



INSTITUTE OF TECHNOLOGY

Student Satisfaction Inventory Report

August 2022

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. This year the SSI was offered to colleges and universities using an online format. Previous administrations of this survey used the paper version which was discontinued for 2022. It also comes in 70-question and 40-question versions. The OSUIT campus used the 40-question version for community, junior, and technical colleges for the annual Spring 2022 administration of the SSI.

Sample Selection & Response Rate

A list of all available traditional (face-to-face) and blended (less than or equal to 25% online) classes taught during the spring 2022 term provided the sample. The survey was distributed to 1,233 students. In total, 73 students completed all or part of the survey, resulting in a 5.92 percent response rate. This is a substantial drop from the 77.62 percent response rate in Spring 2021. This dramatic change would seem to correlate with the modification of survey delivery format, from paper to online.

Demographics

(See Appendix A for Demographic tables and visualizations)

Generic

- **Gender:** 76.19 percent *male*, 20.63 percent *female*, and 3.17 percent *genderqueer*.
- **Age:** 3.33 percent of respondents were age *18 or under*, 61.67 percent were age *19-24*, 15.00 percent were *25-34*, 11.67 percent were age *35-44*, and 8.33 percent were *45 or older*.
- **Ethnicity/Race:** *White/Caucasian* at 51.67 percent, followed by 21.67 percent *American Indian*, 10.00 percent *Hispanic or Latino (and Puerto Rican)*, 6.67 percent *Black/African American*, and 5.00 percent answered *multi-racial*. *Other race*, *Asian*, and *Alaskan Native* each reported 1.67 percent.
- **Employment:** 30.51 percent were employed *part-time off campus*, and 23.73 percent were employed *full-time off campus*, 20.34 percent reported they were *not employed*, and a total of 25.42 percent reported being *employed on campus* in a *part-time* or *full-time* capacity.
- **Tuition Source:** *Financial aid* was the largest reported tuition source at 41.79 percent, followed by *self-support* at 22.39 percent, *scholarships* at 20.90 percent, *other tuition sources* at 10.45 percent, and *family contributions* at 4.48 percent.
- **Residence Classification:** 94.29 percent of students identified as *in-state residence*. *Out-of-state* and *International* each identified at 2.86 percent.

Academic & Institution

- **Current GPA:** A total of 74.57 percent selected a *GPA of 3.0 or above*. 20.33 percent reported a GPA of *2.0-2.99*, 3.39 percent reported *1.99 or below*, and 1.69 percent listed *No credits earned*.
- **Current Enrollment Status:** Full-time enrollment was reported by 91.67 percent and 8.33 percent as part-time.
- **Class Level:** Students with *1 year or less* and those with *2 years* each comprised 48.33 percent of the total responses. 6.67 percent reported *3 years* and 1.67 percent reported *4 years or more*.

- **Educational goals:** 75.86 percent were seeking an *Associate degree*, 10.34 percent were seeking *Vocational/technical programs*, *Certification* and *Other Educational Goal* each reported 5.17 percent, and *Job-related training* only reported 3.45 percent.
- **Institution Choice:** OSUIT was the *1st choice* for 79.41 percent of respondents, the *2nd choice* for 14.71 percent, and the *3rd choice or lower* for 5.88 percent.
- **Organizational Membership:** 67.16 percent of students responded they had *no organization memberships*, 29.85 percent responded they had *one or two memberships*, and 2.99 percent responded *five or more memberships*.
- **Plan to Transfer:** 86.57 percent said *no I do not plan to transfer* to another institution.
- **Decision to Attend OSUIT:** 34.33 percent of students were influenced by *Word-of-mouth/reputation*, 11.94 by their *high school counselor*, 7.46 percent by *information they received by mail*. The largest percentage, 46.27 percent selected *None of the above*.

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) consisted of the following eight survey scales:

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

Importance, Satisfaction, and Gap Scores

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

Comparison Groups: National Benchmarks and Internal Comparisons

The 2022 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 2018-2021 academic years and contains 58,823 student responses.
2. OSUIT student responses from previous years covering SSI administrations for year-to-year comparisons up to five years (2017-2022).

(See Appendix A for results compared to the national group benchmarks, Appendix B for results comparing the OSUIT 2021 and 2022 administrations of the SSI, and Appendix C for five years of OSUIT satisfaction data for determining trends.)

Results

While OSUIT is behind the benchmarks on most of the survey scales (Table 1), OSUIT students reported satisfaction on *Academic Advising Effectiveness* and *Safety and Security* at slightly above the benchmark. However, the mean differences are not statistically significant. Consistent with past reports, students described the survey scales as *less important* than did the benchmark group.

Table 1. OSUIT National Benchmark Comparisons

| Scale | OSUIT Importance | OSUIT Satisfaction | OSUIT Standard Deviation | OSUIT Gap | Benchmark Importance | Benchmark Satisfaction | Benchmark Standard Deviation | Benchmark Gap | Mean Difference |
|--|------------------|--------------------|--------------------------|-----------|----------------------|------------------------|------------------------------|---------------|-----------------|
| Academic Advising Effectiveness | 6.25 | 5.87 | 1.43 | 0.38 | 6.42 | 5.81 | 1.29 | 0.61 | 0.06 |
| Admissions and Financial Aid Effectiveness | 6.20 | 5.70 | 1.33 | 0.50 | 6.34 | 5.78 | 1.24 | 0.56 | -0.08 |
| Campus Climate | 6.40 | 5.94 | 1.34 | 0.46 | 6.48 | 6.48 | 1.04 | 0.46 | -0.08 |
| Campus Services | 6.23 | 5.99 | 1.16 | 0.24 | 6.37 | 6.04 | 1.02 | 0.33 | -0.05 |
| Instructional Effectiveness | 6.32 | 5.91 | 1.20 | 0.41 | 6.45 | 5.94 | 1.07 | 0.51 | -0.03 |
| Registration Effectiveness | 6.24 | 5.88 | 1.22 | 0.36 | 6.50 | 5.95 | 1.05 | 0.55 | -0.07 |
| Safety and Security | 6.38 | 5.91 | 1.26 | 0.47 | 6.40 | 5.85 | 1.21 | 0.55 | 0.06 |
| Student Centeredness | 6.39 | 5.89 | 1.40 | 0.50 | 6.43 | 5.91 | 1.16 | 0.52 | -0.02 |

OSUIT year-to-year comparison—In spring of 2021, the SSI was distributed via paper to 41 traditional classes, which included 496 registered students, 385 of which completed the survey for a response rate of 77.62. The response rate for the online only 2022 SSI was substantially lower than previous years, despite the larger number of students in the sample. Satisfaction, as characterized by scale scores, increased in all areas as compared to student responses in 2021 (Table 2). Students placed more importance on the items in all eight survey scales in 2022. Importance provides context for satisfaction levels; satisfaction only matters when the issue at-hand is also important.

Table 2. OSUIT Two Year Scale Comparisons

| Scale | OSUIT 2021 Importance | OSUIT 2021 Satisfaction | OSUIT 2021 Standard Deviation | OSUIT 2021 Gap | OSUIT 2022 Importance | OSUIT 2022 Satisfaction | OSUIT 2022 Standard Deviation | OSUIT 2022 Gap | Mean Difference |
|--|-----------------------|-------------------------|-------------------------------|----------------|-----------------------|-------------------------|-------------------------------|----------------|-----------------|
| Academic Advising Effectiveness | 6.11 | 5.73 | 1.20 | 0.38 | 6.25 | 5.87 | 1.43 | 0.38 | 0.14 |
| Admissions and Financial Aid Effectiveness | 6.01 | 5.42 | 1.35 | 0.59 | 6.20 | 5.70 | 1.33 | 0.50 | 0.28 |
| Campus Climate | 6.15 | 5.56 | 1.30 | 0.59 | 6.40 | 5.94 | 1.34 | 0.46 | 0.38* |
| Campus Services | 5.99 | 5.60 | 1.19 | 0.39 | 6.23 | 5.99 | 1.16 | 0.24 | 0.39** |
| Instructional Effectiveness | 6.18 | 5.71 | 1.22 | 0.47 | 6.32 | 5.91 | 1.20 | 0.41 | 0.20 |
| Registration Effectiveness | 6.17 | 5.54 | 1.30 | 0.63 | 6.24 | 5.88 | 1.22 | 0.36 | 0.34* |
| Safety and Security | 5.97 | 5.50 | 1.28 | 0.47 | 6.38 | 5.91 | 1.26 | 0.47 | 0.41* |
| Student Centeredness | 6.12 | 5.53 | 1.38 | 0.59 | 6.39 | 5.89 | 1.40 | 0.50 | 0.36* |

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

Strengths and Challenges vs National Comparison Group Benchmarks

The OSUIT 2022 SSI results were benchmarked against 58,823 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, and *Challenges* are evidenced by high importance and lower satisfaction scores resulting in a relatively large gap score. The following are the strengths and challenges identified by OSUIT students during the spring 2022 administration of the SSI.

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

- 20. Students are made to feel welcome here.
- 14. My academic advisor is knowledgeable about my program requirements.
- 6. Library resources and services are adequate. (+)
- 13. The campus is safe and secure for all students. (+)

- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). (+)
- 38. Most classes deal with practical experiences and applications. (+)
- 48. Campus item: College personnel and students show tolerance and respect for different viewpoints. (+)
- 27. Tutoring services are readily available. (+)

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

- 43. Campus item: My department prepares students well for their professions.
- 10. *Parking lots are well-lighted and secure.* (+)
- 8. The quality of instruction I receive in most of my classes is excellent.
- 40. There are sufficient courses within my program of study available each term.

- 44. Campus item: My academic advisor adequately assists me with career planning issues.
- 36. *Tuition paid is a worthwhile investment.* (+)
- 37. *I seldom get the "run-around" when seeking information on this campus.* (+)
- 17. Admissions counselors accurately portray program offerings in their recruiting practices.

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

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

OSUIT students rated the following items among the top half of items by importance.

Higher Satisfaction vs. National Group Benchmarks:

None

Lower Satisfaction vs. National Group Benchmarks:

- 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.

To determine the greatest improvement in specific areas, listed below are specific items revealing the highest mean difference positive and negative, for 2022 over 2021 (mean difference and significance level in parentheses).

On the positive side:

- 6. Library resources and services are adequate. (0.63***)
- 10. Parking lots are well lighted and secure. (0.42*)
- 11. Counseling services are available if I need them. (0.66**)
- 13. The campus is safe and secure for all students. (0.42*)
- 15. Financial aid counseling is available if I need it. (0.55*)
- 29. There are convenient ways of paying my school bill. (0.55*)
- 32. I am able to take care of college-related business at times that are convenient for me. (0.52*)

36. Tuition paid is a worthwhile investment. (0.53*)
 37. I seldom get the "run-around" when seeking information on this campus. (0.59*)
 48. Campus item: College personnel and students show tolerance and respect for different viewpoints. (0.54*)
 49. Campus item: The level of ethnic and cultural diversity on this campus is satisfactory. (0.57*)

On the negative side:

None

Institutional Summary Items: Benchmarks

The 2022 SSI included three summary items regarding students' general attitudes; these questions are often used to determine the likelihood of a positive or negative attitude that may reflect on the institution's reputation during face-to-face interactions with others.

Summary Items: OSUIT National Benchmark Comparison

(See Appendix A for a breakdown by response type)

| Summary Items | OSUIT Mean Response by % | National Benchmark Mean Response by % | Mean Difference | SS |
|--|--------------------------|---------------------------------------|-----------------|----|
| So far, how has your college experience met your expectations? | 4.52 | 5.05 | -0.53 | ★★ |
| Rate your overall satisfaction with your experience here thus far. | 5.35 | 5.67 | -0.32 | |
| All in all, if you had it to do over again, would you enroll here? | 5.71 | 5.94 | -0.23 | |

SS = Statistical Significance

★★Difference statistically significant at the .01 level

Benchmark (SSI National Group of Community Colleges using Form B) based on 58,823 records

Summary Items: OSUIT Two Year Comparison

(See Appendix B for a breakdown by response type)

| Summary Items | OSUIT 2021 Mean Response by % | OSUIT 2022 Mean Response by % | Mean Difference | SS |
|--|-------------------------------|-------------------------------|-----------------|----|
| So far, how has your college experience met your expectations? | 4.52 | 4.63 | -0.11 | |
| Rate your overall satisfaction with your experience here thus far. | 5.35 | 5.18 | 0.17 | |
| All in all, if you had to do it over, would you enroll here again? | 5.17 | 5.39 | 0.32 | |

SS = Statistical Significance

OSUIT 2021 results based the 41 selected classes that included 496 registered students, 385 of which completed the survey.

OSUIT: Five Years of Comparison Data

Appendix C 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 (2018-2022). The departments and areas with the highest 5-year levels of mean satisfaction were *Academic Advising* 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.
- 50. Campus item 10: My Instructors demonstrate professionalism as appropriate for the workplace.
- 42. Campus item 2: My department prepares students well for their professions.
- 6. Library resources and services are adequate.
- 20. Students are made to feel welcome here.
- 3. My academic advisor is available when I need help.
 - **Questions 20 and 3 had identical mean averages.*

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

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

Although the 2022 SSI survey had the lowest response rate, a five-year analysis of the Campus Summary Item responses shows an overall positive student mean average for *college experience expectations* (4.72), *satisfaction at OSUIT thus far* (5.32), and *would they enroll at OSUIT if they could do it all again* (5.52).

Conclusions

The format and delivery method of the 2022 SSI survey greatly impacted the response rate efficacy. Despite the larger sample size, only 5.92 percent of the total sample participated. According to Ruffalo Noel Levitz (RNL), the average response rate to their student satisfaction surveys is 20 percent. RNL has previously cautioned against online-only surveys as they frequently result in lower completion rates despite their accessibility and convenience. However, the survey results are valid if the demographic percentages align with the overall institution. Based on this, the OSUIT 2022 SSI survey results compared with national benchmarks and year-over-year analysis show student satisfaction trended upward in many areas.

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.

