

## Transfer Survey-OTC

**Description:** We did a transfer survey last year, but have made some significant changes. So, we are starting over. We want to do an incentive for completion of the survey, so we'll need name and contact info after for those who wish to provide it after they've completed the survey.

**Date Created:** 9/16/2010 2:40:52 PM

**Date Range:** 10/5/2010 12:00:00 AM - 10/12/2010 11:59:00 PM

**Total Respondents:** 127

Q1. What is your major? (If you are undecided or choosing between two or more majors, please choose "undeclared.")

Count	Percent		
7	5.51%		Accounting
0	0.00%		Agricultural Business/Agricultural Marketing & Sales
0	0.00%		Agricultural Business/Enterprise Management
0	0.00%		Agriculture Business/Agriculture Finance & Management
0	0.00%		Agriculture Education
0	0.00%		Agronomy
0	0.00%		Animal Science
2	1.57%		Anthropology
0	0.00%		Antiquities/Classical Studies
0	0.00%		Antiquities/Near Eastern Studies
0	0.00%		Antiquities/New World Studies
0	0.00%		Art & Design
1	0.79%		Art & Design-Education
0	0.00%		Art History
0	0.00%		Art/Ceramics
2	1.57%		Art/Computer Animation
0	0.00%		Art/Digital Arts
0	0.00%		Art/Drawing
0	0.00%		Art/Metals-Jewelry
0	0.00%		Art/Painting
0	0.00%		Art/Photography
0	0.00%		Art/Printmaking
0	0.00%		Art/Sculpture
2	1.57%		Athletic Training
0	0.00%		Biology - Education/Categorical Science
0	0.00%		Biology - Education/Unified Science
0	0.00%		Biology/Ecology, Evolution & Systematics
0	0.00%		Biology/General Biology
1	0.79%		Biology/Microbiology & Biotechnology
0	0.00%		Biology/Organismal Biology
2	1.57%		Biology/Wildlife Biology
0	0.00%		Biology
2	1.57%		Business Education
2	1.57%		Cell & Molecular Biology
0	0.00%		Chemistry - Education/Categorical Science
0	0.00%		Chemistry - Education/Unified Science
1	0.79%		Chemistry/Biochemistry
0	0.00%		Chemistry/Industrial
2	1.57%		Chemistry
1	0.79%		Child & Family Development
3	2.36%		Civil Engineering
0	0.00%		Clinical Laboratory Sciences-Medical Technology

1	0.79%		Clothing, Textiles & Merchandising/Fash Design & Product Dev
0	0.00%		Clothing, Textiles & Merchandising/Fash Merch & Mgt
0	0.00%		Communication Sci & Disorders/Audiology
0	0.00%		Communication Sci & Disorders/Educ of Deaf
1	0.79%		Communication/Comm Studies-BA
0	0.00%		Communication/Ethical Leadership
1	0.79%		Communication/Health Comm
0	0.00%		Communication/Intercultural Com & Diversity
0	0.00%		Communication/Intercultural
0	0.00%		Communication/Interpersonal
0	0.00%		Communication/Organizational
0	0.00%		Communication/Rhetoric
1	0.79%		Communication Sci & Disorders/Speech Lang Path
2	1.57%		Computer Information Systems
2	1.57%		Computer Science
2	1.57%		Construction Management
4	3.15%		Criminology
0	0.00%		Dance/Dance Studies
0	0.00%		Dance/Performance
0	0.00%		Design/Graphic Design & Illustration
0	0.00%		Design/Graphic Design
0	0.00%		Design/Illustration
2	1.57%		Dietetics
2	1.57%		Early Childhood Education
0	0.00%		Earth Science Education/Unified Science
2	1.57%		Economics
0	0.00%		Electrical Engineering
1	0.79%		Electronic Arts/Audio Studies
0	0.00%		Electronic Arts/Comp Animation Studies
0	0.00%		Electronic Arts/Multimedia
1	0.79%		Electronic Arts/Video Studies
10	7.87%		Elementary Education
0	0.00%		Emerging Technologies Management
0	0.00%		Engineering Physics/Computer Engineering
0	0.00%		Engineering Physics/Materials Science
0	0.00%		Engineering Physics/Personalized
3	2.36%		English/Creative Writing
1	0.79%		English/Literature
1	0.79%		English - Education
2	1.57%		Entertainment Management
1	0.79%		Entrepreneurship
3	2.36%		Exercise & Movement Science/Health Studies
0	0.00%		Facility Management
0	0.00%		Family and Consumer Sciences - Education

0	0.00%		Finance
0	0.00%		Finance/Financial Planning
0	0.00%		Finance/Real Estate
0	0.00%		French
0	0.00%		French - Education
0	0.00%		Agriculture/Agriculture Communication
0	0.00%		Agriculture/Food Plant Management
0	0.00%		General Business
0	0.00%		Geography/Environmental-Natural Resources
0	0.00%		Geography/Geotourism
0	0.00%		Geography/Travel Geography
0	0.00%		Geography
1	0.79%		Geology
0	0.00%		Geospatial Sciences
0	0.00%		German
0	0.00%		German - Education
1	0.79%		Gerontology
2	1.57%		Global Studies
0	0.00%		History
2	1.57%		History - Education
0	0.00%		Horticulture
1	0.79%		Hospitality and Restaurant Administration/Club Management
0	0.00%		Hospitality and Restaurant Administration/Food & Beverage
1	0.79%		Hospitality and Restaurant Administration/Lodging
1	0.79%		Hospitality and Restaurant Administration/Senior Living Mgt
3	2.36%		Housing & Interior Design
0	0.00%		Information Technology Service Management
0	0.00%		Journalism/Broadcast Journalism
0	0.00%		Journalism/Print Journalism
0	0.00%		Latin
0	0.00%		Latin - Education
0	0.00%		Logistics & Supply Chain Management
5	3.94%		Management/Administrative Management
1	0.79%		Management/Human Resources Management
0	0.00%		Management/International Business Admin
0	0.00%		Management/Operations Management
0	0.00%		Marketing/Advertising & Promotion
0	0.00%		Marketing/Marketing Management
0	0.00%		Marketing/Marketing Research
0	0.00%		Marketing/Retail Merchandising
1	0.79%		Marketing/Sales/Sales Management
0	0.00%		Mass Media/Digital Film Production
0	0.00%		Mass Media/Film Studies
0	0.00%		Mass Media/Media Operations

