

## Izzy Billen

Services Satisfaction Survey ()

No. of responses = 408

No. of enrolled = 0

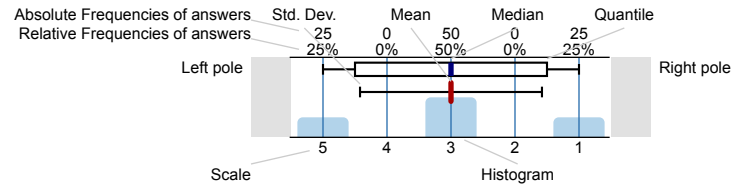
% returned = 0



## Survey Results

## Legend

Question text



n=No. of responses  
av.=Mean  
md=Median  
dev.=Std. Dev.  
ab.=Abstention

## 2. About You

## 2.1) Sex

Male	<input type="text"/>	93	n=403
Female	<input type="text"/>	310	

## 2.2) What is your age group?

19 or younger	<input type="text"/>	85	n=406
20-24	<input type="text"/>	98	
25-29	<input type="text"/>	48	
30-34	<input type="text"/>	44	
35-39	<input type="text"/>	43	
40 or older	<input type="text"/>	88	

## 2.3) Race/Ethnicity

White/Caucasian	<input type="text"/>	251	n=404
Black or African American	<input type="text"/>	60	
Hispanic/Latino	<input type="text"/>	29	
Asian	<input type="text"/>	14	
Native American	<input type="text"/>	23	
Mixed/Other	<input type="text"/>	27	

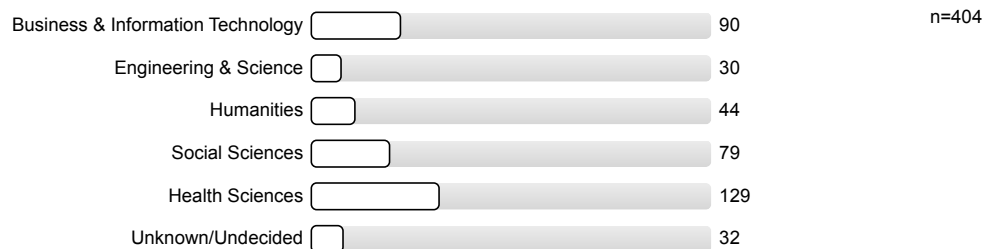
## 2.4) Which do you have?

GED	<input type="text"/>	34	n=406
High School Diploma	<input type="text"/>	343	
Neither	<input type="text"/>	29	

## 2.5) Total college credit hours completed



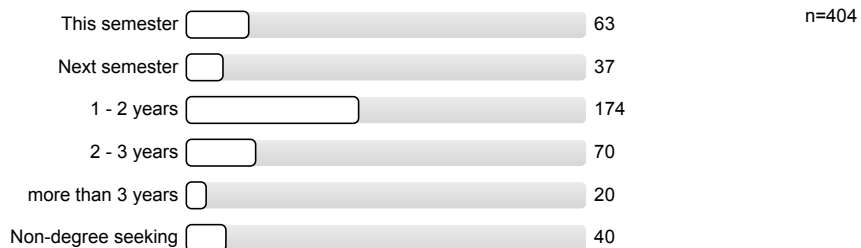
## 2.6) Which Academic Division is associated with your major?



## 2.7) How many colleges other than Rose State have you attended?



## 2.8) When do you expect to graduate from Rose State College?



## 3. Tell us about your experiences at Rose State College

## 3.1) Have you ever received services from or taken a class in the Health Sciences Division?



## 3.2) Have you ever received services from or taken a class in the Humanities Division?



## 3.3) Have you ever received services from or taken a class in the Engineering &amp; Sciences Division?



3.4) Have you ever received services from or taken a class in the Business & Information Technology Division?



3.5) Have you ever received services from or taken a class in the Social Sciences Division?



3.6) Have you ever visited the Wellness Center?



3.7) Have you ever visited the Learning Resource Center and/or Library?

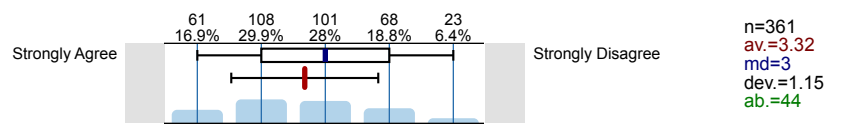


3.8) Have you ever visited or lived in Rose State College's student housing?

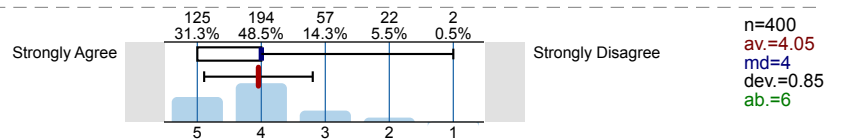


#### 4. Tell us about your experiences regarding the enrollment & payment services at Rose State College.

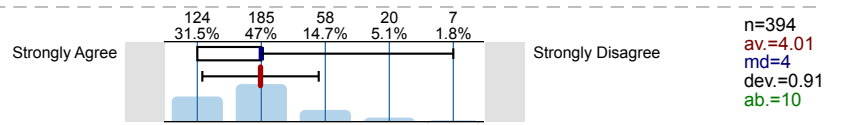
4.1) Visiting the campus influenced my decision to attend Rose State College.



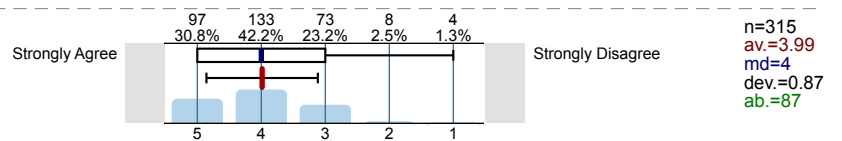
4.2) The admissions procedures were easy to navigate.



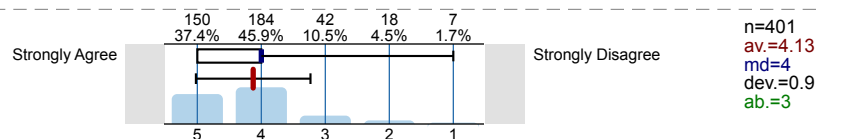
4.3) The Admissions and Records/Registrar Office staff provides high quality support/service.



4.4) The Testing Center or E.A.S.T. (for Accuplacer, ACT, CLEP/DSST exam) provides high quality support/service.

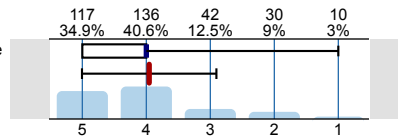


4.5) Enrollment at Rose State College was a smooth process for me.



4.6) It is easy for me to self-enroll via the OASIS system.

Strongly Agree

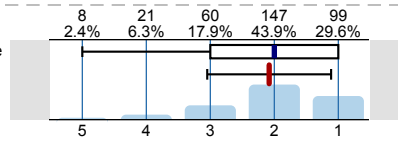


Strongly Disagree

n=335  
av.=3.96  
md=4  
dev.=1.05  
ab.=70

4.7) The Academic Advisement Office in the Student Services Building provides high quality support/service.

Strongly Disagree

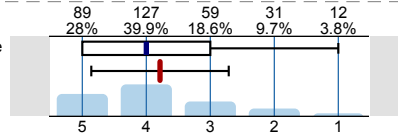


Strongly Agree

n=335  
av.=2.08  
md=2  
dev.=0.97  
ab.=70

4.8) The Financial Aid Office provides high quality support/service.

Strongly Agree

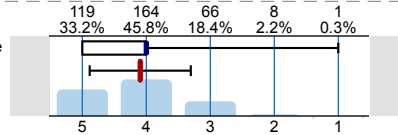


Strongly Disagree

n=318  
av.=3.79  
md=4  
dev.=1.07  
ab.=88

4.9) The services provided by the Cashiers office meet my needs.

Strongly Agree



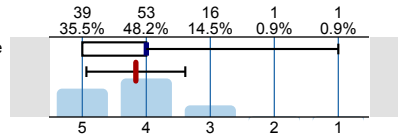
Strongly Disagree

n=358  
av.=4.09  
md=4  
dev.=0.79  
ab.=48

## 5. Services provided by the Business & Information Technology Division

5.1) The office staff in the Business & Info Tech Division office is helpful.

Strongly Agree

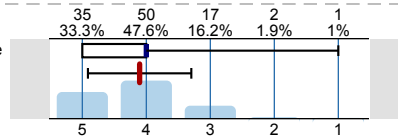


Strongly Disagree

n=110  
av.=4.16  
md=4  
dev.=0.77  
ab.=38

5.2) The Business & Info Tech Division academic advisor(s) provide accurate information.

Strongly Agree

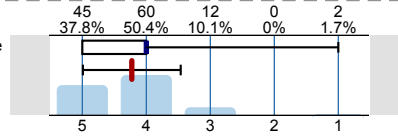


Strongly Disagree

n=105  
av.=4.1  
md=4  
dev.=0.81  
ab.=44

5.3) The faculty in the Business & Info Tech Division are supportive.

Strongly Agree

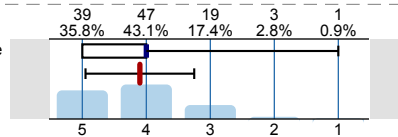


Strongly Disagree

n=119  
av.=4.23  
md=4  
dev.=0.76  
ab.=29

5.4) The Business & Info Tech Division faculty are available to me outside of class.

Strongly Agree

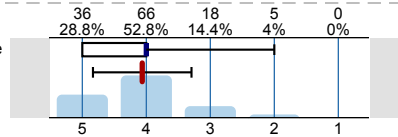


Strongly Disagree

n=109  
av.=4.1  
md=4  
dev.=0.85  
ab.=38

5.5) The schedule of classes in the Business & Info Tech Division meets my needs.

Strongly Agree

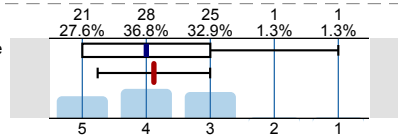


Strongly Disagree

n=125  
av.=4.06  
md=4  
dev.=0.77  
ab.=23

5.6) The BIT labs meet my needs.

Strongly Agree



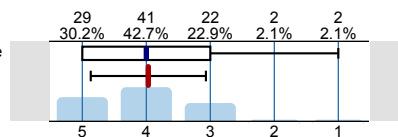
Strongly Disagree

n=76  
av.=3.88  
md=4  
dev.=0.88  
ab.=73

## 6. Services Provided by the Engineering and Sciences Division

6.1) The office staff in the Engineering & Science Division office is helpful.

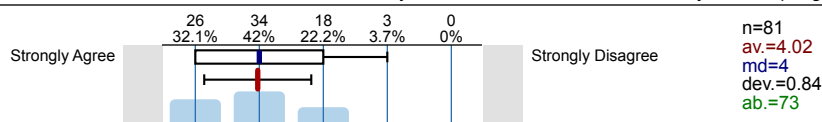
Strongly Agree



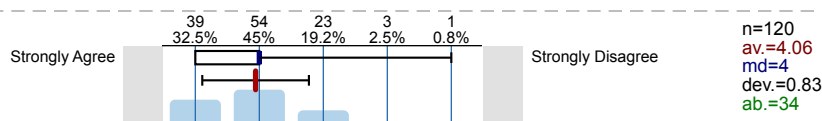
Strongly Disagree

n=96  
av.=3.97  
md=4  
dev.=0.9  
ab.=58

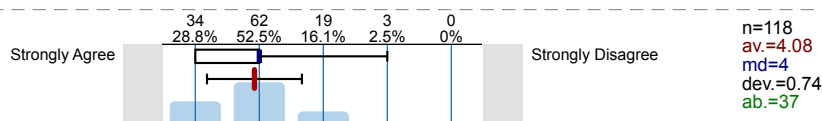
6.2) The Engineering & Science Division academic advisor(s) provide accurate information.



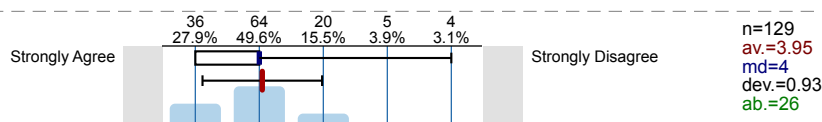
6.3) The faculty in the Engineering & Science Division are supportive.



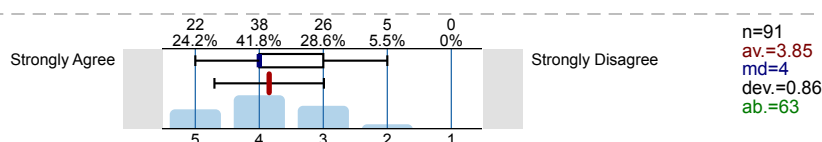
6.4) The Engineering & Science Division faculty are available to me outside of class.



6.5) The schedule of classes in the Engineering & Science Division meets my needs.

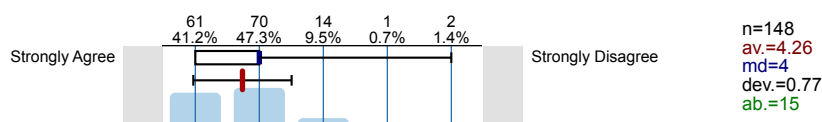


6.6) The ES labs meet my needs.

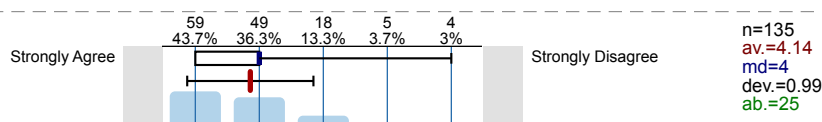


## 7. Services Provided by the Health Sciences Division

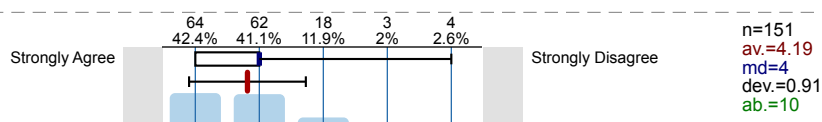
7.1) The office staff in the Health Sciences Division office is helpful.



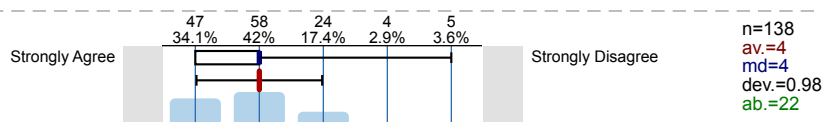
7.2) The Health Sciences Division academic advisor(s) provide accurate information.