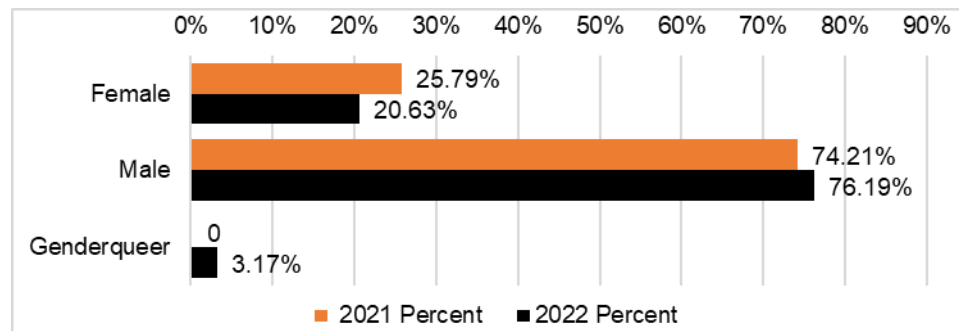
Michelle Owens
 Institutional Data Analyst
 OSUIT Office of Institutional Research

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

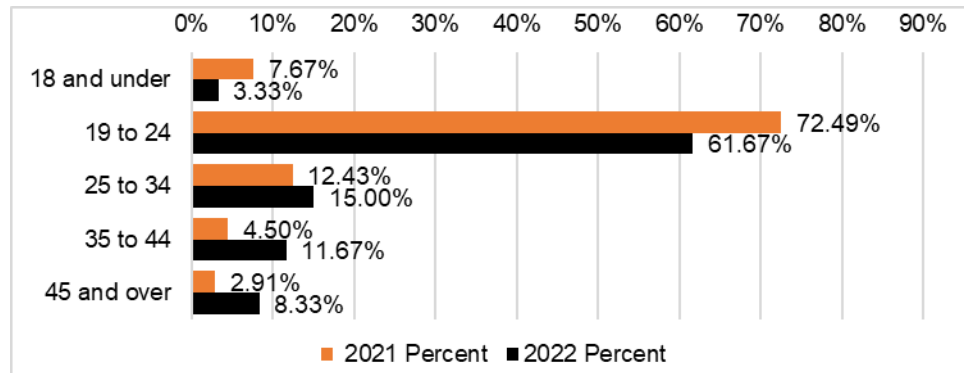
Demographics

Demographics with Two Year Comparisons: Generic

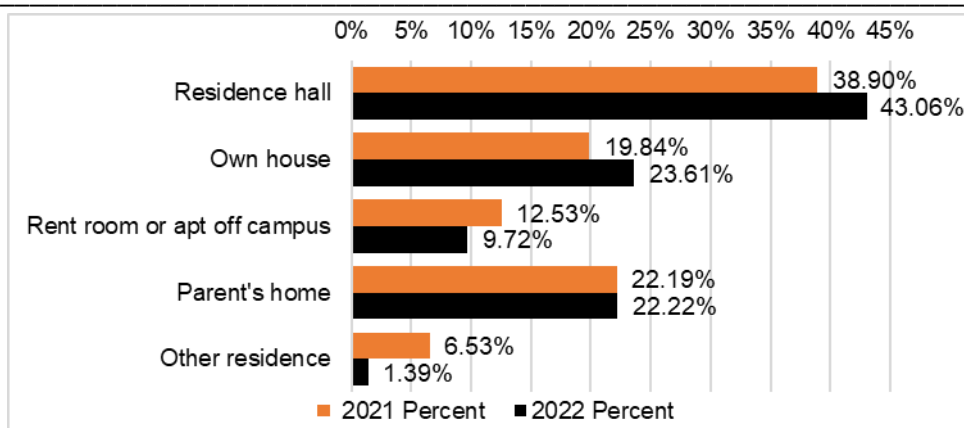
| Gender | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|-------------|---------------|---------------|------------|--------------|
| Female | 98 | 25.79% | 13 | 20.63% |
| Male | 282 | 74.21% | 48 | 76.19% |
| Genderqueer | Not an option | Not an option | 2 | 3.17% |
| Total | 380 | 100.00% | Total | 100% |
| No Answer | 5 | | 10 | |



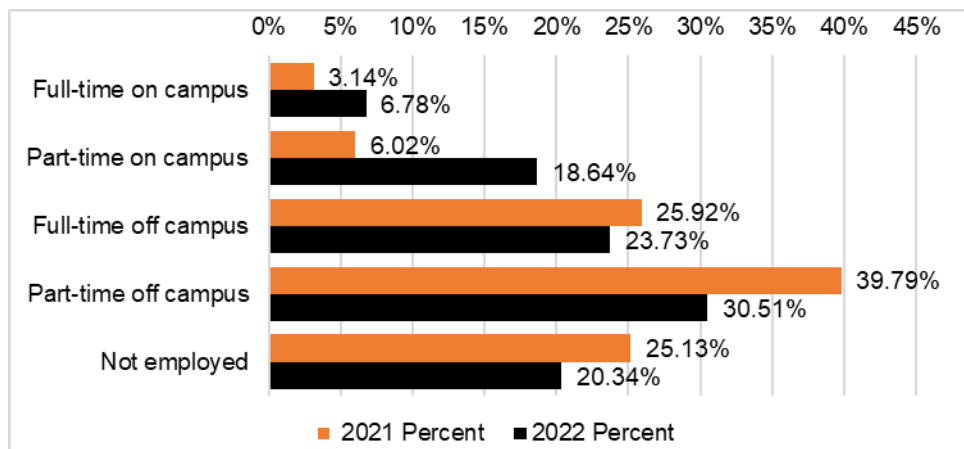
| Age Range | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|--------------|------------|--------------|------------|--------------|
| 18 and under | 29 | 7.67% | 2 | 3.33% |
| 19 to 24 | 274 | 72.49% | 37 | 61.67% |
| 25 to 34 | 47 | 12.43% | 9 | 15.00% |
| 35 to 44 | 17 | 4.50% | 7 | 11.67% |
| 45 and over | 11 | 2.91% | 5 | 8.33% |
| Total | 378 | 100.00% | 60 | 100.00% |
| No Answer | 7 | | 13 | |



| Current Residence | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|-----------------------------|------------|--------------|------------|--------------|
| Residence hall | 149 | 38.90% | 31 | 43.06% |
| Own house | 76 | 19.84% | 17 | 23.61% |
| Rent room or apt off campus | 48 | 12.53% | 7 | 9.72% |
| Parent's home | 85 | 22.19% | 16 | 22.22% |
| Other residence | 25 | 6.53% | 1 | 1.39% |
| Total | 383 | 100.00% | 72 | 100.00% |
| No Answer | 2 | | 1 | |

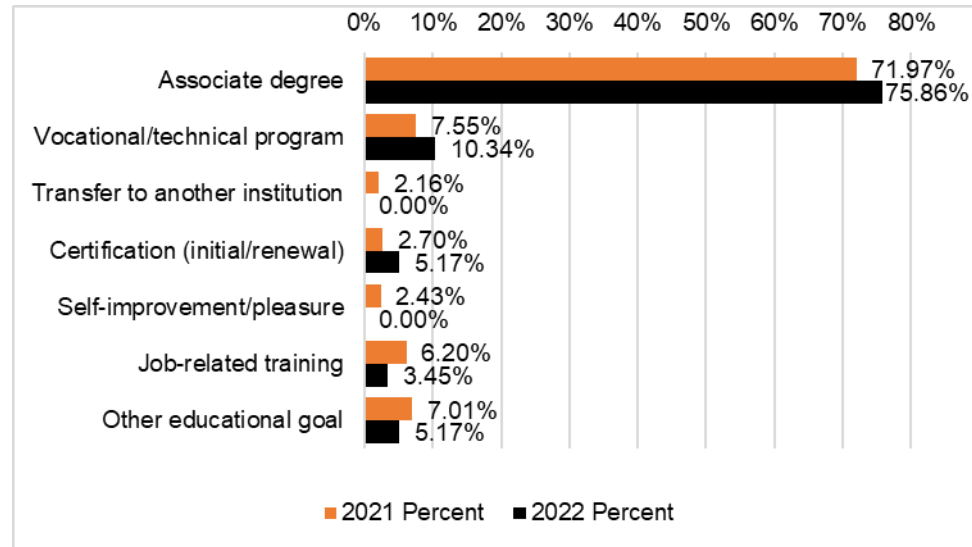


| Employment | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|----------------------|------------|--------------|------------|--------------|
| Full-time on campus | 12 | 3.14% | 4 | 6.78% |
| Part-time on campus | 23 | 6.02% | 11 | 18.64% |
| Full-time off campus | 99 | 25.92% | 14 | 23.73% |
| Part-time off campus | 152 | 39.79% | 18 | 30.51% |
| Not employed | 96 | 25.13% | 12 | 20.34% |
| Total | 382 | 100.00% | 59 | 100.00% |
| No Answer | 3 | | 14 | |

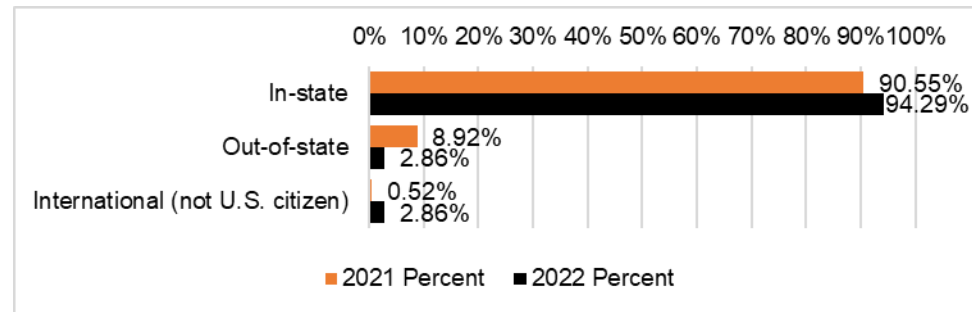


Demographics with Two Year Comparisons: Academic & Institution

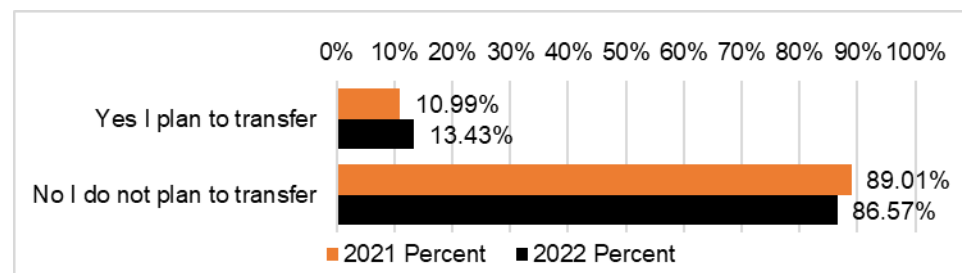
| Educational Goal | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|---------------------------------|------------|--------------|------------|--------------|
| Associate degree | 267 | 71.97% | 44 | 75.86% |
| Vocational/technical program | 28 | 7.55% | 6 | 10.34% |
| Transfer to another institution | 8 | 2.16% | 0 | 0.00% |
| Certification (initial/renewal) | 10 | 2.70% | 3 | 5.17% |
| Self-improvement/pleasure | 9 | 2.43% | 0 | 0.00% |
| Job-related training | 23 | 6.20% | 2 | 3.45% |
| Other educational goal | 26 | 7.01% | 3 | 5.17% |
| Total | 371 | 100.00% | 58 | 100.00% |
| No Answer | 14 | | 15 | |



| Residence Classification | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|----------------------------------|------------|--------------|------------|--------------|
| In-state | 345 | 90.55% | 66 | 94.29% |
| Out-of-state | 34 | 8.92% | 2 | 2.86% |
| International (not U.S. citizen) | 2 | 0.52% | 2 | 2.86% |
| Total | 381 | 100.00% | 70 | 100.00% |
| No Answer | 4 | | 3 | |

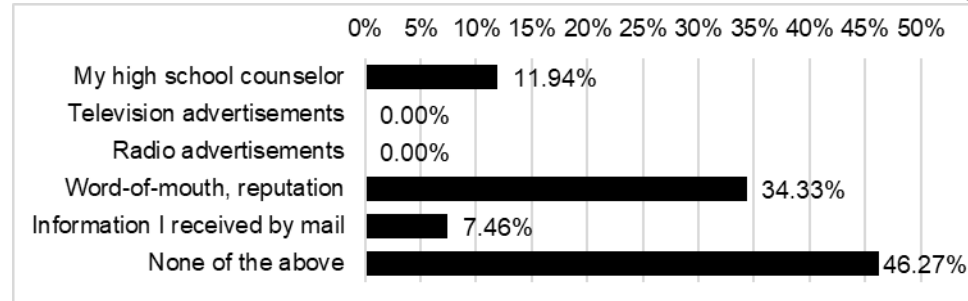


| Plan to transfer | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|------------------------------|------------|--------------|------------|--------------|
| Yes I plan to transfer | 42 | 10.99% | 9 | 13.43% |
| No I do not plan to transfer | 340 | 89.01% | 58 | 86.57% |
| Total | 382 | 100.00% | 67 | 100.00% |
| No Answer | 3 | | 6 | |

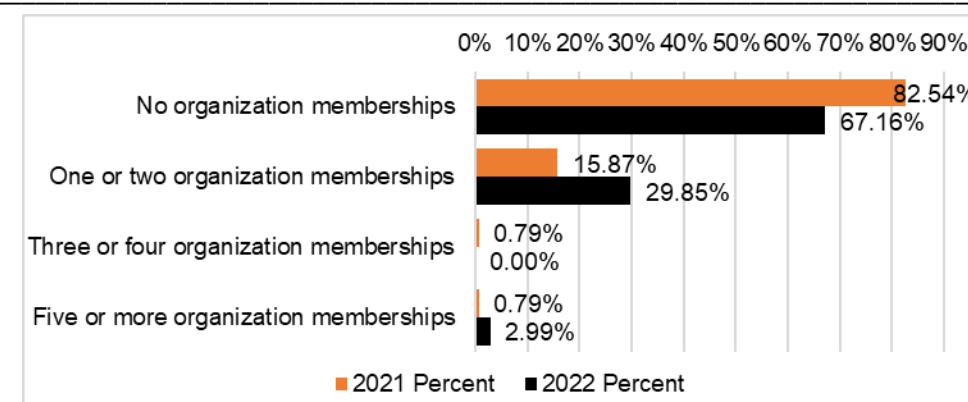


*No equivalent survey question from the 2021 SSI

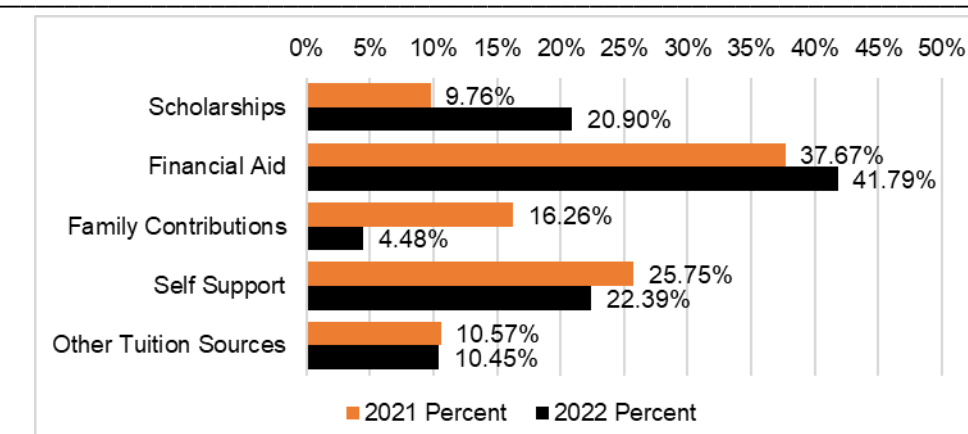
| Mark one best answer: "My decision to attend this college was influenced most by..." | 2022 Count | 2022 Percent |
|--|------------|--------------|
| My high school counselor | 8 | 11.94% |
| Television advertisements | 0 | 0.00% |
| Radio advertisements | 0 | 0.00% |
| Word-of-mouth, reputation | 23 | 34.33% |
| Information I received by mail | 5 | 7.46% |
| None of the above | 31 | 46.27% |
| Total | 67 | 100.00% |
| No Answer | 6 | |



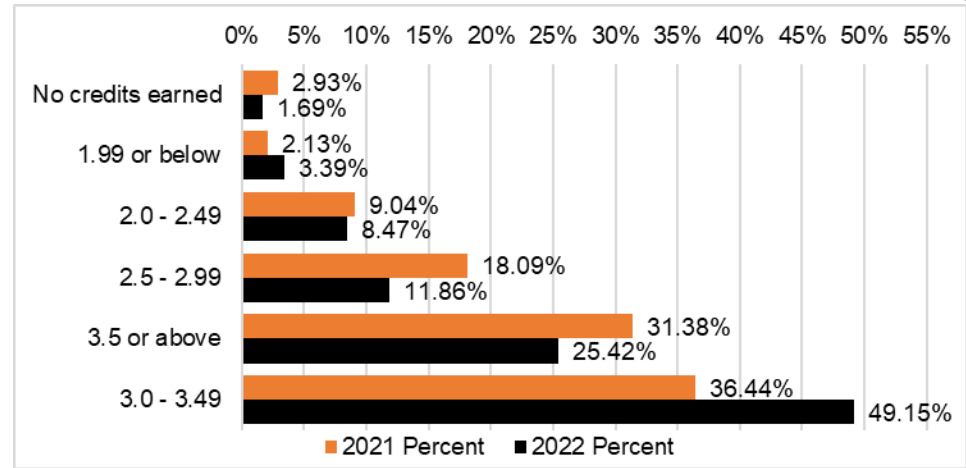
| Organization Memberships | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|--|------------|--------------|------------|--------------|
| No organization memberships | 312 | 82.54% | 45 | 67.16% |
| One or two organization memberships | 60 | 15.87% | 20 | 29.85% |
| Three or four organization memberships | 3 | 0.79% | 0 | 0.00% |
| Five or more organization memberships | 3 | 0.79% | 2 | 2.99% |
| Total | 378 | 100.00% | 67 | 100.00% |
| No Answer | 7 | | 6 | |



