

Student Satisfaction Survey - Service Area Tables

Year
2014

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	84% 172	16% 33	79% 159	21% 42	80% 172	20% 43	80% 172	20% 44	
Academic Advising in Student Services	78% 218	22% 61	70% 202	30% 87	72% 207	28% 82	73% 213	27% 78	
Admissions	93% 291	7% 22	84% 298	16% 57	88% 328	12% 44	90% 325	10% 36	
Cafe 101	86% 146	14% 24	86% 135	14% 22	88% 165	12% 23	79% 149	21% 40	
Career and Counseling Resources	86% 91	14% 15	80% 86	20% 22	81% 87	19% 21	79% 85	21% 23	
Career Employment Services	87% 52	13% 8	84% 51	16% 10	84% 54	16% 10	86% 56	14% 9	
Carol Jones Writing Center	94% 84	6% 5	82% 85	18% 19	83% 86	17% 18	86% 89	14% 14	
Cashier's Office	90% 182	10% 21	89% 188	11% 24	90% 188	10% 21	90% 194	10% 22	
Computer Help Desk	90% 140	10% 15	87% 136	13% 20	89% 135	11% 17	90% 141	10% 15	
Disability Services	91% 31	9% 3	91% 30	9% 3	92% 33	8% 3	82% 28	18% 6	
Financial Aid Office	87% 276	13% 40	80% 261	20% 65	75% 265	25% 89	83% 281	17% 57	
Library	94% 130	6% 8	90% 126	10% 14	93% 126	7% 10	93% 129	7% 10	
One-stop Assistance in Student Services	86% 211	14% 33	85% 207	15% 37	79% 208	21% 55	84% 215	16% 40	
OTC Bookstore	85% 258	15% 45	82% 266	18% 59	69% 251	31% 112	78% 279	22% 77	
OTC Fitness Center	88% 60	12% 8	91% 59	9% 6	86% 61	14% 10	88% 68	12% 9	
OTC Online Office	88% 84	12% 11	83% 79	17% 16	82% 78	18% 17	84% 85	16% 16	
Registration	93% 329	7% 26	88% 316	12% 43	87% 327	13% 47	91% 332	9% 34	
Safety and Security Office	87% 98	13% 15	89% 96	11% 12	84% 95	16% 18	85% 101	15% 18	
Speckman Tutoring and Learning Center	89% 92	11% 11	89% 100	11% 12	91% 104	9% 10	90% 107	10% 12	
Speech Communication Center	95% 70	5% 4	86% 64	14% 10	87% 66	13% 10	89% 68	11% 8	
STAR Session	95% 211	5% 11	88% 214	12% 29	87% 219	13% 34	89% 227	11% 28	
Testing Services	94% 165	6% 10	93% 183	7% 13	93% 176	7% 14	93% 189	7% 15	

Student Satisfaction Survey - Institution

Year
2014

	Accessible		Quality		Sufficient Amount		Overall Satisfaction		Campus Location All
	Yes	No	Yes	No	Yes	No	Yes	No	
Classroom Facilities and Equipment	95% 746	5% 39	93% 755	7% 56	92% 729	8% 60	95% 756	5% 43	
Classroom Space	98% 779	2% 19	98% 808	2% 20	95% 766	5% 42	98% 795	2% 14	
Computer Labs	88% 631	12% 89	92% 688	8% 57	82% 593	18% 132	90% 657	10% 73	
Leisure Space	91% 612	9% 57	88% 615	12% 80	80% 541	20% 135	89% 603	11% 72	
Study Space	92% 694	8% 63	92% 714	8% 65	81% 614	19% 140	92% 707	8% 63	

	Yes	No
Are you satisfied with parking at OTC?	61% 592	39% 380
Are you satisfied with the affordability of tuition and fees at OTC?	88% 912	12% 119
Are you satisfied with the cleanliness of OTC's facilities?	96% 936	4% 39
Are you satisfied with the general information about OTC provided to the community?	92% 873	8% 75
Are you satisfied with the opportunity to participate in student organizations?	77% 686	23% 203
Are you satisfied with the overall willingness of faculty and staff to assist you?	89% 925	11% 110
Are you satisfied with the quality of instruction at OTC?	90% 937	10% 102
Are you satisfied with your decision to attend OTC?	93% 959	7% 70
Are you satisfied with your overall experience at OTC?	91% 933	9% 94
Do you feel secure on campus?	94% 920	6% 55
Overall are you satisfied with OTC's facilities and grounds?	93% 912	7% 66
Would you recommend OTC to a friend?	93% 952	7% 74