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OU NEWS

Student Attitudes, Satisfaction Levels Nearly Identical To National Norms

Editor's Note—The distribution of this student questionnaire was jointly sponsored by the Office of the President and the University Congress. It is the first time this American College Testing Service questionnaire has been used at Oakland University.

President Joseph E. Champagne said, "I am pleased that we have the results of the student survey available so rapidly to provide added information to the reviews of institutional mission and priority now taking place. I appreciate very much the timely yet thorough work of Dave Beardslee and Jack Wilson in providing a first round of analysis at this time. I also want to thank the University Congress under the leadership of former President Jane Hershey and current President Zachary Shallow for its outstanding input, assistance, and enthusiasm for the completion of this project. The data should be equally helpful to the student leadership as well as to the faculty, staff, and administration as we, together, try to improve the quality of life at Oakland University.

"Although responses to the survey at Oakland University generally follow those of the national survey pool, some particular strengths and some areas that deserve further attention have been revealed. We will work to analyze those areas further so that appropriate changes in service delivery may be made. I asked that this tabular summary be released as soon as possible so that the entire Oakland University community could benefit from the results of the analysis. These times are trying for all of us, and the more accurate data we have, the more likely we are to make informed decisions to the benefit of the entire university. Many additional analyses and interpretations will be made for various purposes, but this general summary should be informative to all who are interested."

Copies of a first interpretive analysis prepared by the Office of Institutional Research are being made available to interested groups and will be available for review in that office (511 O'Dowd Hall).

Provided here are the basic responses to the questions asked, broken into population subgroups in some cases, along with national response data. Certain items were designed specifically for Oakland University and, consequently, do not have national norms. These are also presented for review.

Mr. Beardslee provides the following explanatory comments: "As befits a medium selective state university located in mid-America with a diverse student body, the responses of OU students to the Student Opinion Survey are overwhelmingly similar to those of students nationally in large schools. On perhaps 80 per cent of the items, the OU responses differ hardly at all from data accumulated by the American College Testing Service. About half those cases in which OU students appear to be less satisfied by college services or by features of the college environment turn out to involve not greater dissatisfaction but larger

numbers of students who respond 'neutral' or 'does not apply' or who leave an item blank. This pattern is very noticeable in the responses of commuters. No national 'norms' are available for 'commuters' but it seems clear that it has always been difficult to 'involve' them in student activities or possibly even to get them to come to see their advisers. In any case, at OU it is most often the commuters who substitute 'neutral' or 'does not apply' for 'satisfied'.

"The reliability of percentages based upon a pure random sample of 1,400 is such that we would expect several of the results to vary by as much as five per cent were we to repeat the whole study. Thus, if we were to draw a fresh set of sections and get another 1,400 students (some would be people who were in the first sample, of course) we would expect to find many of the percentages differing by one, two, or even three per cent and a few by as much as five or six per cent. Percentages based upon subsets of the total such as residential hall students only or older students only, will of course have even larger ranges of variability."

COLLEGE SERVICES

#	Item	Group	USE		SATIS/DISSATIS OF USERS			
			% Use of Serv		% Satis		% Dissatis	
			Natl	OU	Natl	OU	Natl	OU
1	Academic advising services	Total	64%	66%	58%	59%	19%	17%
2	Personal counseling	Total	21%	18%	63%	61%	15%	15%
		Minority	27%	28%	71%	58%	9%	6%
3	Career planning	Total	15%	15%	62%	50%	14%	20%
		Lwr Ugrad	18%	11%	69%	60%	9%	17%
		Upr Ugrad	23%	18%	64%	45%	14%	24%

