all	1%	4%	1%	0%	1%
2=Not very satisfied	2%	4%	3%	5%	3%
3=Somewhat dissatisfied	5%	8%	7%	6%	8%
4=Neutral	14%	14%	9%	15%	12%
5=Somewhat satisfied	17%	14%	17%	13%	14%
6=Satisfied	33%	30%	44%	35%	34%
7=Very satisfied	25%	24%	15%	22%	25%

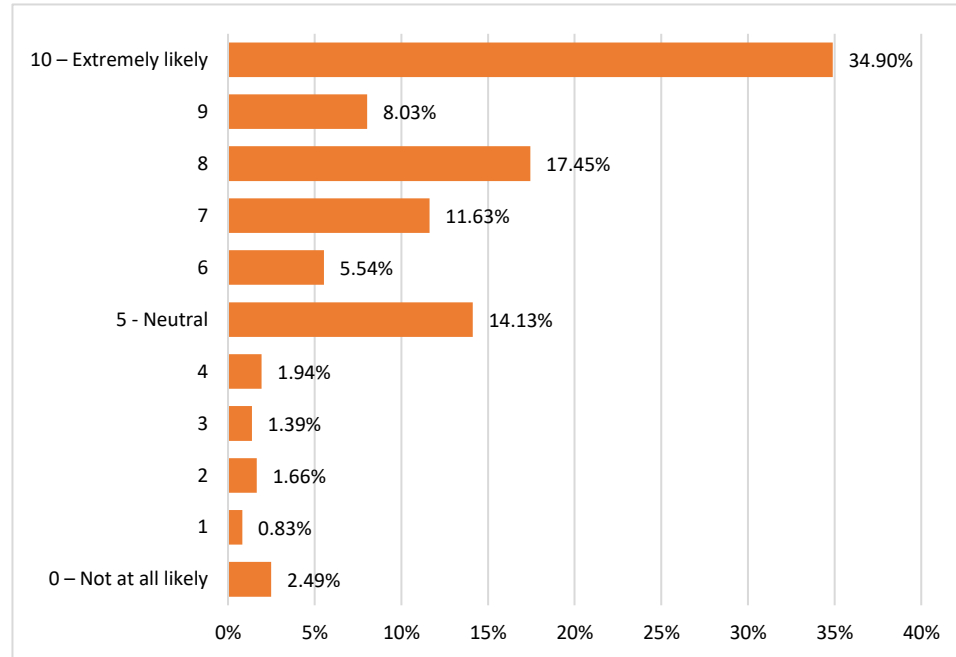
All in all, if you had to do it over, would you enroll here again?	2020 Response Percent	2021 Response Percent	2022 Response Percent	2023 Response Percent	2024 Response Percent
1=Definitely not	2%	5%	4%	2%	3%
2=Probably not	3%	7%	2%	4%	4%
3=Maybe not	3%	3%	4%	4%	2%
4=I don't know	8%	11%	6%	13%	10%
5=Maybe yes	10%	7%	11%	8%	9%
6=Probably yes	31%	29%	30%	26%	31%
7=Definitely yes	38%	35%	40%	40%	37%

APPENDIX E:

Recommendation Question

As part of the 2024 SSI an additional question was included to assess whether students would recommend OSUIT to others. The question provided Likert response options of one through ten. Students were given the option of writing additional comments and were provided with a textbox to type their open-ended answer. 1,450 students received the question, 361 students participated, resulting in a response rate of 24.89 percent for this question.