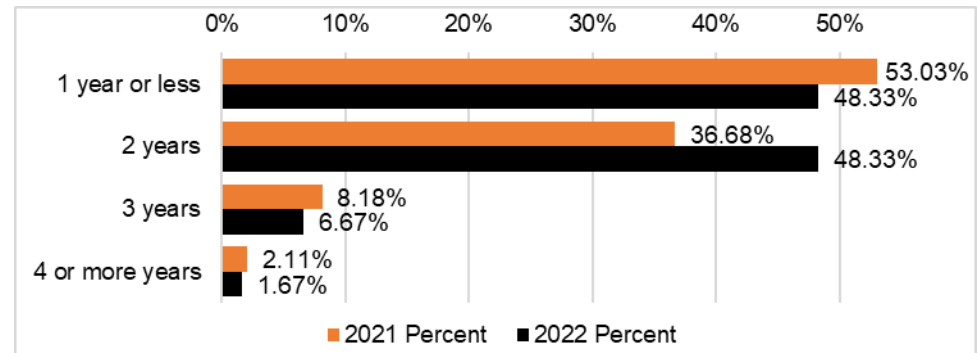
| Tuition Source | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|-----------------------|------------|--------------|------------|--------------|
| Scholarships | 36 | 9.76% | 14 | 20.90% |
| Financial Aid | 139 | 37.67% | 28 | 41.79% |
| Family Contributions | 60 | 16.26% | 3 | 4.48% |
| Self Support | 95 | 25.75% | 15 | 22.39% |
| Other Tuition Sources | 39 | 10.57% | 7 | 10.45% |
| Total | 369 | 100.00% | 67 | 100.00% |
| No Answer | 16 | | 6 | |



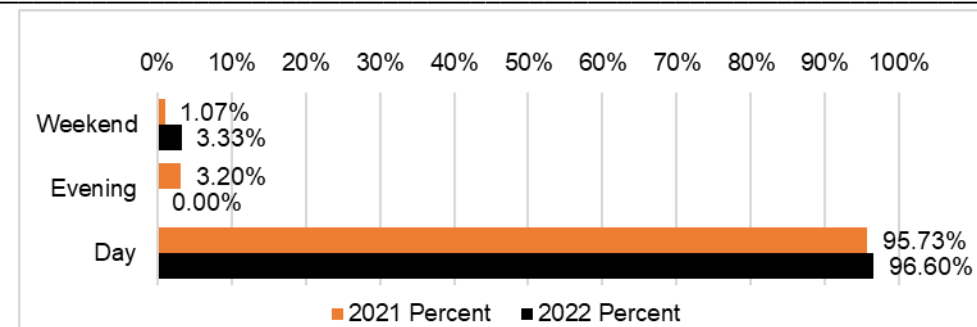
| Current GPA | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|-------------------|------------|--------------|------------|--------------|
| No credits earned | 11 | 2.93% | 1 | 1.69% |
| 1.99 or below | 8 | 2.13% | 2 | 3.39% |
| 2.0 - 2.49 | 34 | 9.04% | 5 | 8.47% |
| 2.5 - 2.99 | 68 | 18.09% | 7 | 11.86% |
| 3.5 or above | 118 | 31.38% | 15 | 25.42% |
| 3.0 - 3.49 | 137 | 36.44% | 29 | 49.15% |
| Total | 376 | 100.00% | 59 | 100.00% |
| No Answer | 9 | | 14 | |



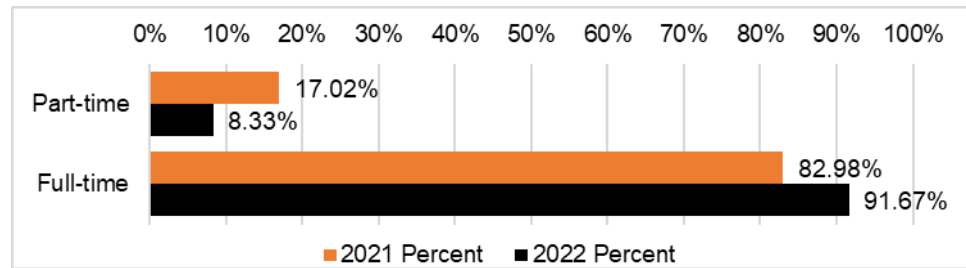
| Class Level | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|-----------------|------------|--------------|------------|--------------|
| 1 year or less | 201 | 53.03% | 29 | 48.33% |
| 2 years | 139 | 36.68% | 26 | 48.33% |
| 3 years | 31 | 8.18% | 4 | 6.67% |
| 4 or more years | 8 | 2.11% | 1 | 1.67% |
| Total | 379 | 100.00% | 60 | 100.00% |
| No Answer | 6 | | 13 | |



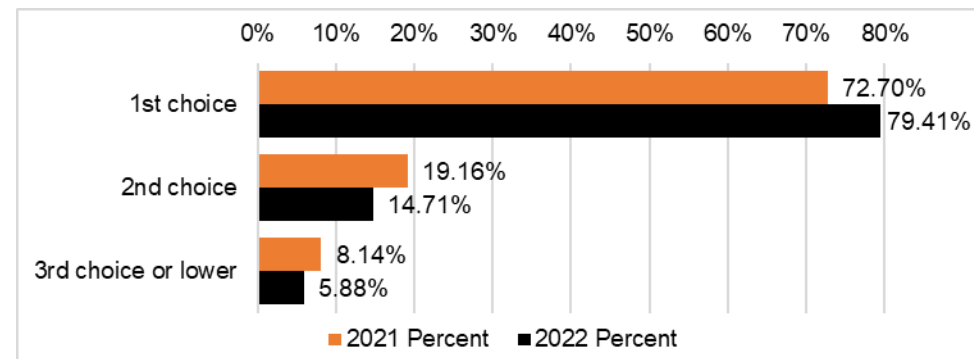
| Current Enrollment Status | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|---------------------------|------------|--------------|------------|--------------|
| Weekend | 4 | 1.07% | 2 | 3.33% |
| Evening | 12 | 3.20% | 0 | 0.00% |
| Day | 359 | 95.73% | 58 | 96.60% |
| Total | 375 | 100.00% | 60 | 100.00% |
| No Answer | 10 | | 13 | |



| Current Class Load | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|--------------------|------------|--------------|------------|--------------|
| Part-time | 65 | 17.02% | 5 | 8.33% |
| Full-time | 317 | 82.98% | 55 | 91.67% |
| Total | 382 | 100.00% | 60 | 100.00% |
| No Answer | 3 | | 13 | |



| OSUIT was my... | 2021 Count | 2021 Percent | 2022 Count | 2022 Percent |
|---------------------|------------|--------------|------------|--------------|
| 1st choice | 277 | 72.70% | 54 | 79.41% |
| 2nd choice | 73 | 19.16% | 10 | 14.71% |
| 3rd choice or lower | 31 | 8.14% | 4 | 5.88% |
| Total | 381 | 100.00% | 68 | 100.00% |
| No Answer | 4 | | 5 | |



Majors/Programs

*Survey responses and answer options varied too greatly from the 2021 SSI for adequate year-to-year comparison.

| Major Code | Program | 2022 Count | 2022 Percent |
|------------|---|------------|--------------|
| 9001 | 3D Modeling & Animation | 1 | 1.49% |
| 9002 | Air Conditioning & Refrigeration Technology | 5 | 7.46% |
| 9003 | Allied Health Sciences | 2 | 2.99% |
| 9004 | Applied Technical Leadership (BT) | 1 | 1.49% |
| 9007 | CAT Dealer Prep | 3 | 4.48% |
| 9009 | Construction Technology | 4 | 5.97% |
| 9010 | Culinary Arts | 3 | 4.48% |
| 9013 | Engineering Graphics & Design Drafting | 3 | 4.48% |
| 9014 | Engineering Technologies (AAS) | 2 | 2.99% |
| 9017 | General Motors ASEP | 3 | 4.48% |
| 9018 | Graphics Design Technology | 2 | 2.99% |
| 9019 | High Voltage Line Technician | 2 | 2.99% |
| 9020 | Industrial Maintenance Technologies (AAS) includes Natural Gas Compression option | 2 | 2.99% |
| 9021 | Information Technologies (AAS) | 4 | 5.97% |
| 9023 | Information Technologies (BT) | 3 | 4.48% |
| 9024 | Instrumentation Engineering Technologies (BT) | 2 | 2.99% |
| 9025 | Komatsu ACT | 1 | 1.49% |
| 9026 | MOPAR CAP | 1 | 1.49% |
| 9027 | Nursing | 13 | 19.40% |
| 9028 | Pipeline Integrity Technology | 2 | 2.99% |
| 9029 | Power Plant Technology | 1 | 1.49% |
| 9030 | Pre-Education | 1 | 1.49% |
| 9032 | Pro-Tech | 4 | 5.97% |
| 9033 | Toyota T-TEN | 1 | 1.49% |
| 9035 | Western Equipment Dealers Association Technician | 1 | 1.49% |
| | Total | 67 | 100.00% |
| | No Answer | 6 | |

Institutional Summary: Items in descending order of OSUIT Importance

| # | Item | OSUIT Importance | OSUIT Satisfaction | OSUIT SD | OSUIT Performance Gap | Benchmark Importance | Benchmark Satisfaction | Benchmark SD | Benchmark Performance Gap | Difference | SS |
|----|---|------------------|--------------------|----------|-----------------------|----------------------|------------------------|--------------|---------------------------|------------|----|
| 43 | Campus item: My department prepares students well for their professions. | 6.58 | 5.93 | 1.57 | 0.65 | N.A. | N.A. | N.A. | N.A. | N.A. | |
| 20 | Students are made to feel welcome here. | 6.53 | 6.1 | 1.49 | 0.43 | 6.54 | 6.22 | 1.21 | 0.32 | -0.12 | |
| 10 | Parking lots are well-lighted and secure. | 6.52 | 5.9 | 1.6 | 0.62 | 6.28 | 5.87 | 1.42 | 0.41 | 0.03 | |
| 8 | The quality of instruction I receive in most of my classes is excellent. | 6.48 | 5.76 | 1.39 | 0.72 | 6.61 | 5.86 | 1.34 | 0.75 | -0.10 | |
| 14 | My academic advisor is knowledgeable about my program requirements. | 6.48 | 6.1 | 1.47 | 0.38 | 6.57 | 6.01 | 1.43 | 0.56 | 0.09 | |
| 6 | Library resources and services are adequate. | 6.47 | 6.28 | 1.19 | 0.19 | 6.32 | 6.14 | 1.2 | 0.18 | 0.14 | |
| 13 | The campus is safe and secure for all students. | 6.47 | 6.26 | 1.26 | 0.21 | 6.64 | 6.27 | 1.1 | 0.37 | -0.01 | |
| 34 | Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.43 | 6.14 | 1.36 | 0.29 | 6.49 | 6.1 | 1.26 | 0.39 | 0.04 | |
| 40 | There are sufficient courses within my program of study available each term. | 6.41 | 5.84 | 1.62 | 0.57 | 6.55 | 5.9 | 1.41 | 0.65 | -0.06 | |
| 44 | Campus item: My academic advisor adequately assists me with career planning issues. | 6.41 | 5.74 | 1.82 | 0.67 | N.A | N.A | N.A | N.A | N.A | |
| 1 | The campus staff are caring and helpful. | 6.40 | 5.93 | 1.4 | 0.47 | 6.48 | 6 | 1.23 | 0.48 | -0.07 | |
| 16 | My advisor helps me apply my program of study to career goals. | 6.39 | 6 | 1.62 | 0.39 | 6.43 | 5.83 | 1.56 | 0.6 | 0.17 | |
| 29 | There are convenient ways of paying my school bill. | 6.39 | 5.95 | 1.59 | 0.44 | 6.49 | 6.06 | 1.35 | 0.43 | -0.11 | |
| 36 | Tuition paid is a worthwhile investment. | 6.39 | 5.82 | 1.59 | 0.57 | 6.54 | 5.96 | 1.41 | 0.58 | -0.14 | |
| 54 | Future career opportunities as factor in decision to enroll. | 6.39 | N.A | N.A | N.A | 6.45 | N.A | N.A | N.A | N.A | |
| 4 | Security staff respond quickly to calls for assistance. | 6.38 | 5.86 | 1.66 | 0.52 | 6.36 | 5.89 | 1.37 | 0.47 | -0.03 | |
| 37 | I seldom get the "run-around" when seeking information on this campus. | 6.36 | 5.63 | 1.59 | 0.73 | 6.28 | 5.58 | 1.64 | 0.7 | 0.05 | |
| 38 | Most classes deal with practical experiences and applications. | 6.36 | 6.02 | 1.32 | 0.34 | 6.41 | 5.91 | 1.31 | 0.5 | 0.11 | |
| 39 | On the whole, the campus is well-maintained. | 6.35 | 5.92 | 1.54 | 0.43 | 6.48 | 6.28 | 1.12 | 0.2 | -0.36 | ★ |
| 51 | Cost as factor in decision to enroll. | 6.35 | N.A | N.A | N.A | 6.43 | N.A | N.A | N.A | N.A | |

| # | Item | OSUIT Importance | OSUIT Satisfaction | OSUIT SD | OSUIT Performance Gap | Benchmark Importance | Benchmark Satisfaction | Benchmark SD | Benchmark Performance Gap | Difference | SS |
|----|---|------------------|--------------------|----------|-----------------------|----------------------|------------------------|--------------|---------------------------|------------|----|
| 9 | I am able to register for the classes I need with few conflicts. | 6.34 | 5.92 | 1.46 | 0.42 | 6.55 | 5.9 | 1.4 | 0.65 | 0.02 | |
| 17 | Admissions counselors accurately portray program offerings in their recruiting practices. | 6.34 | 5.8 | 1.52 | 0.54 | 6.29 | 5.78 | 1.45 | 0.51 | 0.02 | |
| 48 | Campus item: College personnel and students show tolerance and respect for different viewpoints. | 6.34 | 6.05 | 1.5 | 0.29 | N.A | N.A | N.A | N.A | N.A | |
| 28 | This campus provides online access to services I need. | 6.32 | 5.95 | 1.67 | 0.37 | 6.51 | 6.19 | 1.19 | 0.32 | -0.24 | |
| 45 | Campus item: There are adequate services to develop job search skills and to learn of career opportunities. | 6.32 | 5.95 | 1.49 | 0.37 | N.A | N.A | N.A | N.A | N.A | |
| 27 | Tutoring services are readily available. | 6.30 | 6.13 | 1.41 | 0.17 | 6.36 | 6.06 | 1.35 | 0.3 | 0.07 | |
| 33 | Administrators are available to hear students' concerns. | 6.29 | 5.91 | 1.51 | 0.38 | 6.4 | 5.78 | 1.51 | 0.62 | 0.13 | |
| 15 | Financial aid counseling is available if I need it. | 6.27 | 6.15 | 1.33 | 0.12 | 6.4 | 5.95 | 1.41 | 0.45 | 0.20 | |
| 24 | The equipment in the lab facilities is kept up to date. | 6.22 | 5.63 | 1.75 | 0.59 | 6.41 | 5.95 | 1.35 | 0.46 | -0.32 | |
| 31 | Faculty use a variety of technology and media in the classroom. | 6.22 | 6.01 | 1.33 | 0.21 | 6.12 | 6 | 1.26 | 0.12 | 0.01 | |
| 53 | Academic reputation as factor in decision to enroll. | 6.22 | N.A | N.A | N.A | 6.1 | N.A | N.A | N.A | N.A | |
| 7 | Admissions staff provide personalized attention prior to enrollment. | 6.20 | 5.69 | 1.65 | 0.51 | 6.25 | 5.78 | 1.44 | 0.47 | -0.09 | |
| 12 | Faculty are fair and unbiased in their treatment of individual students. | 6.20 | 5.8 | 1.74 | 0.40 | 6.53 | 5.99 | 1.38 | 0.54 | -0.19 | |
| 19 | Registration processes and procedures are convenient. | 6.20 | 5.79 | 1.58 | 0.41 | 6.5 | 6.03 | 1.32 | 0.47 | -0.24 | |
| 26 | There are adequate services to help me decide upon a career. | 6.20 | 5.9 | 1.53 | 0.30 | 6.39 | 5.83 | 1.41 | 0.56 | 0.07 | |
| 21 | The amount of student parking space on campus is adequate. | 6.17 | 5.62 | 1.67 | 0.55 | 6.31 | 5.41 | 1.82 | 0.9 | 0.21 | |
| 25 | Faculty provide timely feedback about my academic progress. | 6.17 | 5.79 | 1.56 | 0.38 | 6.49 | 5.82 | 1.41 | 0.67 | -0.03 | |
| 32 | I am able to take care of college-related business at times that are convenient for me. | 6.16 | 6.03 | 1.51 | 0.13 | 6.45 | 5.93 | 1.34 | 0.52 | 0.10 | |
| 52 | Financial assistance as factor in decision to enroll. | 6.16 | N.A | N.A | N.A | 6.28 | N.A | N.A | N.A | N.A | |
| 18 | Computer labs are adequate and accessible. | 6.15 | 6.04 | 1.43 | 0.11 | 6.39 | 6.2 | 1.22 | 0.19 | -0.16 | |
| 35 | I receive ongoing feedback about progress toward my academic goals. | 6.15 | 5.5 | 1.78 | 0.65 | 6.35 | 5.6 | 1.59 | 0.75 | -0.10 | |