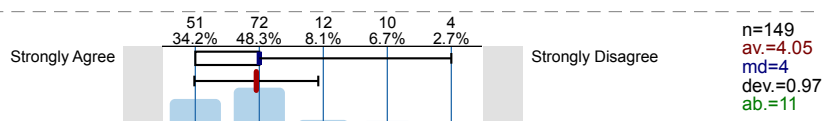
7.3) The faculty in the Health Sciences Division are supportive.



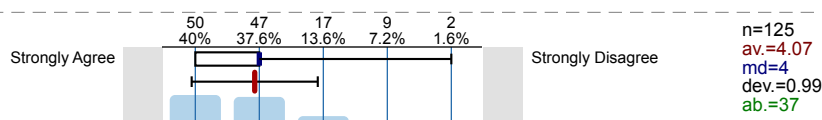
7.4) The Health Sciences Division faculty are available to me outside of class.



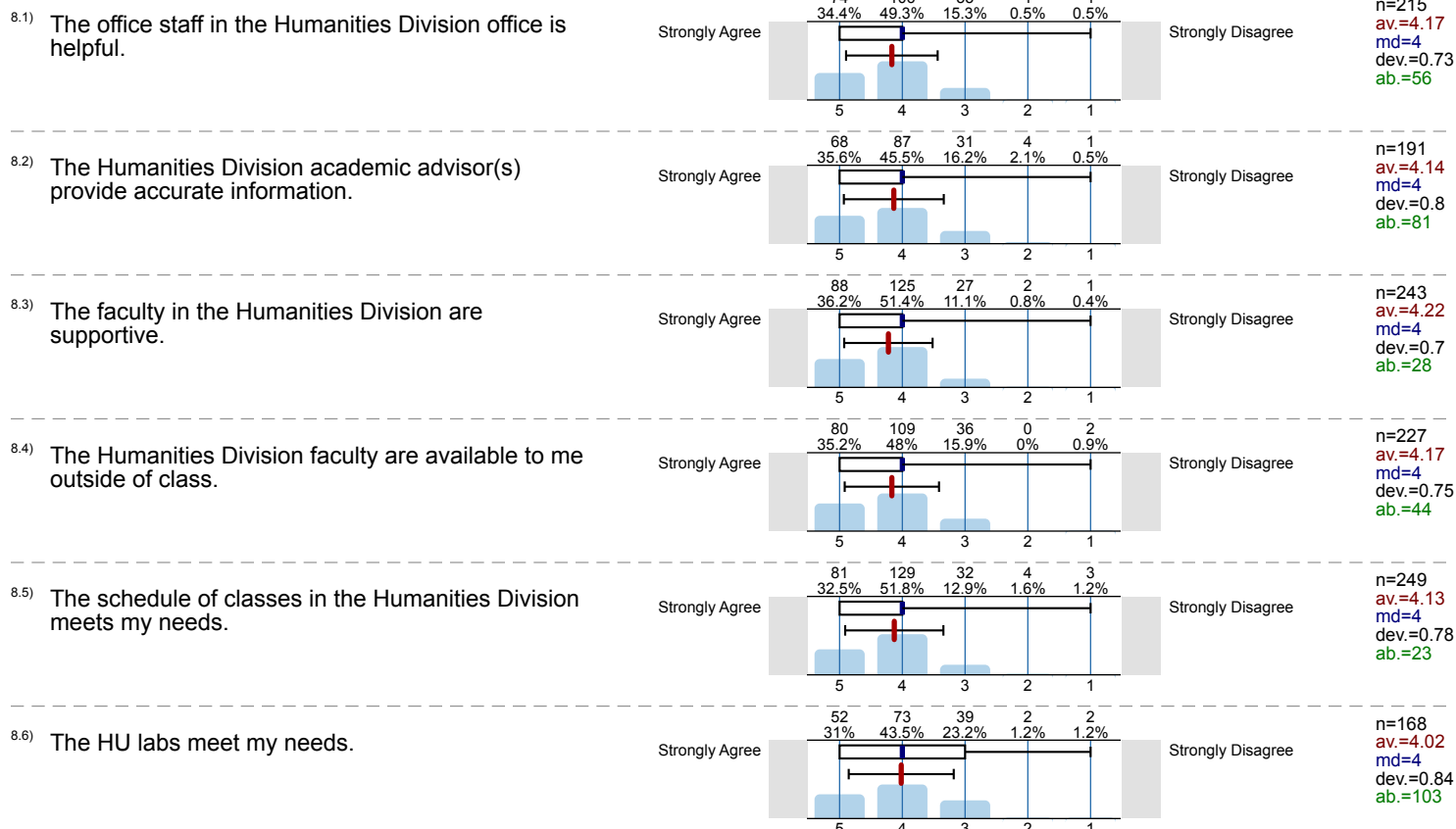
7.5) The schedule of classes in the Health Sciences Division meets my needs.



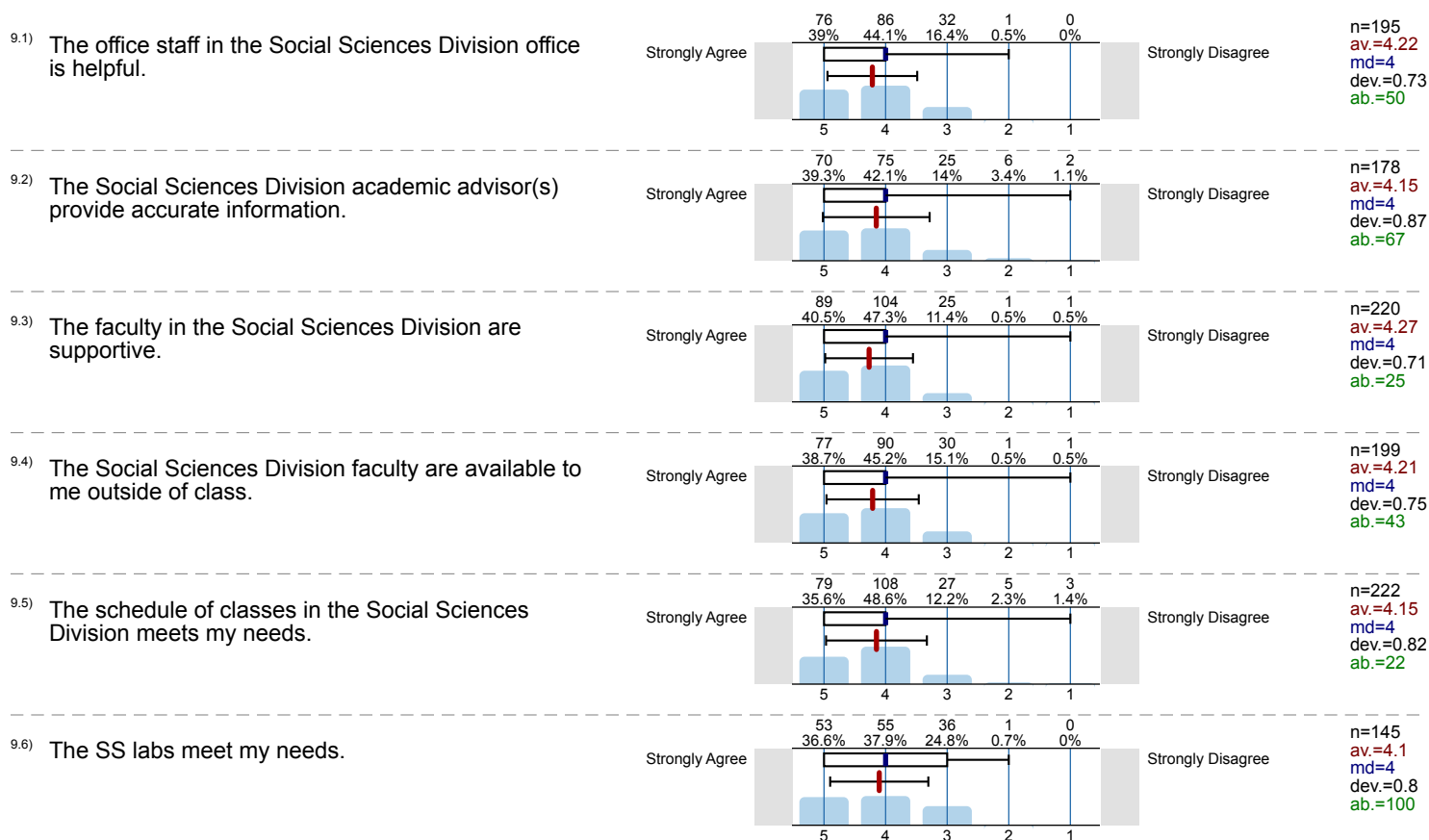
7.6) The HS labs meet my needs.



## 8. Services provided from the Humanities Division

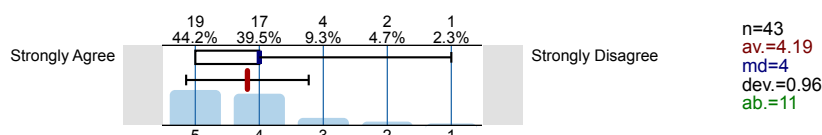


## 9. Services provided by the Social Sciences Division

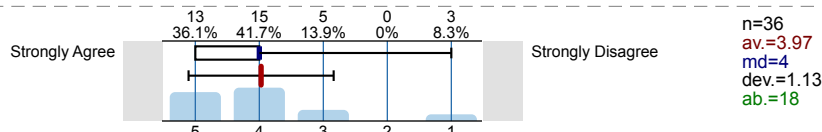


## 10. Share about your experiences with student housing.

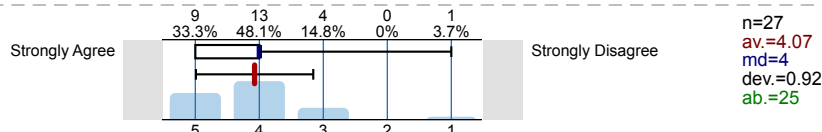
10.1) Rose State College provides quality student housing.



10.2) The Rose State College Student Housing staff provides high quality support/service.

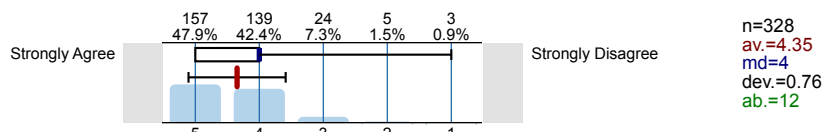


10.3) The programs provided for students in student housing met my needs.

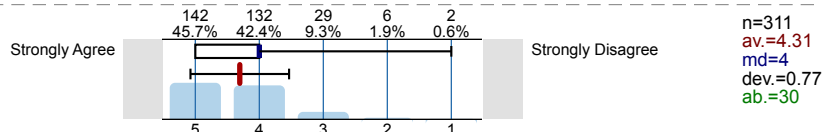


## 11. Services provided by the Learning Resource Center (LRC - Library)

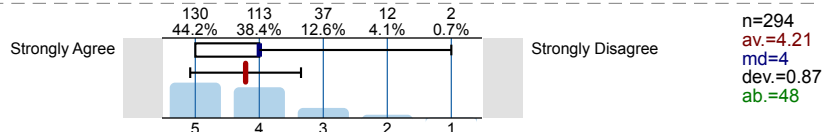
11.1) The personnel in the Learning Resources Center (LRC) are helpful.



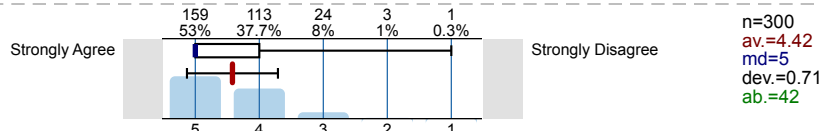
11.2) The services provided by the Library (1st floor of the LRC) meet my needs.



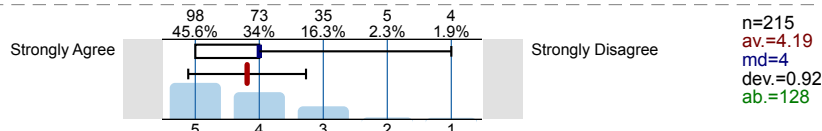
11.3) The online databases provided by the Library meet my needs.



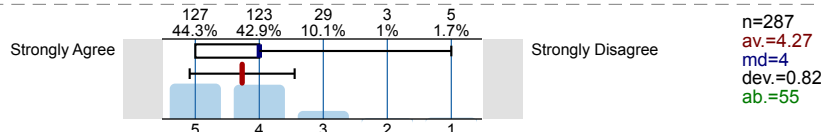
11.4) The study and meeting spaces in the LRC meet my needs.



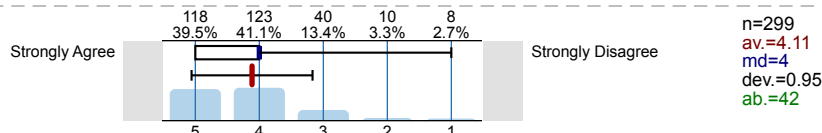
11.5) The services provided by the Tutoring Center (2nd floor of the LRC) meet my needs.



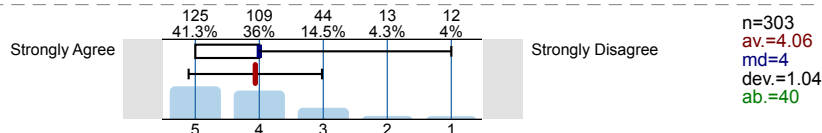
11.6) The services provided by the Testing Center (2nd Floor of the LRC) meet my needs.



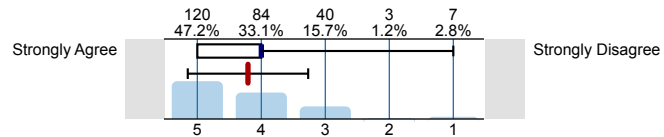
11.7) The hours of the Learning Resources Center (2nd Floor Services) meet my needs.



11.8) The hours of the Library (1st Floor of LRC Bldg) meet my needs.