1	0.79%		Mass Media/Media Production
0	0.00%		Mass Media/Media Studies
0	0.00%		Mathematics/Actuarial Mathematics
0	0.00%		Mathematics/Applied Mathematics
0	0.00%		Mathematics/Statistics
0	0.00%		Mathematics
1	0.79%		Mathematics - Education
2	1.57%		Middle School Education
0	0.00%		Music/Composition
0	0.00%		Music/Instrumental Performance
0	0.00%		Music/Instrumental
0	0.00%		Music/Jazz Performance
0	0.00%		Music/Keyboard Performance
0	0.00%		Music/Vocal Choral
0	0.00%		Music/Vocal Performance
0	0.00%		Musical Theatre
0	0.00%		Music
1	0.79%		Nursing
1	0.79%		Philosophy
1	0.79%		Physical Education
0	0.00%		Physics - Education
0	0.00%		Physics
2	1.57%		Planning/Community Regional Planning
0	0.00%		Planning/Tourism Planning & Development
0	0.00%		Political Science
0	0.00%		Pre-Chiropractic
0	0.00%		Pre-Dental Hygiene
0	0.00%		Pre-Dentistry
0	0.00%		Pre-Engineering
0	0.00%		Pre-Health Profession
0	0.00%		Pre-Law
0	0.00%		Pre-Medicine
0	0.00%		Pre-Occupational Therapy
0	0.00%		Pre-Optometry
0	0.00%		Pre-Pharmacy
1	0.79%		Pre-Physical Therapy
0	0.00%		Pre-Physician Assistant
2	1.57%		Pre-Veterinary Medicine
1	0.79%		Professional Writing
6	4.72%		Psychology
0	0.00%		Public Administration
1	0.79%		Public Relations
0	0.00%		Radiography/Education
0	0.00%		Radiography/Management

0	0.00%		Radiography/Science
1	0.79%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Recreation, Sport and Park Administration
1	0.79%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Religious Studies
0	0.00%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Respiratory Therapy/Education
0	0.00%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Respiratory Therapy/Management
0	0.00%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Respiratory Therapy/Science
0	0.00%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Risk Management and Insurance
2	1.57%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Social Work
2	1.57%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Sociology
0	0.00%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Socio-Political Communication
0	0.00%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Spanish
0	0.00%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Spanish - Education
2	1.57%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Special Education/Cross Categorical
0	0.00%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Speech & Theatre Education/Communication
0	0.00%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Speech & Theatre Education/Theatre
1	0.79%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Technology Education
1	0.79%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Technology Management
1	0.79%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Theatre Studies
0	0.00%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Theatre/Acting
0	0.00%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Theatre/Design/Technology/Stage Mgt
2	1.57%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Wildlife Conservation & Management
4	3.15%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Undeclared major
127 Respondents			

Q2. Which of the following best describes your decision to attend Missouri State?			
Count	Percent		
71	55.91%	<div style="width: 100%;"><div style="width: 55.91%;"></div></div>	I knew when I started at OTC that I would transfer to MSU.
35	27.56%	<div style="width: 100%;"><div style="width: 27.56%;"></div></div>	I decided to transfer while a student at OTC.
21	16.54%	<div style="width: 100%;"><div style="width: 16.54%;"></div></div>	I didn't decide to transfer until after I graduated.
127 Respondents			


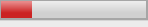
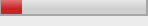
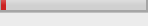
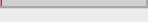
Q3. Did you consider attending colleges other than Missouri State?			
Count	Percent		
77	60.63%	<div style="width: 100%;"><div style="width: 60.63%;"></div></div>	Yes
50	39.37%	<div style="width: 100%;"><div style="width: 39.37%;"></div></div>	No
127 Respondents			

Q4. Which institutions did you consider?																											
Count	Percent																										
57	100.00%	<div style="width: 100%;"><div style="width: 100%;"></div></div>																									
<table border="1"> <thead> <tr><th>Count</th><th>Percent</th><th></th><th></th></tr> </thead> <tbody> <tr><td>1</td><td>1.75%</td><td><div style="width: 100%;"><div style="width: 100%;"></div></div></td><td>American University</td></tr> <tr><td>1</td><td>1.75%</td><td><div style="width: 100%;"><div style="width: 100%;"></div></div></td><td>Arizona State University</td></tr> <tr><td>1</td><td>1.75%</td><td><div style="width: 100%;"><div style="width: 100%;"></div></div></td><td>College of the Ozarks</td></tr> <tr><td>1</td><td>1.75%</td><td><div style="width: 100%;"><div style="width: 100%;"></div></div></td><td>Cox College of Nursing</td></tr> <tr><td></td><td></td><td><div style="width: 100%;"><div style="width: 100%;"></div></div></td><td></td></tr> </tbody> </table>				Count	Percent			1	1.75%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	American University	1	1.75%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Arizona State University	1	1.75%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	College of the Ozarks	1	1.75%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Cox College of Nursing			<div style="width: 100%;"><div style="width: 100%;"></div></div>	
Count	Percent																										
1	1.75%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	American University																								
1	1.75%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Arizona State University																								
1	1.75%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	College of the Ozarks																								
1	1.75%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Cox College of Nursing																								
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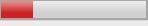
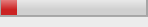
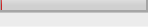
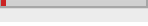
1	1.75%	<input type="checkbox"/>	drury
11	19.30%	<input checked="" type="checkbox"/>	Drury
1	1.75%	<input type="checkbox"/>	Drury and MSU
4	7.02%	<input type="checkbox"/>	Drury University
1	1.75%	<input type="checkbox"/>	Drury University, Evangel University
1	1.75%	<input type="checkbox"/>	Drury, Evangel, Umsl
1	1.75%	<input type="checkbox"/>	Dury
1	1.75%	<input type="checkbox"/>	evangel
1	1.75%	<input type="checkbox"/>	Evangel, Drury and online
1	1.75%	<input type="checkbox"/>	Forest Park Community College
1	1.75%	<input type="checkbox"/>	Full Sail University
1	1.75%	<input type="checkbox"/>	Hannibal-LaGrange College
1	1.75%	<input type="checkbox"/>	Kansas University
1	1.75%	<input type="checkbox"/>	Lindenwood University
1	1.75%	<input type="checkbox"/>	Missouri S&T
1	1.75%	<input type="checkbox"/>	Missouri Southern State University
1	1.75%	<input type="checkbox"/>	Missouri University of Science and Technology
1	1.75%	<input type="checkbox"/>	mizzou
2	3.51%	<input type="checkbox"/>	Mizzou
1	1.75%	<input type="checkbox"/>	MS&T (Rolla)
1	1.75%	<input type="checkbox"/>	none
1	1.75%	<input type="checkbox"/>	Northwest Missouri State University
1	1.75%	<input type="checkbox"/>	Out of state colleges
1	1.75%	<input type="checkbox"/>	Savannah College of Art and Design
2	3.51%	<input type="checkbox"/>	SBU
1	1.75%	<input type="checkbox"/>	SBU and Drury
1	1.75%	<input type="checkbox"/>	SBU in Bolivar
1	1.75%	<input type="checkbox"/>	SBU, Drury, and OTC
1	1.75%	<input type="checkbox"/>	SE Missouri State
1	1.75%	<input type="checkbox"/>	Southwest Baptist University and Drury University
1	1.75%	<input type="checkbox"/>	Texas A&M, Evangel University
1	1.75%	<input type="checkbox"/>	UMKC
1	1.75%	<input type="checkbox"/>	University of Central Florida
1	1.75%	<input type="checkbox"/>	University of Iowa, Berklee School of Music, University of Nevada Las Vegas
2	3.51%	<input type="checkbox"/>	University of Missouri
1	1.75%	<input type="checkbox"/>	University of Missouri - Columbia, University of Missouri of Missouri - Kansas City, University of Oklahoma
1	1.75%	<input type="checkbox"/>	Washington University, Drury