| # | Item | OSUIT Importance | OSUIT Satisfaction | OSUIT SD | OSUIT Performance Gap | Benchmark Importance | Benchmark Satisfaction | Benchmark SD | Benchmark Performance Gap | Difference | SS |
|----|---|------------------|--------------------|----------|-----------------------|----------------------|------------------------|--------------|---------------------------|------------|----|
| 3 | My academic advisor is available when I need help. | 6.14 | 5.83 | 1.71 | 0.31 | 6.35 | 5.84 | 1.49 | 0.51 | -0.01 | |
| 42 | Campus item: Individual differences are valued at this college. | 6.14 | 5.91 | 1.67 | 0.23 | | | | | | |
| 5 | Financial aid awards are announced in time to be helpful in college planning. | 6.13 | 5.49 | 1.66 | 0.64 | 6.36 | 5.66 | 1.56 | 0.7 | -0.17 | |
| 49 | Campus item: The level of ethnic and cultural diversity on this campus is satisfactory. | 6.13 | 6.11 | 1.48 | 0.02 | N.A | N.A | N.A | N.A | N.A | |
| 2 | Classes are scheduled at times that are convenient for me. | 6.11 | 5.71 | 1.56 | 0.40 | 6.51 | 5.85 | 1.35 | 0.66 | -0.14 | |
| 22 | My academic advisor is knowledgeable about transfer requirements of other schools. | 6.11 | 5.93 | 1.46 | 0.18 | 6.42 | 5.79 | 1.52 | 0.63 | 0.14 | |
| 30 | The assessment and course placement procedures are reasonable. | 6.11 | 5.84 | 1.48 | 0.27 | 6.38 | 5.98 | 1.28 | 0.4 | -0.14 | |
| 46 | Campus item: The school provides an adequate orientation for first year students. | 6.11 | 5.8 | 1.52 | 0.31 | N.A | N.A | N.A | N.A | N.A | |
| 50 | Campus item: I feel a sense of pride about my campus. | 6.11 | 5.8 | 1.65 | 0.31 | N.A | N.A | N.A | N.A | N.A | |
| 41 | Campus item: Most students feel a sense of belonging here. | 6.09 | 5.87 | 1.56 | 0.22 | N.A | N.A | N.A | N.A | N.A | |
| 11 | Counseling services are available if I need them. | 6.07 | 6.17 | 1.37 | -0.10 | 6.23 | 5.94 | 1.37 | 0.29 | 0.23 | |
| 23 | This institution helps me identify resources to finance my education. | 6.07 | 5.4 | 1.8 | 0.67 | 6.41 | 5.71 | 1.56 | 0.7 | -0.31 | |
| 47 | Campus item: A variety of activities and social events are provided on campus. | 5.95 | 6.02 | 1.6 | -0.07 | N.A | N.A | N.A | N.A | N.A | |
| 57 | Information on the campus Web site as factor in decision to enroll. | 5.80 | N.A. | N.A | N.A | 5.83 | N.A | N.A | N.A | N.A | |
| 56 | Distance from campus as factor in decision to enroll. | 5.78 | N.A | N.A | N.A | 6.08 | N.A | N.A | N.A | N.A | |
| 55 | Personal recommendations as factor in decision to enroll. | 5.75 | N.A | N.A | N.A | 5.86 | N.A | N.A | N.A | N.A | |
| 58 | Campus visits as factor in decision to enroll. | 5.53 | N.A | N.A | N.A | 5.48 | N.A | N.A | N.A | N.A | |

SS = Statistical Significance; SD = Standard Deviation; N.A. = not applicable

★ Difference statistically significant at the .05 level

Benchmark (SSI National Group of Community Colleges using Form B) based on 58,823 records

Institutional Summary: Items in sequential order

| # | 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. | 6.40 | 5.93 | 1.4 | 0.47 | 6.48 | 6 | 1.23 | 0.48 | -0.07 | |
| 2 | Classes are scheduled at times that are convenient for me. | 6.11 | 5.71 | 1.56 | 0.40 | 6.51 | 5.85 | 1.35 | 0.66 | -0.14 | |
| 3 | My academic advisor is available when I need help. | 6.14 | 5.83 | 1.71 | 0.31 | 6.35 | 5.84 | 1.49 | 0.51 | -0.01 | |
| 4 | Security staff respond quickly to calls for assistance. | 6.38 | 5.86 | 1.66 | 0.52 | 6.36 | 5.89 | 1.37 | 0.47 | -0.03 | |
| 5 | Financial aid awards are announced in time to be helpful in college planning. | 6.13 | 5.49 | 1.66 | 0.64 | 6.36 | 5.66 | 1.56 | 0.7 | -0.17 | |
| 6 | Library resources and services are adequate. | 6.47 | 6.28 | 1.19 | 0.19 | 6.32 | 6.14 | 1.2 | 0.18 | 0.14 | |
| 7 | Admissions staff provide personalized attention prior to enrollment. | 6.20 | 5.69 | 1.65 | 0.51 | 6.25 | 5.78 | 1.44 | 0.47 | -0.09 | |
| 8 | The quality of instruction I receive in most of my classes is excellent. | 6.48 | 5.76 | 1.39 | 0.72 | 6.61 | 5.86 | 1.34 | 0.75 | -0.10 | |
| 9 | I am able to register for the classes I need with few conflicts. | 6.34 | 5.92 | 1.46 | 0.42 | 6.55 | 5.9 | 1.4 | 0.65 | 0.02 | |
| 10 | Parking lots are well-lighted and secure. | 6.52 | 5.9 | 1.6 | 0.62 | 6.28 | 5.87 | 1.42 | 0.41 | 0.03 | |
| 11 | Counseling services are available if I need them. | 6.07 | 6.17 | 1.37 | -0.10 | 6.23 | 5.94 | 1.37 | 0.29 | 0.23 | |
| 12 | Faculty are fair and unbiased in their treatment of individual students. | 6.20 | 5.8 | 1.74 | 0.40 | 6.53 | 5.99 | 1.38 | 0.54 | -0.19 | |
| 13 | The campus is safe and secure for all students. | 6.47 | 6.26 | 1.26 | 0.21 | 6.64 | 6.27 | 1.1 | 0.37 | -0.01 | |
| 14 | My academic advisor is knowledgeable about my program requirements. | 6.48 | 6.1 | 1.47 | 0.38 | 6.57 | 6.01 | 1.43 | 0.56 | 0.09 | |
| 15 | Financial aid counseling is available if I need it. | 6.27 | 6.15 | 1.33 | 0.12 | 6.4 | 5.95 | 1.41 | 0.45 | 0.20 | |
| 16 | My advisor helps me apply my program of study to career goals. | 6.39 | 6 | 1.62 | 0.39 | 6.43 | 5.83 | 1.56 | 0.6 | 0.17 | |
| 17 | Admissions counselors accurately portray program offerings in their recruiting practices. | 6.34 | 5.8 | 1.52 | 0.54 | 6.29 | 5.78 | 1.45 | 0.51 | 0.02 | |
| 18 | Computer labs are adequate and accessible. | 6.15 | 6.04 | 1.43 | 0.11 | 6.39 | 6.2 | 1.22 | 0.19 | -0.16 | |
| 19 | Registration processes and procedures are convenient. | 6.20 | 5.79 | 1.58 | 0.41 | 6.5 | 6.03 | 1.32 | 0.47 | -0.24 | |
| 20 | Students are made to feel welcome here. | 6.53 | 6.1 | 1.49 | 0.43 | 6.54 | 6.22 | 1.21 | 0.32 | -0.12 | |
| 21 | The amount of student parking space on campus is adequate. | 6.17 | 5.62 | 1.67 | 0.55 | 6.31 | 5.41 | 1.82 | 0.9 | 0.21 | |
| 22 | My academic advisor is knowledgeable about transfer requirements of other schools. | 6.11 | 5.93 | 1.46 | 0.18 | 6.42 | 5.79 | 1.52 | 0.63 | 0.14 | |

| # | Item | OSUIT Importance | OSUIT Satisfaction | OSUIT SD | OSUIT Performance Gap | Benchmark Importance | Benchmark Satisfaction | Benchmark SD | Benchmark Performance Gap | Difference | SS |
|----|---|------------------|--------------------|----------|-----------------------|----------------------|------------------------|--------------|---------------------------|------------|----|
| 23 | This institution helps me identify resources to finance my education. | 6.07 | 5.4 | 1.8 | 0.67 | 6.41 | 5.71 | 1.56 | 0.7 | -0.31 | |
| 24 | The equipment in the lab facilities is kept up to date. | 6.22 | 5.63 | 1.75 | 0.59 | 6.41 | 5.95 | 1.35 | 0.46 | -0.32 | |
| 25 | Faculty provide timely feedback about my academic progress. | 6.17 | 5.79 | 1.56 | 0.38 | 6.49 | 5.82 | 1.41 | 0.67 | -0.03 | |
| 26 | There are adequate services to help me decide upon a career. | 6.20 | 5.9 | 1.53 | 0.30 | 6.39 | 5.83 | 1.41 | 0.56 | 0.07 | |
| 27 | Tutoring services are readily available. | 6.30 | 6.13 | 1.41 | 0.17 | 6.36 | 6.06 | 1.35 | 0.3 | 0.07 | |
| 28 | This campus provides online access to services I need. | 6.32 | 5.95 | 1.67 | 0.37 | 6.51 | 6.19 | 1.19 | 0.32 | -0.24 | |
| 29 | There are convenient ways of paying my school bill. | 6.39 | 5.95 | 1.59 | 0.44 | 6.49 | 6.06 | 1.35 | 0.43 | -0.11 | |
| 30 | The assessment and course placement procedures are reasonable. | 6.11 | 5.84 | 1.48 | 0.27 | 6.38 | 5.98 | 1.28 | 0.4 | -0.14 | |
| 31 | Faculty use a variety of technology and media in the classroom. | 6.22 | 6.01 | 1.33 | 0.21 | 6.12 | 6 | 1.26 | 0.12 | 0.01 | |
| 32 | I am able to take care of college-related business at times that are convenient for me. | 6.16 | 6.03 | 1.51 | 0.13 | 6.45 | 5.93 | 1.34 | 0.52 | 0.10 | |
| 33 | Administrators are available to hear students' concerns. | 6.29 | 5.91 | 1.51 | 0.38 | 6.4 | 5.78 | 1.51 | 0.62 | 0.13 | |
| 34 | Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.43 | 6.14 | 1.36 | 0.29 | 6.49 | 6.1 | 1.26 | 0.39 | 0.04 | |
| 35 | I receive ongoing feedback about progress toward my academic goals. | 6.15 | 5.5 | 1.78 | 0.65 | 6.35 | 5.6 | 1.59 | 0.75 | -0.10 | |
| 36 | Tuition paid is a worthwhile investment. | 6.39 | 5.82 | 1.59 | 0.57 | 6.54 | 5.96 | 1.41 | 0.58 | -0.14 | |
| 37 | I seldom get the "run-around" when seeking information on this campus. | 6.36 | 5.63 | 1.59 | 0.73 | 6.28 | 5.58 | 1.64 | 0.7 | 0.05 | |
| 38 | Most classes deal with practical experiences and applications. | 6.36 | 6.02 | 1.32 | 0.34 | 6.41 | 5.91 | 1.31 | 0.5 | 0.11 | |
| 39 | On the whole, the campus is well-maintained. | 6.35 | 5.92 | 1.54 | 0.43 | 6.48 | 6.28 | 1.12 | 0.2 | -0.36 | ★ |
| 40 | There are sufficient courses within my program of study available each term. | 6.41 | 5.84 | 1.62 | 0.57 | 6.55 | 5.9 | 1.41 | 0.65 | -0.06 | |
| 41 | Campus item: Most students feel a sense of belonging here. | 6.09 | 5.87 | 1.56 | 0.22 | N.A. | N.A. | N.A. | N.A. | N.A. | |
| 42 | Campus item: Individual differences are valued at this college. | 6.14 | 5.91 | 1.67 | 0.23 | N.A. | N.A. | N.A. | N.A. | N.A. | |
| 43 | Campus item: My department prepares students well for their professions. | 6.58 | 5.93 | 1.57 | 0.65 | N.A. | N.A. | N.A. | N.A. | N.A. | |
| 44 | Campus item: My academic advisor adequately assists me with career planning issues. | 6.41 | 5.74 | 1.82 | 0.67 | N.A. | N.A. | N.A. | N.A. | N.A. | |

| # | Item | OSUIT Importance | OSUIT Satisfaction | OSUIT SD | OSUIT Performance Gap | Benchmark Importance | Benchmark Satisfaction | Benchmark SD | Benchmark Performance Gap | Difference | SS |
|----|---|------------------|--------------------|----------|-----------------------|----------------------|------------------------|--------------|---------------------------|------------|----|
| 45 | Campus item: There are adequate services to develop job search skills and to learn of career opportunities. | 6.32 | 5.95 | 1.49 | 0.37 | N.A. | N.A. | N.A. | N.A. | N.A. | |
| 46 | Campus item: The school provides an adequate orientation for first year students. | 6.11 | 5.8 | 1.52 | 0.31 | N.A. | N.A. | N.A. | N.A. | N.A. | |
| 47 | Campus item: A variety of activities and social events are provided on campus. | 5.95 | 6.02 | 1.6 | -0.07 | N.A. | N.A. | N.A. | N.A. | N.A. | |
| 48 | Campus item: College personnel and students show tolerance and respect for different viewpoints. | 6.34 | 6.05 | 1.5 | 0.29 | N.A. | N.A. | N.A. | N.A. | N.A. | |
| 49 | Campus item: The level of ethnic and cultural diversity on this campus is satisfactory. | 6.13 | 6.11 | 1.48 | 0.02 | N.A. | N.A. | N.A. | N.A. | N.A. | |
| 50 | Campus item: I feel a sense of pride about my campus. | 6.11 | 5.8 | 1.65 | 0.31 | N.A. | N.A. | N.A. | N.A. | N.A. | |
| 51 | Cost as factor in decision to enroll. | 6.35 | N.A. | N.A. | N.A. | 6.43 | N.A. | N.A. | N.A. | N.A. | |
| 52 | Financial assistance as factor in decision to enroll. | 6.16 | N.A. | N.A. | N.A. | 6.28 | N.A. | N.A. | N.A. | N.A. | |
| 53 | Academic reputation as factor in decision to enroll. | 6.22 | N.A. | N.A. | N.A. | 6.1 | N.A. | N.A. | N.A. | N.A. | |
| 54 | Future career opportunities as factor in decision to enroll. | 6.39 | N.A. | N.A. | N.A. | 6.45 | N.A. | N.A. | N.A. | N.A. | |
| 55 | Personal recommendations as factor in decision to enroll. | 5.75 | N.A. | N.A. | N.A. | 5.86 | N.A. | N.A. | N.A. | N.A. | |
| 56 | Distance from campus as factor in decision to enroll. | 5.78 | N.A. | N.A. | N.A. | 6.08 | N.A. | N.A. | N.A. | N.A. | |
| 57 | Information on the campus Web site as factor in decision to enroll. | 5.80 | N.A. | N.A. | N.A. | 5.83 | N.A. | N.A. | N.A. | N.A. | |
| 58 | Campus visits as factor in decision to enroll. | 5.53 | N.A. | N.A. | N.A. | 5.48 | N.A. | N.A. | N.A. | N.A. | |

SS = Statistical Significance; SD = Standard Deviation; N.A. = not applicable

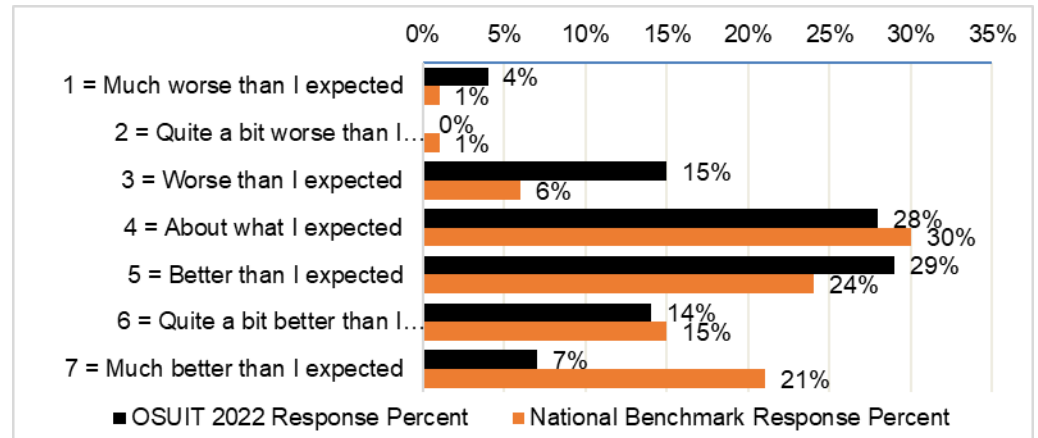
★Difference statistically significant at the .05 level

Benchmark (SSI National Group of Community Colleges using Form B) based on 58,823 records.