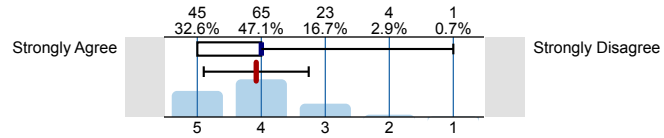
- 11.9) The services provided by the *Underground Cafe* meet my needs.



n=254  
av.=4.21  
md=4  
dev.=0.94  
ab.=84

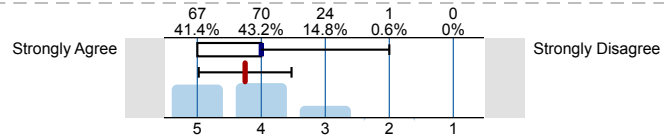
## 12. Services provided by the Wellness Center

- 12.1) The schedule of classes in the Wellness Center meets my needs.



n=138  
av.=4.08  
md=4  
dev.=0.82  
ab.=41

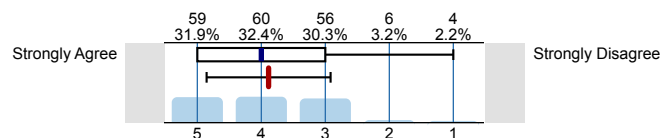
- 12.2) The staff who work at the Wellness Center is helpful.



n=162  
av.=4.25  
md=4  
dev.=0.72  
ab.=17

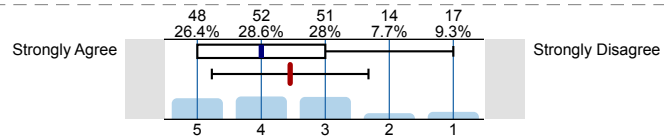
## 13. Your experiences with other student resource offices.

- 13.1) The staff of the GRAD Center provides high quality support/service.



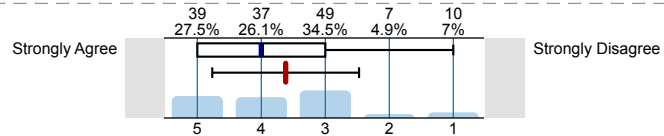
n=185  
av.=3.89  
md=4  
dev.=0.97  
ab.=217

- 13.2) The Student Engagement Office was helpful in getting me involved on campus.



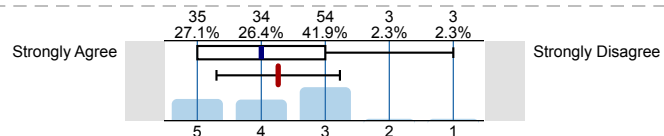
n=182  
av.=3.55  
md=4  
dev.=1.22  
ab.=219

- 13.3) The TRIO staff helped to navigate my educational experience.



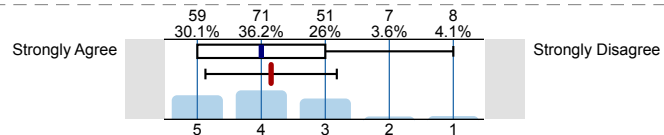
n=142  
av.=3.62  
md=4  
dev.=1.15  
ab.=260

- 13.4) The Veteran Student Services Office provides high quality support/service.



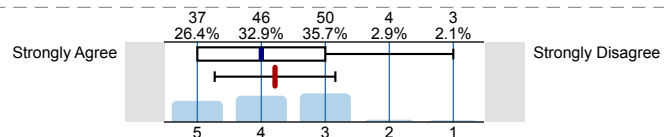
n=129  
av.=3.74  
md=4  
dev.=0.96  
ab.=273

- 13.5) The Student Success Center provides high quality support/service.



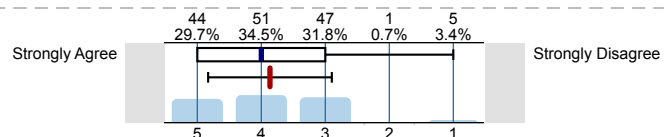
n=196  
av.=3.85  
md=4  
dev.=1.03  
ab.=205

- 13.6) The Student Access Services/Disability Services staff provides high quality support/service.



n=140  
av.=3.79  
md=4  
dev.=0.94  
ab.=258

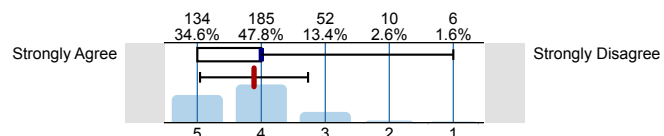
- 13.7) Personal Counseling Services provides high quality support/service.



n=148  
av.=3.86  
md=4  
dev.=0.97  
ab.=253

## 14. What are your thoughts about social media & other campus communication?

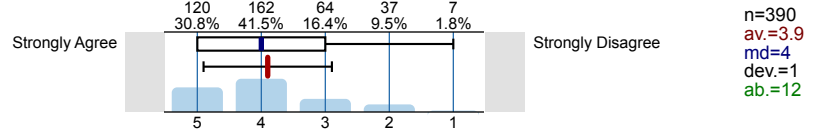
- 14.1) The RSC website is a valuable source of information.



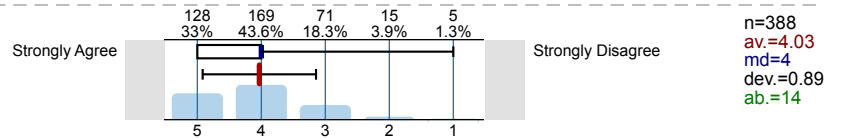
n=387  
av.=4.11  
md=4  
dev.=0.84  
ab.=15



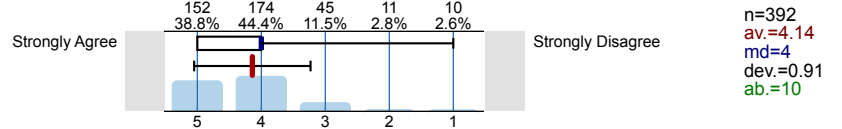
14.2) The layout of the RSC website is easy to navigate.



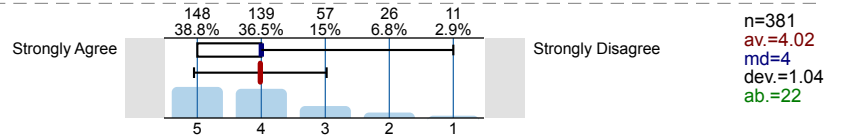
14.3) The RSC webpage meets my needs.



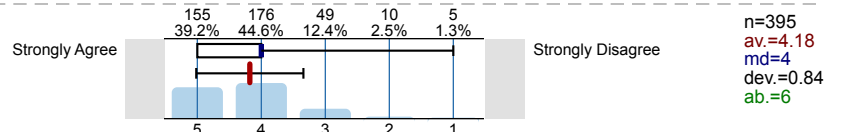
14.4) The College does a good job of communicating important information to me.



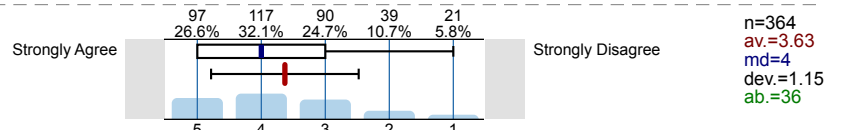
14.5) I regularly use text messaging as a means to gather information.



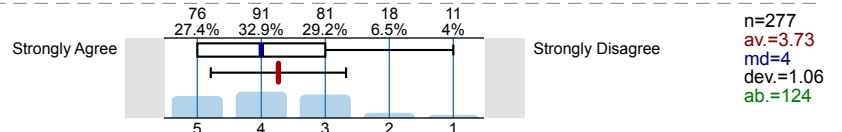
14.6) I regularly use email as a means to gather information.



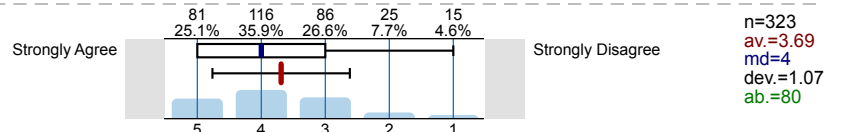
14.7) I regularly use social media as a means to gather information.



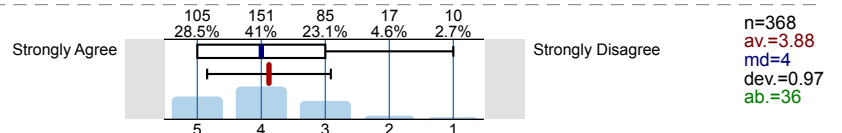
14.8) RSC social media (Twitter, Instagram, Facebook) meets my needs.



14.9) Flyers on campus are a helpful way of obtaining campus information.

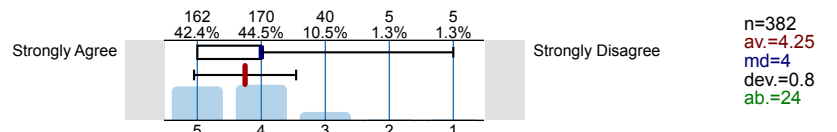


14.10) The information I receive regarding campus activities is adequate.

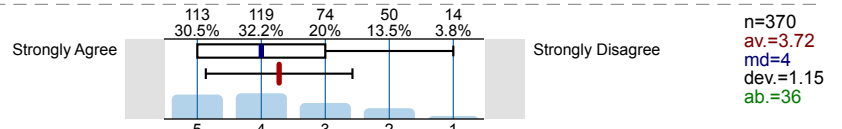


## 15. What are your thoughts about the Rose State College campus as a whole?

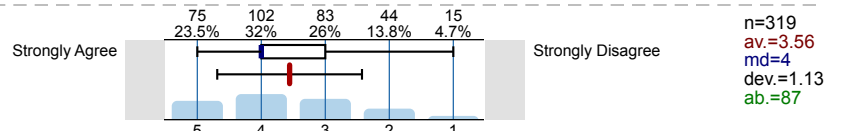
15.1) I feel safe when I am on campus.



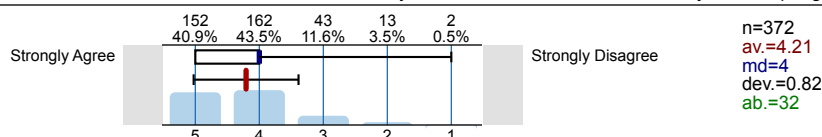
15.2) Campus security is visible.



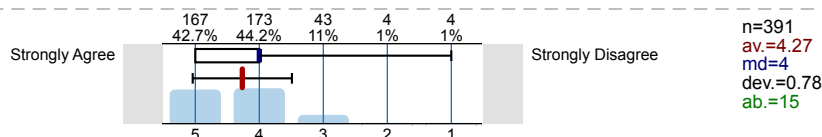
15.3) The vending machines meet my needs.



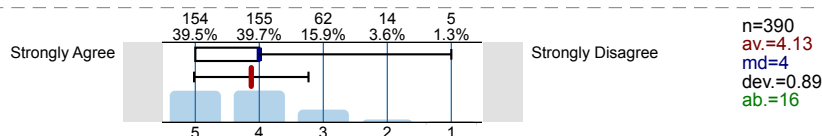
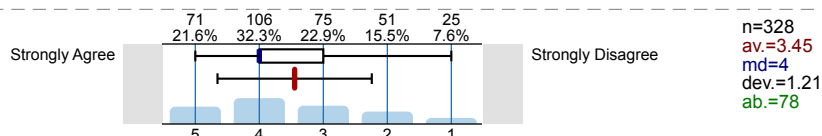
15.4) The staff at the bookstore is helpful.



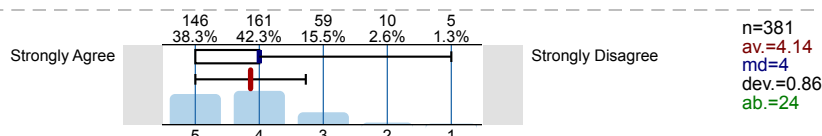
15.5) The faculty are helpful and supportive.



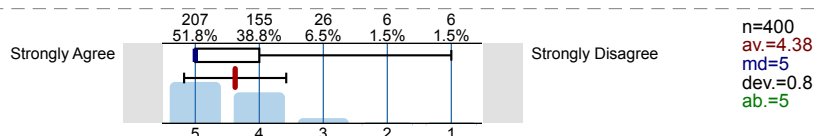
15.6) The faculty care about my academic success.

15.7) I reference the *Student Handbook* online.

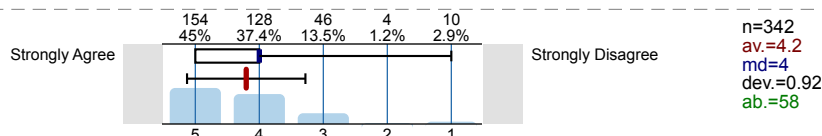
15.8) Rose State College supports student success



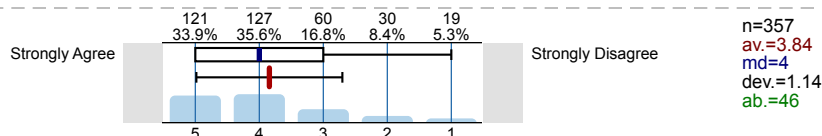
15.9) I understand how to use D2L Brightspace.



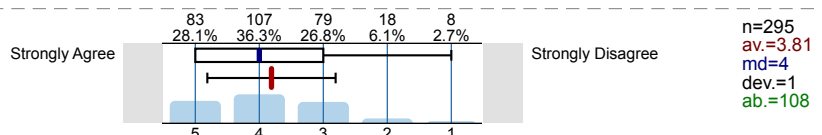
15.10) There are adequate services on campus to help me use D2L.



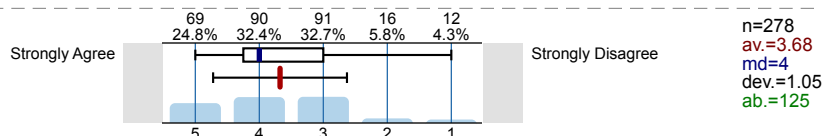
15.11) The WiFi system meets my needs.



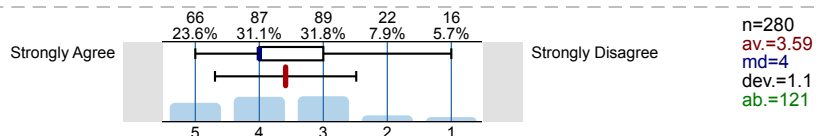
15.12) Student activities provide me ample opportunity to participate on campus.



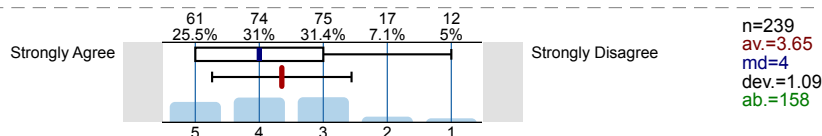
15.13) Students have a voice in running this campus.



