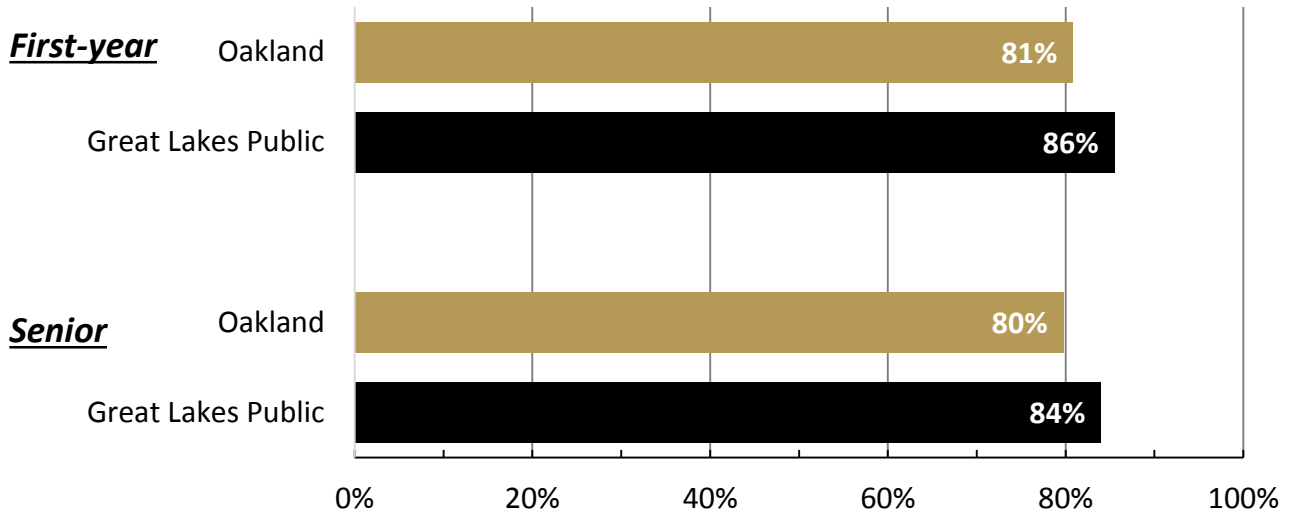


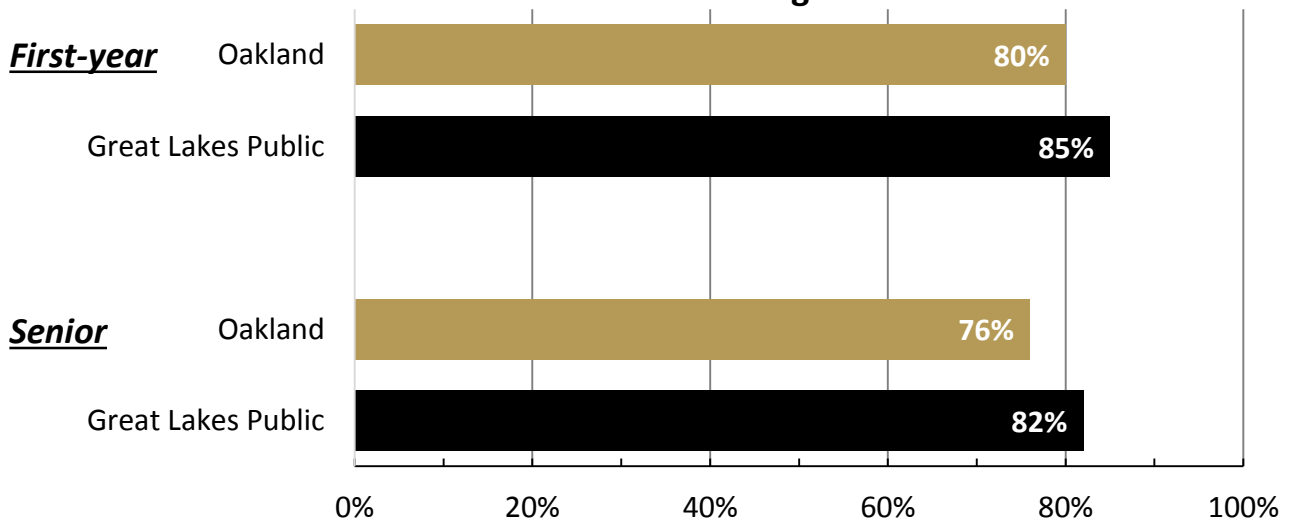
Satisfaction with Oakland – 2016 NSSE

Every few years, OU surveys student opinion on a variety of important topics through the NSSE survey. One topical area this survey covers is overall student satisfaction. In general, Oakland students give high ratings on their overall