57 Respondents


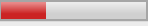
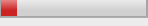
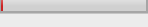
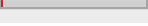
Q5. Please rate how important the following issues were in choosing which four-year college to attend: - Location

Count	Percent		
75	60.00%		Extremely important
27	21.60%		Very important
18	14.40%		Moderately important
4	3.20%		Slightly important
1	0.80%		Not at all important
125	Respondents		

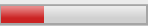
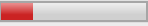
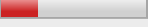
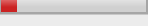
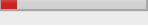
Q6. Please rate how important the following issues were in choosing which four-year college to attend: - Cost

Count	Percent		
78	62.40%		Extremely important
28	22.40%		Very important
14	11.20%		Moderately important
1	0.80%		Slightly important
4	3.20%		Not at all important
125	Respondents		

Q7. Please rate how important the following issues were in choosing which four-year college to attend: - Academic quality

Count	Percent		
68	54.40%		Extremely important
39	31.20%		Very important
14	11.20%		Moderately important
2	1.60%		Slightly important
2	1.60%		Not at all important
125	Respondents		

Q8. Please rate how important the following issues were in choosing which four-year college to attend: - Scholarships

Count	Percent		
37	29.60%		Extremely important
28	22.40%		Very important
32	25.60%		Moderately important
14	11.20%		Slightly important
14	11.20%		Not at all important
125	Respondents		

Q9. How did Missouri State University compare to the institution you considered in the following areas? - Location

Count	Percent		
43	57.33%		Better
26	34.67%		The same
6	8.00%		Worse
75	Respondents		



Q10. How did Missouri State University compare to the institution you considered in the following areas? - Cost

Count	Percent		
53	70.67%		Better
14	18.67%		The same
8	10.67%		Worse
75	Respondents		

Q11. How did Missouri State University compare to the institution you considered in the following areas? - Academic quality

Count	Percent		
22	29.33%		Better
45	60.00%		The same
8	10.67%		Worse
75	Respondents		

Q12. How did Missouri State University compare to the institution you considered in the following areas? - Scholarships


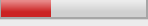
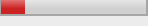
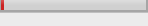
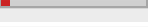
Count	Percent		
20	26.67%		Better
44	58.67%		The same
11	14.67%		Worse
75	Respondents		

Q13. Which of the following did you utilize? (Check all that apply)


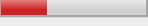
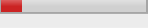
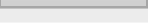
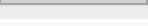
Count	Respondent %	Response %	
64	51.20%	24.81%	MSU's Transfer Guides
49	39.20%	18.99%	Missouri State Transfer Help Desk located at Ozarks Technical Community College
111	88.80%	43.02%	Missouri State website
28	22.40%	10.85%	Missouri State's specific website for OTC students ( <a href="http://www.missouristate.edu/OTC">www.missouristate.edu/OTC</a> )
6	4.80%	2.33%	None of the above
125	Respondents		
258	Responses		


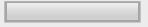
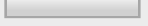
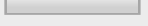
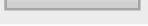
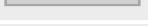

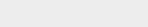
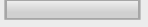
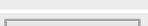
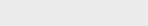
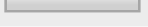
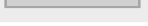
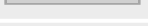
Q14. How helpful were the following? - MSU's Transfer Guides

Count	Percent		
28	43.75%		Extremely helpful
21	32.81%		Very helpful
11	17.19%		Moderately helpful
3	4.69%		Slightly helpful
1	1.56%		Not at all helpful
64	Respondents		

Q15. How helpful were the following? - Missouri State Transfer Help Desk			
Count	Percent		
20	40.82%		Extremely helpful
17	34.69%		Very helpful
8	16.33%		Moderately helpful
1	2.04%		Slightly helpful
3	6.12%		Not at all helpful
49	Respondents		

Q16. How helpful were the following? - Missouri State website			
Count	Percent		
41	37.27%		Extremely helpful
35	31.82%		Very helpful
27	24.55%		Moderately helpful
5	4.55%		Slightly helpful
2	1.82%		Not at all helpful
110	Respondents		

Q17. How helpful were the following? - Missouri State's specific website for OTC students (www.missouristate.edu/OTC)			
Count	Percent		
15	53.57%		Extremely helpful
9	32.14%		Very helpful
4	14.29%		Moderately helpful
0	0.00%		Slightly helpful
0	0.00%		Not at all helpful
28	Respondents		

Q18. What did you utilize the Missouri State website for in the transfer process?			
Count	Percent		
103	100.00%		
Count	Percent		
1	0.97%		
1	0.97%		Applying, checking my financial aid status, map, and the transfer check list
1	0.97%		Application
1	0.97%		Application process and what I needed in order to transfer
1	0.97%		Application, degree requirements, and transfer equivalents
1	0.97%		Application, phone numbers of people to contact for information.
1	0.97%		Applying for the college online, and learning about financial aid and scholarships I might be able to get. Also checking Evening classes that I could take since I work full time.
1	0.97%		Basic information like what majors and minors they have and the estimated cost of tuition and book fees
1	0.97%		Basically, I used the course equivalency charts to determine if all of my credits would transfer to MSU or not.
1	0.97%		because it was easy to search and find answers or at least a number to call
1	0.97%		Checking on my status.
1	0.97%		class options
1	0.97%		Contact Information for advisors, computer help desk, etc.