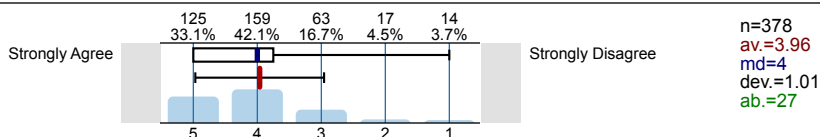
15.14) Student events held on campus are valuable to me.



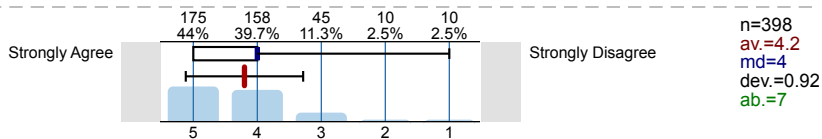
15.15) My involvement in student organizations and/or campus committees has been valuable to me.



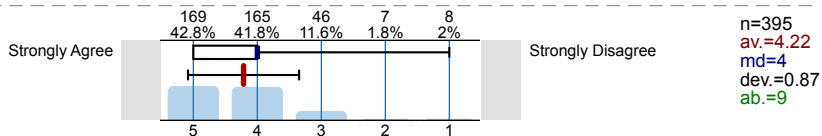
15.16) Rose State College cares about my college experience.



15.17) I would recommend Rose State College to others.



15.18) Overall, I am satisfied with the services provided to me at Rose State College.

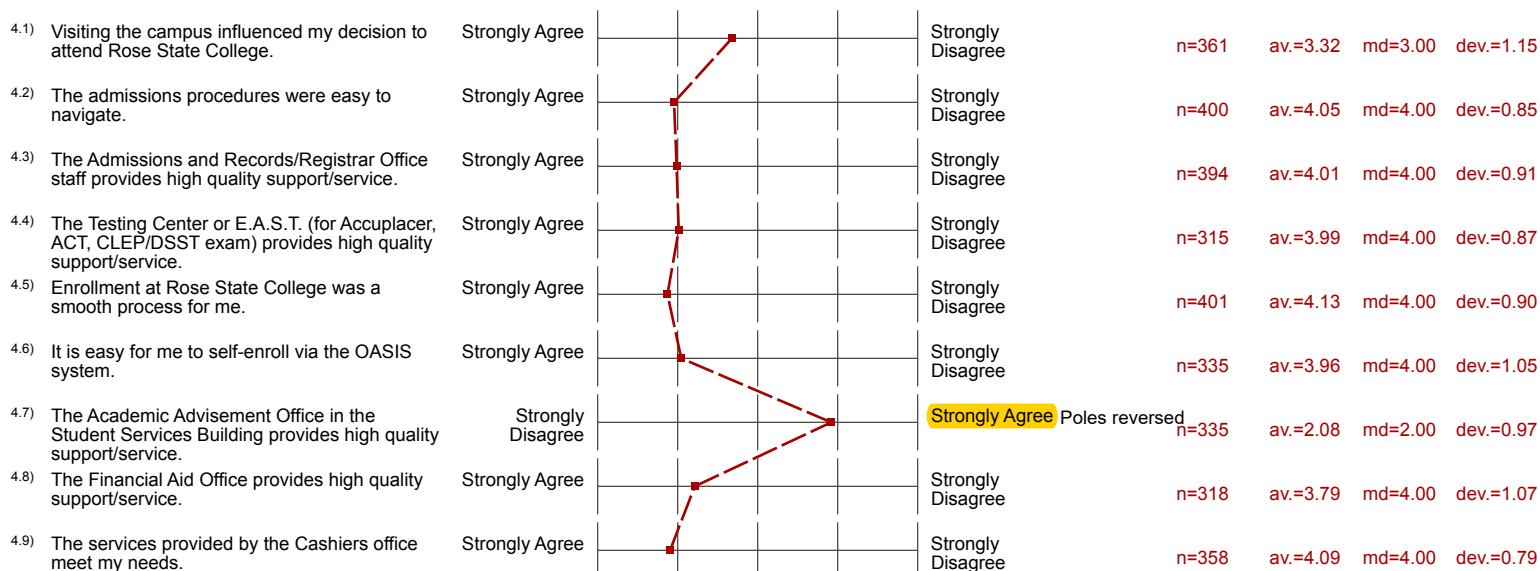


# Profile

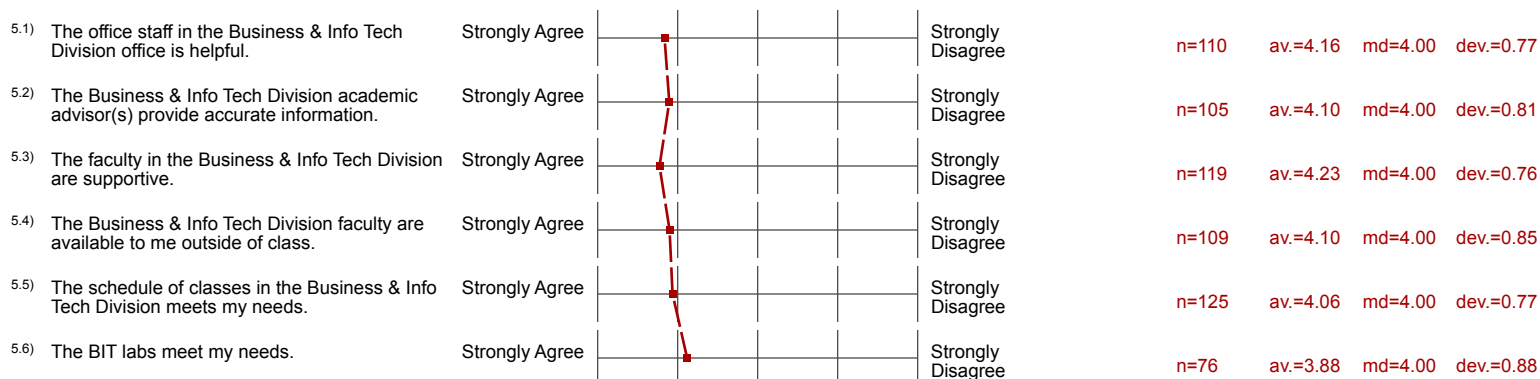
Subunit: Institutional Effectiveness  
 Name of the instructor: Izzy Billen  
 Name of the course: Services Satisfaction Survey  
 (Name of the survey)

Values used in the profile line: Mean

## 4. Tell us about your experiences regarding the enrollment & payment services at Rose State College.







## 5. Services provided by the Business & Information Technology Division




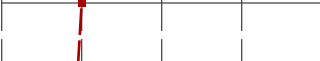




## 6. Services Provided by the Engineering and Sciences Division




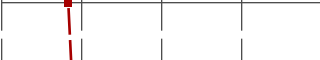




6.3) The faculty in the Engineering & Science Division are supportive.	Strongly Agree		Strongly Disagree	n=120	av.=4.06	md=4.00	dev.=0.83
6.4) The Engineering & Science Division faculty are available to me outside of class.	Strongly Agree		Strongly Disagree	n=118	av.=4.08	md=4.00	dev.=0.74
6.5) The schedule of classes in the Engineering & Science Division meets my needs.	Strongly Agree		Strongly Disagree	n=129	av.=3.95	md=4.00	dev.=0.93
6.6) The ES labs meet my needs.	Strongly Agree		Strongly Disagree	n=91	av.=3.85	md=4.00	dev.=0.86







## 7. Services Provided by the Health Sciences Division

7.1) The office staff in the Health Sciences Division office is helpful.	Strongly Agree		Strongly Disagree	n=148	av.=4.26	md=4.00	dev.=0.77
7.2) The Health Sciences Division academic advisor(s) provide accurate information.	Strongly Agree		Strongly Disagree	n=135	av.=4.14	md=4.00	dev.=0.99
7.3) The faculty in the Health Sciences Division are supportive.	Strongly Agree		Strongly Disagree	n=151	av.=4.19	md=4.00	dev.=0.91
7.4) The Health Sciences Division faculty are available to me outside of class.	Strongly Agree		Strongly Disagree	n=138	av.=4.00	md=4.00	dev.=0.98
7.5) The schedule of classes in the Health Sciences Division meets my needs.	Strongly Agree		Strongly Disagree	n=149	av.=4.05	md=4.00	dev.=0.97
7.6) The HS labs meet my needs.	Strongly Agree		Strongly Disagree	n=125	av.=4.07	md=4.00	dev.=0.99

## 8. Services provided from the Humanities Division

8.1) The office staff in the Humanities Division office is helpful.	Strongly Agree		Strongly Disagree	n=215	av.=4.17	md=4.00	dev.=0.73
8.2) The Humanities Division academic advisor(s) provide accurate information.	Strongly Agree		Strongly Disagree	n=191	av.=4.14	md=4.00	dev.=0.80
8.3) The faculty in the Humanities Division are supportive.	Strongly Agree		Strongly Disagree	n=243	av.=4.22	md=4.00	dev.=0.70
8.4) The Humanities Division faculty are available to me outside of class.	Strongly Agree		Strongly Disagree	n=227	av.=4.17	md=4.00	dev.=0.75
8.5) The schedule of classes in the Humanities Division meets my needs.	Strongly Agree		Strongly Disagree	n=249	av.=4.13	md=4.00	dev.=0.78
8.6) The HU labs meet my needs.	Strongly Agree		Strongly Disagree	n=168	av.=4.02	md=4.00	dev.=0.84

## 9. Services provided by the Social Sciences Division

9.1) The office staff in the Social Sciences Division office is helpful.	Strongly Agree		Strongly Disagree	n=195	av.=4.22	md=4.00	dev.=0.73
9.2) The Social Sciences Division academic advisor(s) provide accurate information.	Strongly Agree		Strongly Disagree	n=178	av.=4.15	md=4.00	dev.=0.87
9.3) The faculty in the Social Sciences Division are supportive.	Strongly Agree		Strongly Disagree	n=220	av.=4.27	md=4.00	dev.=0.71
9.4) The Social Sciences Division faculty are available to me outside of class.	Strongly Agree		Strongly Disagree	n=199	av.=4.21	md=4.00	dev.=0.75
9.5) The schedule of classes in the Social Sciences Division meets my needs.	Strongly Agree		Strongly Disagree	n=222	av.=4.15	md=4.00	dev.=0.82
9.6) The SS labs meet my needs.	Strongly Agree		Strongly Disagree	n=145	av.=4.10	md=4.00	dev.=0.80

## 10. Share about your experiences with student housing.

10.1) Rose State College provides quality student housing.	Strongly Agree		Strongly Disagree	n=43	av.=4.19	md=4.00	dev.=0.96
10.2) The Rose State College Student Housing staff provides high quality support/service.	Strongly Agree		Strongly Disagree	n=36	av.=3.97	md=4.00	dev.=1.13
10.3) The programs provided for students in student housing met my needs.	Strongly Agree		Strongly Disagree	n=27	av.=4.07	md=4.00	dev.=0.92

## 11. Services provided by the Learning Resource Center (LRC - Library)

11.1) The personnel in the Learning Resources Center (LRC) are helpful.	Strongly Agree		Strongly Disagree	n=328	av.=4.35	md=4.00	dev.=0.76
11.2) The services provided by the Library (1st floor of the LRC) meet my needs.	Strongly Agree		Strongly Disagree	n=311	av.=4.31	md=4.00	dev.=0.77
11.3) The online databases provided by the Library meet my needs.	Strongly Agree		Strongly Disagree	n=294	av.=4.21	md=4.00	dev.=0.87
11.4) The study and meeting spaces in the LRC meet my needs.	Strongly Agree		Strongly Disagree	n=300	av.=4.42	md=5.00	dev.=0.71
11.5) The services provided by the Tutoring Center (2nd floor of the LRC) meet my needs.	Strongly Agree		Strongly Disagree	n=215	av.=4.19	md=4.00	dev.=0.92
11.6) The services provided by the Testing Center (2nd Floor of the LRC) meet my needs.	Strongly Agree		Strongly Disagree	n=287	av.=4.27	md=4.00	dev.=0.82
11.7) The hours of the Learning Resources Center (2nd Floor Services) meet my needs.	Strongly Agree		Strongly Disagree	n=299	av.=4.11	md=4.00	dev.=0.95
11.8) The hours of the Library (1st Floor of LRC Bldg) meet my needs.	Strongly Agree		Strongly Disagree	n=303	av.=4.06	md=4.00	dev.=1.04
11.9) The services provided by the Underground Cafe meet my needs.	Strongly Agree		Strongly Disagree	n=254	av.=4.21	md=4.00	dev.=0.94











## 12. Services provided by the Wellness Center

12.1) The schedule of classes in the Wellness Center meets my needs.	Strongly Agree		Strongly Disagree	n=138	av.=4.08	md=4.00	dev.=0.82
12.2) The staff who work at the Wellness Center is helpful.	Strongly Agree		Strongly Disagree	n=162	av.=4.25	md=4.00	dev.=0.72




## 13. Your experiences with other student resource offices.


13.1) The staff of the GRAD Center provides high quality support/service.	Strongly Agree		Strongly Disagree	n=185	av.=3.89	md=4.00	dev.=0.97
13.2) The Student Engagement Office was helpful in getting me involved on campus.	Strongly Agree		Strongly Disagree	n=182	av.=3.55	md=4.00	dev.=1.22
13.3) The TRIO staff helped to navigate my educational experience.	Strongly Agree		Strongly Disagree	n=142	av.=3.62	md=4.00	dev.=1.15
13.4) The Veteran Student Services Office provides high quality support/service.	Strongly Agree		Strongly Disagree	n=129	av.=3.74	md=4.00	dev.=0.96
13.5) The Student Success Center provides high quality support/service.	Strongly Agree		Strongly Disagree	n=196	av.=3.85	md=4.00	dev.=1.03
13.6) The Student Access Services/Disability Services staff provides high quality support/service.	Strongly Agree		Strongly Disagree	n=140	av.=3.79	md=4.00	dev.=0.94
13.7) Personal Counseling Services provides high quality support/service.	Strongly Agree		Strongly Disagree	n=148	av.=3.86	md=4.00	dev.=0.97