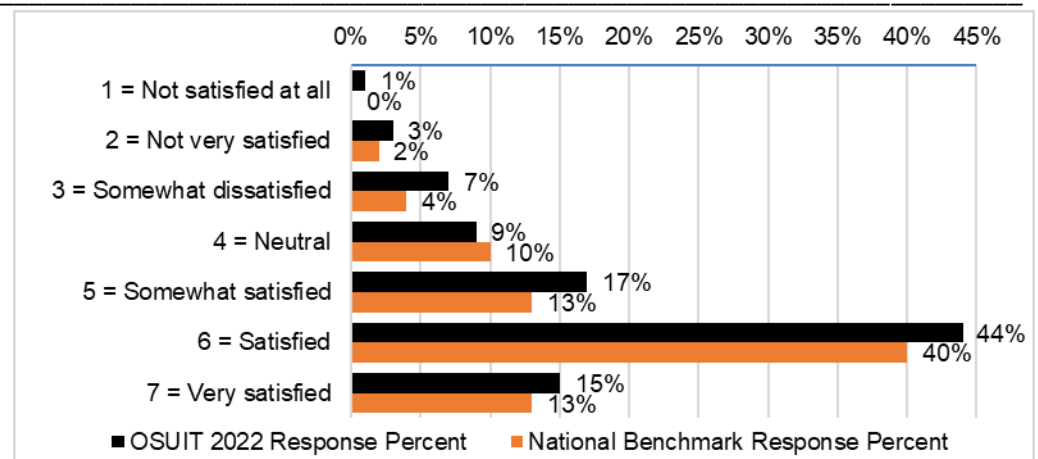
Institutional Summary Items: Benchmarks

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

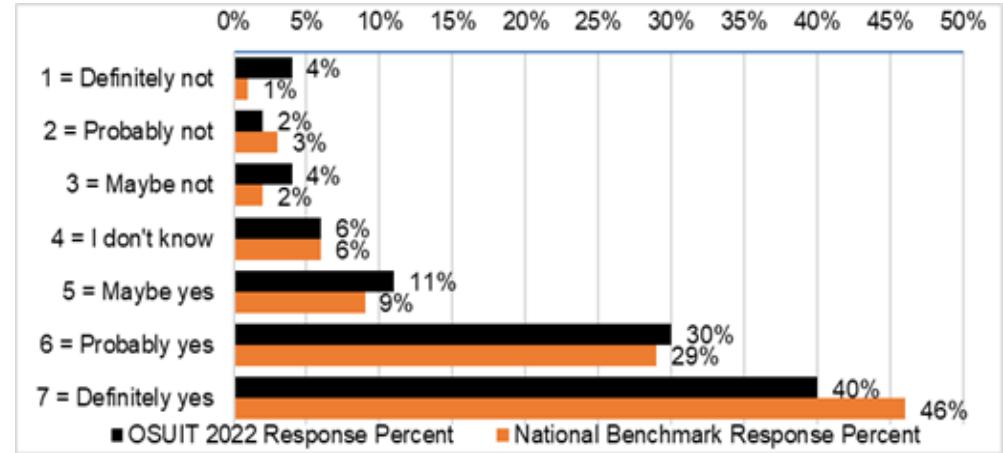
| So far, how has your college experience met your expectations? | OSUIT Response Percent | National Benchmark Response Percent |
|--|------------------------|-------------------------------------|
| 1 = Much worse than I expected | 4% | 1% |
| 2 = Quite a bit worse than I expected | 0% | 1% |
| 3 = Worse than I expected | 15% | 6% |
| 4 = About what I expected | 28% | 30% |
| 5 = Better than I expected | 29% | 24% |
| 6 = Quite a bit better than I expected | 14% | 15% |
| 7 = Much better than I expected | 7% | 21% |



| Rate your overall satisfaction with your experience here thus far. | OSUIT Response Percent | National Benchmark Response Percent |
|--|------------------------|-------------------------------------|
| 1 = Not satisfied at all | 1% | 0% |
| 2 = Not very satisfied | 3% | 2% |
| 3 = Somewhat dissatisfied | 7% | 4% |
| 4 = Neutral | 9% | 10% |
| 5 = Somewhat satisfied | 17% | 13% |
| 6 = Satisfied | 44% | 40% |
| 7 = Very satisfied | 15% | 13% |



| All in all, if you had it to do over again, would you enroll here? | OSUIT Response Percent | National Benchmark Response Percent |
|--|------------------------|-------------------------------------|
| 1 = Definitely not | 4% | 1% |
| 2 = Probably not | 2% | 3% |
| 3 = Maybe not | 4% | 2% |
| 4 = I don't know | 6% | 6% |
| 5 = Maybe yes | 11% | 9% |
| 6 = Probably yes | 30% | 29% |
| 7 = Definitely yes | 40% | 46% |



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

| # | Item | OSUIT Importance | OSUIT Satisfaction | OSUIT SD | OSUIT Performance Gap | Benchmark Importance | Benchmark Satisfaction | Benchmark SD | Benchmark Performance Gap | Difference | SS |
|----|--|------------------|--------------------|----------|-----------------------|----------------------|------------------------|--------------|---------------------------|------------|----|
| 14 | My academic advisor is knowledgeable about my program requirements. | 6.48 | 6.1 | 1.47 | 0.38 | 6.57 | 6.01 | 1.43 | 0.56 | 0.09 | |
| 16 | My advisor helps me apply my program of study to career goals. | 6.39 | 6 | 1.62 | 0.39 | 6.43 | 5.83 | 1.56 | 0.6 | 0.17 | |
| 35 | I receive ongoing feedback about progress toward my academic goals. | 6.15 | 5.5 | 1.78 | 0.65 | 6.35 | 5.6 | 1.59 | 0.75 | -0.10 | |
| 3 | My academic advisor is available when I need help. | 6.14 | 5.83 | 1.71 | 0.31 | 6.35 | 5.84 | 1.49 | 0.51 | -0.01 | |
| 22 | My academic advisor is knowledgeable about transfer requirements of other schools. | 6.11 | 5.93 | 1.46 | 0.18 | 6.42 | 5.79 | 1.52 | 0.63 | 0.14 | |

Admissions and Financial Aid Effectiveness

| # | Item | OSUIT Importance | OSUIT Satisfaction | OSUIT SD | OSUIT Performance Gap | Benchmark Importance | Benchmark Satisfaction | Benchmark SD | Benchmark Performance Gap | Difference | SS |
|----|---|------------------|--------------------|----------|-----------------------|----------------------|------------------------|--------------|---------------------------|------------|----|
| 17 | Admissions counselors accurately portray program offerings in their recruiting practices. | 6.34 | 5.8 | 1.52 | 0.54 | 6.29 | 5.78 | 1.45 | 0.51 | 0.02 | |
| 15 | Financial aid counseling is available if I need it. | 6.27 | 6.15 | 1.33 | 0.12 | 6.4 | 5.95 | 1.41 | 0.45 | 0.20 | |
| 7 | Admissions staff provide personalized attention prior to enrollment. | 6.20 | 5.69 | 1.65 | 0.51 | 6.25 | 5.78 | 1.44 | 0.47 | -0.09 | |
| 5 | Financial aid awards are announced in time to be helpful in college planning. | 6.13 | 5.49 | 1.66 | 0.64 | 6.36 | 5.66 | 1.56 | 0.7 | -0.17 | |
| 23 | This institution helps me identify resources to finance my education. | 6.07 | 5.4 | 1.8 | 0.67 | 6.41 | 5.71 | 1.56 | 0.7 | -0.31 | |

Campus Climate

| # | Item | OSUIT Importance | OSUIT Satisfaction | OSUIT SD | OSUIT Performance Gap | Benchmark Importance | Benchmark Satisfaction | Benchmark SD | Benchmark Performance Gap | Difference | SS |
|----|--|------------------|--------------------|----------|-----------------------|----------------------|------------------------|--------------|---------------------------|------------|----|
| 20 | Students are made to feel welcome here. | 6.53 | 6.1 | 1.49 | 0.43 | 6.54 | 6.22 | 1.21 | 0.32 | -0.12 | |
| 13 | The campus is safe and secure for all students. | 6.47 | 6.26 | 1.26 | 0.21 | 6.64 | 6.27 | 1.1 | 0.37 | -0.01 | |
| 1 | The campus staff are caring and helpful. | 6.40 | 5.93 | 1.4 | 0.47 | 6.48 | 6 | 1.23 | 0.48 | -0.07 | |
| 36 | Tuition paid is a worthwhile investment. | 6.39 | 5.82 | 1.59 | 0.57 | 6.54 | 5.96 | 1.41 | 0.58 | -0.14 | |
| 37 | I seldom get the "run-around" when seeking information on this campus. | 6.36 | 5.63 | 1.59 | 0.73 | 6.28 | 5.58 | 1.64 | 0.7 | 0.05 | |
| 39 | On the whole, the campus is well-maintained. | 6.35 | 5.92 | 1.54 | 0.43 | 6.48 | 6.28 | 1.12 | 0.2 | -0.36 | ★ |
| 33 | Administrators are available to hear students' concerns. | 6.29 | 5.91 | 1.51 | 0.38 | 6.4 | 5.78 | 1.51 | 0.62 | 0.13 | |

Campus Services

| # | 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. | 6.47 | 6.28 | 1.19 | 0.19 | 6.32 | 6.14 | 1.2 | 0.18 | 0.14 | |
| 28 | This campus provides online access to services I need. | 6.32 | 5.95 | 1.67 | 0.37 | 6.51 | 6.19 | 1.19 | 0.32 | -0.24 | |
| 27 | Tutoring services are readily available. | 6.30 | 6.13 | 1.41 | 0.17 | 6.36 | 6.06 | 1.35 | 0.3 | 0.07 | |
| 24 | The equipment in the lab facilities is kept up to date. | 6.22 | 5.63 | 1.75 | 0.59 | 6.41 | 5.95 | 1.35 | 0.46 | -0.32 | |
| 26 | There are adequate services to help me decide upon a career. | 6.20 | 5.9 | 1.53 | 0.30 | 6.39 | 5.83 | 1.41 | 0.56 | 0.07 | |
| 18 | Computer labs are adequate and accessible. | 6.15 | 6.04 | 1.43 | 0.11 | 6.39 | 6.2 | 1.22 | 0.19 | -0.16 | |
| 30 | The assessment and course placement procedures are reasonable. | 6.11 | 5.84 | 1.48 | 0.27 | 6.38 | 5.98 | 1.28 | 0.4 | -0.14 | |

Instructional Effectiveness

| # | 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. | 6.48 | 5.76 | 1.39 | 0.72 | 6.61 | 5.86 | 1.34 | 0.75 | -0.10 | |
| 34 | Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.43 | 6.14 | 1.36 | 0.29 | 6.49 | 6.1 | 1.26 | 0.39 | 0.04 | |
| 40 | There are sufficient courses within my program of study available each term. | 6.41 | 5.84 | 1.62 | 0.57 | 6.55 | 5.9 | 1.41 | 0.65 | -0.06 | |
| 38 | Most classes deal with practical experiences and applications. | 6.36 | 6.02 | 1.32 | 0.34 | 6.41 | 5.91 | 1.31 | 0.5 | 0.11 | |
| 31 | Faculty use a variety of technology and media in the classroom. | 6.22 | 6.01 | 1.33 | 0.21 | 6.12 | 6 | 1.26 | 0.12 | 0.01 | |
| 12 | Faculty are fair and unbiased in their treatment of individual students. | 6.20 | 5.8 | 1.74 | 0.40 | 6.53 | 5.99 | 1.38 | 0.54 | -0.19 | |
| 25 | Faculty provide timely feedback about my academic progress. | 6.17 | 5.79 | 1.56 | 0.38 | 6.49 | 5.82 | 1.41 | 0.67 | -0.03 | |

Registration Effectiveness

| # | Item | OSUIT Importance | OSUIT Satisfaction | OSUIT SD | OSUIT Performance Gap | Benchmark Importance | Benchmark Satisfaction | Benchmark SD | Benchmark Performance Gap | Difference | SS |
|----|---|------------------|--------------------|----------|-----------------------|----------------------|------------------------|--------------|---------------------------|------------|----|
| 29 | There are convenient ways of paying my school bill. | 6.39 | 5.95 | 1.59 | 0.44 | 6.49 | 6.06 | 1.35 | 0.43 | -0.11 | |
| 9 | I am able to register for the classes I need with few conflicts. | 6.34 | 5.92 | 1.46 | 0.42 | 6.55 | 5.9 | 1.4 | 0.65 | 0.02 | |
| 19 | Registration processes and procedures are convenient. | 6.20 | 5.79 | 1.58 | 0.41 | 6.5 | 6.03 | 1.32 | 0.47 | -0.24 | |
| 32 | I am able to take care of college-related business at times that are convenient for me. | 6.16 | 6.03 | 1.51 | 0.13 | 6.45 | 5.93 | 1.34 | 0.52 | 0.10 | |
| 2 | Classes are scheduled at times that are convenient for me. | 6.11 | 5.71 | 1.56 | 0.40 | 6.51 | 5.85 | 1.35 | 0.66 | -0.14 | |

Safety and Security

| # | Item | OSUIT Importance | OSUIT Satisfaction | OSUIT SD | OSUIT Performance Gap | Benchmark Importance | Benchmark Satisfaction | Benchmark SD | Benchmark Performance Gap | Difference | SS |
|----|--|------------------|--------------------|----------|-----------------------|----------------------|------------------------|--------------|---------------------------|------------|----|
| 4 | Security staff respond quickly to calls for assistance. | 6.38 | 5.86 | 1.66 | 0.52 | 6.36 | 5.89 | 1.37 | 0.47 | -0.03 | |
| 10 | Parking lots are well-lighted and secure. | 6.52 | 5.9 | 1.6 | 0.62 | 6.28 | 5.87 | 1.42 | 0.41 | 0.03 | |
| 13 | The campus is safe and secure for all students. | 6.47 | 6.26 | 1.26 | 0.21 | 6.64 | 6.27 | 1.1 | 0.37 | -0.01 | |
| 21 | The amount of student parking space on campus is adequate. | 6.17 | 5.62 | 1.67 | 0.55 | 6.31 | 5.41 | 1.82 | 0.9 | 0.21 | |