experience. However, OU students are less satisfied with their education experience compared to students at peer institutions (other 'Great Lakes Public' Institutions).

Percentage Rating Their Overall Experience as “Excellent” or “Good”



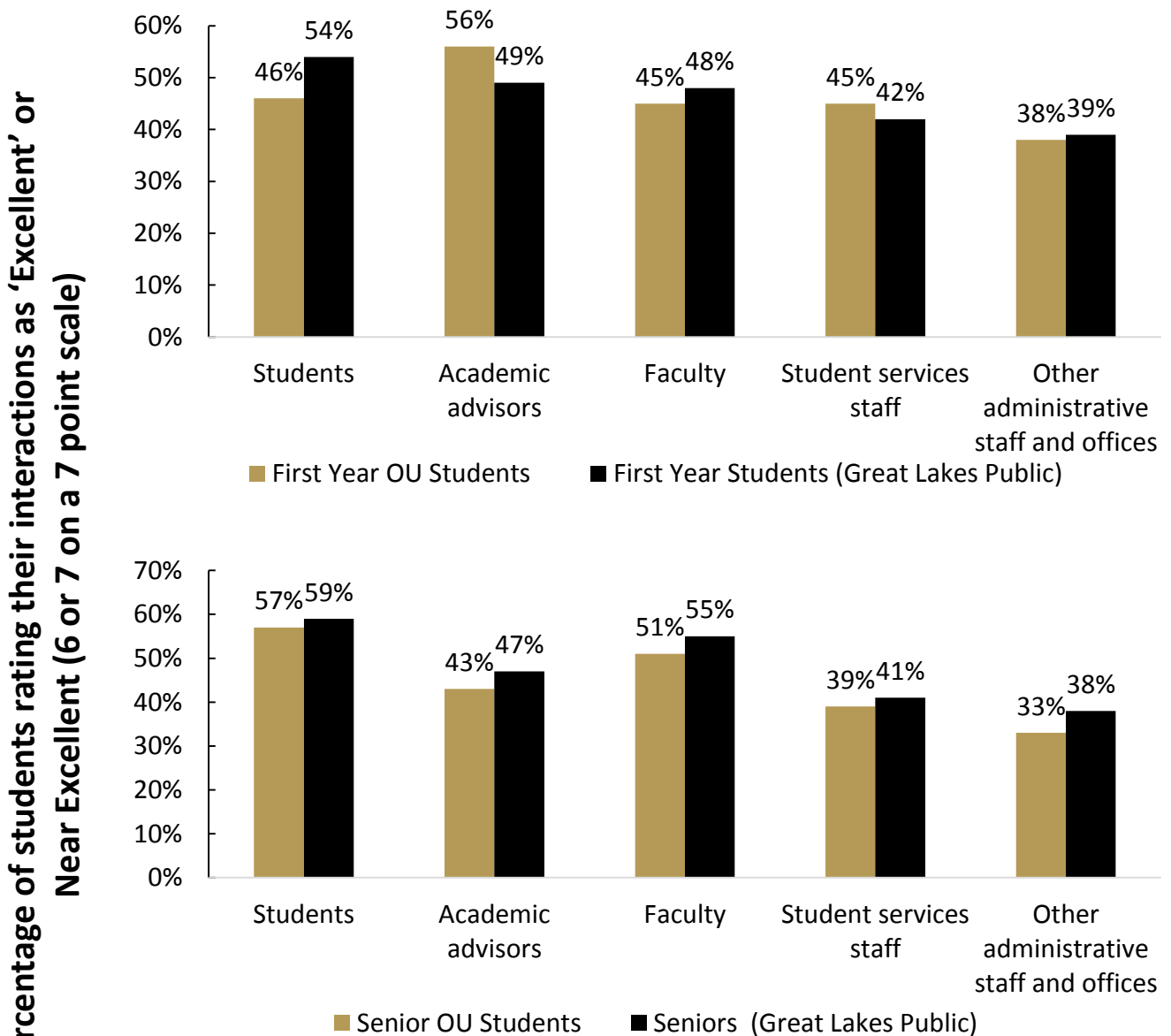
Percentage Who Would “Definitely” or “Probably” Attend This Institution Again