## 14. What are your thoughts about social media &amp; other campus communication?

14.1) The RSC website is a valuable source of information.	Strongly Agree		Strongly Disagree	n=387	av.=4.11	md=4.00	dev.=0.84
14.2) The layout of the RSC website is easy to navigate.	Strongly Agree		Strongly Disagree	n=390	av.=3.90	md=4.00	dev.=1.00
14.3) The RSC webpage meets my needs.	Strongly Agree		Strongly Disagree	n=388	av.=4.03	md=4.00	dev.=0.89
14.4) The College does a good job of communicating important information to me.	Strongly Agree		Strongly Disagree	n=392	av.=4.14	md=4.00	dev.=0.91
14.5) I regularly use text messaging as a means to gather information.	Strongly Agree		Strongly Disagree	n=381	av.=4.02	md=4.00	dev.=1.04
14.6) I regularly use email as a means to gather information.	Strongly Agree		Strongly Disagree	n=395	av.=4.18	md=4.00	dev.=0.84
14.7) I regularly use social media as a means to gather information.	Strongly Agree		Strongly Disagree	n=364	av.=3.63	md=4.00	dev.=1.15
14.8) RSC social media (Twitter, Instagram, Facebook) meets my needs.	Strongly Agree		Strongly Disagree	n=277	av.=3.73	md=4.00	dev.=1.06
14.9) Flyers on campus are a helpful way of obtaining campus information.	Strongly Agree		Strongly Disagree	n=323	av.=3.69	md=4.00	dev.=1.07
14.10) The information I receive regarding campus activities is adequate.	Strongly Agree		Strongly Disagree	n=368	av.=3.88	md=4.00	dev.=0.97

## 15. What are your thoughts about the Rose State College campus as a whole?

15.1) I feel safe when I am on campus.	Strongly Agree		Strongly Disagree	n=382	av.=4.25	md=4.00	dev.=0.80
15.2) Campus security is visible.	Strongly Agree		Strongly Disagree	n=370	av.=3.72	md=4.00	dev.=1.15
15.3) The vending machines meet my needs.	Strongly Agree		Strongly Disagree	n=319	av.=3.56	md=4.00	dev.=1.13
15.4) The staff at the bookstore is helpful.	Strongly Agree		Strongly Disagree	n=372	av.=4.21	md=4.00	dev.=0.82
15.5) The faculty are helpful and supportive.	Strongly Agree		Strongly Disagree	n=391	av.=4.27	md=4.00	dev.=0.78
15.6) The faculty care about my academic success.	Strongly Agree		Strongly Disagree	n=390	av.=4.13	md=4.00	dev.=0.89
15.7) I reference the <i>Student Handbook</i> online.	Strongly Agree		Strongly Disagree	n=328	av.=3.45	md=4.00	dev.=1.21
15.8) Rose State College supports student success	Strongly Agree		Strongly Disagree	n=381	av.=4.14	md=4.00	dev.=0.86
15.9) I understand how to use D2L Brightspace.	Strongly Agree		Strongly Disagree	n=400	av.=4.38	md=5.00	dev.=0.80
15.10) There are adequate services on campus to help me use D2L.	Strongly Agree		Strongly Disagree	n=342	av.=4.20	md=4.00	dev.=0.92
15.11) The WiFi system meets my needs.	Strongly Agree		Strongly Disagree	n=357	av.=3.84	md=4.00	dev.=1.14
15.12) Student activities provide me ample opportunity to participate on campus.	Strongly Agree		Strongly Disagree	n=295	av.=3.81	md=4.00	dev.=1.00
15.13) Students have a voice in running this campus.	Strongly Agree		Strongly Disagree	n=278	av.=3.68	md=4.00	dev.=1.05
15.14) Student events held on campus are valuable to me.	Strongly Agree		Strongly Disagree	n=280	av.=3.59	md=4.00	dev.=1.10
15.15) My involvement in student organizations and/or campus committees has been valuable to me.	Strongly Agree		Strongly Disagree	n=239	av.=3.65	md=4.00	dev.=1.09

15.16) Rose State College cares about my college experience.	Strongly Agree		Strongly Disagree	n=378	av.=3.96	md=4.00	dev.=1.01
15.17) I would recommend Rose State College to others.	Strongly Agree		Strongly Disagree	n=398	av.=4.20	md=4.00	dev.=0.92
15.18) Overall, I am satisfied with the services provided to me at Rose State College.	Strongly Agree		Strongly Disagree	n=395	av.=4.22	md=4.00	dev.=0.87



**From:** [Billen, Isabelle](#)  
**Subject:** FW: Stats of the Week # 1 Student Satisfaction of Services  
**Date:** Monday, September 10, 2018 11:25:41 AM  
**Attachments:** [Satisfaction of Services spring 2018 results.pdf](#)  
[image002.png](#)

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Please note that the poles for question 4.7 were Inadvertently reversed on the survey so the results were actually positive (strongly Agree is on the right rather than the left )

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**From:** Billen, Isabelle  
**Sent:** Monday, September 10, 2018 11:09 AM  
**Subject:** Stats of the Week #1 Student Satisfaction of Services

During the Spring of 2018, the Assessment Committee administered the Student Satisfaction of Services Measure. This is the first Stats of the Week to describe those results. The full results are attached. Please review the survey results, what questions do you have?

The survey was emailed and put in a D2L widget so that all students had the opportunity to respond.

Below are the demographic breakdowns compared to the RSC Spring population. As you can see most of the demographics closely match the distribution of the total campus population. The Male/Female frequency is a little further from our campus population, maybe Females are more likely to fill out surveys? Next week I will have more details on the responses disaggregated by various groups.

Race/Ethnicity			
	Survey Respondents		RSC Population
Race/Ethnicity ▼	Frequency	%	%
1 - White/Caucasian	251	61.5%	54%
2 - Black or African American	60	14.7%	15%
3 - Hispanic/Latino	29	7.1%	6%
4 - Asian	14	3.4%	3%
5 - Native American	23	5.6%	5%
6 - Mixed/Other	27	6.6%	17%
(blank)	4	1.0%	0%
<b>Grand Total</b>	<b>408</b>	<b>100.0%</b>	<b>100%</b>
Sex			
	Survey Respondents		RSC Population
Sex ▼	Frequency	%	%
1 - Male	93	22.8%	37%
2 - Female	310	76.0%	63%
(blank)	5	1.2%	0%
<b>Grand Total</b>	<b>408</b>	<b>100.00%</b>	<b>100%</b>
Age			
	Survey Respondents		RSC Population
Age ▼	Frequency	%	%
1 - 19 or younger	85	20.8%	31%
2 - 20-24	98	24.0%	30%
3 - 25-29	48	11.8%	15%
4 - 30-34	44	10.8%	8%
5 - 35-39	43	10.5%	6%
6 - 40 or older	88	21.6%	10%
(blank)	2	0.5%	0%
<b>Grand Total</b>	<b>408</b>	<b>100.0%</b>	<b>100%</b>
Academic Division			
	Survey Respondents		RSC Population
Div ▼	Frequency	%	%
1 - BIT	90	22.1%	18.0%
2 - EngSci	30	7.4%	15.0%
3 - Hum	44	10.8%	9.0%
4 - SocSci	79	19.4%	19.0%
5 - HealthSci	129	31.6%	20.0%
6 - Unknown/Undecided	32	7.8%	19.0%
(blank)	4	1.0%	0.0%
<b>Grand Total</b>	<b>408</b>	<b>100.0%</b>	<b>100.0%</b>

**Isabelle Billen** | Rose State College | Associate VP for Academic Affairs and Institutional Effectiveness

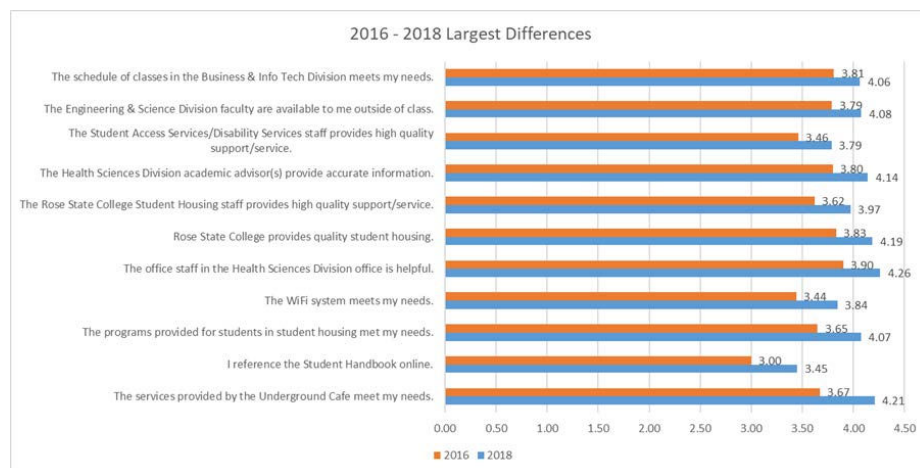
6420 SE 15<sup>th</sup> Street | FA 117 | Midwest City, OK 73110 | p: 405.733.7580 | e:ibillen@rose.edu



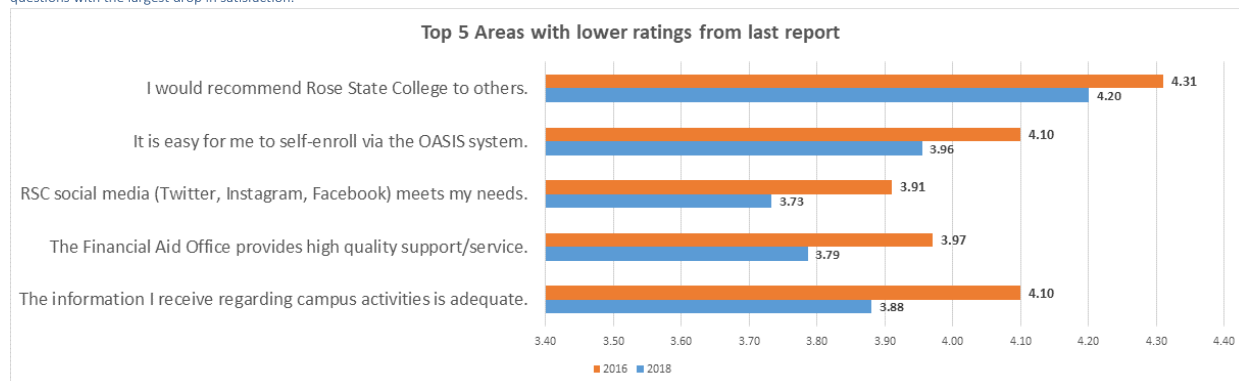
**From:** [Bitten, Isabelle](#)  
**To:** [Bitten, Isabelle](#)  
**Subject:** FW: Stats of the Week # 2 Student Satisfaction of Services Spring 2018  
**Date:** Monday, September 17, 2018 4:24:55 PM  
**Attachments:** [Satisfaction of Services spring 2018 results.pdf](#)  
[image004.png](#)  
[image005.png](#)  
[image007.png](#)  
[image013.png](#)  
[image014.png](#)  
[image015.png](#)

Now that you have had a chance to review the overall report, let's look at little deeper. For the most part, averages for Spring 2018 were similar to Spring 2016, a few items went down and a few went up. Below are some comparisons that were interesting.

Here you can see the questions with the largest differences. We didn't have the Underground Café in 2016 but we did have food services so I went ahead and included this question. As you can see the students are pretty satisfied with the Underground Café. Take a look at the questions with improved satisfaction rates.



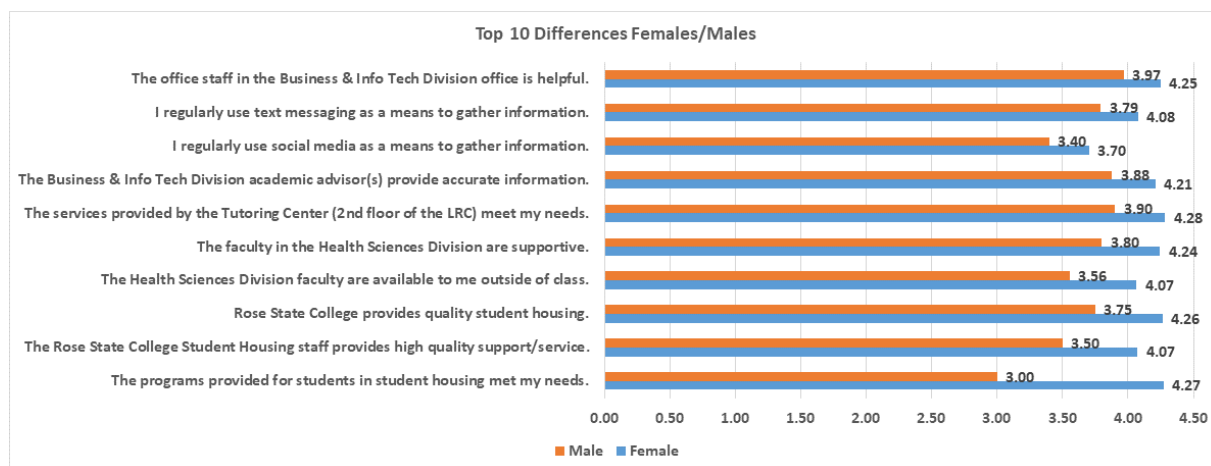
There was only one question that had a lower satisfaction rate of any significance and that was question 14.10 *The information I receive regarding campus activities is adequate.* It's not a great difference but worth taking a look at, what can we do better to inform students? There were other questions that had a drop in satisfaction but all were .20 or smaller difference, below are the 5 questions with the largest drop in satisfaction.



#### Services by Gender

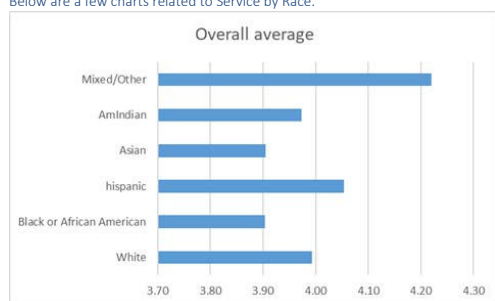
The top questions where differences occurred between the Male and Female answers are shown below. The question that had the largest gap in satisfaction was question 10.3 *The programs provided for students in student housing met my needs.* Perhaps RSC needs to take a look at the programs offered and tailor some to Male interests? The average of all questions for Males was 3.92 and the average for Females was 4.06. Not a huge difference but maybe something to think about. Remember also that there were many more female students who responded to the survey. When these surveys are launched we need to remind ALL students that these surveys are important to improving the quality of services.