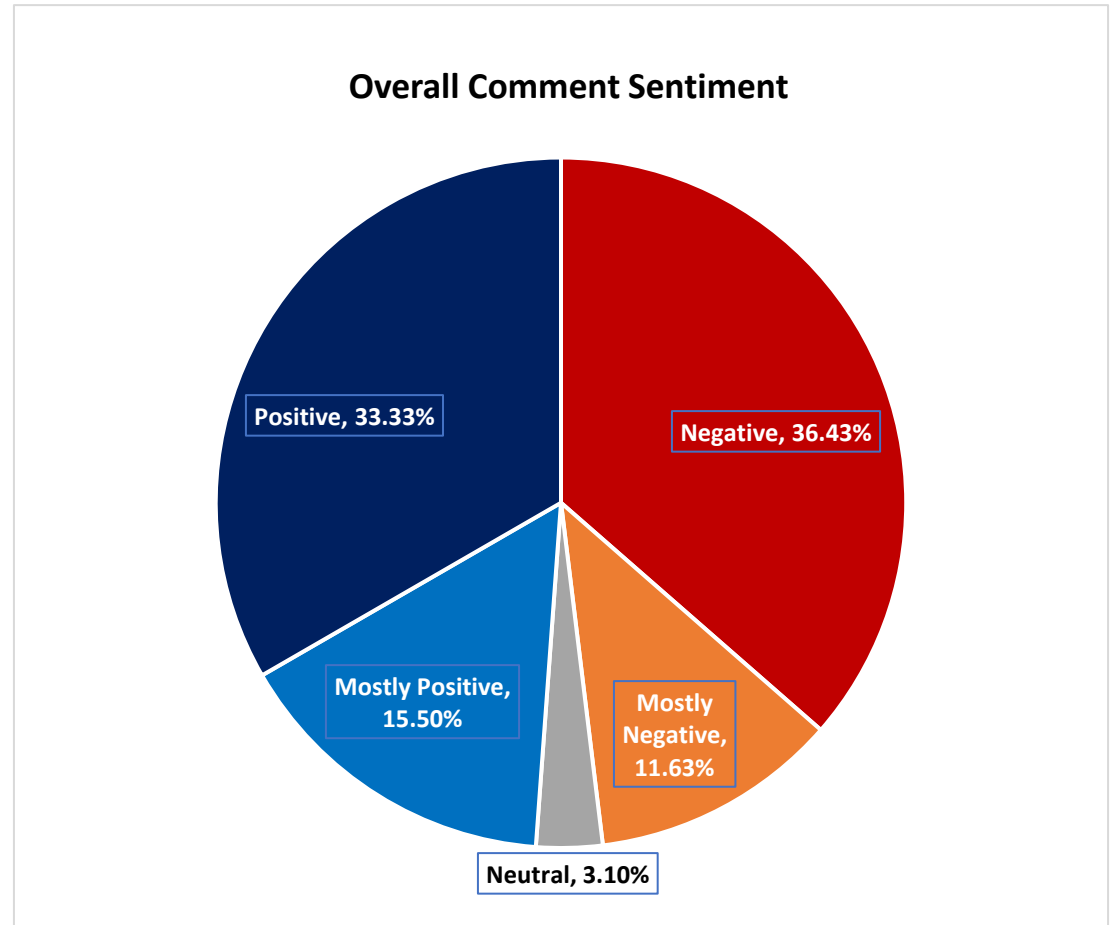
How likely is it that you would recommend our institution to a friend or colleague?	Count	Percent
0 – Not at all likely	9	2.49%
1	3	0.83%
2	6	1.66%
3	5	1.39%
4	7	1.94%
5 - Neutral	51	14.13%
6	20	5.54%
7	42	11.63%
8	63	17.45%
9	29	8.03%
10 – Extremely likely	126	34.90%
Total	361	100.00%