COLLEGE SERVICES

#	Item	Group	USE		SATIS/DISSATIS OF USERS			
			% Use of Serv		% Satis		% Dissatis	
			Natl	OU	Natl	OU	Natl	OU
4	Job placement	Total	15%	13%	54%	45%	19%	23%
		Dorm	---	20%	---	53%	---	21%
		Commuter	---	10%	---	40%	---	25%
5	Recreational & intramural programs and services	Total	33%	36%	78%	77%	9%	8%
		Dorm	---	69%	---	78%	---	10%
		Commuter	---	24%	---	75%	---	6%
		Graduate	---	20%	---	75%	---	5%
6	Library facilities and Services* (using Libraries of 10,000 students is unfair to O.U.)	Total (4 Yr Cols)	88%	82%	81%	73%	8%	11%
		Dorm	92%	---	73%	---	14%	---
		Commuter	---	92%	---	69%	---	13%
		Graduate	---	80%	---	75%	---	10%
			---	71%	---	57%	---	28%
7	Student health services (women more dissatisfied than men— 24% Natl, 26% OU are dissatisfied)	Total	37%	21%	68%	56%	15%	23%
		Dorm	---	43%	---	50%	---	28%
		Commuter	---	13%	---	65%	---	15%
8	Student health insurance	Total	13%	4%	52%	53%	15%	10%
9	College-sponsored tutorial	Total	10%	14%	59%	56%	16%	19%
		Dorm	---	26%	---	60%	---	17%
		Commuter	---	10%	---	53%	---	21%
		Minority	21%	39%	65%	60%	9%	17%
10	Financial aid services	Total	35%	35%	63%	52%	20%	28%
		Minority	57%	56%	66%	45%	16%	23%
11	Student employment	Total	16%	23%	60%	55%	17%	22%
		Dorm	---	47%	---	55%	---	21%
		Commuter	---	13%	---	55%	---	23%
		Graduate	---	15%	---	47%	---	20%
12	Residence hall services and programs	Total	25%	33%	60%	56%	16%	17%
		Dorm	---	91%	---	64%	---	13%
		Commuter	---	11%	---	39%	---	29%
		Minority	39%	59%	47%	41%	25%	22%
13	Food services	Total	72%	65%	39%	34%	34%	34%
		Pvt Cols	79%	---	33%	---	40%	---
		Dorm	---	93%	---	24%	---	42%
		Commuter	---	55%	---	41%	---	29%
		23 Yrs	---	46%	---	45%	---	26%
14	College-sponsored social activities	Total	38%	38%	70%	69%	8%	8%
		Dorm	---	74%	---	71%	---	7%
		Commuter	---	25%	---	67%	---	10%
		Minority	45%	45%	54%	50%	17%	8%
15	Cultural programs	Total	22%	27%	76%	78%	5%	5%
16	College orientation program	Total	35%	61%	63%	58%	11%	14%
		Lwr Ugrad	63%	76%	66%	61%	8%	13%
17	Credit-by-Exam	Total	7%	5%	60%	50%	11%	13%
18	Honors programs	Total	7%	6%	63%	70%	9%	4%
19	Computer services	Total	31%	32%	59%	45%	19%	31%
		Men	32%	43%	59%	47%	17%	34%
		Women	19%	25%	60%	43%	13%	29%
20	College mass transit	Total	21%	3%	56%	36%	19%	17%
		Dorm	---	7%	---	46%	---	15%
		Commuter	---	2%	---	19%	---	19%
21	Parking facilities	Total	82%	82%	38%	34%	44%	40%
		Dorm	---	72%	---	21%	---	50%
		Commuter	---	89%	---	39%	---	38%
		23 Yrs	---	83%	---	28%	---	45%
		23 Yrs	---	85%	---	46%	---	36%
22	Veterans services	Total	6%	4%	65%	70%	10%	7%
23	Day care services	Total	2%	3%	32%	70%	6%	0%