-

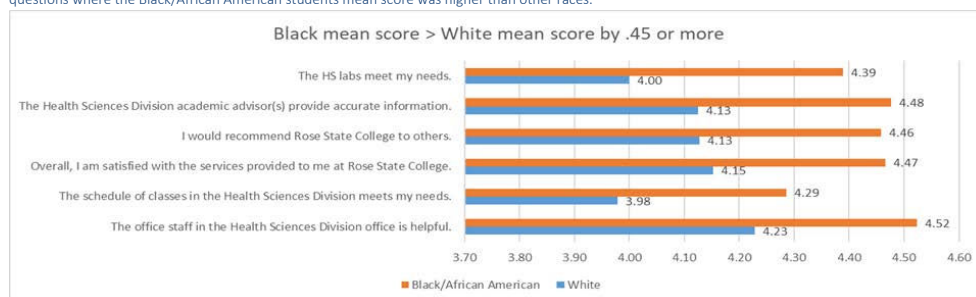


#### Services by Race

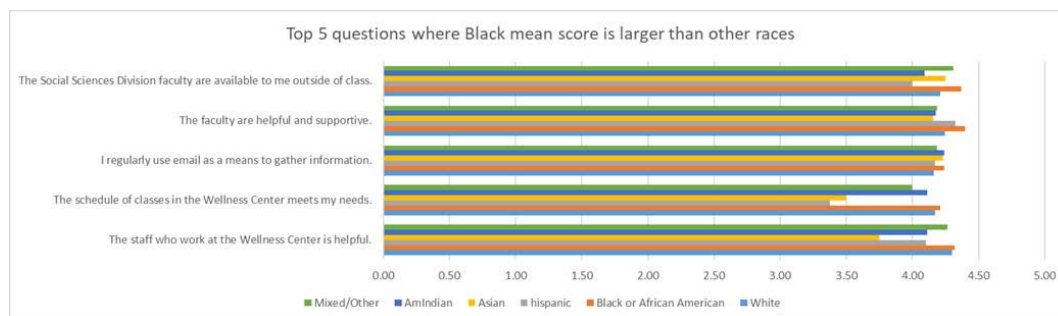
Below are a few charts related to Service by Race.



There were a few questions where the Black/African American and White races differed by .45 or more, the chart below lists those questions. Like the survey administered in 2016, there were several questions where the Black/African American students mean score was higher than other races.



Like the survey administered in 2016, there were several questions where the Black/African American students mean score was higher than other races, 53 out of 89 questions were ranked higher by Black/African American students than other races. As you can see from the chart below the differences were not by large amounts but still a difference. When looking at the group whose mean score was lower than other races, this occurred with the Hispanic students. I'm not making any assumptions here on these two statements but if you would like to look deeper into the specific questions for either of these groups please let me know.



That's enough data for this week, I don't want to overload you. As always, if you have comments or questions please let me know. Until next time.....

6420 SE 15<sup>th</sup> Street | FA 117 | Midwest City, OK 73110 | p: 405.733.7580 | e: [ibillen@rose.edu](mailto:ibillen@rose.edu)



**From:** [Billen, Isabelle](#)  
**Subject:** Stats of the Week #3 Student Satisfaction of Services Spring 2018  
**Date:** Friday, September 28, 2018 2:30:21 PM  
**Attachments:** [image005.png](#)  
[image006.png](#)  
[image007.png](#)  
[image010.png](#)  
[image018.png](#)  
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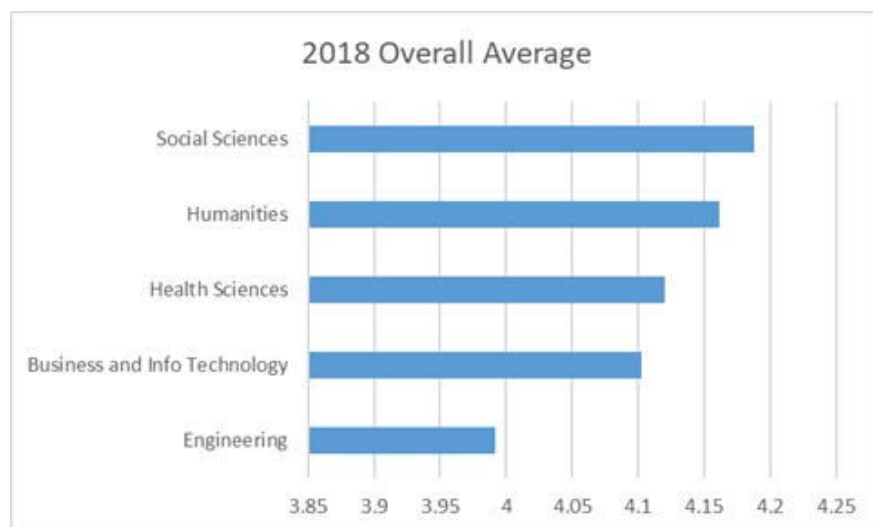
This week reports is 3<sup>rd</sup> in the series of Stats of the Week for the Student Satisfaction of Services survey from Spring 2018. These results are related to the Academic Divisions.

### **Academic Affairs**

As you recall, the survey asks the same questions about each Academic Division. Below are some data for you to review. I added the data from the 2016 survey for your information. Note that all divisions scored in the Agree or Strongly Agree Category which tells us that the students are generally pleased. However, we still need to pay attention to those questions at the lower satisfaction end to see where improvements can be made. This year 2 of the 5 lowest averaging questions were about the labs and 3 of the 5 highest scoring averages were about the faculty being supportive. *Note: In 2016 labs scored the lowest and support of faculty was the highest.*

While all of these questions are important, faculty have the most contact with students from day to day and play a big part in whether the students return or not.

The overall averages for divisions:

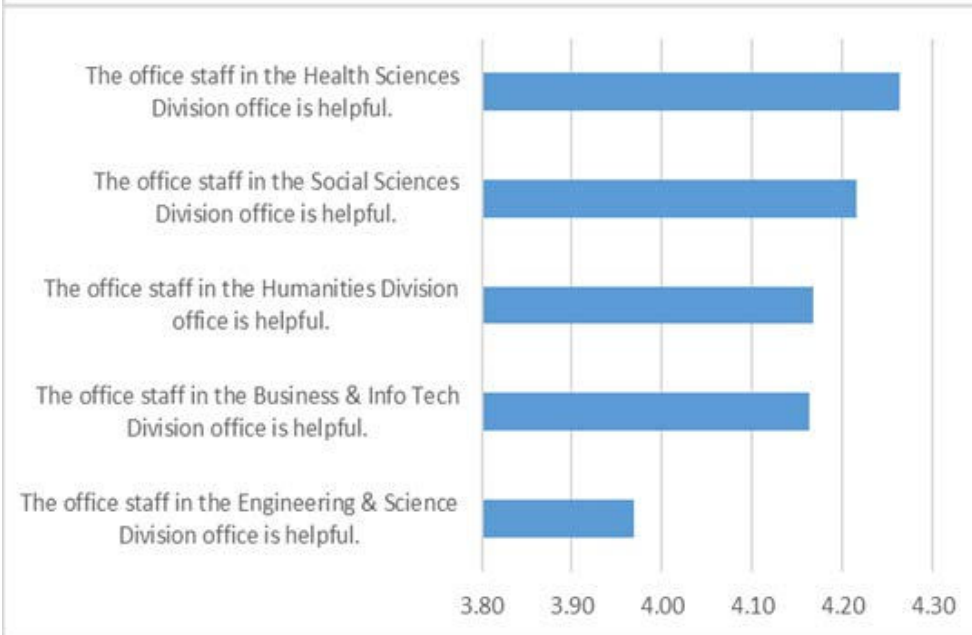
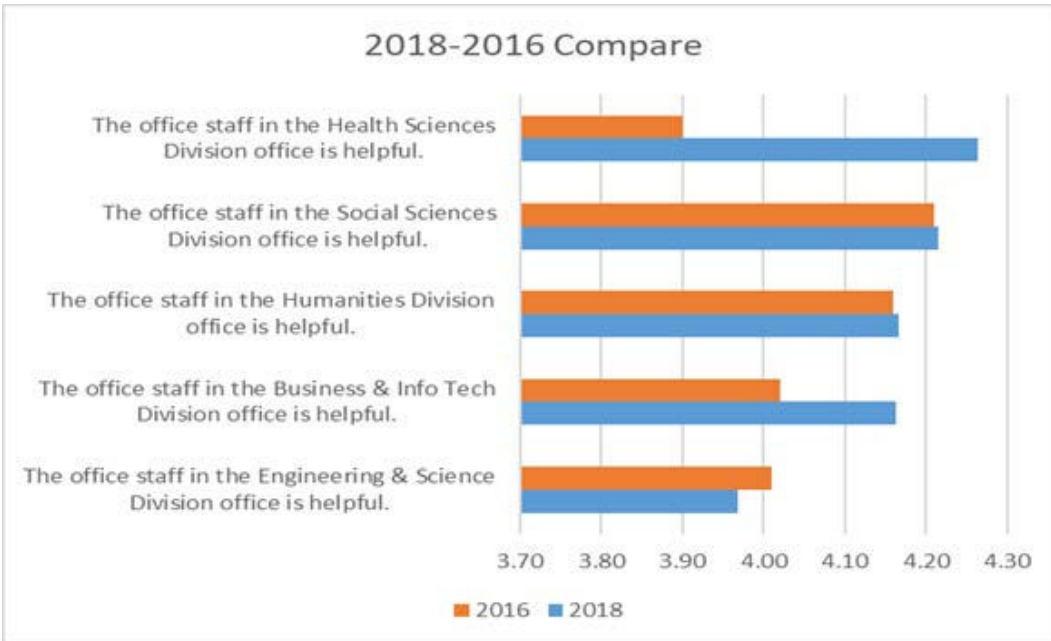


Overall averages for questions:

Division question averages	2018	2016
The office staff in the ____ Division office is helpful.	4.17	4.06
The ____ Division academic advisor(s) provide accurate information.	4.12	4.03
The faculty in the ____ Division are supportive.	4.21	4.07
The ____ Division faculty are available to me outside of class.	4.13	4.04

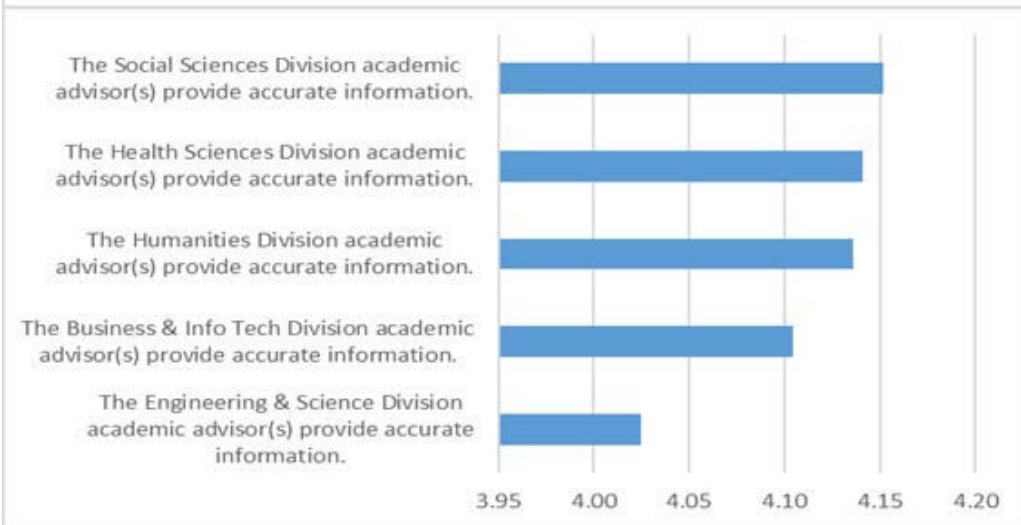
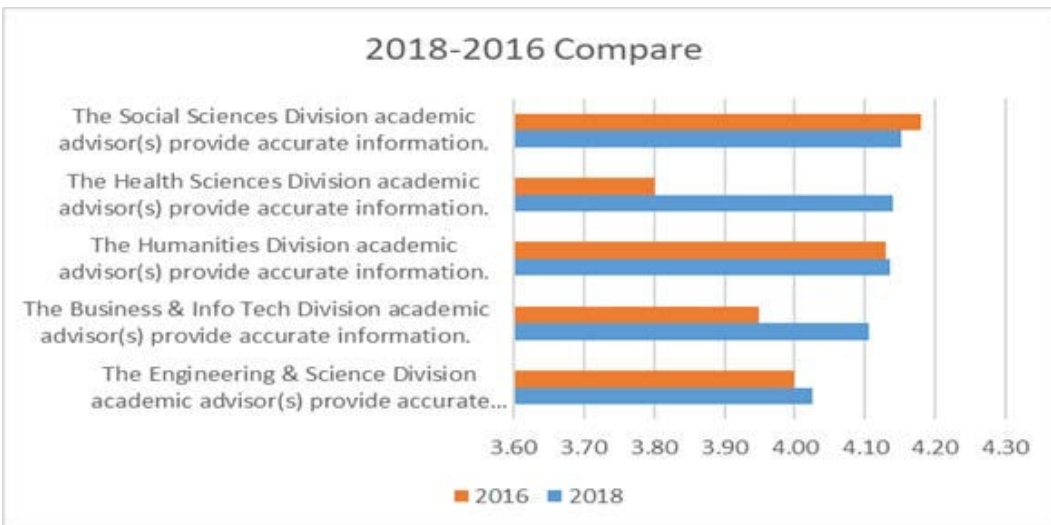
The schedule of classes in the ____ Division meets my needs.	4.08	4.03
The ____ labs meet my needs.	4.01	3.96

