



Student Satisfaction with the NOC/OSU Gateway Program

Spring 2004

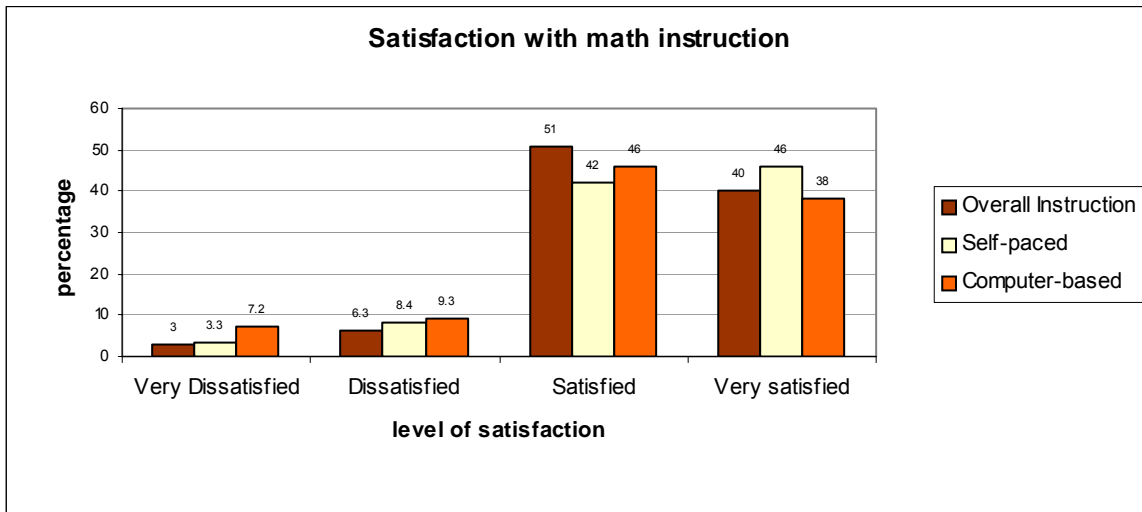
In Fall 2003, 442 students enrolled in the Northern Oklahoma College/Oklahoma State University Gateway program, taking at least one remedial course at NOC facilities and at least one course on the OSU campus. In March 2004, a telephone survey of these students was conducted to provide students' perceptions about their experience, including whether or not they believed NOC remedial courses adequately prepared them for OSU courses, their satisfaction with the quality and methods of instruction, and to identify any logistical or other problems they encountered while taking courses at NOC.

Surveys were completed by 248 students, 56% of the total population. The response rate of students for whom we had accurate U.S. telephone numbers was 67%. Nearly all students (96%) who participated in the survey had taken remedial math at NOC in Fall 2003, so this report focuses on those students' responses. Of the 248 survey participants, 16 took remedial English at NOC, and 3 took remedial Science; responses are not reported here for those classes.

Satisfaction with Instruction

Students reported high levels of satisfaction with the quality and method of instruction at NOC in Fall 2003. The survey items reported in the table below are the following:

1. Overall: How satisfied were you with the quality of instruction provided in the NOC math course(s) you took?
2. Self-paced: The method of instruction for the NOC math course was self-paced, with assistance from instructors and tutors. How satisfied were you with this method of instruction?
3. Computer-based: How satisfied were you with the computer-based instruction in your NOC math course?