1	0.97%	<input type="text"/>	Contact information, schedules, advising, parking permit, and getting familiar with the campus and policies.
1	0.97%	<input type="text"/>	cost, majors available, scheduling, requirements
1	0.97%	<input type="text"/>	Costs, contact numbers, etc
1	0.97%	<input type="text"/>	Course catalog, degree requirements, contact information for faculty, advising
1	0.97%	<input type="text"/>	-Degree programs -cost -scholarship opportunities
1	0.97%	<input type="text"/>	degree selection
1	0.97%	<input type="text"/>	Determining what steps I needed to take in order to make the process faster and more simple.
1	0.97%	<input type="text"/>	enrollment
1	0.97%	<input type="text"/>	Everything!
1	0.97%	<input type="text"/>	Figuring out which of my OTC classes were transferable.
1	0.97%	<input type="text"/>	Financial aid information
1	0.97%	<input type="text"/>	Financial aid questions.
1	0.97%	<input type="text"/>	Finding phone numbers so I could talk to a live person.
1	0.97%	<input type="text"/>	Finding scholarships and filling out the application.
1	0.97%	<input type="text"/>	General information about the school.
1	0.97%	<input type="text"/>	General information about the University
1	0.97%	<input type="text"/>	General information.
1	0.97%	<input type="text"/>	Getting information about when classes started, when things were due, etc.
1	0.97%	<input type="text"/>	I applied like any other student, but I heard on the news that MSU and MS&T had a cooperative engineering program. So I chose Missouri State so I didn't have to uproot my family.
1	0.97%	<input type="text"/>	I looked at a lot of the program requirements and the classes I had already taken through OTC to get an idea of what classes I would already have credit for.
1	0.97%	<input type="text"/>	I looked at information that was required to transfer into MSU.
1	0.97%	<input type="text"/>	I looked at the majors offered and the class equivalencies from OTC and MSU.
1	0.97%	<input type="text"/>	I regularly accessed the Missouri State website to view what credits that I had taken would transfer or what the equivalent course would be. I also used the website to set up appointments with advisors, and contact financial aid.
1	0.97%	<input type="text"/>	I tried to see what kind of degrees were offered. The website was hard to navigate and not very user friendly
1	0.97%	<input type="text"/>	I used it to download certain forms that were needed. I also used it to help me keep track of deadlines. I found it helpful that the website provides a transfer equivalency guide, it helped me see how my courses would transfer (which helped me plan which classes to take at OTC).
1	0.97%	<input type="text"/>	I used it to look at the classes I might be taking.
1	0.97%	<input type="text"/>	I used it to see what classes would transfer as what and where I would be when they transferred.
1	0.97%	<input type="text"/>	I used it to see what I still needed to do (as a checklist). It was so helpful! And also to get Judy Pickering's email! She is awesome!!!!
1	0.97%	<input type="text"/>	I used Missouri State's website to check the schedules of certain classes to be sure that I would be able to attend and also for recommended courses for my degree.
1	0.97%	<input type="text"/>	I used the application online to apply to Missouri State University
1	0.97%	<input type="text"/>	I used the class schedule guides and looked up which credits would transfer and into which classes.
1	0.97%	<input type="text"/>	I used the Class Schedule, and I consulted the Religious Studies section.
1	0.97%	<input type="text"/>	I used the Missouri State website to look up the classes I would be required to take upon transfer and which were needed to transfer
1	0.97%	<input type="text"/>	I used the Missouri State website to see what classes were available for me, who to speak with in order to start the transfer process, and locations of buildings I needed to visit.
1	0.97%	<input type="text"/>	I used the website to look up the majority of the information that I needed.

1	0.97%	<input type="text"/>	I used the website to request information about transferring and about certain degrees I was interested in. I also used it to fill out the application to transfer.
1	0.97%	<input type="text"/>	I used the website to see what majors MSU offered and what was required to transfer and apply to MSU from OTC.
1	0.97%	<input type="text"/>	I used the website to see what majors were offered and to help me figure what I wanted to pursue. I also got on the website to find the transcript request form to send to OTC, it was very helpful and easy to find.
1	0.97%	<input type="text"/>	I utilized Missouri State's website to access transfer equivalency tables and also used the website to find email addresses and phone numbers.
1	0.97%	<input type="text"/>	I utilized the MSU website when investigating the curriculum for Anthropology majors and Biology minors.
1	0.97%	<input type="text"/>	Information
1	0.97%	<input type="text"/>	Information about how credits transferred
1	0.97%	<input type="text"/>	information on majors, course offerings, how my credits transferred, who i needed to talk to about what
1	0.97%	<input type="text"/>	Instructions on transferring, online application, and directory were all used.
1	0.97%	<input type="text"/>	It helped with the transfer credits process.
1	0.97%	<input type="text"/>	It was handy.
1	0.97%	<input type="text"/>	Just by looking up information on stuff that I needed to know. Generally if I had any questions and no one to ask I searched the website.
1	0.97%	<input type="text"/>	Just learning about what to do to transfer and get prepared.
1	0.97%	<input type="text"/>	Just to get general information
1	0.97%	<input type="text"/>	List of transfer classes, course class search
1	0.97%	<input type="text"/>	Look up majors and programs offered.
1	0.97%	<input type="text"/>	Looking up classes that I could take at OTC and would transfer later.
1	0.97%	<input type="text"/>	Looking up course equivalency for transfer, financial aid information, adult student services office information
1	0.97%	<input type="text"/>	looking up majors and classes
1	0.97%	<input type="text"/>	Mainly, the Transfer Student Page.
1	0.97%	<input type="text"/>	MSU application
1	0.97%	<input type="text"/>	My major, Organizations, Cost, Location, Activities.
1	0.97%	<input type="text"/>	Numbers of the advisors
1	0.97%	<input type="text"/>	online registration
1	0.97%	<input type="text"/>	Picking and signing up for classes.
1	0.97%	<input type="text"/>	program decision, financial aid.
1	0.97%	<input type="text"/>	Read about the college, the classes and the information on non traditional students.
1	0.97%	<input type="text"/>	Registration
1	0.97%	<input type="text"/>	Searching for majors, courses, tuition information, and financial aid information
1	0.97%	<input type="text"/>	See what additional classes I needed to take
1	0.97%	<input type="text"/>	signing up for classes and other requirements before starting school
1	0.97%	<input type="text"/>	The application
1	0.97%	<input type="text"/>	The e-mail. I needed a direct link to contacting the staff.
1	0.97%	<input type="text"/>	The online application, a list of all of the items I needed to complete, parking registration, financial aid & set up a meeting with my advisor.
1	0.97%	<input type="text"/>	The steps needed to take in order to fully complete the transfer process.
1	0.97%	<input type="text"/>	To find out how to get in contact with an advisor to talk about transferring to the school and what classes I would be taking in the fall.
1	0.97%	<input type="text"/>	To gain information about the school without having to travel.
1	0.97%	<input type="text"/>	to help get more info on coast and classes that were offered

1	0.97%	<input type="checkbox"/>	To learn what degrees and total classes I could gather if I would transfer after I graduated from OTC.
1	0.97%	<input type="checkbox"/>	To research what I needed to do.
1	0.97%	<input type="checkbox"/>	To see how my credits would transfer and what scholarships were available.
1	0.97%	<input type="checkbox"/>	To see rather there was more information about Missouri State on the website.
1	0.97%	<input type="checkbox"/>	To see what programs were offered. I wanted to make sure that I would find the major that I wanted.
1	0.97%	<input type="checkbox"/>	Transcript requests, class scheduls, academic advising
1	0.97%	<input type="checkbox"/>	transfer credits, adult student services, VA info
1	0.97%	<input type="checkbox"/>	transfer equivalence guide
1	0.97%	<input type="checkbox"/>	transfer equivalencies
1	0.97%	<input type="checkbox"/>	Transfer equivalencies and degree requirements.
1	0.97%	<input type="checkbox"/>	transfer equivalency sheet, scholarships, and checklist.
1	0.97%	<input type="checkbox"/>	Transfer Equivilencies and research for what I planned on majorign in
1	0.97%	<input type="checkbox"/>	transfer student web-page
1	0.97%	<input type="checkbox"/>	Undergraduate majors, etc.
1	0.97%	<input type="checkbox"/>	Used the website to look up tuition costs and classes.
1	0.97%	<input type="checkbox"/>	what credits were equivalent to what I took @ otc
1	0.97%	<input type="checkbox"/>	what was required for the elementry ed program.