Open-Ended Comment Analysis

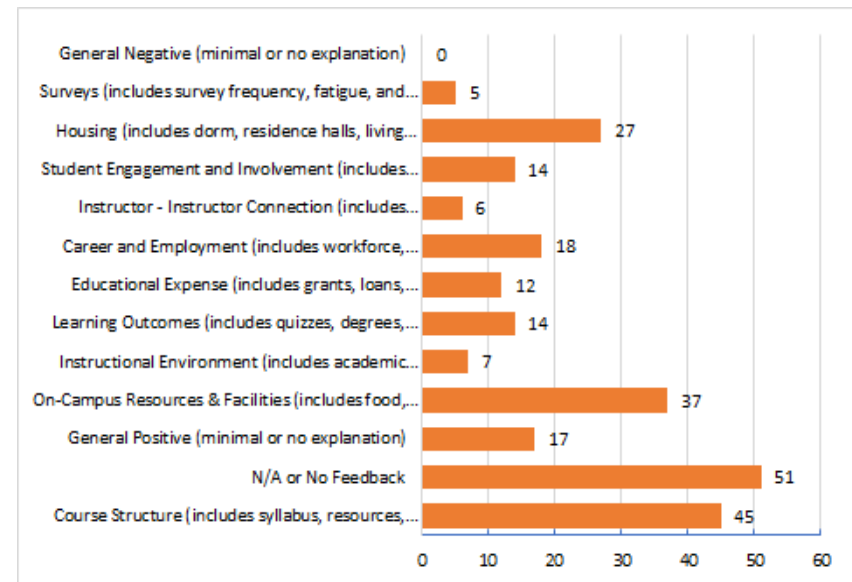
Of those who responded to the Recommendation Question, 176 students left a comment, but 47 replied with “None”, “No comment”, “None” or “N/A”. Those 43 comments were removed for analysis purposes. The remaining 129 responses were analyzed by Sentiment and Theme. Sentiment was broken down into five types; Negative (no positive references at all), Mostly Negative (primarily negative with a few positive references), Neutral (meets satisfaction with no explanation), Mostly Positive (primarily positive with a few negative references), and Positive (no negative references at all).

School	Sentiment	Count of Response	Percent of Total
High School			
	Positive	3	2.33%
SASH			
	Positive	18	13.95%
	Mostly Positive	4	3.10%
	Mostly Negative	4	3.10%
	Negative	8	6.20%
SCIT			
	Positive	4	3.10%
	Mostly Positive	4	3.10%
	Mostly Negative	3	2.33%
	Negative	2	1.55%
SECT			
	Positive	13	10.08%
	Mostly Positive	8	6.20%
	Neutral	2	1.55%
	Mostly Negative	5	3.88%
	Negative	15	11.63%
STHE			
	Positive	5	3.88%
	Mostly Positive	4	3.10%
	Neutral	2	1.55%
	Mostly Negative	3	2.33%
	Negative	22	17.05%
Total		129	100.00%



Student comments were also sorted thematically by subject and keyword. The sum of all the comments organized by theme does not equal that of the number of comments since many comments fall under multiple themes.

Theme	Comment Count
Course Structure (includes syllabus, resources, course content, format, deadlines, assignments)	45
N/A or No Feedback	51
General Positive (minimal or no explanation)	17
On-Campus Resources & Facilities (includes food, building maintenance, security, parking)	37
Instructional Environment (includes academic experience)	7
Learning Outcomes (includes quizzes, degrees, credentials, tests, course goals)	14
Educational Expense (includes grants, loans, payments, fees, tuition, bursar)	12
Career and Employment (includes workforce, employers, job)	18
Instructor - Instructor Connection (includes feedback, relationship, support, communication)	6
Student Engagement and Involvement (includes motivation, workload, participation, emotional impact)	14
Housing (includes dorm, residence halls, living facilities, and WiFi)	27
Surveys (includes survey frequency, fatigue, and use of existing feedback)	5
General Negative (minimal or no explanation)	0



Theme	SASH Count	SCIT Count	SECT Count	STHE Count	High School Count
Surveys (includes survey frequency, fatigue, and use of existing feedback)	0	1	0	4	0
Student Engagement and Involvement (includes motivation, workload, participation, emotional impact)	5	3	2	4	0
On-Campus Resources & Facilities (includes food, building maintenance, security, parking)	9	1	11	16	0
N/A or No Feedback	20	5	17	9	0
Learning Outcomes (includes quizzes, degrees, credentials, tests, course goals)	4	3	4	3	0
Instructor - Instructor Connection (includes feedback, relationship, support, communication)	2	2	2	0	0
Instructional Environment (includes academic experience)	1	2	2	2	0
Housing (includes dorms, residence halls, living facilities, and Wi-Fi)	6	1	5	15	0
General Positive (minimal or no explanation)	6	1	8	0	2
General Negative (minimal or no explanation)	0	0	0	0	0
Educational Expense (includes grants, loans, payments, fees, tuition, bursar)	4	3	2	3	0
Course Structure (includes syllabus, resources, course content, format, deadlines, assignments)	15	8	13	8	1
Career and Employment (includes workforce, employers, job)	4	5	5	4	0