COLLEGE ENVIRONMENT

			% SATISFIED		% DISSATIS		Neutral + Does Not Apply + Blank	
			"Satisfied" + "Very Satisfied"		"Dissatis" + "Very Dissatis"			
#	Satisfaction with:	Group	Natl	OU	Natl	OU	Natl	OU
Academic Environment								
1	Testing/grading system	Total	64%	67%	11%	8%	25%	25%
2	Course content—major field	Total	69%	70%	11%	9%	20%	22%
3	Instruction—major field	Total	66%	68%	11%	7%	24%	25%
4	Out-of-class availability of your instructors	Total Res Hall Commuter	60% — —	63% 70% 61%	12% — —	7% 7% 7%	29% — —	30% 23% 32%
5	Attitude of faculty to students	Total	68%	70%	10%	7%	23%	24%
6	Variety of courses offered	Total Lwr Ugrad Upr Ugrad Graduate	66% 62% 54% —	60% 69% 55% 53%	15% 16% 24% —	14% 9% 20% 14%	20% 23% 23% —	26% 22% 25% 34%
7	Class size relative to type	Total	70%	67%	11%	10%	19%	22%
8	Flexibility—own prog of study	Total	49%	48%	17%	14%	34%	38%
9	Availability of your adviser	Total Res Hall Commuter	52% — —	42% 46% 41%	14% — —	14% 13% 14%	34% — —	44% 41% 44%
10	Value of inform from adviser	Total	50%	41%	16%	13%	37%	46%
11	Preparation for Future Occup	Total	57%	54%	11%	10%	32%	36%
Admissions								
12	General admissions procedures	Total	55%	54%	15%	11%	30%	35%
13	Avail of fin aid prior to enrl	Total	32%	25%	18%	24%	50%	51%
14	Accuracy of pre-enroll inform	Total	54%	50%	14%	12%	33%	38%
15	Catalog/admission publication	Total	67%	64%	8%	6%	26%	29%
Rules and Regulations								
16	Student voice in college policies	Total Res Hall Commuter Minority	19% — — 25%	23% 35% 19% 19%	19% — — 20%	12% 16% 10% 18%	62% — — 54%	66% 49% 71% 63%
17	Rules governing student conduct	Total Res Hall Commuter Minority	39% — — 40%	44% 54% 42% 34%	8% — — 14%	6% 13% 4% 15%	53% — — 46%	50% 34% 55% 51%
18	Residence hall rules and regulations	Total Res Hall Commuter	16% — —	20% 57% 6%	10% — —	9% 21% 5%	74% — —	71% 22% 89%
19	Acad probation/suspen policies	Total	26%	31%	5%	5%	69%	64%
20	Use of student activity fees	Total Lwr Ugrad Upr Ugrad Graduate	27% 34% 28% —	22% 25% 21% 13%	25% 22% 30% —	29% 24% 33% 34%	48% 44% 42% —	50% 51% 46% 53%
21	Personal security/safety	Total	50%	54%	16%	11%	34%	35%
Facilities								
22	Classroom facilities	Total	71%	69%	10%	8%	19%	23%
23	Laboratory facilities	Total	45%	33%	7%	7%	49%	59%
24	Athletic facilities	Total Res Hall Commuter	41% — —	38% 56% 31%	9% — —	9% 16% 6%	49% — —	53% 28% 62%
25	Study areas	Total Res Hall Commuter	62% — —	57% 66% 55%	13% — —	13% 12% 13%	25% — —	30% 22% 32%

COLLEGE ENVIRONMENT

			% SATISFIED		% DISSATIS		Neutral + Does Not Apply + Blank	
			"Satisfied" + "Very Satisfied"		"Dissatis" + "Very Dissatis"			
#	Satisfaction with:	Group	Natl	OU	Natl	OU	Natl	OU
26	Student Union	Total Res Hall Commuter	39% — —	29% 30% 30%	8% — —	4% 6% 4%	53% — —	66% 65% 66%
27	Campus bookstore	Total	65%	62%	17%	18%	19%	20%
28	Availability of student housing	Total Res Hall Commuter	19% — —	25% 67% 9%	14% — —	5% 6% 5%	68% — —	70% 27% 86%
29	General condition of buildings and grounds	Total Res Hall Commuter	78% — —	72% 61% 77%	5% — —	5% 11% 3%	17% — —	23% 28% 20%
Registration								
30	General registration procedrs	Total	53%	54%	25%	22%	23%	24%
31	Availability of courses wanted at times you can take them	Total Lwr Ugrad Upr Ugrad Graduate	36% 43% 38% —	34% 38% 30% 45%	42% 33% 42% —	41% 37% 45% 36%	22% 25% 20% —	25% 25% 24% 20%
32	Academic calendar	Total	62%	69%	10%	5%	28%	27%
33	Billing and fee procedures	Total	62%	57%	13%	18%	25%	25%
General								
34	Concern for you as individual	Total	37%	38%	22%	16%	42%	45%
35	Attitude of non-teaching staff	Total	40%	41%	13%	12%	47%	47%
36	Racial harmony	Total Minority	51% 46%	47% 26%	8% 16%	9% 23%	41% 37%	44% 51%
37	Opportunities for student employment	Total Res Hall Commuter	27% — —	21% 38% 14%	10% — —	13% 24% 10%	63% — —	66% 39% 76%
38	Opportunities for personal involvement in campus activity	Total Res Hall Commuter	41% — —	40% 68% 30%	8% — —	7% 7% 7%	51% — —	53% 24% 63%
39	Student government	Total Res Hall Commuter	20% — —	21% 39% 15%	14% — —	6% 7% 5%	66% — —	73% 54% 80%
40	Religious activities	Total Res Hall Commuter	22% — —	17% 35% 11%	4% — —	4% 7% 3%	74% — —	79% 58% 86%
41	Campus media (newspaper/radio)	Total Res Hall Commuter	51% — —	40% 47% 37%	12% — —	12% 19% 9%	36% — —	49% 34% 54%
42	This college in general	Total Res Hall Commuter Minority 23 Yrs 23 Yrs Lwr Ugrad Upr Ugrad Graduate	75% — — 63% — — 77% 73% —	75% 78% 75% 53% 79% 69% 79% 74% 75%	7% — — 11% — — 7% 9% —	4% 4% 4% 7% 4% 4% 3% 6% 3%	18% — — 26% — — 16% 18% —	21% 19% 21% 40% 17% 26% 19% 21% 22%