103 Respondents

Q19. Was there anything you needed on the Missouri State website that we did not provide?

Count Percent

12 10.91%  Yes (please explain)

Count	Percent		
1	8.33%	<input type="checkbox"/>	a more detailes psecific &quot;to do&quot; list for transfer students and quicker response times for financial and other things with deadlines
1	8.33%	<input type="checkbox"/>	didn't know I had to register on Blackboard for each class. At OTC, it's automatic.
1	8.33%	<input type="checkbox"/>	e-mail
1	8.33%	<input type="checkbox"/>	I think more stress needs to be put on how Missouri State's financial processing works in comparison to OTC's. I expected the process to work the same, when in fact, there were enough differences that I felt very confused at times.
1	8.33%	<input type="checkbox"/>	I was very upset about how the site made it sound that I would be able to get my bachelors, and then did not provide the courses online that I needed so I could major in Child and Family Development. Also the limited number of evening classes have made it hard for me to think I will be able to graduate from Missouri State. I need evening classes for my major because I work full time at a daycare and would not be able to attend any classes until after 5:00 which is something OTC had that worked really well.
1	8.33%	<input type="checkbox"/>	It was all very helpful, and I know it's a lot of information to organize, but it is rather confusing to figure out what transfers as what. I transferred with a general ed block, and I wasn't sure I had all of my requirements for it, even after reading and rereading.
1	8.33%	<input type="checkbox"/>	More information on advisors, class schedules and specific major requirements
1	8.33%	<input type="checkbox"/>	Simple access to each location. It would help to keep the same format over the entire website
1	8.33%	<input type="checkbox"/>	The information on how an Associate of Arts in Teaching degree works is very vague and is very confusing to determine what all it covers and what it doesn't.
1	8.33%	<input type="checkbox"/>	the tentative refund dates for financial aide
1	8.33%	<input type="checkbox"/>	The website doesnt explain the financial department very well, I was very confused as what to do when it came to loans and scholarships.

98 89.09%  No

110 Respondents

Q20. Did you ask your advisor at OTC how courses would transfer to Missouri State?

Count	Percent		
64	51.61%		Yes
60	48.39%		No
124	Respondents		

Q21. How helpful was your OTC advisor in doing the following? - Providing information needed to assist you in transferring to Missouri State

Count	Percent		
26	40.63%		Extremely helpful
12	18.75%		Very helpful
9	14.06%		Moderately helpful
6	9.38%		Slightly helpful
11	17.19%		Not at all helpful
64	Respondents		

Q22. How helpful was your OTC advisor in doing the following? - Selecting prerequisites for Missouri State that could be completed at OTC

Count	Percent		
24	37.50%		Extremely helpful
11	17.19%		Very helpful
9	14.06%		Moderately helpful
7	10.94%		Slightly helpful
13	20.31%		Not at all helpful
64	Respondents		

Q23. Within how many months before attending Missouri State did you make your first contact with us to begin the transfer process?

Count	Percent		
39	31.45%		1 - 3 months
45	36.29%		4 - 6 months
29	23.39%		6 - 12 months
11	8.87%		More than 12 months
124	Respondents		

Q24. Did you complete an Associate degree before transferring to Missouri State?

Count	Percent		
93	75.00%		Yes
31	25.00%		No
124	Respondents		

Q25. How many credit hours did you transfer to Missouri State?

Count	Percent		
1	3.23%		Less than 24 credit hours
10	32.26%		24 - 40 credit hours
7	22.58%		41 - 50 credit hours
8	25.81%		51 - 60 credit hours
5	16.13%		60 credit hours or more
31	Respondents		


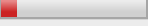
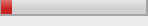
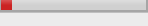
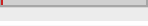
Q26. Did your OTC credit transfer to Missouri State the way you expected?

Count	Percent		
106	85.48%		Yes
18	14.52%		No
124 Respondents			


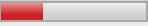
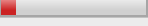
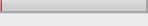
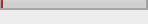
Q27. Why did your OTC credits not transfer to Missouri State the way you expected?

Count	Percent		
17	100.00%		
Count	Percent		
1	5.88%		A number of classes for psychology did not transfer over as at the same &quot;level&quot;, so I will have to retake several of them, for example Abnormal Psychology.
1	5.88%		Because MSU promised all my credits would transfer in full,so that I would arrive here a sophomore.Instead,I'm still a freshmen,thank's to MSU.
1	5.88%		Because my major here is a little different and the level as well.
1	5.88%		Chemistry and Biology transferred as different Chemistry and Biology classes
1	5.88%		I didn't go to OTC.
1	5.88%		I had taken BIO 120 at OTC but needed BIO 121, I am in the course now and do not see much difference within the two courses. I feel as though I could have transitioned into BIO 122 with no problem.
1	5.88%		I was disappointed when my EDU-210 did not transfer for my EDC-150 course. I was very disappointed with this fact when one of the required readings for EDC-150 was the exact same book I had in my EDU-210. Not only that, but my EDU-210 was a field experience class and 3 credits. Finally, in EDU-150 we are covering the exact same material from my EDU-210 class, but not as in depth. I am very upset with this.
1	5.88%		I was hoping that my ASL credits would transfer as an language or something that I could use toward my degree.
1	5.88%		im still working on it. its october. i work full time, so talking to an advisor is almost impossible.
1	5.88%		It was the same exact course that I just took at OTC last semester and I had to end up retaking it here at MSU because they didn't transfer equally. Very frustrating!
1	5.88%		Many classes did not transfer over like I expected, I came to msu with and associates and I was still ranked a sophomore.
1	5.88%		Not sure. My OTC advisor said they would but many didn't and I am now retaking classes I had before at OTC.
1	5.88%		OTC advisors are terrible. In fact, the majority of people who work for OTC are completely incompetent. I will say that the Education teachers at OTC are wonderful, but that is about it. I am SO thankful for Stephanie C. Marinec my MSU advisor. She is amazing!
1	5.88%		OTC transferred credit from OSU (Oklahoma State University) that MSU did not.
1	5.88%		Some classes transferred as electives rather than general education or didn't meet requirements for my major. No big deal; if I was that worried about it I should have gotten my associate's degree before I transferred.
1	5.88%		They did not have me take enough General Education credits because my Associates of Applied Science was in early childhood and did not require the in depth General Education that Missouri State needed for my other major. Also since I have worked full time for 5 years and went to school part time I ended up having classes that were not enough credits for Missouri State because the courses requirements changed in Five years time.
1	5.88%		Well, I expected the entire degree and all credits to be accepted. This is what was told to me when I decided to transfer. This was not the case after coming here.
17 Respondents			


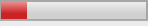
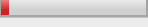
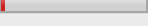
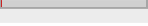
Q28. Which class option most appeals to you?

