

Student Satisfaction Survey - Service Area Tables

Year
2013

Service Area	Friendly Service		Knowledgeable Service		Timely Service		Overall Satisfaction		Campus Location All
	Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree	
Academic Advising from Faculty	81% 211	19% 49	77% 211	23% 62	76% 207	24% 66	76% 210	24% 66	
Academic Advising in Student Services	79% 275	21% 71	73% 264	27% 97	74% 278	26% 97	73% 279	27% 105	
Admissions	89% 354	11% 43	85% 373	15% 65	85% 371	15% 67	89% 386	11% 49	
Cafe 101	92% 182	8% 16	89% 176	11% 22	88% 198	12% 27	86% 202	14% 34	
Career and Counseling Resources	80% 127	20% 31	77% 119	23% 35	79% 125	21% 33	79% 130	21% 35	
Career Employment Services	86% 74	14% 12	77% 70	23% 21	79% 69	21% 18	81% 74	19% 17	
Carol Jones Writing Center	86% 79	14% 13	81% 79	19% 18	84% 83	16% 16	85% 88	15% 16	
Cashier's Office	87% 236	13% 36	83% 239	17% 48	84% 237	16% 44	86% 248	14% 42	
Computer Help Desk	91% 166	9% 17	89% 173	11% 21	89% 163	11% 21	91% 175	9% 17	
Disability Services	89% 55	11% 7	88% 53	12% 7	85% 51	15% 9	87% 52	13% 8	
Financial Aid Office	85% 331	15% 60	81% 326	19% 76	78% 327	22% 90	81% 331	19% 78	
Library	90% 153	10% 17	91% 139	9% 14	88% 141	12% 20	92% 162	8% 14	
One-stop Assistance in Student Services	85% 260	15% 46	83% 264	17% 53	81% 265	19% 62	85% 278	15% 49	
OTC Bookstore	85% 343	15% 61	82% 329	18% 72	75% 318	25% 106	80% 335	20% 84	
OTC Fitness Center	78% 74	22% 21	74% 64	26% 22	84% 74	16% 14	81% 75	19% 18	
OTC Online Office	90% 131	10% 15	84% 122	16% 23	82% 126	18% 28	85% 120	15% 22	
Registration	91% 371	9% 37	85% 352	15% 62	87% 365	13% 54	88% 381	12% 51	
Safety and Security Office	87% 142	13% 21	88% 138	12% 18	86% 133	14% 21	85% 151	15% 26	
Speckman Tutoring and Learning Center	84% 105	16% 20	74% 101	26% 36	83% 116	17% 24	81% 116	19% 27	
Speech Communication Center	89% 76	11% 9	87% 76	13% 11	89% 77	11% 10	90% 78	10% 9	
STAR Session	90% 255	10% 27	84% 254	16% 49	82% 250	18% 54	83% 267	17% 53	
Testing Services	93% 202	7% 15	90% 186	10% 21	90% 188	10% 20	90% 198	10% 22	

Student Satisfaction Survey - Institution								Year 2013
	Accessible		Quality		Sufficient Amount		Overall Satisfaction	
	Yes	No	Yes	No	Yes	No	Yes	No
Classroom Facilities and Equipment	97% 884	3% 30	94% 894	6% 58	93% 864	7% 64	95% 889	5% 45
Classroom Space	98% 919	2% 16	97% 951	3% 25	96% 896	4% 40	98% 928	2% 20
Computer Labs	88% 750	12% 98	93% 815	7% 64	82% 704	18% 153	92% 781	8% 69
Leisure Space	92% 720	8% 61	90% 726	10% 80	84% 657	16% 128	92% 714	8% 63
Study Space	92% 818	8% 67	93% 853	7% 63	83% 723	17% 153	92% 826	8% 76
					Yes	No		
Are you satisfied with parking at OTC?					63% 701	37% 407		
Are you satisfied with the affordability of tuition and fees at OTC?					89% 1,033	11% 133		
Are you satisfied with the cleanliness of OTC's facilities?					96% 1,074	4% 42		
Are you satisfied with the general information about OTC provided to the community?					91% 984	9% 101		
Are you satisfied with the opportunity to participate in student organizations?					79% 819	21% 220		
Are you satisfied with the overall willingness of faculty and staff to assist you?					90% 1,048	10% 112		
Are you satisfied with the quality of instruction at OTC?					90% 1,048	10% 118		
Are you satisfied with your decision to attend OTC?					93% 1,083	7% 82		
Are you satisfied with your overall experience at OTC?					91% 1,054	9% 103		
Do you feel secure on campus?					93% 1,027	7% 81		
Overall are you satisfied with OTC's facilities and grounds?					94% 1,055	6% 66		
Would you recommend OTC to a friend?					93% 1,081	7% 81		

Campus Location
All