Question 1: Office Staff is helpful *Average for all divisions: 4.172*

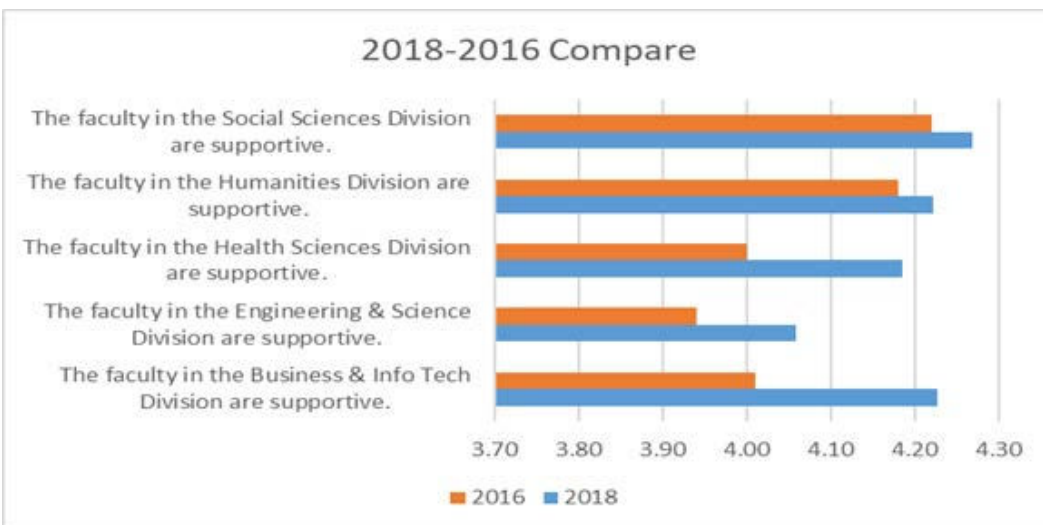


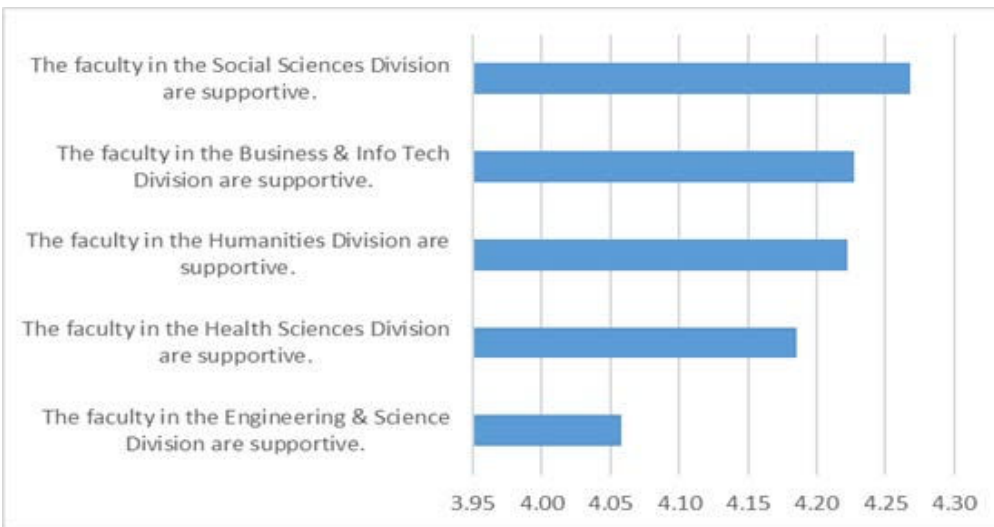
Question 2: Advising provides accurate information *Average for All divisions: 4.123*



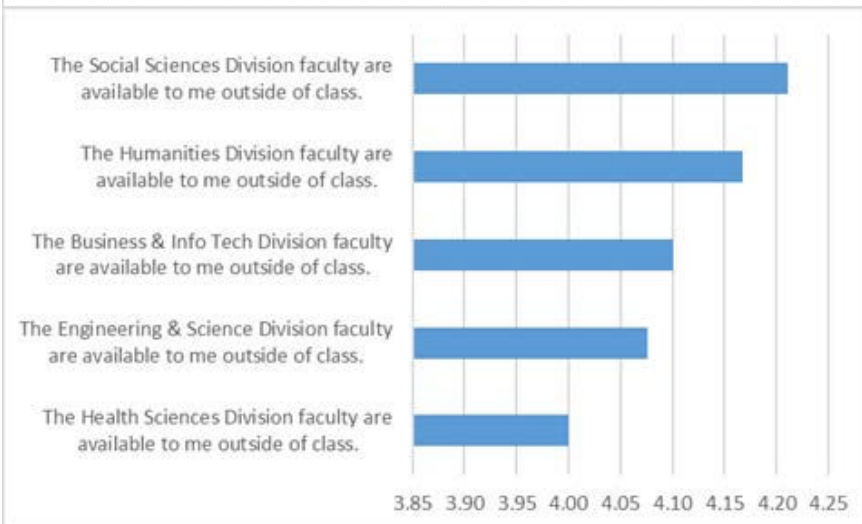
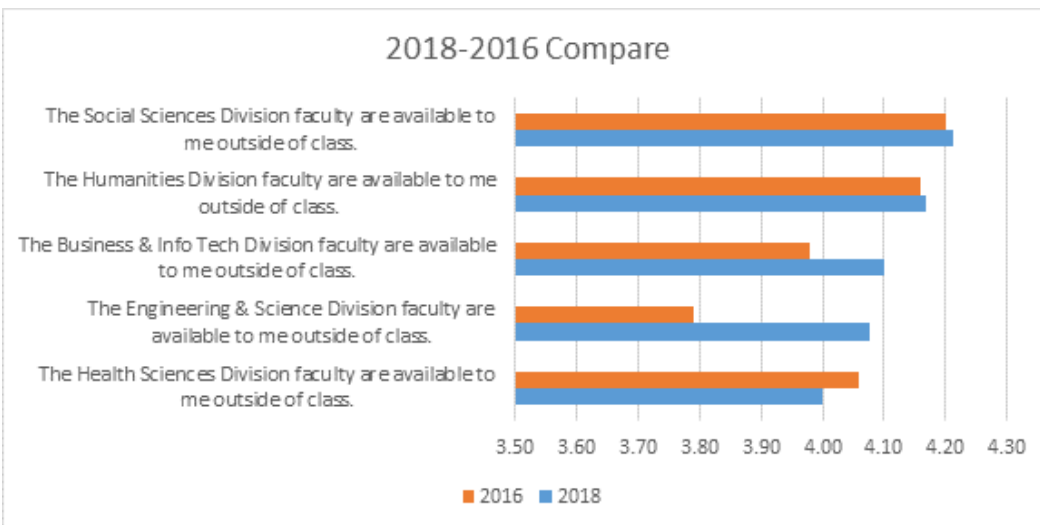


Question 3: Faculty are Supportive    *Average for All divisions: 4.205*    Notice that all Divisions had an improvement in average score.

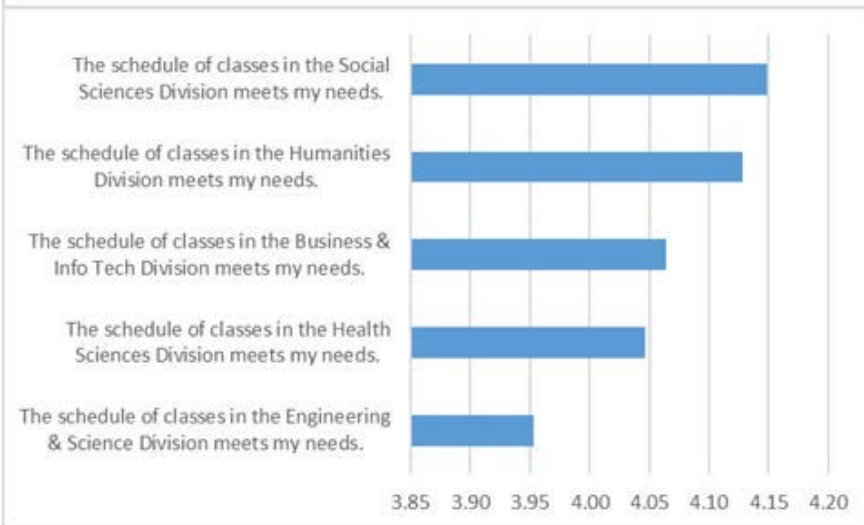
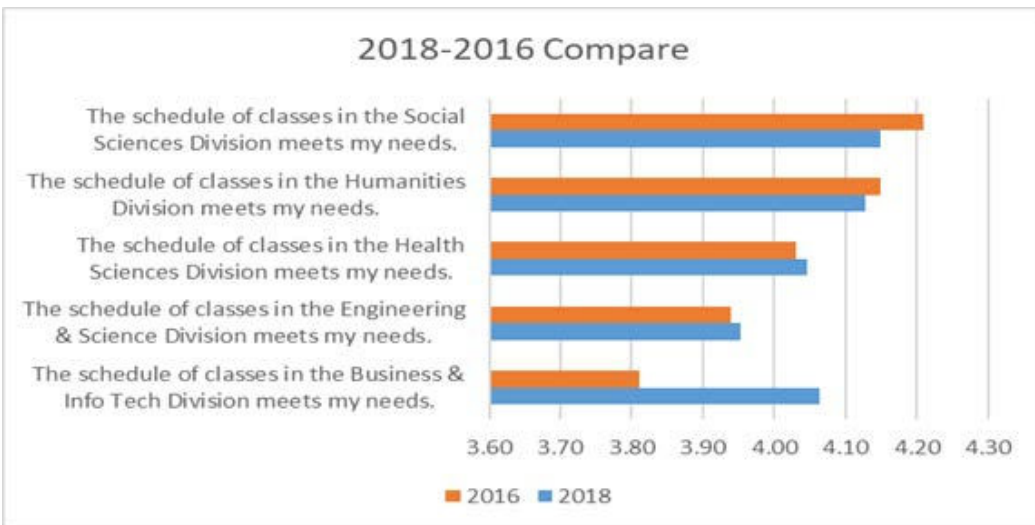




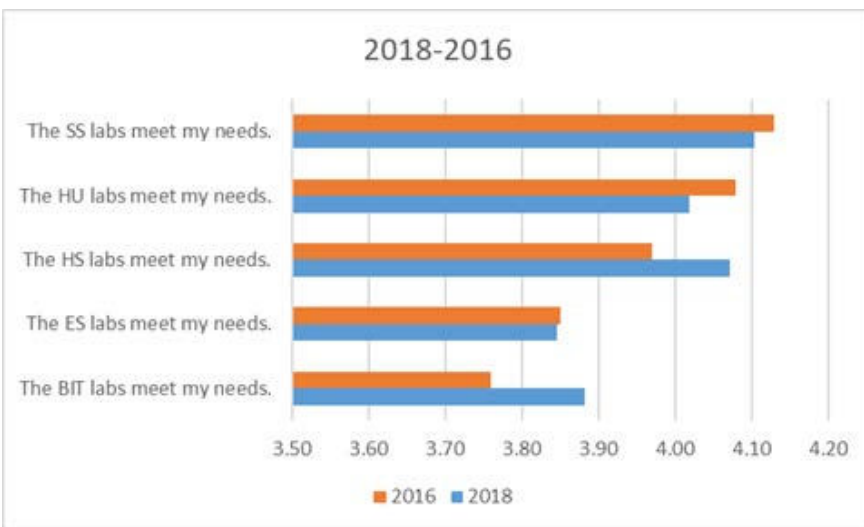
Question 4: Faculty are available outside of class    *Average for All divisions: 4.126*

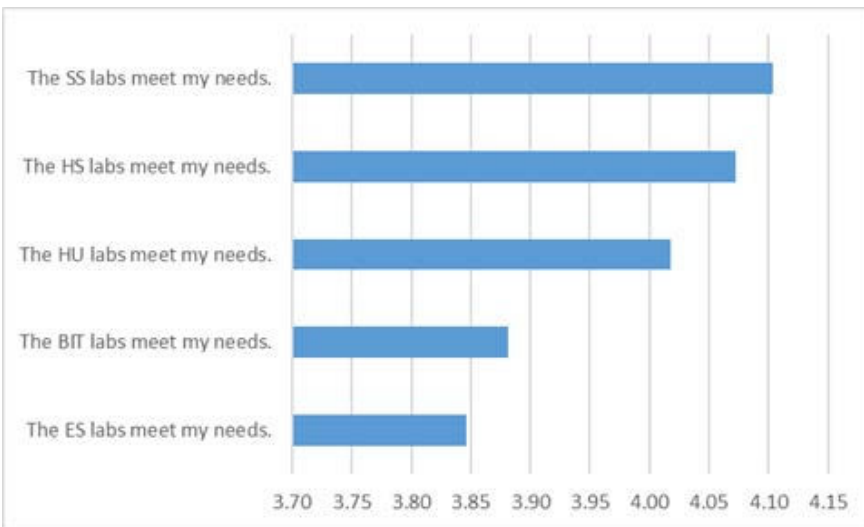


Question 5: The schedule of classes meets my needs    *Average for all divisions: 4.084*



Question 6: The labs in the division meet my needs    *Average for all divisions: 4.006*





I hope that you find this information useful. If you wish to see the detail for any particular question please let me know.

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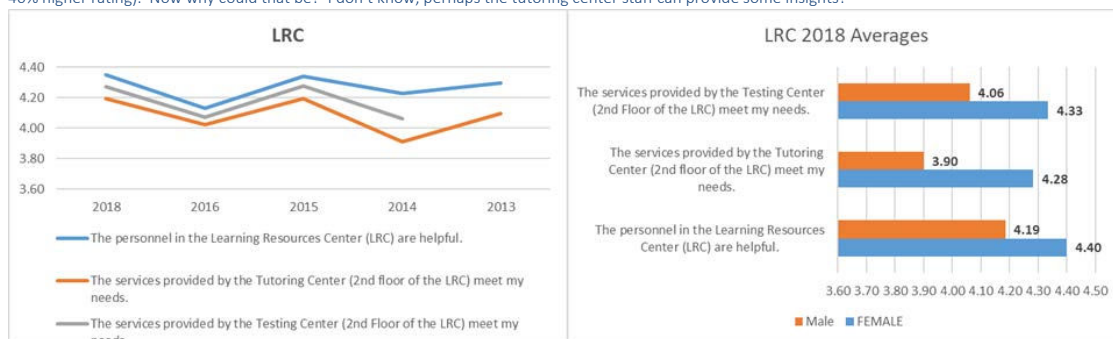
From: [Billen, Isabelle](#)  
 Subject: Stats of the Week #4 Student Satisfaction of Services Spring 2018  
 Date: Monday, October 8, 2018 2:57:06 PM  
 Attachments: [image002.png](#)  
[image008.png](#)  
[image010.png](#)  
[image012.png](#)  
[image015.png](#)  
[image016.png](#)  
[image022.png](#)  
[image024.png](#)  
[image028.png](#)

This week reports is 4th in the series of Stats of the Week for the Student Satisfaction of Services survey from Spring 2018. Last week we compared the Academic Divisions, this week will focus on the other areas.

#### Learning Resources Center

There were eight questions pertaining to the Learning Resources Center (LRC) in this spring survey. Five of the eight questions averages were in the Strongly Agree Category and three were in the Agree Category indicating that the students are satisfied with the LRC. Pulling the information from the past surveys you can see there was a little dip in satisfaction in 2014 and again in 2016 but since the LRC remodel occurred and opened in 2017, the satisfaction rates are the highest since we began doing this survey. Below I've compared three of the questions as these were the only three that have been asked in past surveys. (testing was not measured in 2013).