Count	Percent		
90	72.58%		Primarily courses offered during the day
14	11.29%		Primarily courses offered in the evening
9	7.26%		Primarily courses offered online
9	7.26%		Combination of courses offered in the evening and online
2	1.61%		None of these options appeal to me.
124	Respondents		


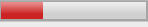
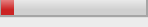
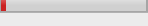
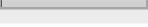
Q29. Please indicate your level of agreement with the following statements: - The staff has been helpful when I have contacted the Missouri State Office of Admissions.

Count	Percent		
72	58.06%		Strongly agree
36	29.03%		Moderately agree
13	10.48%		Neither agree nor disagree
1	0.81%		Moderately disagree
2	1.61%		Strongly disagree
124	Respondents		


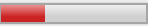
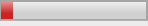
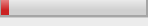
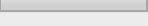
Q30. Please indicate your level of agreement with the following statements: - I received my admission letter on a timely basis.

Count	Percent		
91	73.39%		Strongly agree
22	17.74%		Moderately agree
7	5.65%		Neither agree nor disagree
3	2.42%		Moderately disagree
1	0.81%		Strongly disagree
124	Respondents		

Q31. Please indicate your level of agreement with the following statements: - The information I received following my admission has been timely and helpful.

Count	Percent		
72	58.06%		Strongly agree
36	29.03%		Moderately agree
11	8.87%		Neither agree nor disagree
4	3.23%		Moderately disagree
1	0.81%		Strongly disagree
124	Respondents		

Q32. Please indicate your level of agreement with the following statements: - The Transfer To Do Checklist I received with my Admission packet has been helpful.

Count	Percent		
69	55.65%		Strongly agree
38	30.65%		Moderately agree
10	8.06%		Neither agree nor disagree
7	5.65%		Moderately disagree
0	0.00%		Strongly disagree
124	Respondents		



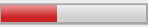
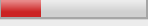
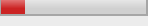
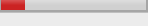
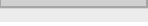
Q33. Please explain if you disagree with any of the above statements so we may improve our customer service:

Count	Percent	
17	100.00%	
Count	Percent	
1	5.88%	disabilitie services was slow leaving with no services for a week
1	5.88%	I am so glad i transferred to MSU!!!
1	5.88%	I vaguely remember a Transfer To Do Checklist. If I do, I remember not using it because I had already completed most of the items on it by time I received it. Also, I ignored stuff about parking and orientation, but that's just me.
1	5.88%	it would be great if the transfer desk would become more familiar with &quot;trade&quot; transfers.or if the process could be streamlined.
1	5.88%	My financial aid was odd; I was unaware of a few items that I was supposed to submit until almost the end of July. It would have been better if someone had contacted me via phone. Also, the MSU website can be very large when unaccustomed or unfamiliar with it. It seems it could be streamlined down, and over-redundancies removed.
1	5.88%	n/a
1	5.88%	N/A
1	5.88%	Needed more information about registering for classes. When and where.
1	5.88%	Takes too long to get answers and for anybody to get back to you. I have a cousin who applied and didn't hear anything for 4 weeks so she ended up attending a college else where.
1	5.88%	The biggest issue I had was when my advisor told me it would be hard to get my bachelors in my major because they offered the same courses required for Child and Family development during the evening, and there were only four they offered during the evening. Online classes were not offered as readily for Child and Family Development either. This meeting made me feel I may not be able to graduate from Missouri State.
1	5.88%	The financial aid process is highly confusing and the financial aid portion of the website and the personnel at the financial aid office aren't very helpful either. To be fair, I wasn't dissatisfied until I was chosen for verification; but that process is very confusing. Specifically the paperwork needed to turn in. Different people in the fin. aid office told me different things. When you ask for a &quot;2009 tax return&quot;; that's vague. Say what form you want, i.e. 1040A
1	5.88%	The problem with the admission letter was not an MSU problem. The problem was and still is that other schools I attended did not send transcripts in timely manner. Actually, one is still out.
1	5.88%	The way this university is run,is disorganized and seems to be in dissary.
1	5.88%	There is nothing that I disagree with concerning the above statements.
1	5.88%	Ultimately, the transfer process as a whole was a great deal more complicated than had been outlined in the various documents provided to me.
1	5.88%	Well I didn't not receive my checklist until after I was accepted. It took 8 months for someone to contact me back about being accepted. This wasted a semester of my time.
1	5.88%	When I would call about a question no one seemed to know the answer and people would just transfer me to someone else so they would not have to deal with me. It was very frustrating and took many phone calls to finally get simple questions answered. People just need to do their job, instead of shuffling the burden onto someone else.
17	Respondents	


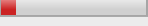
Q34. Did you receive a scholarship from Missouri State?

Count	Percent	
18	14.52%	Yes
106	85.48%	No
124	Respondents	

Q35. What is the likelihood you would have attended Missouri State without the scholarship?

Count	Percent		
7	38.89%		Very likely
5	27.78%		Moderately likely
3	16.67%		Neither likely nor unlikely
3	16.67%		Moderately unlikely
0	0.00%		Very unlikely
18	Respondents		

Q36. Did you apply for financial aid (i.e., loans, grants, work study)? (To apply for aid, you must have completed the Free Application for Federal Student Aid (FAFSA).)

Count	Percent		
111	89.52%		Yes
13	10.48%		No
124	Respondents		

Q37. How satisfied were you with the service you received from the Missouri State Financial Aid Office?

Count	Percent		
47	42.34%		Very satisfied
29	26.13%		Moderately satisfied
16	14.41%		Neither satisfied nor dissatisfied
12	10.81%		Moderately dissatisfied
7	6.31%		Very dissatisfied
111	Respondents		

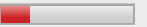
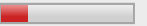
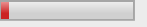
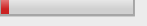
Q38. Are you living in a residence hall on campus?

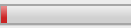
Count	Percent		
4	3.23%		Yes
120	96.77%		No
124	Respondents		

Q39. How satisfied were you with the service you received from the Missouri State Residence Life and Services (Housing) in setting up your on-campus living arrangements?