Student Centeredness

| # | 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. | 6.40 | 5.93 | 1.4 | 0.47 | 6.48 | 6 | 1.23 | 0.48 | -0.07 | |
| 20 | Students are made to feel welcome here. | 6.53 | 6.1 | 1.49 | 0.43 | 6.54 | 6.22 | 1.21 | 0.32 | -0.12 | |
| 33 | Administrators are available to hear students' concerns. | 6.29 | 5.91 | 1.51 | 0.38 | 6.4 | 5.78 | 1.51 | 0.62 | 0.13 | |
| 37 | I seldom get the "run-around" when seeking information on this campus. | 6.36 | 5.63 | 1.59 | 0.73 | 6.28 | 5.58 | 1.64 | 0.7 | 0.05 | |

SS = Statistical Significance; SD= Standard Deviation; N.A. = not applicable

★Difference statistically significant at the .05 level

Benchmark (SSI National Group of Community Colleges using Form B) based on 58,823 records

APPENDIX B: OSUIT Two Year Comparison

OSUIT Two Year Comparison: In descending order of Importance

| # | Items | 2021 OSUIT Importance | 2021 OSUIT Satisfaction | 2021 OSUIT SD | 2021 OSUIT Performance Gap | 2022 OSUIT Importance | 2022 OSUIT Satisfaction | 2022 OSUIT SD | 2022 OSUIT Performance Gap | Mean Difference | SS |
|----|--|-----------------------|-------------------------|---------------|----------------------------|-----------------------|-------------------------|---------------|----------------------------|-----------------|-----|
| 43 | Campus item: My department prepares students well for their professions. | 6.58 | 5.93 | 1.57 | 0.65 | 6.22 | 5.73 | 1.48 | 0.49 | 0.20 | |
| 20 | Students are made to feel welcome here. | 6.53 | 6.1 | 1.49 | 0.43 | 6.17 | 5.82 | 1.46 | 0.35 | 0.28 | |
| 10 | Parking lots are well-lighted and secure. | 6.52 | 5.9 | 1.6 | 0.62 | 5.18 | 5.48 | 1.48 | 0.33 | 0.42 | ★ |
| 8 | The quality of instruction I receive in most of my classes is excellent. | 6.48 | 5.76 | 1.39 | 0.72 | 6.41 | 5.80 | 1.46 | 0.61 | -0.04 | |
| 14 | My academic advisor is knowledgeable about my program requirements. | 6.48 | 6.1 | 1.47 | 0.38 | 6.25 | 5.93 | 1.34 | 0.32 | 0.17 | |
| 6 | Library resources and services are adequate. | 6.47 | 6.28 | 1.19 | 0.19 | 5.86 | 5.65 | 1.40 | 0.21 | 0.63 | ★★★ |
| 13 | The campus is safe and secure for all students. | 6.47 | 6.26 | 1.26 | 0.21 | 6.22 | 5.84 | 1.42 | 0.38 | 0.42 | ★ |
| 34 | Faculty are usually available to students outside of class | 6.43 | 6.14 | 1.36 | 0.29 | 6.17 | 5.78 | 1.46 | 0.39 | 0.36 | |

| # | Items | 2021 OSUIT Importance | 2021 OSUIT Satisfaction | 2021 OSUIT SD | 2021 OSUIT Performance Gap | 2022 OSUIT Importance | 2022 OSUIT Satisfaction | 2022 OSUIT SD | 2022 OSUIT Performance Gap | Mean Difference | SS |
|----|--|-----------------------|-------------------------|---------------|----------------------------|-----------------------|-------------------------|---------------|----------------------------|-----------------|----|
| | (during office hours, by phone, or by e-mail). | | | | | | | | | | |
| 40 | There are sufficient courses within my program of study available each term. | 6.41 | 5.84 | 1.62 | 0.57 | 6.17 | 5.74 | 1.46 | 0.43 | 0.10 | |
| 44 | Campus item: My academic advisor adequately assists me with career planning issues. | 6.41 | 5.74 | 1.82 | 0.67 | 6.15 | 5.75 | 1.45 | 0.40 | -0.01 | |
| 1 | The campus staff are caring and helpful. | 6.40 | 5.93 | 1.4 | 0.47 | 6.12 | 5.74 | 1.47 | 0.38 | 0.19 | |
| 16 | My advisor helps me apply my program of study to career goals. | 6.39 | 6.00 | 1.62 | 0.39 | 6.16 | 5.82 | 1.43 | 0.34 | 0.18 | |
| 29 | There are convenient ways of paying my school bill. | 6.39 | 5.95 | 1.59 | 0.44 | 6.20 | 5.40 | 1.68 | 0.80 | 0.55 | ★ |
| 36 | Tuition paid is a worthwhile investment. | 6.39 | 5.82 | 1.59 | 0.57 | 6.26 | 5.29 | 1.76 | 0.97 | 0.53 | ★ |
| 54 | Future career opportunities as factor in decision to enroll. | 6.39 | N.A | N.A | N.A | 6.47 | N.A | N.A | N.A | N.A | |
| 4 | Security staff respond quickly to calls for assistance. | 6.38 | 5.86 | 1.66 | 0.52 | 5.74 | 5.39 | 1.47 | 0.35 | 0.47 | |
| 37 | I seldom get the "run-around" when seeking information on this campus. | 6.36 | 5.63 | 1.59 | 0.73 | 6.05 | 5.04 | 1.91 | 1.01 | 0.59 | ★ |
| 38 | Most classes deal with practical experiences and applications. | 6.36 | 6.02 | 1.32 | 0.34 | 6.18 | 5.72 | 1.48 | 0.46 | 0.30 | |
| 39 | On the whole, the campus is well-maintained. | 6.35 | 5.92 | 1.54 | 0.43 | 6.08 | 5.69 | 1.48 | 0.39 | 0.23 | |
| 51 | Cost as factor in decision to enroll. | 6.35 | N.A | N.A | N.A | 6.26 | N.A | N.A | N.A | N.A | |
| 9 | I am able to register for the classes I need with few conflicts. | 6.34 | 5.92 | 1.46 | 0.42 | 6.26 | 5.61 | 1.62 | 0.65 | 0.31 | |
| 17 | Admissions counselors accurately portray program offerings in their recruiting practices. | 6.34 | 5.8 | 1.52 | 0.54 | 5.96 | 5.52 | 1.48 | 0.44 | 0.28 | |
| 48 | Campus item: College personnel and students show tolerance and respect for different viewpoints. | 6.34 | 6.05 | 1.5 | 0.29 | 5.67 | 5.51 | 1.60 | 0.16 | 0.54 | ★ |
| 28 | This campus provides online access to services I need. | 6.32 | 5.95 | 1.67 | 0.37 | 6.11 | 5.67 | 1.51 | 0.44 | 0.28 | |
| 45 | Campus item: There are adequate services to develop | 6.32 | 5.95 | 1.49 | 0.37 | 5.96 | 5.59 | 1.58 | 0.37 | 0.36 | |

| # | Items | 2021 OSUIT Importance | 2021 OSUIT Satisfaction | 2021 OSUIT SD | 2021 OSUIT Performance Gap | 2022 OSUIT Importance | 2022 OSUIT Satisfaction | 2022 OSUIT SD | 2022 OSUIT Performance Gap | Mean Difference | SS |
|----|---|-----------------------|-------------------------|---------------|----------------------------|-----------------------|-------------------------|---------------|----------------------------|-----------------|----|
| | job search skills and to learn of career opportunities. | | | | | | | | | | |
| 27 | Tutoring services are readily available. | 6.30 | 6.13 | 1.41 | 0.17 | 5.91 | 5.73 | 1.39 | 0.18 | 0.40 | |
| 33 | Administrators are available to hear students' concerns. | 6.29 | 5.91 | 1.51 | 0.38 | 6.14 | 5.49 | 1.63 | 0.65 | 0.42 | |
| 15 | Financial aid counseling is available if I need it. | 6.27 | 6.15 | 1.33 | 0.12 | 6.04 | 5.60 | 1.51 | 0.44 | 0.55 | ★ |
| 24 | The equipment in the lab facilities is kept up to date. | 6.22 | 5.63 | 1.75 | 0.59 | 6.18 | 5.49 | 1.64 | 0.69 | 0.14 | |
| 31 | Faculty use a variety of technology and media in the classroom. | 6.22 | 6.01 | 1.33 | 0.21 | 5.97 | 5.74 | 1.32 | 0.23 | 0.27 | |
| 53 | Academic reputation as factor in decision to enroll. | 6.22 | N.A | N.A | N.A | 5.99 | N.A | N.A | N.A | N.A | |
| 7 | Admissions staff provide personalized attention prior to enrollment. | 6.20 | 5.69 | 1.65 | 0.51 | 5.97 | 5.52 | 1.52 | 0.45 | 0.17 | |
| 12 | Faculty are fair and unbiased in their treatment of individual students. | 6.20 | 5.8 | 1.74 | 0.40 | 6.17 | 5.68 | 1.58 | 0.49 | 0.12 | |
| 19 | Registration processes and procedures are convenient. | 6.20 | 5.79 | 1.58 | 0.41 | 6.18 | 5.55 | 1.52 | 0.63 | 0.24 | |
| 26 | There are adequate services to help me decide upon a career. | 6.20 | 5.9 | 1.53 | 0.30 | 6.15 | 5.65 | 1.43 | 0.50 | 0.25 | |
| 21 | The amount of student parking space on campus is adequate. | 6.17 | 5.62 | 1.67 | 0.55 | 6.08 | 5.26 | 1.85 | 0.82 | 0.36 | |
| 25 | Faculty provide timely feedback about my academic progress. | 6.17 | 5.79 | 1.56 | 0.38 | 6.18 | 5.54 | 1.54 | 0.64 | 0.25 | |
| 32 | I am able to take care of college-related business at times that are convenient for me. | 6.16 | 6.03 | 1.51 | 0.13 | 6.08 | 5.51 | 1.57 | 0.57 | 0.52 | ★ |
| 52 | Financial assistance as factor in decision to enroll. | 6.16 | N.A | N.A | N.A | 6.04 | N.A | N.A | N.A | N.A | |
| 18 | Computer labs are adequate and accessible. | 6.15 | 6.04 | 1.43 | 0.11 | 5.98 | 5.62 | 1.53 | 0.36 | 0.42 | |
| 35 | I receive ongoing feedback about progress toward my academic goals. | 6.15 | 5.5 | 1.78 | 0.65 | 6.08 | 5.46 | 1.52 | 0.62 | 0.04 | |
| 3 | My academic advisor is available when I need help. | 6.14 | 5.83 | 1.71 | 0.31 | 6.14 | 5.85 | 1.30 | 0.29 | -0.02 | |
| 42 | Campus item: Individual differences are valued at this college. | 6.14 | 5.91 | 1.67 | 0.23 | 6.36 | 5.86 | 1.44 | 0.50 | 0.05 | |

| # | Items | 2021 OSUIT Importance | 2021 OSUIT Satisfaction | 2021 OSUIT SD | 2021 OSUIT Performance Gap | 2022 OSUIT Importance | 2022 OSUIT Satisfaction | 2022 OSUIT SD | 2022 OSUIT Performance Gap | Mean Difference | SS |
|----|---|-----------------------|-------------------------|---------------|----------------------------|-----------------------|-------------------------|---------------|----------------------------|-----------------|----|
| 5 | Financial aid awards are announced in time to be helpful in college planning. | 6.13 | 5.49 | 1.66 | 0.64 | 6.02 | 5.13 | 1.64 | 0.89 | 0.36 | |
| 49 | Campus item: The level of ethnic and cultural diversity on this campus is satisfactory. | 6.13 | 6.11 | 1.48 | 0.02 | 5.85 | 5354 | 1.55 | 0.31 | 0.57 | ★ |
| 2 | Classes are scheduled at times that are convenient for me. | 6.11 | 5.71 | 1.56 | 0.40 | 6.14 | 5.64 | 1.46 | 0.50 | 0.07 | |
| 22 | My academic advisor is knowledgeable about transfer requirements of other schools. | 6.11 | 5.93 | 1.46 | 0.18 | 5.93 | 5.58 | 1.48 | 0.35 | 0.35 | |
| 30 | The assessment and course placement procedures are reasonable. | 6.11 | 5.84 | 1.48 | 0.27 | 6.06 | 5.50 | 1.45 | 0.56 | 0.34 | |
| 46 | Campus item: The school provides an adequate orientation for first year students. | 6.11 | 5.8 | 1.52 | 0.31 | 5.63 | 5.54 | 1.54 | 0.09 | 0.26 | |
| 50 | Campus item: I feel a sense of pride about my campus. | 6.11 | 5.8 | 1.65 | 0.31 | 6.28 | 6.03 | 1.26 | 0.25 | -0.23 | |
| 41 | Campus item: Most students feel a sense of belonging here. | 6.09 | 5.87 | 1.56 | 0.22 | 5.98 | 5.5 | 1.57 | 0.45 | 0.34 | |
| 11 | Counseling services are available if I need them. | 6.07 | 6.17 | 1.37 | -0.10 | 5.61 | 5.51 | 1.45 | 0.10 | 0.66 | ★★ |
| 23 | This institution helps me identify resources to finance my education. | 6.07 | 5.4 | 1.8 | 0.67 | 6.04 | 5.32 | 1.66 | 0.72 | 0.08 | |
| 47 | Campus item: A variety of activities and social events are provided on campus. | 5.95 | 6.02 | 1.6 | -0.07 | 6.03 | 5.58 | 1.54 | 0.45 | 0.44 | |
| 57 | Information on the campus Web site as factor in decision to enroll. | 5.80 | N.A. | N.A | N.A | 5.52 | N.A | N.A | N.A | N.A | |
| 56 | Distance from campus as factor in decision to enroll. | 5.78 | N.A | N.A | N.A | 5.53 | N.A | N.A | N.A | N.A | |
| 55 | Personal recommendations as factor in decision to enroll. | 5.75 | N.A | N.A | N.A | 5.94 | N.A | N.A | N.A | N.A | |
| 58 | Campus visits as factor in decision to enroll. | 5.53 | N.A | N.A | N.A | 5.43 | N.A | N.A | N.A | N.A | |

SS = Statistical Significance; SD. = Standard Deviation; N.A. = Not Applicable

★Difference statistically significant at the .05 level

★★Difference statistically significant at the .01 level

★★★Difference statistically significant at the .001 level

OSUIT 2021 data based on 41 selected classes which included 496 registered students, 385 of which completed the survey

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

Academic Advising Effectiveness

| Scale/Item | OSUIT 2021 Importance | OSUIT 2021 Satisfaction | OSUIT 2021 SD | OSUIT 2021 Performance Gap | OSUIT 2022 Importance | OSUIT 2022 Satisfaction | OSUIT 2022 SD | OSUIT 2022 Performance Gap | Mean Difference | SS |
|--|-----------------------|-------------------------|---------------|----------------------------|-----------------------|-------------------------|---------------|----------------------------|-----------------|----|
| 14. My academic advisor is knowledgeable about my program requirements. | 6.25 | 5.93 | 1.34 | 0.32 | 6.11 | 5.93 | 1.46 | 0.18 | 0.35 | |
| 16. My advisor helps me apply my program of study to career goals. | 6.16 | 5.82 | 1.43 | 0.34 | 6.39 | 6.00 | 1.62 | 0.39 | 0.18 | |
| 3. My academic advisor is available when I need help. | 6.14 | 5.85 | 1.30 | 0.29 | 6.14 | 5.83 | 1.71 | 0.31 | -0.02 | |
| 35. I receive ongoing feedback about progress toward my academic goals. | 6.08 | 5.46 | 1.52 | 0.62 | 6.15 | 5.50 | 1.78 | 0.65 | 0.04 | |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 5.93 | 5.58 | 1.48 | 0.35 | 6.11 | 5.93 | 1.46 | 0.18 | 0.35 | |