When comparing the averages for these same three questions disaggregated by Sex you see that the females gave higher ratings especially on the tutoring question (nearly 40% higher rating). Now why could that be? I don't know, perhaps the tutoring center staff can provide some insights?



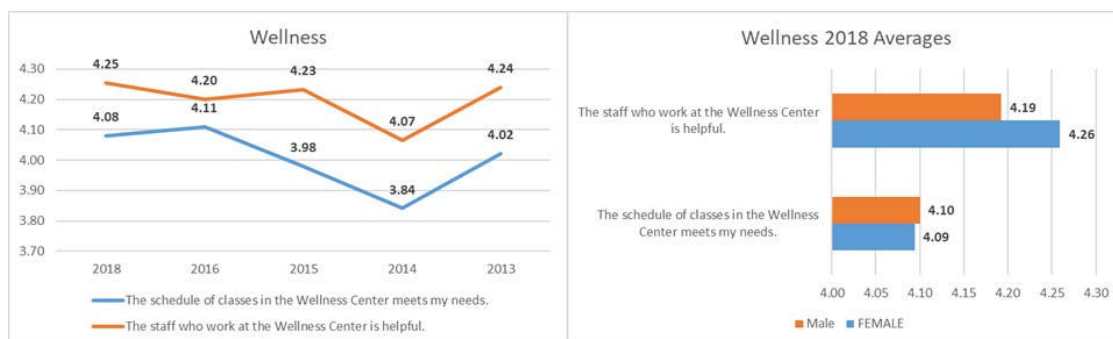
#### Wellness Center

There were two questions on the survey related to the Wellness Center

1. The schedule of classes in the Wellness Center meets my needs.
2. The staff who work at the Wellness Center are helpful

The results were positive as both questions averages were the highest they have been since 2013 (although very close to the same rate as 2013). In 2018 the satisfaction with the schedule of classes was slightly lower than in 2016 but only by a very small amount.

The satisfaction with the schedule of classes was virtually same between males and females and although the females rated the helpfulness of staff higher it was only by .07, so not significant. Nothing alarming here.



#### Enrollment Management

Here I included the questions related to Enrollment Management. The graph for 4 years is a little messy to look at so for the bar chart I've included only the last 2 years and displayed the data table for all 4 years. Some areas had a slight drop in satisfaction from 2016 but none were significant.

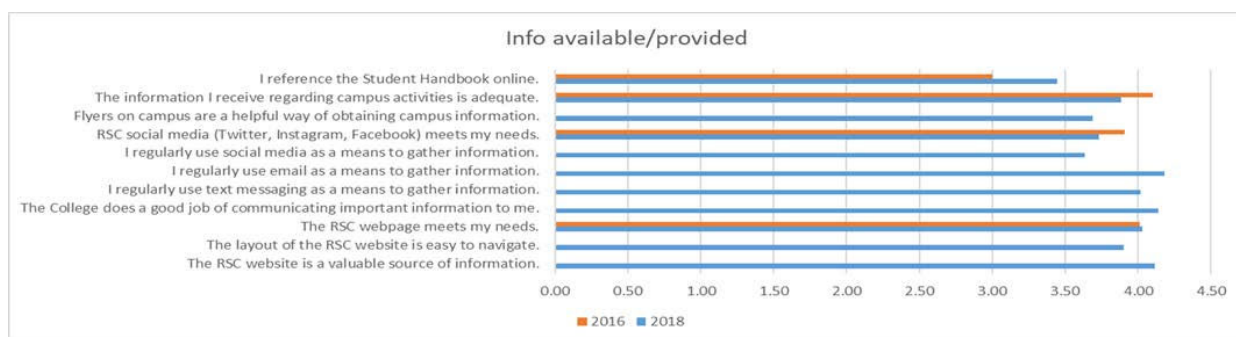
These four questions all had an increase: The Academic Advisement Office in the Student Services Building provides high quality support/service; The TRIO staff helped to navigate my educational experience; The staff of the GRAD Center provides high quality support/service; The Veteran Student Services Office provides high quality support/service



Enrollment Management	2018	2016	2015	2014
The admissions procedures were easy to navigate.	4.05	4.10	4.09	3.93
The Admissions and Records/Registrar Office staff provides high quality support/service.	4.01	4.07	4.09	3.94
The Testing Center or E.A.S.T. (for Accuplacer, ACT, CLEP/DSST exam) provides high quality support/service.	3.99	4.05	4.15	3.99
Enrollment at Rose State College was a smooth process for me.	4.13	4.16	4.08	3.98
The Academic Advisement Office in the Student Services Building provides high quality support/service	3.92	3.89	4.07	3.91
The Financial Aid Office provides high quality support/service.	3.79	3.97	4.00	3.74
The staff of the GRAD Center provides high quality support/service.	3.89	3.78	4.03	3.95
The TRIO staff helped to navigate my educational experience.	3.62	3.61	3.96	
The Veteran Student Services Office provides high quality support/service.	3.74	3.65	4.09	3.92

#### Information available/provided to students

Here I group some questions that are related to the information available to students. The question that had the largest improvement was *I reference the Student Handbook Online (an increase of .45 average)*. It's great to see this improvement but the average is still barely above neutral, maybe students are not aware of this resource. The question that had the largest decrease in satisfaction was *The information I receive regarding campus activities is adequate, a decrease of .22 average* Not sure why this one would be lower...

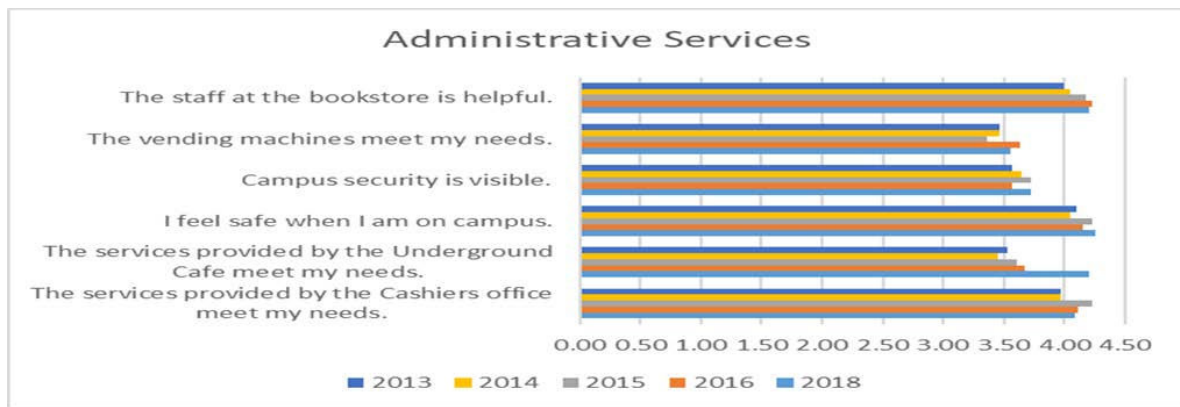


Another way to look at these questions sorted by most satisfaction:

Info available/provided	2018	2016
I regularly use email as a means to gather information.	4.18	
The College does a good job of communicating important information to me.	4.14	
The RSC website is a valuable source of information.	4.11	
The RSC webpage meets my needs.	4.03	4.01
I regularly use text messaging as a means to gather information.	4.02	
The layout of the RSC website is easy to navigate.	3.90	
The information I receive regarding campus activities is adequate.	3.88	4.10
RSC social media (Twitter, Instagram, Facebook) meets my needs.	3.73	3.91
Flyers on campus are a helpful way of obtaining campus information.	3.69	
I regularly use social media as a means to gather information.	3.63	
I reference the Student Handbook online.	3.45	3.00

#### Administrative Services

I realize that we did not have the Underground Café in past semesters but it appears that students are much more satisfied with food choices than in the past, an increase of .68 since 2013. Vending machine satisfaction has been pretty much the same, not highly satisfied but not bad either, food is important to students. Questions regarding security being visible and how safe students feel on campus have also shown favorable improvements since 2013 (both dipped just slightly in 2016 but rebounded nicely). The bookstore has seen improvement since 2013, dipped a little in 2018 but I supposed that is because they have had to downsize and move to a less convenient location.



I was going to add a few more charts and info but this email is already getting too long, I'll save the rest for next week's Stats. If you have any questions or comments about today's email please let me know.

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**From:** [Billen, Isabelle](#)  
**Subject:** Stats of the Week #5 Student Satisfaction of Services Spring 2018  
**Date:** Monday, October 15, 2018 8:59:02 AM  
**Attachments:** [image004.png](#)  
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[image009.png](#)

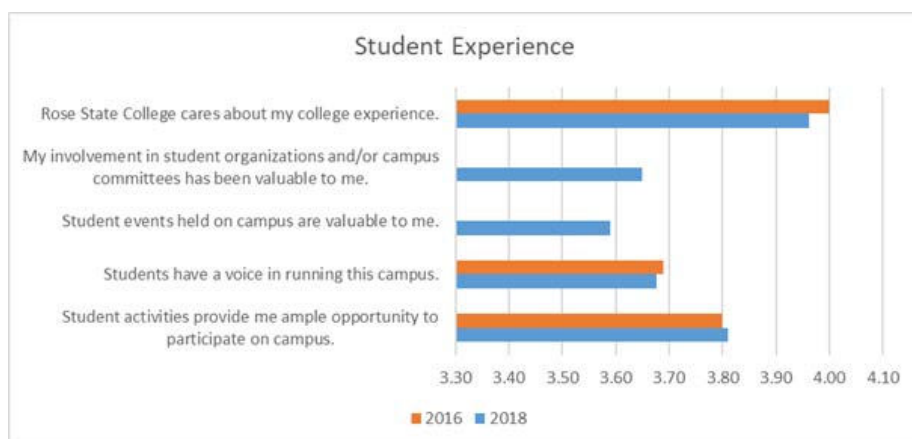
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Well, this is it, the last in the series of Stats of the Week for the Student Satisfaction survey. I know some of you are saying finally, and some are saying, more data, more data, more data.

There are a few questions in the survey that are related to student experiences and Rose State in General so I'll discuss those below. If you have a pressing desire to find out more about any of the questions and how a specific group answered I'd be happy to dig deeper.

### Student Experience

The averages for the Student Experience questions remained relatively the same as last year. This year we added two questions. While none of these questions averaged in the Strongly Agree category, they all did average in the Agree category. In each of the questions, female students rated their satisfaction higher.



### Other

A few items to note: Students strongly agree that faculty are helpful and supportive, this has remained high since we began this survey: Good job faculty, you are with the students more than any other group and have a great influence on how students feel.

I understand how to use D2L is also a question where there was high agreement. That's good to hear and hopefully the CANVAS system will be just as easy or even easier for the students.

Notice the improvement in satisfaction with the Wi-Fi. Because of the funds from the bond issue, the Wi-Fi was beefed up, more Wireless Access Points (WAPs) were added boosting the capability signal and speed.

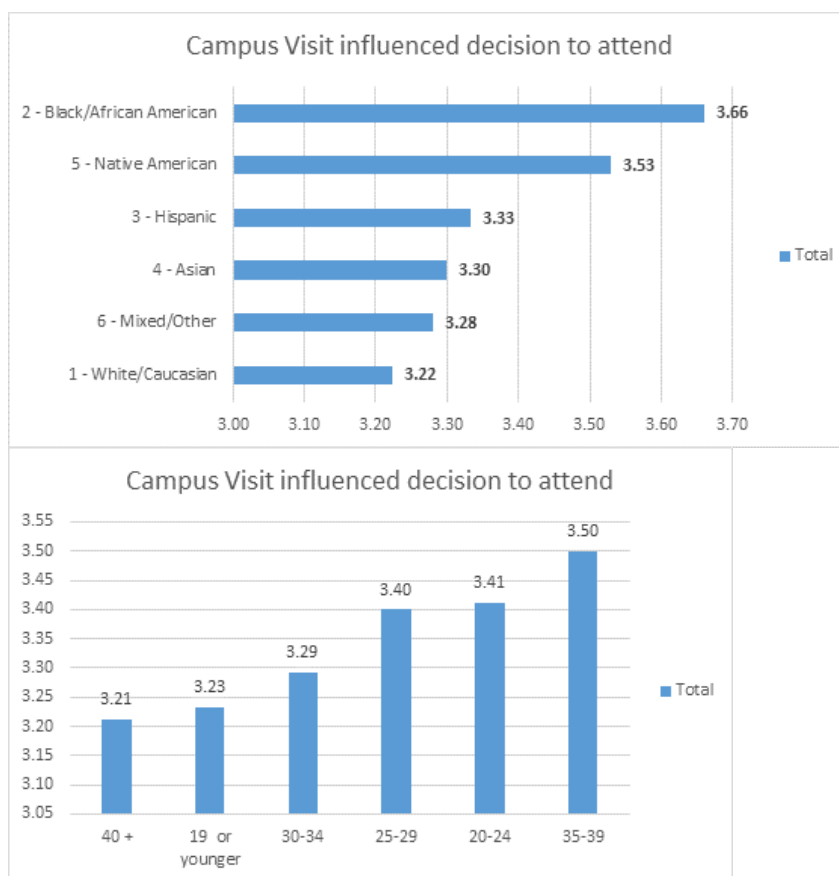
The question I would recommend Rose State College to others is still in the Strongly Agree category but it has dipped slightly since 2015...any ideas on that one?

Other Questions	2018	2016	2015	2014	2013
The faculty are helpful and supportive.	4.27	4.23	4.25	4.22	4.24
The faculty care about my academic success.	4.13	4.17	4.15	4.12	4.11



Rose State College supports student success	4.14	4.23			
I understand how to use D2L Brightspace.	4.38	4.40	4.38	4.33	4.42
There are adequate services on campus to help me use D2L.	4.20	4.19	4.22	3.95	4.20
The WiFi system meets my needs.	3.84	3.44	3.49	3.38	3.64
I would recommend Rose State College to others.	4.20	4.31	4.35	4.17	
Overall, I am satisfied with the services provided to me at Rose State College.	4.22	4.14			
Visiting the campus influenced my decision to attend Rose State College.	3.32				

A new question was added this year: *Visiting the campus influenced my decision to attend Rose State College*. The average for this question was 3.32, in the Neutral category, interesting. Because this number was low I decide to break it down a little further. Females had a slightly higher average for this question (3.38) compared to males (3.14). There were some differences among the race groups as well, quite a large difference between the Black/African american students and White/Caucasian. Anyone surprised by the age group breakout for this question?



I think in this series, I've touched on a little about each questions. Think on it, what else do you want to know?

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