Count	Percent		
0	0.00%		Very satisfied
2	50.00%		Moderately satisfied
0	0.00%		Neither satisfied nor dissatisfied
2	50.00%		Moderately dissatisfied
0	0.00%		Very dissatisfied
4	Respondents		

Q40. By what means did you learn how to enroll (i.e., be advised and register) for your fall 2010 classes? (Check all that apply)

Count	Respondent %	Response %	
63	50.81%	29.58%	 Received the "Checklist for Admitted Transfer Students" that arrived in the mail
60	48.39%	28.17%	 Read the instructions on the Missouri State website
31	25.00%	14.55%	 Called my Missouri State academic department
31	25.00%	14.55%	 Called Missouri State Office of Admissions


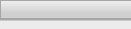
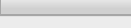
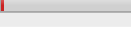
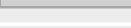


28 22.58% 13.15%  Other (please specify)

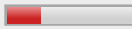
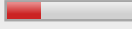
Count	Percent		
1	3.57%		A friend of mine who is a senior here at Missouri State assisted me.
1	3.57%		Academic Advisor
1	3.57%		advice
1	3.57%		Advisor meeting
1	3.57%		called Department Adviser
1	3.57%		Contacted Adult Student Services
1	3.57%		contacted dietetic advisor Hilary Mayes
1	3.57%		Contacted my academic advisor
1	3.57%		Dr. Ridinger
1	3.57%		Figured it out on my own.
1	3.57%		I had already applied before and knew how
1	3.57%		I had help from Adult Student Services
1	3.57%		in person
1	3.57%		Met with an advisor who showed me how.
1	3.57%		Met with my advisor
1	3.57%		my brother
1	3.57%		My friends who attended MSU helped me
1	3.57%		my sister helped me because she attended MSU before I did
1	3.57%		My wife is a graduate of MSU. She showed me.
1	3.57%		Office of the Registrar
1	3.57%		other students
1	3.57%		Self-taught.
1	3.57%		SOAR
1	3.57%		talked directly with people in the department
1	3.57%		The OTC Transfer Desk
1	3.57%		transfer desk got the ball rolling
1	3.57%		VA
1	3.57%		Wife is alum

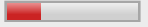
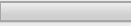
124 Respondents

213 Responses

Q41. By what department were you advised when enrolling? (Check all that apply)

Count	Respondent %	Response %		
84	67.74%	56.38%		Department of your major
9	7.26%	6.04%		Academic Advisement Center-University Hall 109
12	9.68%	8.05%		Education Advisement Center-Hill Hall 202
17	13.71%	11.41%		Business Advisement Center-Glass Hall 106
6	4.84%	4.03%		Adult Student Services-Carrington Hall 314
12	9.68%	8.05%		OTC Transfer Help Desk
3	2.42%	2.01%		Other (please specify)

Count	Percent		
1	33.33%		Kim Stagner VERY HELPFUL
1	33.33%		otc advisor

1	33.33%		undecided majors
6	4.84%	4.03%	 I did not meet with an advisor.
124 Respondents			
149 Responses			

**Q42. Please indicate your level of satisfaction with the following: - Advice you received from your MSU advisor regarding what courses to take for your first semester at Missouri State**

Count	Percent		
80	67.80%		Very satisfied
21	17.80%		Moderately satisfied
6	5.08%		Neither satisfied nor dissatisfied
4	3.39%		Moderately dissatisfied
5	4.24%		Very dissatisfied
2	1.69%		Not applicable
118 Respondents			

**Q43. Please indicate your level of satisfaction with the following: - Ease of scheduling appointment with your MSU advisor**

Count	Percent		
82	69.49%		Very satisfied
16	13.56%		Moderately satisfied
7	5.93%		Neither satisfied nor dissatisfied
7	5.93%		Moderately dissatisfied
4	3.39%		Very dissatisfied
2	1.69%		Not applicable
118 Respondents			

**Q44. Please indicate your level of satisfaction with the following: - The amount of time you spent with your MSU advisor**

Count	Percent		
74	62.71%		Very satisfied
22	18.64%		Moderately satisfied
10	8.47%		Neither satisfied nor dissatisfied
5	4.24%		Moderately dissatisfied
5	4.24%		Very dissatisfied
2	1.69%		Not applicable
118 Respondents			

**Q45. Please indicate your level of satisfaction with the following: - Explanation of your degree requirements by your MSU advisor**

Count	Percent		
72	61.02%		Very satisfied
23	19.49%		Moderately satisfied
13	11.02%		Neither satisfied nor dissatisfied
5	4.24%		Moderately dissatisfied
3	2.54%		Very dissatisfied
2	1.69%		Not applicable
118 Respondents			

Q46. Please indicate your level of satisfaction with the following: - The process of registering for classes

Count	Percent		
55	46.61%		Very satisfied
37	31.36%		Moderately satisfied
15	12.71%		Neither satisfied nor dissatisfied
8	6.78%		Moderately dissatisfied
2	1.69%		Very dissatisfied
1	0.85%		Not applicable
118 Respondents			

Q47. Please indicate your level of satisfaction with the following: - Your understanding of your Transfer Evaluation of Credit

Count	Percent		
68	57.63%		Very satisfied
32	27.12%		Moderately satisfied
11	9.32%		Neither satisfied nor dissatisfied
5	4.24%		Moderately dissatisfied
1	0.85%		Very dissatisfied
1	0.85%		Not applicable
118 Respondents			

Q48. Have you requested a reevaluation of any of your courses?

Count	Percent		
10	8.06%		Yes
114	91.94%		No
124 Respondents			

Q49. Which of the following services and opportunities for involvement have we provided adequate information? (Check all that apply)

Count	Respondent %	Response %	
29	23.39%	13.24%	Bear CLAW (Center for Learning And Writing)
23	18.55%	10.50%	Career Services
29	23.39%	13.24%	Taylor Health Center
37	29.84%	16.89%	Student Organizations
17	13.71%	7.76%	Intramurals
23	18.55%	10.50%	Athletic Events
61	49.19%	27.85%	None of the above
124 Respondents			
219 Responses			

Q50. Which of the following are you most interested using or participating in as a student? (Check all that apply)

Count	Respondent %	Response %		
31	25.00%	13.42%		Bear CLAW (Center for Learning And Writing)
46	37.10%	19.91%		Career Services
24	19.35%	10.39%		Taylor Health Center
47	37.90%	20.35%		Student Organizations
20	16.13%	8.66%		Intramurals
33	26.61%	14.29%		Athletic Events
30	24.19%	12.99%		None of the above
124 Respondents				
231 Responses				

Q51. Was Missouri State's state-wide mission in Public Affairs a factor in your choice to attend Missouri State?

Count	Percent		
5	4.03%		Absolutely, it was one of the main reasons I chose MSU.
18	14.52%		While not one of the main reasons, it was important to me.
101	81.45%		Not really, I was coming to Missouri State anyway.
124 Respondents			

Q52. How satisfied are you with your decision to transfer to Missouri State University?