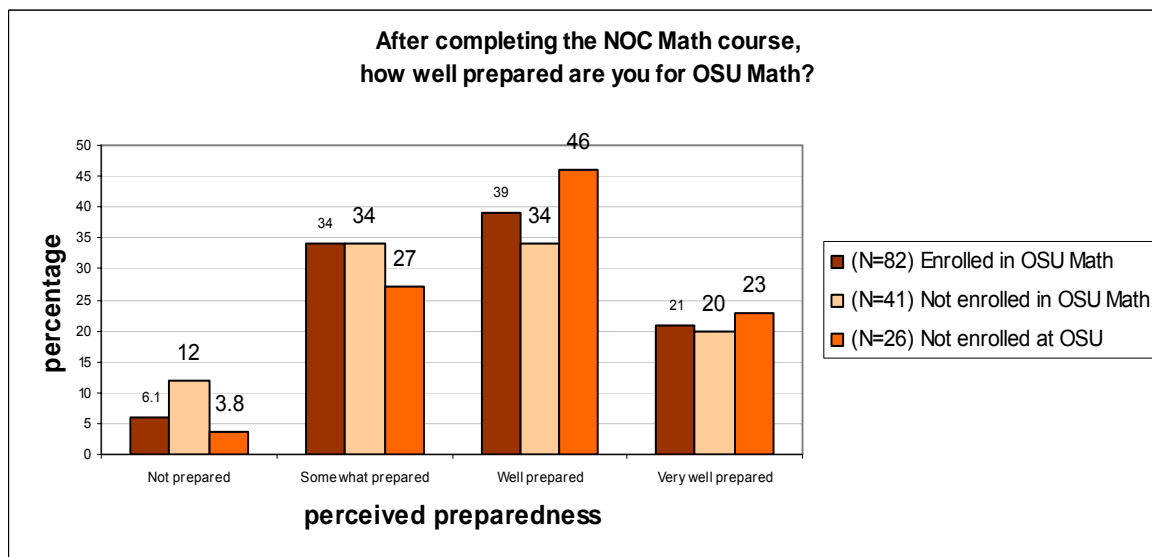
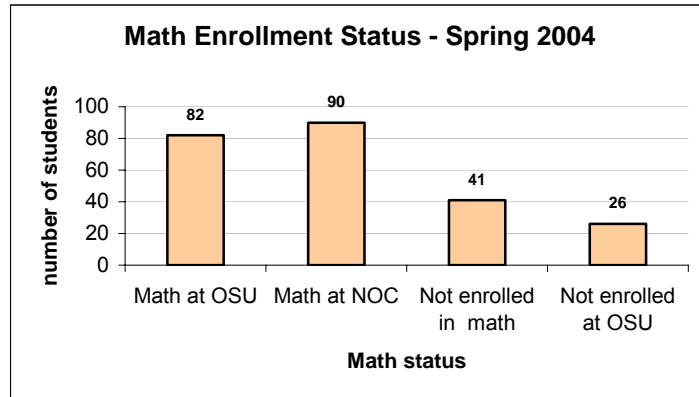
Responses of satisfied and very satisfied were given by 91% of students for overall instruction, 88% for self-paced instruction, and 84% for computer-based instruction.

Math Status for Spring 2004 and Perceptions of Preparedness for OSU Math

Of the 239 survey participants who took math at NOC in Fall 2003, **72% were enrolled in a math course in Spring 2004.**

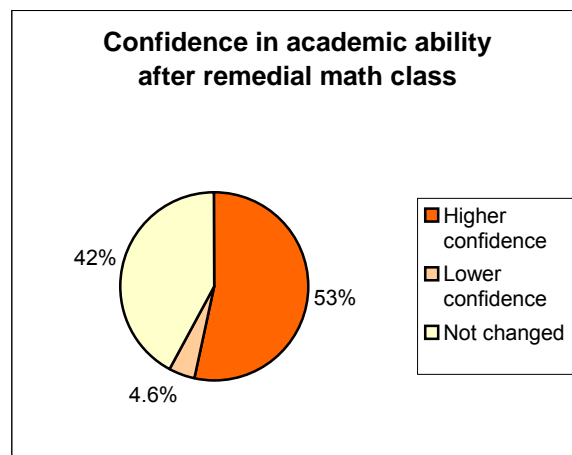
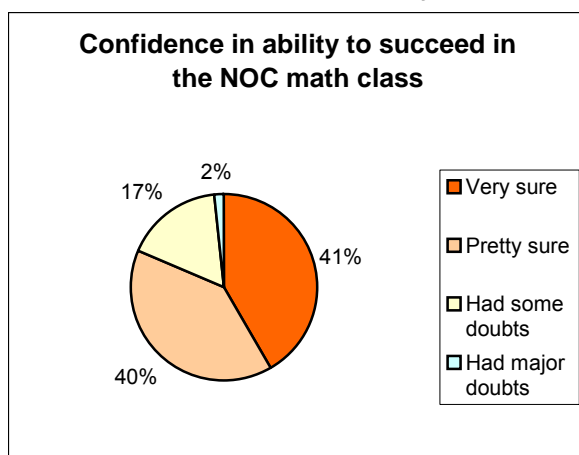
One-third (34%) were enrolled in math at OSU, and 38% were again enrolled in remedial math at NOC.

The chart at right reports numbers, not percentages.



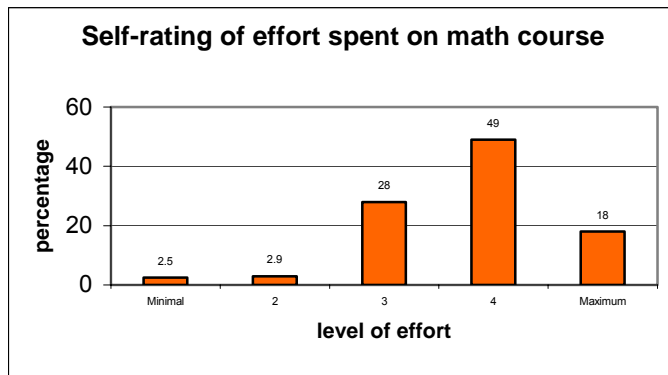
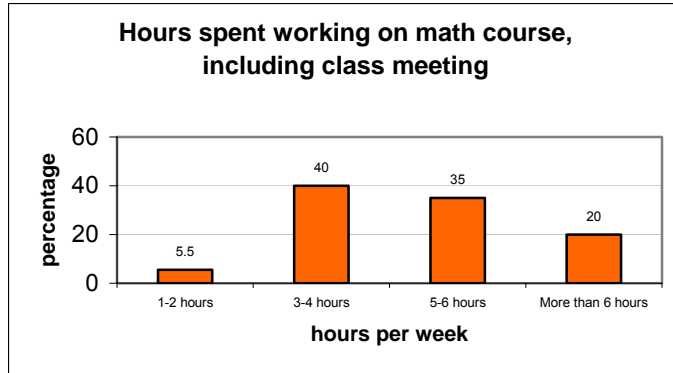
More than half (60%) of students enrolled in OSU math in Spring 2004 said they were **well-prepared or very well-prepared** as a result of taking the NOC course.

