

Student Satisfaction Survey - Service Area Tables										Year 2015
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	86% 116	14% 19	77% 102	23% 31	74% 104	26% 36	79% 112	21% 29		
Academic Advising in Student Services	81% 174	19% 40	72% 161	28% 63	74% 167	26% 60	75% 168	25% 56		
Admissions	92% 220	8% 20	84% 224	16% 44	87% 246	13% 37	89% 230	11% 28		
Cafe 101	80% 121	20% 31	75% 103	25% 35	73% 115	27% 43	74% 122	26% 42		
Career and Counseling Resources	89% 63	11% 8	85% 56	15% 10	81% 54	19% 13	82% 54	18% 12		
Career Employment Services	85% 41	15% 7	79% 38	21% 10	82% 37	18% 8	79% 37	21% 10		
Carol Jones Writing Center	88% 64	12% 9	75% 61	25% 20	87% 71	13% 11	85% 69	15% 12		
Cashier's Office	90% 133	10% 15	80% 111	20% 28	86% 122	14% 20	84% 119	16% 23		
Computer Help Desk	88% 109	12% 15	87% 93	13% 14	86% 102	14% 16	86% 105	14% 17		
Disability Services	95% 37	5% 2	83% 30	17% 6	84% 32	16% 6	92% 33	8% 3		
Financial Aid Office	87% 199	13% 31	75% 173	25% 59	72% 186	28% 72	80% 196	20% 49		
Library	91% 96	9% 10	93% 94	7% 7	95% 101	5% 5	92% 101	8% 9		
One-stop Assistance in Student Services	87% 144	13% 21	83% 143	17% 30	87% 148	13% 22	84% 142	16% 28		
OTC Bookstore	84% 190	16% 36	77% 177	23% 52	69% 183	31% 81	78% 194	22% 55		
OTC Fitness Center	88% 36	12% 5	86% 30	14% 5	91% 31	9% 3	85% 33	15% 6		
OTC Online Office	83% 66	18% 14	80% 56	20% 14	77% 56	23% 17	84% 68	16% 13		
Registration	90% 237	10% 26	85% 224	15% 40	83% 221	17% 45	89% 236	11% 29		
Safety and Security Office	81% 74	19% 17	87% 72	13% 11	85% 79	15% 14	82% 80	18% 17		
Speckman Tutoring and Learning Center	80% 59	20% 15	75% 55	25% 18	86% 55	14% 9	79% 63	21% 17		
Speech Communication Center	90% 38	10% 4	85% 39	15% 7	91% 40	9% 4	90% 46	10% 5		
STAR Session	91% 141	9% 14	83% 139	17% 29	79% 143	21% 38	85% 153	15% 26		
Testing Services	93% 132	7% 10	94% 130	6% 9	94% 132	6% 9	92% 143	8% 12		

Student Satisfaction Survey - Institution									Year 2015
	Accessible		Quality		Sufficient Amount		Overall Satisfaction		Campus Location All
	Yes	No	Yes	No	Yes	No	Yes	No	
Classroom Facilities and Equipment	96% 637	4% 26	94% 639	6% 41	93% 619	7% 48	96% 636	4% 27	
Classroom Space	97% 653	3% 18	96% 664	4% 29	95% 636	5% 35	98% 656	2% 15	
Computer Labs	89% 535	11% 66	94% 585	6% 40	85% 517	15% 91	93% 561	7% 45	
Leisure Space	90% 517	10% 57	87% 508	13% 74	78% 443	22% 127	89% 503	11% 60	
Study Space	91% 587	9% 60	90% 591	10% 63	80% 507	20% 129	90% 580	10% 62	
					Yes				No
Are you satisfied with parking at OTC?					65% 518				35% 285
Are you satisfied with the affordability of tuition and fees at OTC?					87% 755				13% 108
Are you satisfied with the cleanliness of OTC's facilities?					96% 781				4% 36
Are you satisfied with the general information about OTC provided to the community?					91% 725				9% 73
Are you satisfied with the opportunity to participate in student organizations?					78% 589				22% 170
Are you satisfied with the overall willingness of faculty and staff to assist you?					89% 774				11% 91
Are you satisfied with the quality of instruction at OTC?					88% 764				12% 108
Are you satisfied with your decision to attend OTC?					93% 805				7% 59
Are you satisfied with your overall experience at OTC?					91% 788				9% 76
Do you feel secure on campus?					92% 747				8% 64
Overall are you satisfied with OTC's facilities and grounds?					94% 768				6% 52
Would you recommend OTC to a friend?					93% 798				7% 63