Specific OU Questions

1. On the average, how many hours per week do you spend in the library?

	Total
a. Less than one	47%
b. One through three hours	26%
c. Four through six hours	13%
d. Seven through nine hours	5%
e. Over nine hours	4%
Blank	4%

2. About how many hours per week do you spend in nonclass, school-related activities (clubs, plays, athletics)?

	Total
a. 0	49%
b. 1-2	17%
c. 3-4	12%
d. 5-6	7%
e. 7-8	4%
f. 9-10	3%
g. 11-15	1%
h. More than 15	4%
Blank	4%

3. Which type of student activity is of most interest to you?

	Total
a. Athletics	25%
b. Concerts	15%
c. Dances	8%
d. Speakers	8%
e. Student clubs	8%
f. Informal activities	8%
g. Other	7%
h. None	15%
Blank	6%

4. Have you participated in intramural sports while enrolled at Oakland?

	Total
a. No	76%
b. Yes, a few times	13%
c. Yes, many times	8%
Blank	4%

5. Do you plan to live in this state after leaving Oakland?

	Total
a. Definitely yes	18%
b. Probably yes	39%
c. Probably no	16%
d. Definitely no	7%
e. Undecided	18%
Blank	4%

6. Which of the sources of funds listed below was most important in financing your college education?

	Total
a. Support from parents or family	28%
b. Support from spouse	6%
c. Employment or personal savings	31%
d. NDEA loan, bank loan, or other loan	11%

e. Work-study income	2%
f. GI Bill or veterans benefits	3%
g. Social Security income	2%
h. BEOG grant	6%
i. Scholarship, fellowship, or grant	7%
j. CETA funds	1%
Blank	6%

7. Please indicate whether you currently hold a job.

	Total
a. Yes, a part-time job on campus	14%
b. Yes, a full-time job on campus	3%
c. Yes, a part-time job off campus	29%
d. Yes, a full-time job off campus	21%
e. No, but I would like to get one	18%
f. No, I do not want a job	12%
Blank	4%

8. If you have been employed while attending Oakland, how related was your job to your studies?

	Total
a. Very related	17%
b. Fairly related	13%
c. Slightly related	15%
d. Not at all related	37%
Blank	19%

9. Which statement below best expresses your feelings about the size of classes at Oakland University?

	Total
a. Classes are generally too small	1%
b. Classes are about the right size	57%
c. Classes are generally too large	20%
d. Class size really makes no difference to me	17%
Blank	4%

10. I do not object to being taught by a qualified graduate student.

	Total
a. Strongly agree	7%
b. Agree	32%
c. Uncertain	23%
d. Disagree	19%
e. Strongly disagree	15%
Blank	4%

11. Do you think the admissions policies of Oakland University should be changed?

	Total
a. Yes, they should be more stringent	17%
b. Yes, they should be less stringent	3%
c. No, they are acceptable now	50%
d. No opinion	25%
Blank	5%

12. My academic adviser provides effective guidance in my educational program.

	Total
a. Strongly agree	7%
b. Agree	22%

c. Neutral	30%
d. Disagree	11%
e. Strongly disagree	8%
f. No opinion	18%
Blank	4%

13. Is scheduling the sections and courses you need when you need them a problem for you?

	Total
a. Frequently	26%
b. Occasionally	56%
c. Never	13%
Blank	5%

14. There are adequate social activities, cultural events and general forms of entertainment on the Oakland University campus.