Admissions and Financial Aid Effectiveness

| Scale/Item | OSUIT 2021 Importance | OSUIT 2021 Satisfaction | OSUIT 2021 SD | OSUIT 2021 Performance Gap | OSUIT 2022 Importance | OSUIT 2022 Satisfaction | OSUIT 2022 SD | OSUIT 2022 Performance Gap | Mean Difference | SS |
|---|-----------------------|-------------------------|---------------|----------------------------|-----------------------|-------------------------|---------------|----------------------------|-----------------|----|
| 15. Financial aid counseling is available if I need it. | 6.04 | 5.60 | 1.51 | 0.44 | 5.27 | 6.15 | 1.33 | 0.12 | 0.55 | ★ |
| 23. This institution helps me identify resources to finance my education. | 6.04 | 5.32 | 1.66 | 0.72 | 6.07 | 5.40 | 1.80 | 0.67 | 0.08 | |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.02 | 5.13 | 1.64 | 0.89 | 6.13 | 5.49 | 1.66 | 0.64 | 0.36 | |
| 7. Admissions staff provide personalized attention prior to enrollment. | 5.97 | 5.52 | 1.52 | 0.45 | 6.20 | 5.69 | 1.65 | 0.51 | 0.17 | |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.96 | 5.52 | 1.48 | 0.44 | 6.34 | 5.80 | 1.52 | 0.54 | 0.28 | |

Campus Climate

| Scale/Item | OSUIT 2021 Importance | OSUIT 2021 Satisfaction | OSUIT 2021 SD | OSUIT 2021 Performance Gap | OSUIT 2022 Importance | OSUIT 2022 Satisfaction | OSUIT 2022 SD | OSUIT 2022 Performance Gap | Mean Difference | SS |
|--|-----------------------|-------------------------|---------------|----------------------------|-----------------------|-------------------------|---------------|----------------------------|-----------------|----|
| 36. Tuition paid is a worthwhile investment. | 6.26 | 5.29 | 1.76 | 0.97 | 6.39 | 5.82 | 1.59 | 0.57 | 0.53 | ★ |
| 13. The campus is safe and secure for all students. | 6.22 | 5.84 | 1.42 | 0.38 | 6.47 | 6.26 | 1.26 | 0.21 | 0.42 | ★ |
| 20. Students are made to feel welcome here. | 6.17 | 5.82 | 1.46 | 0.35 | 6.53 | 6.10 | 0.49 | 0.43 | 0.28 | |
| 33. Administrators are available to hear students' concerns. | 6.14 | 5.49 | 1.63 | 0.65 | 6.29 | 5.91 | 1.51 | 0.38 | 0.42 | |
| 1. The campus staff are caring and helpful. | 6.12 | 5.74 | 1.47 | 0.38 | 6.40 | 5.93 | 1.40 | 0.47 | 0.19 | |
| 39. On the whole, the campus is well-maintained. | 6.08 | 5.69 | 1.48 | 0.39 | 6.35 | 5.92 | 1.54 | 0.43 | 0.23 | |
| 37. I seldom get the "run-around" when seeking information on this campus. | 6.05 | 5.04 | 1.91 | 1.01 | 6.36 | 5.63 | 1.59 | 0.73 | 0.59 | ★ |

Campus Services

| Scale/Item | OSUIT 20201 Importance | OSUIT 2021 Satisfaction | OSUIT 2021 SD | OSUIT 2021 Performance Gap | OSUIT 2022 Importance | OSUIT 2022 Satisfaction | OSUIT 2022 SD | OSUIT 2022 Performance Gap | Mean Difference | SS |
|--|------------------------|-------------------------|---------------|----------------------------|-----------------------|-------------------------|---------------|----------------------------|-----------------|-----|
| 24. The equipment in the lab facilities is kept up to date. | 6.18 | 5.49 | 1.64 | 0.69 | 6.22 | 5.63 | 1.75 | 0.59 | 0.14 | |
| 26. There are adequate services to help me decide upon a career. | 6.15 | 5.65 | 1.43 | 0.50 | 6.20 | 5.90 | 1.53 | 0.30 | 0.25 | |
| 28. This campus provides online access to services I need. | 6.11 | 5.67 | 1.51 | 0.44 | 6.30 | 5.95 | 1.67 | 0.37 | 0.28 | |
| 30. The assessment and course placement procedures are reasonable. | 6.06 | 5.50 | 1.45 | 0.56 | 6.11 | 5.84 | 1.48 | 0.27 | 0.34 | |
| 18. Computer labs are adequate and accessible. | 5.98 | 5.62 | 1.53 | 0.36 | 6.15 | 6.04 | 1.43 | 0.11 | 0.42 | |
| 27. Tutoring services are readily available. | 5.91 | 5.73 | 1.39 | 0.18 | 6.30 | 6.13 | 1.41 | 0.17 | 0.40 | |
| 6. Library resources and services are adequate. | 5.86 | 5.65 | 1.40 | 0.21 | 6.47 | 6.28 | 1.19 | 0.19 | 0.63 | ★★★ |
| 11. Counseling services are available if I need them. | 5.61 | 5.51 | 1.45 | 0.10 | 6.07 | 6.17 | 1.37 | -0.10 | 0.66 | ★★ |

Instructional Effectiveness Scale

| Scale/Item | OSUIT 2021 Importance | OSUIT 2021 Satisfaction | OSUIT 2021 SD | OSUIT 2021 Performance Gap | OSUIT 2022 Importance | OSUIT 2022 Satisfaction | OSUIT 2022 SD | OSUIT 2022 Performance Gap | Mean Difference | SS |
|---|-----------------------|-------------------------|---------------|----------------------------|-----------------------|-------------------------|---------------|----------------------------|-----------------|----|
| 8. The quality of instruction I receive in most of my classes is excellent. | 6.41 | 5.80 | 1.46 | 0.61 | 6.48 | 5.76 | 1.39 | 0.72 | -0.04 | |
| 25. Faculty provide timely feedback about my academic progress. | 6.18 | 5.54 | 1.54 | 0.64 | 6.17 | 5.79 | 1.56 | 0.38 | 0.25 | |
| 38. Most classes deal with practical experiences and applications. | 6.18 | 5.72 | 1.48 | 0.46 | 6.36 | 6.02 | 1.32 | 0.34 | 0.30 | |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 6.17 | 5.68 | 1.58 | 0.49 | 6.20 | 5.80 | 1.74 | 0.04 | 0.12 | |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.17 | 5.78 | 1.46 | 0.39 | 6.43 | 6.14 | 1.36 | 0.29 | 0.36 | |
| 40. There are sufficient courses within my program of study available each term. | 6.17 | 5.74 | 1.46 | 0.43 | 6.41 | 5.84 | 1.62 | 0.57 | 0.10 | |
| 31. Faculty use a variety of technology and media in the classroom. | 5.97 | 5.74 | 1.32 | 0.23 | 6.22 | 6.01 | 1.33 | 0.21 | 0.27 | |

Registration Effectiveness

| Scale/Item | OSUIT 2021 Importance | OSUIT 2021 Satisfaction | OSUIT 2021 SD | OSUIT 2021 Performance Gap | OSUIT 2022 Importance | OSUIT 2022 Satisfaction | OSUIT 2022 SD | OSUIT 2022 Performance Gap | Mean Difference | SS |
|---|-----------------------|-------------------------|---------------|----------------------------|-----------------------|-------------------------|---------------|----------------------------|-----------------|----|
| 9. I am able to register for the classes I need with few conflicts. | 6.26 | 5.61 | 1.62 | 0.65 | 6.34 | 5.92 | 1.46 | 0.42 | 0.31 | |
| 29. There are convenient ways of paying my school bill. | 6.20 | 5.40 | 1.68 | 0.80 | 6.39 | 5.95 | 1.59 | 0.44 | 0.55 | ★ |
| 19. Registration processes and procedures are convenient. | 6.18 | 5.55 | 1.52 | 0.63 | 6.20 | 5.79 | 1.58 | 0.41 | 0.24 | |
| 2. Classes are scheduled at times that are convenient for me. | 6.14 | 5.64 | 1.46 | 0.5 | 6.11 | 5.71 | 1.56 | 0.40 | 0.07 | |
| 32. I am able to take care of college-related business at times that are convenient for me. | 6.08 | 5.51 | 1.57 | 0.57 | 6.16 | 6.03 | 1.51 | 0.13 | 0.52 | ★ |

Safety and Security

| Scale/Item | OSUIT 2021 Importance | OSUIT 2021 Satisfaction | OSUIT 2021 SD | OSUIT 2021 Performance Gap | OSUIT 2022 Importance | OSUIT 2022 Satisfaction | OSUIT 2022 SD | OSUIT 2022 Performance Gap | Mean Difference | SS |
|--|-----------------------|-------------------------|---------------|----------------------------|-----------------------|-------------------------|---------------|----------------------------|-----------------|----|
| 13. The campus is safe and secure for all students. | 6.22 | 5.84 | 1.42 | 0.38 | 6.47 | 6.26 | 1.26 | 0.21 | 0.45 | ★ |
| 21. The amount of student parking space on campus is adequate. | 6.08 | 5.26 | 1.85 | 0.82 | 6.17 | 5.62 | 1.67 | 0.55 | 0.36 | |
| 10. Parking lots are well-lighted and secure. | 5.81 | 5.48 | 1.48 | 0.33 | 6.52 | 5.90 | 1.60 | 0.62 | 0.42 | ★ |
| 4. Security staff respond quickly to calls for assistance. | 5.74 | 5.39 | 1.47 | 0.35 | 6.38 | 5.86 | 1.66 | 0.52 | 0.47 | |

Student Centeredness

| Scale/Item | OSUIT 2021 Importance | OSUIT 2021 Satisfaction | OSUIT 2021 SD | OSUIT 2021 Performance Gap | OSUIT 2022 Importance | OSUIT 2022 Satisfaction | OSUIT 2022 SD | OSUIT 2022 Performance Gap | Mean Difference | SS |
|--|-----------------------|-------------------------|---------------|----------------------------|-----------------------|-------------------------|---------------|----------------------------|-----------------|----|
| 20. Students are made to feel welcome here. | 6.17 | 5.82 | 1.46 | 0.35 | 6.53 | 6.10 | 1.49 | 0.43 | 0.28 | |
| 33. Administrators are available to hear students' concerns. | 6.14 | 5.49 | 1.63 | 0.65 | 6.29 | 5.91 | 1.51 | 0.38 | 0.42 | |
| 1. The campus staff are caring and helpful. | 6.12 | 5.74 | 1.47 | 0.38 | 6.40 | 5.93 | 1.40 | 0.47 | 0.19 | |
| 37. I seldom get the "run-around" when seeking information on this campus. | 6.05 | 5.04 | 1.91 | 1.01 | 6.36 | 5.63 | 1.59 | 0.73 | 0.59 | ★ |

★Difference statistically significant at the .05 level

★★Difference statistically significant at the .01 level

★★★Difference statistically significant at the .001 level

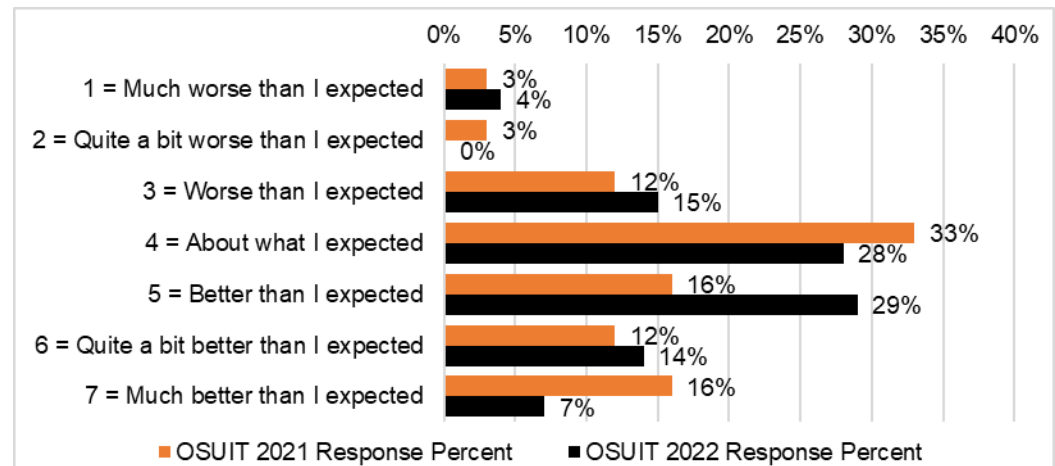
SS = Statistical Significance; SD = Standard Deviation

OSUIT 2021 data based on 41 selected classes which included 496 registered students, 385 of which completed the survey

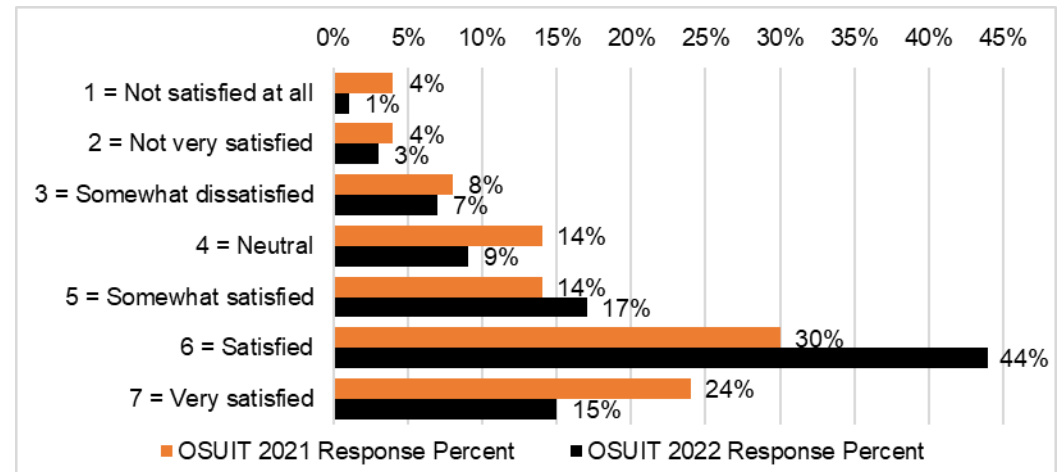
OSUIT Two Year Comparison: Summary Items

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

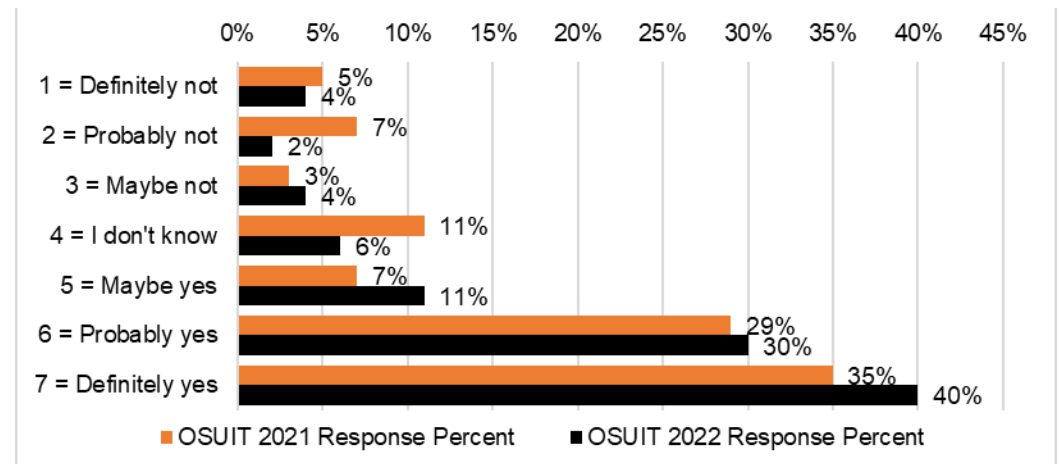
| So far, how has your college experience met your expectations? | OSUIT 2021 Response Percent | OSUIT 2022 Response Percent | Difference |
|--|-----------------------------|-----------------------------|------------|
| 1 = Much worse than I expected | 3% | 4% | 1% |
| 2 = Quite a bit worse than I expected | 3% | 0% | -3% |
| 3 = Worse than I expected | 12% | 15% | 3% |
| 4 = About what I expected | 33% | 28% | -5% |
| 5 = Better than I expected | 16% | 29% | 13% |
| 6 = Quite a bit better than I expected | 12% | 14% | 2% |
| 7 = Much better than I expected | 16% | 7% | -9% |



| Rate your overall satisfaction with your experience here thus far. | OSUIT 2021 Response Percent | OSUIT 2022 Response Percent | Difference |
|--|-----------------------------|-----------------------------|------------|
| 1 = Not satisfied at all | 4% | 1% | -3% |
| 2 = Not very satisfied | 4% | 3% | -1% |
| 3 = Somewhat dissatisfied | 8% | 7% | -1% |
| 4 = Neutral | 14% | 9% | -5% |
| 5 = Somewhat satisfied | 14% | 17% | 3% |
| 6 = Satisfied | 30% | 44% | 14% |
| 7 = Very satisfied | 24% | 15% | -9% |