Quality of Interactions— 2016 NSSE

OIRA research suggests that the best predictor of overall student satisfaction is the quality of interactions that students have with various groups of people on campus (see page 3). On the NSSE, students rate their interactions with various groups on a scale from 1 (poor) to 7 (Excellent).

First year OU students gave the highest ratings to interactions with academic advisors, while seniors gave the highest ratings to interactions with students. OU student responses were lower than our peers on almost all categories, except for first year students interactions with academic advisors and student services staff (career services, student activities, housing, etc.).



Student Engagement – 2016 NSSE

Responses to related NSSE questions are combined to produce composite measures that summarize distinct aspects of student engagement (see page 4 for specific items). The three engagement indicators that are the most closely correlated with overall student satisfaction and likelihood of attending OU again are 1) Quality of Interactions, 2) Supportive Environment, and 3) Effective Teaching Practices. The correlations are presented below.

How would you evaluate your entire educational experience at this institution?

Correlation with composite measure

	<u>First Year</u>	<u>Senior</u>
Quality of Interactions	0.461**	0.525**
Supportive Environment	0.425**	0.480**
Effective Teaching Practices	0.354**	0.469**

If you could start over again, would you go to the SAME INSTITUTION you are now attending?

Correlation with composite measure

	<u>First Year</u>	<u>Senior</u>
Quality of Interactions	0.377**	0.454**
Supportive Environment	0.367**	0.391**
Effective Teaching Practices	0.324**	0.373**

** Correlation is significant at the 0.01 level (2-tailed)

Student Engagement – 2016 NSSE

The specific items that comprise the composite measures for Quality of Interactions, Supportive Environment, and Effective Teaching Practices are presented below.

Quality of Interactions

Indicate the quality of your interactions with...

- Students
- Academic advisors
- Faculty
- Student services staff (career services, student activities, housing, etc.)
- Other administrative staff and offices (registrar, financial aid, etc.)

Supportive Environment

How much does your institution emphasize...

- Providing support to help students succeed academically
- Using learning support services (tutoring services, writing center, etc.)
- Encouraging contact among students from diff. backgrounds (soc., racial/eth., relig., etc.)
- Providing opportunities to be involved socially
- Providing support for your overall well-being (recreation, health care, counseling, etc.)
- Helping you manage your non-academic responsibilities (work, family, etc.)
- Attending campus activities and events (performing arts, athletic events, etc.)
- Attending events that address important social, economic, or political issues

Effective Teaching Practices

During the current school year, how much have your instructors ...

- Clearly explained course goals and requirements
- Taught course sessions in an organized way
- Used examples or illustrations to explain difficult points
- Provided feedback on a draft or work in progress
- Provided prompt and detailed feedback on tests or completed assignments