	Total
a. Strongly agree	9%
b. Agree	34%
c. Neutral	23%
d. Disagree	11%
e. Strongly disagree	4%
f. No opinion	16%
Blank	5%

15. It is easy to meet people and make friends on the Oakland University campus.

	Total
a. Strongly agree	15%
b. Agree	46%
c. Neutral	19%
d. Disagree	7%
e. Strongly disagree	4%
f. No opinion	5%
Blank	4%

16. Intercollegiate athletics are emphasized too much at Oakland.

	Total
a. Strongly agree	1%
b. Agree	1%
c. Neutral	22%
d. Disagree	28%
e. Strongly disagree	19%
f. No opinion	24%
Blank	5%

17. Student government adequately represents the views of the student body.

	Total
a. Strongly agree	3%
b. Agree	11%
c. Neutral	35%
d. Disagree	9%
e. Strongly disagree	4%
f. No opinion	34%
Blank	5%

18. How familiar are you with the activities of student government?

	Total
a. Very familiar	6%
b. Somewhat familiar	29%

c. Not at all familiar	60%
Blank	5%
19. Which additional facilities do you feel are most urgently needed on the Oakland University campus? (Mark only one response.)	
Total	
a. Classroom facilities	11%
b. Recreational facilities	16%
c. Laboratory facilities	9%
d. Lecture halls	3%
e. Library facilities	14%
f. Administration facilities	2%
g. Undergraduate housing facilities	5%
h. Married student housing facilities	1%
i. Health facilities	2%
j. No opinion	33%
Blank	5%
20. There are adequate places for students to study.	
Total	
a. Strongly agree	9%
b. Agree	43%
c. Neutral	16%
d. Disagree	15%
e. Strongly disagree	5%
f. No opinion	7%
Blank	5%
21. Information about how to apply for financial aid has been widely and effectively disseminated throughout the university.	
Total	
a. Strongly agree	2%
b. Agree	15%
c. Neutral	22%
d. Disagree	29%
e. Strongly disagree	12%
f. No opinion	16%
Blank	5%
22. Campus events are usually publicized well enough.	
Total	
a. Strongly agree	5%
b. Agree	39%
c. Neutral	20%
d. Disagree	18%
e. Strongly disagree	5%
f. No opinion	9%
Blank	5%
23. How would you rate the student newspaper?	
Total	
a. Excellent	3%
b. Good	27%
c. Average	34%
d. Poor	10%
e. Very poor	4%
f. No opinion	18%
Blank	5%

24. What do you enjoy most at Oakland University? (Mark only one response.)	
Total	
a. The living accommodations and environment	4%
b. The courses (what I've learned)	42%
c. The extracurricular activities	4%
d. Going to plays, sports events, debates, etc.	3%
e. My independence	9%
f. My friends and acquaintances	19%
g. Other	8%
h. I don't enjoy very much of my college life	4%
Blank	6%
25. Do you feel that university personnel are caring, warm people who are willing to help individual students?	
Total	
a. Yes, definitely	17%
b. Yes, sometimes	48%
c. Yes, but not too often	16%
d. No	8%
e. No opinion	7%
Blank	5%
26. How would you rate the overall communication among students, faculty and administration?	
Total	
a. Excellent	4%
b. Good	37%
c. Average	37%
d. Below average	10%
e. No opinion	7%
Blank	5%
27. Which one area listed below is most in need of review?	
Total	
a. Academic advising	24%
b. Admissions procedures	6%
c. Computer services	11%
d. Consistency of discipline	1%
e. Financial Aid counseling	14%
f. Food Services	14%
g. Intercollegiate athletics	4%
h. Residence hall program	2%
i. None of the above	16%
Blank	8%
28. Which statement best describes your status?	
Total	
a. Day student whose classes are primarily on campus	72%
b. Evening student whose classes are primarily on campus	13%
c. Evening student whose classes are primarily off campus	9%
Blank	5%

29. Do you believe that at Oakland University you have been discouraged from developing your potential because of your:	
Total	
a. Age	2%
b. Race	3%
c. Religion	1%
d. Sex	2%
e. More than one of the above	1%
f. Other	8%
g. Was not discouraged	79%
Blank	6%
30. What percent increase in tuition would seriously hamper you from continuing at Oakland University?	
Total	
a. 1-5%	36%
b. 6-12%	25%
c. 12-18%	10%
d. 18-26%	3%
e. Over 26%	4%
f. Will return regardless of tuition increase	12%
g. Will not return regardless of tuition increase	3%
Blank	7%