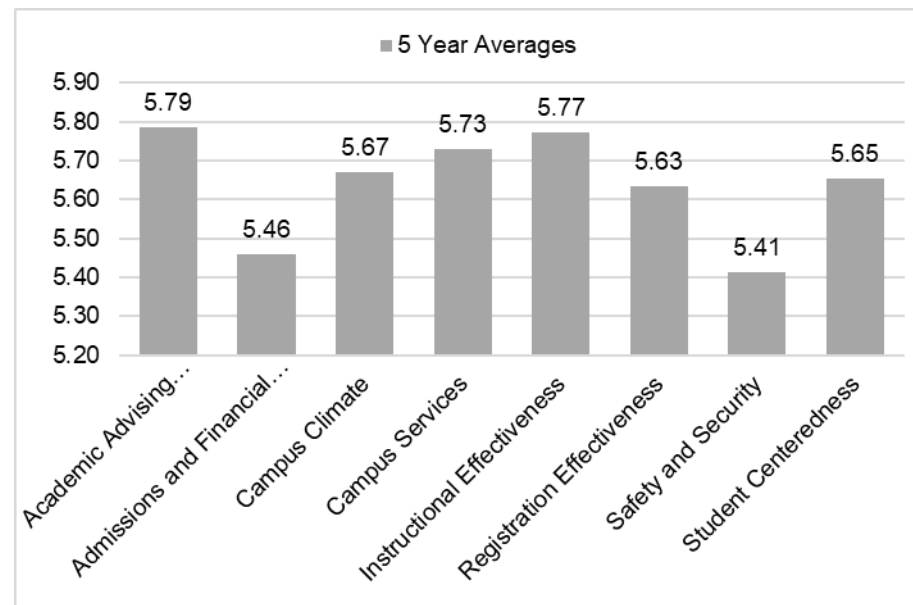
| All in all, if you had it to do over again, would you enroll here? | OSUIT 2021 Response Percent | OSUIT 2022 Response Percent | Difference |
|--|-----------------------------|-----------------------------|------------|
| 1 = Definitely not | 5% | 4% | -1% |
| 2 = Probably not | 7% | 2% | -5% |
| 3 = Maybe not | 3% | 4% | 1% |
| 4 = I don't know | 11% | 6% | -5% |
| 5 = Maybe yes | 7% | 11% | 4% |
| 6 = Probably yes | 29% | 30% | 1% |
| 7 = Definitely yes | 35% | 40% | 5% |



APPENDIX C: OSUIT Five-Year Comparisons

OSUIT Five-Year Comparison of Mean Satisfaction

| Scale | 2018 | 2019 | 2020 | 2021 | 2022 |
|--|------|------|------|------|------|
| Academic Advising Effectiveness | 5.73 | 5.72 | 5.88 | 5.73 | 5.87 |
| Admissions and Financial Aid Effectiveness | 5.40 | 5.34 | 5.44 | 5.42 | 5.70 |
| Campus Climate | 5.61 | 5.54 | 5.70 | 5.56 | 5.94 |
| Campus Services | 5.73 | 5.54 | 5.79 | 5.60 | 5.99 |
| Instructional Effectiveness | 5.72 | 5.65 | 5.87 | 5.71 | 5.91 |
| Registration Effectiveness | 5.60 | 5.51 | 5.64 | 5.54 | 5.88 |
| Safety and Security | 5.11 | 5.38 | 5.16 | 5.50 | 5.91 |
| Student Centeredness | 5.61 | 5.53 | 5.71 | 5.53 | 5.89 |



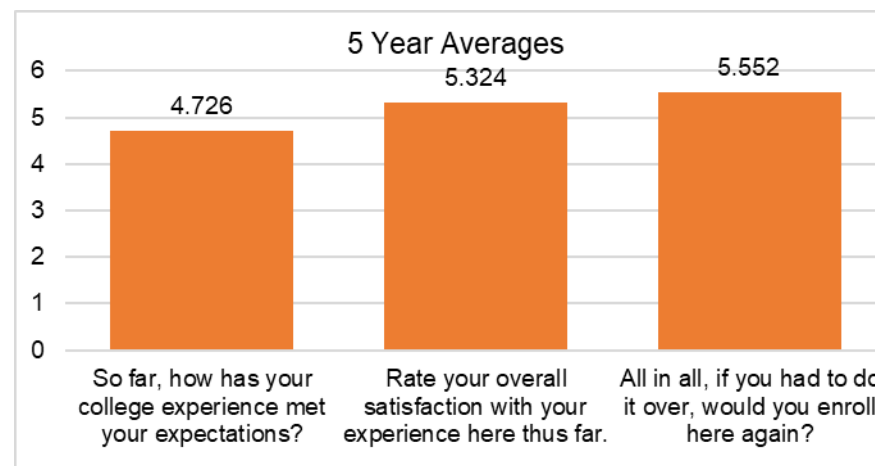
OSUIT Five-Year Comparisons of Mean Satisfaction by Item

| Items | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|------|------|------|------|------|
| 1. The campus staff are caring and helpful. | 5.85 | 5.75 | 5.98 | 5.74 | 5.93 |
| 2. Classes are scheduled at times that are convenient for me. | 5.44 | 5.39 | 5.58 | 5.64 | 5.71 |
| 3. My academic advisor is available when I need help. | 5.90 | 5.89 | 6.01 | 5.85 | 5.83 |
| 4. Security staff respond quickly to calls for assistance. | 5.30 | 5.35 | 5.01 | 5.39 | 5.86 |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 5.07 | 5.06 | 5.20 | 5.13 | 5.49 |
| 6. Library resources and services are adequate. | 5.93 | 5.77 | 5.92 | 5.65 | 6.28 |
| 7. Admissions staff provide personalized attention prior to enrollment. | 5.52 | 5.43 | 5.49 | 5.52 | 5.69 |
| 8. The quality of instruction I receive in most of my classes is excellent. | 5.78 | 5.87 | 5.98 | 5.80 | 5.76 |
| 9. I am able to register for the classes I need with few conflicts. | 5.72 | 5.72 | 5.77 | 5.61 | 5.92 |
| 10. Parking lots are well-lighted and secure. | 5.09 | 5.47 | 5.31 | 5.48 | 5.9 |
| 11. Counseling services are available if I need them. | 5.53 | 5.48 | 5.63 | 5.51 | 6.17 |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 5.68 | 5.66 | 5.76 | 5.68 | 5.8 |
| 13. The campus is safe and secure for all students. | 5.68 | 5.74 | 5.74 | 5.84 | 6.26 |
| 14. My academic advisor is knowledgeable about my program requirements. | 5.99 | 5.99 | 6.14 | 5.93 | 6.1 |
| 15. Financial aid counseling is available if I need it. | 5.54 | 5.57 | 5.58 | 5.60 | 6.15 |
| 16. My advisor helps me apply my program of study to career goals. | 5.85 | 5.82 | 5.93 | 5.82 | 6 |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.56 | 5.51 | 5.67 | 5.52 | 5.8 |
| 18. Computer labs are adequate and accessible. | 5.92 | 5.72 | 5.86 | 5.62 | 6.04 |

| Items | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|------|------|------|------|------|
| 19. Registration processes and procedures are convenient. | 5.72 | 5.63 | 5.65 | 5.55 | 5.79 |
| 20. Students are made to feel welcome here. | 5.85 | 5.81 | 5.92 | 5.82 | 6.1 |
| 21. The amount of student parking space on campus is adequate. | 4.39 | 4.94 | 4.58 | 5.26 | 5.62 |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 5.51 | 5.40 | 5.64 | 5.58 | 5.93 |
| 23. This institution helps me identify resources to finance my education. | 5.29 | 5.14 | 5.26 | 5.32 | 5.4 |
| 24. The equipment in the lab facilities is kept up to date. | 5.57 | 5.32 | 5.54 | 5.49 | 5.63 |
| 25. Faculty provide timely feedback about my academic progress. | 5.46 | 5.48 | 5.70 | 5.54 | 5.79 |
| 26. There are adequate services to help me decide upon a career. | 5.63 | 5.49 | 5.80 | 5.65 | 5.9 |
| 27. Tutoring services are readily available. | 5.76 | 5.51 | 5.89 | 5.73 | 6.13 |
| 28. This campus provides online access to services I need. | 5.86 | 5.52 | 5.95 | 5.67 | 5.95 |
| 29. There are convenient ways of paying my school bill. | 5.52 | 5.34 | 5.56 | 5.40 | 5.95 |
| 30. The assessment and course placement procedures are reasonable. | 5.62 | 5.49 | 5.71 | 5.50 | 5.84 |
| 31. Faculty use a variety of technology and media in the classroom. | 5.78 | 5.71 | 5.92 | 5.74 | 6.01 |
| 32. I am able to take care of college-related business at times that are convenient for me. | 5.60 | 5.49 | 5.65 | 5.51 | 6.03 |
| 33. Administrators are available to hear students' concerns. | 5.55 | 5.42 | 5.62 | 5.49 | 5.91 |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 5.88 | 5.65 | 6.00 | 5.78 | 6.14 |
| 35. I receive ongoing feedback about progress toward my academic goals. | 5.37 | 5.46 | 5.63 | 5.46 | 5.5 |
| 36. Tuition paid is a worthwhile investment. | 5.51 | 5.36 | 5.58 | 5.29 | 5.82 |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.18 | 5.13 | 5.29 | 5.04 | 5.63 |
| 38. Most classes deal with practical experiences and applications. | 5.72 | 5.60 | 5.91 | 5.72 | 6.02 |
| 39. On the whole, the campus is well-maintained. | 5.65 | 5.50 | 5.73 | 5.69 | 5.92 |
| 40. There are sufficient courses within my program of study available each term. | 5.75 | 5.53 | 5.84 | 5.74 | 5.84 |
| 41. Campus item 1: Most students feel a sense of belonging here. | 5.47 | 5.30 | 5.68 | 5.53 | 5.87 |
| 42. Campus item 2: My department prepares students well for their professions. | 5.96 | 5.82 | 6.19 | 5.86 | 5.91 |
| 43. Campus item 3: My academic advisor adequately assists me with career planning issues. | 5.78 | 5.59 | 5.87 | 5.73 | 5.93 |
| 44. Campus item 4: There are adequate services to develop job search skills and to learn of career opportunities. | 5.79 | 5.53 | 6.00 | 5.75 | 5.74 |
| 45. Campus item 5: The school provides an adequate orientation for first year students. | 5.62 | 5.50 | 5.79 | 5.59 | 5.95 |
| 46. Campus item 6: A variety of activities and social events are provided on campus. | 5.70 | 5.39 | 5.70 | 5.54 | 5.8 |
| 47. Campus item 7: College personnel and students show tolerance and respect for different viewpoints. | 5.66 | 5.37 | 5.71 | 5.58 | 6.02 |
| 48. Campus item 8: The level of ethnic and cultural diversity on this campus is satisfactory. | 5.56 | 5.33 | 5.57 | 5.51 | 6.05 |
| 49. Campus item 9: I feel a sense of pride about my campus. | 5.58 | 5.26 | 5.62 | 5.54 | 6.11 |
| 50. Campus item 10: My Instructors demonstrate professionalism as appropriate for the workplace. | 6.08 | 5.90 | 6.17 | 6.03 | 5.8 |
| 51. Cost as factor in decision to enroll. (mean importance) | 6.32 | 6.20 | 6.37 | 6.26 | 5.93 |
| 52. Financial assistance as factor in decision to enroll. (mean importance) | 6.11 | 5.96 | 6.18 | 6.04 | 5.71 |
| 53. Academic reputation as factor in decision to enroll. (mean importance) | 6.18 | 6.09 | 6.23 | 5.99 | 5.83 |
| 54. Future career opportunities as factor in decision to enroll. (mean importance) | 6.50 | 6.37 | 6.55 | 6.47 | 5.86 |
| 55. Personal recommendations as factor in decision to enroll. (mean importance) | 5.89 | 5.88 | 6.00 | 5.94 | 5.49 |
| 56. Distance from campus as factor in decision to enroll. (mean importance) | 5.83 | 5.74 | 5.83 | 5.53 | 6.28 |
| 57. Information from the campus Web site as factor in decision to enroll. (mean importance) | 5.82 | 5.66 | 5.78 | 5.52 | 5.69 |
| 58. Campus visits as factor in decision to enroll. (mean importance) | 5.53 | 5.63 | 5.69 | 5.43 | 5.76 |

OSUIT Five-Year Comparison, Summary Items

| Summary Items | 2018 average (n = 480) | 2019 average (n = 365) | 2020 average (n = 437) | 2021 average (n = 386) | 2022 average (n = 64) |
|--|------------------------|------------------------|------------------------|------------------------|-----------------------|
| So far, how has your college experience met your expectations? | 4.88 | 4.69 | 4.91 | 4.63 | 4.52 |
| Rate your overall satisfaction with your experience here thus far. | 5.46 | 5.18 | 5.45 | 5.18 | 5.35 |
| All in all, if you had to do it over, would you enroll here again? | 5.60 | 5.34 | 5.72 | 5.39 | 5.71 |



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

| So far, how has your college experience met your expectations? | 2018 Response Percent | 2019 Response Percent | 2020 Response Percent | 2021 Response Percent | 2022 Response Percent |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1=Much worse than expected | 2% | 3% | 2% | 3% | 4% |
| 2=Quite a bit worse than I expected | 1% | 1% | 1% | 3% | 0% |
| 3=Worse than I expected | 6% | 5% | 5% | 12% | 15% |
| 4=About what I expected | 31% | 41% | 35% | 33% | 28% |
| 5=Better than I expected | 26% | 19% | 21% | 16% | 29% |
| 6=Quite a bit better than I expected | 14% | 13% | 12% | 12% | 14% |
| 7=Much better than expected | 16% | 13% | 19% | 16% | 7% |

| Rate your overall satisfaction with your experience here thus far. | 2018 Response Percent | 2019 Response Percent | 2020 Response Percent | 2021 Response Percent | 2022 Response Percent |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1=Not satisfied at all | 1% | 2% | 1% | 4% | 1% |
| 2=Not very satisfied | 2% | 3% | 2% | 4% | 3% |
| 3=Somewhat dissatisfied | 5% | 6% | 5% | 8% | 7% |
| 4=Neutral | 12% | 19% | 14% | 14% | 9% |
| 5=Somewhat satisfied | 17% | 15% | 17% | 14% | 17% |
| 6=Satisfied | 41% | 35% | 33% | 30% | 44% |
| 7=Very satisfied | 20% | 17% | 25% | 24% | 15% |

| All in all, if you had to do it over, would you enroll here again? | 2018 Response Percent | 2019 Response Percent | 2020 Response Percent | 2021 Response Percent | 2022 Response Percent |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1=Definitely not | 2% | 3% | 2% | 5% | 4% |
| 2=Probably not | 4% | 5% | 3% | 7% | 2% |
| 3=Maybe not | 4% | 3% | 3% | 3% | 4% |
| 4=I don't know | 11% | 17% | 8% | 11% | 6% |
| 5=Maybe yes | 9% | 13% | 10% | 7% | 11% |
| 6=Probably yes | 30% | 29% | 31% | 29% | 30% |
| 7=Definitely yes | 37% | 27% | 38% | 35% | 40% |