Confidence in Academic Ability



81% indicated that they were “very sure” or “pretty sure” they could succeed in the NOC remedial math course; **53%** said their confidence in their academic ability was higher as a result of taking the math course.

Self-Estimated Time and Effort



Time on Task

←Students were asked to indicate the average number of hours per week they spent working on their NOC math course, including time spent in the classroom and study time.

Since the class met for 2.5 hours each week, responses indicate that **55% of students worked at least 2.5 hours outside of class** and 45% worked 1.5 hours or less outside of the class meeting.

Estimate of Effort Expended

←Using a scale of 1 to 5, where 1 is minimal effort and 5 is maximum effort, students were asked to describe the amount of effort that they put into the math course they took at NOC.

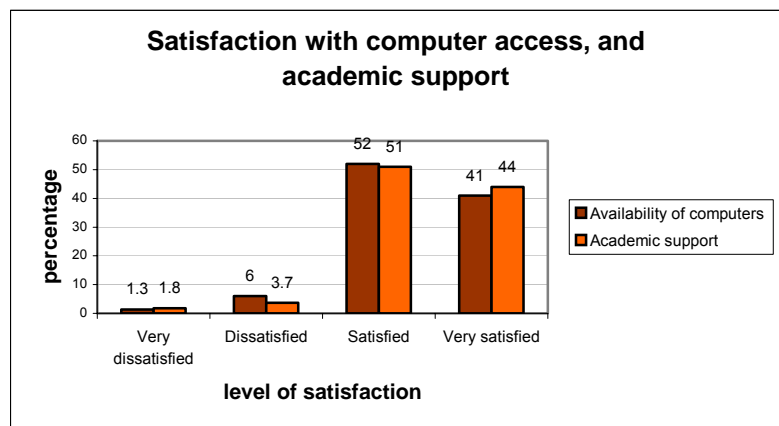
18% of students indicated giving maximum effort; **76% of students described their effort as “3” or “4” on the scale.** The average self-rating of effort was 3.8.

Would students take the course at NOC if they had it to do over again?

When asked if they would enroll at NOC for math, if they could choose again, 32% said “definitely yes,” 43% said “probably yes,” 17% said “probably no,” and 8% said “definitely no.”

Satisfaction with Support

Most students indicated that they were “satisfied” or “very satisfied” with the availability of computers outside of class (93%) and with academic support available to them outside of class, such as tutoring (95%).



Experiences of Gateway Students

Employment

- 8% worked more than 30 hours weekly
- 18% worked 16-30 hours weekly
- 12% worked 1-15 hours weekly
- 62% did not work for pay

Residence for Fall 2003

- 52% residence hall
- 30% off campus
- 8% with parents or relatives
- 6% OSU apartment
- 4% sorority or fraternity house

Time to walk to OSU class from NOC

- 28% had plenty of time
- 23% barely had enough time
- 12% did not have enough time
- 37% no class immediately following

Used OSU transit for transportation

- 83% never
- 12% occasionally
- 2% frequently
- 3% every day

Participated in student organizations

- 28% yes
- 72% no

Observed problems that seemed to be unique to NOC (not at OSU)

- 12% yes
- 88% no

For the following open-ended questions, responses were categorized under the headings listed, with the number of responses indicated. A report of verbatim responses is available.

How would you describe the workload for the NOC math courses?

Appropriate	221	Too much	10
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What advice would you give to new OSU students who will take remedial classes at NOC?

Do the work	42	Course is helpful	33
Don't get behind	30	Use the tutors	14
Go to class	13	Communicate with instructor	11
You can do it	7	Ask for help if you need it	5

What advantages did you experience or observe with your NOC courses, as compared to your OSU courses?

- ability to work at own pace (N=61)
- computer-based instruction (51)
- classes were smaller (48)
- good instructor/helpful attitude (43)
- more one-on-one assistance (30)
- availability and quality of tutoring (22)
- more interaction and personal attention (11)

What could be done to improve the quality of instruction and academic support services for students taking remedial courses at NOC?

- more instruction from teacher (29)
- separate students by class level (8)
- increase availability of tutors (8)
- smaller classes/more one-on-one (8)
- improve computer system (6)
- increase parking availability (4)
- relate content more to OSU courses (3)