Count	Percent		
73	58.87%		Very satisfied
40	32.26%		Moderately satisfied
6	4.84%		Neither satisfied nor dissatisfied
4	3.23%		Moderately dissatisfied
1	0.81%		Very dissatisfied
124 Respondents			

Q53. Please indicate your level of agreement with the following statement: I feel connected at Missouri State University.

Count	Percent		
26	20.97%		Strongly agree
47	37.90%		Moderately agree
38	30.65%		Neither agree nor disagree
7	5.65%		Moderately disagree
6	4.84%		Strongly disagree
124 Respondents			

Q54. What are things Missouri State could have done to strengthen or further strengthen your connection to Missouri State?

Count	Percent																		
83	100.00%																		
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1.20%</td> <td></td> <td>Advertising how to get help in classes better or promoting tutors/study groups better. Many students that are transfers don't know a lot of people at the school and everything is intimidating and finding help can be hard.</td> </tr> <tr> <td>1</td> <td>1.20%</td> <td></td> <td>As silly as it might sound, the food in the dining halls is lacking in healthy choices, and therefore makes me feel less at home, as I find myself eating less and less as the semester goes on.</td> </tr> <tr> <td>1</td> <td>1.20%</td> <td></td> <td>Because I am a part-time student living off-campus, I don't really feel the need to be highly</td> </tr> </tbody> </table>				Count	Percent			1	1.20%		Advertising how to get help in classes better or promoting tutors/study groups better. Many students that are transfers don't know a lot of people at the school and everything is intimidating and finding help can be hard.	1	1.20%		As silly as it might sound, the food in the dining halls is lacking in healthy choices, and therefore makes me feel less at home, as I find myself eating less and less as the semester goes on.	1	1.20%		Because I am a part-time student living off-campus, I don't really feel the need to be highly
Count	Percent																		
1	1.20%		Advertising how to get help in classes better or promoting tutors/study groups better. Many students that are transfers don't know a lot of people at the school and everything is intimidating and finding help can be hard.																
1	1.20%		As silly as it might sound, the food in the dining halls is lacking in healthy choices, and therefore makes me feel less at home, as I find myself eating less and less as the semester goes on.																
1	1.20%		Because I am a part-time student living off-campus, I don't really feel the need to be highly																

			connected to Missouri State.
1	1.20%	<input type="text"/>	Become involved in FFA, FB and Sigma Alpha
1	1.20%	<input type="text"/>	Better announcements about what is going on on campus
1	1.20%	<input type="text"/>	Better help with financial aid.
1	1.20%	<input type="text"/>	Create some sort of &quot;transfer students&quot; group to get accustomed to the University.
1	1.20%	<input type="text"/>	Don't make the student feel like just another number
1	1.20%	<input type="text"/>	eaier access to all of the events held at msu
1	1.20%	<input type="text"/>	email a newsletter with up and coming events.
1	1.20%	<input type="text"/>	Everyone has been very helpful.
1	1.20%	<input type="text"/>	Everyone I have come in contact knew what they were taling about. I can definately tell a difference in the staff!
1	1.20%	<input type="text"/>	Explained the extra curricular activities to me and where buildings and places are located.
1	1.20%	<input type="text"/>	Have blackboard or other interactive sites for the different organizations on campus.
1	1.20%	<input type="text"/>	Have more than a few prof's actually care about their students and want to motivate them.
1	1.20%	<input type="text"/>	I am a 32 year old male. Although I do not feel old, it seems that I am perceived as older which also makes it more difficult to be connected.
1	1.20%	<input type="text"/>	I am currently taking ITV courses and I would rather have a professor on my campus.
1	1.20%	<input type="text"/>	I am not really sure. I live off campus because I am much older than most students in my classes so my connection is entirely different for me.
1	1.20%	<input type="text"/>	I am very busy between work and my family. As much as I would like to be more involved on campus I just don't have the time.
1	1.20%	<input type="text"/>	I cannot think of anything at this time
1	1.20%	<input type="text"/>	I can't think of anything at this point
1	1.20%	<input type="text"/>	I don't think its much MSU can do, my biggest problem I have is trying to get in and out of the parking lot. I never have trouble finding a spot to park because I get there so early, but its hard to get on/off the road with students trying to cross the street and by the time they are out of the way the light turns again. I've seen alot of near wrecks and students almost getting hit, its scary.
1	1.20%	<input type="text"/>	I feel as though my connection to MSU is strong as is.
1	1.20%	<input type="text"/>	I feel it's hard to feel connected to a college when you live off campus and go there and most everyone else in your classes lives on campus so they know about exciting events or can join clubs without it interfering with their schedule. Working full time, living on my own, and going to school part time makes it very hard for me to get involved in any types of Groups at MSU.
1	1.20%	<input type="text"/>	I feel like some of my classes are a waste and completely irrelevant.
1	1.20%	<input type="text"/>	I have been attending for two months, ask me this in two years
1	1.20%	<input type="text"/>	I haven't the faintest idea, frankly.
1	1.20%	<input type="text"/>	I took courses at OTC that I could choose to graduate but, one of the classes I had to take at MSU for my bachelors.
1	1.20%	<input type="text"/>	I would like access to more online classes.
1	1.20%	<input type="text"/>	I would like easier access to the Missouri State games and events. I feel I must do indepth investigation and searching to find out when the next home football game is. I don't have time to walk the path, reading every chalk note in order to find out what things are happening at my school. Possibly this information should be posted in bold on the opening page??
1	1.20%	<input type="text"/>	I would like if the advisors made appointments with students, especially transfer students, to see how their semester is going. I found the transition to being back in school hard.
1	1.20%	<input type="text"/>	I would like more information on activities going on around campus.
1	1.20%	<input type="text"/>	I would like to have had more information about the adult services.
1	1.20%	<input type="text"/>	I would like to have more math tutors in the Bear Claw.
1	1.20%	<input type="text"/>	If my advisor gave me some information about meeting with other students about organizations that I could be involved in.

2	2.41%	<input type="text"/>	I'm not really sure.
1	1.20%	<input type="text"/>	I'm sure there are plenty of things that MSU has to offer me, but because of my busy schedule I don't get to utilize them.
1	1.20%	<input type="text"/>	Information on school events and student organizations could be given out more frequent and directly to students. Most of anything that is sponsored or school associated is heard by hear-say other than direct information.
1	1.20%	<input type="text"/>	It is not really anything Missouri State can do. I am married and very involved with family and friends outside of Missouri State. Therefore, I don't have a lot of extra time to spend here when I am not in class. I am also taking a heavy workload so I spend a lot of "free" time doing homework.
1	1.20%	<input type="text"/>	It would be great if more of the instructors were passionate about their classes. I have felt that they are here for the paycheck not the students.
1	1.20%	<input type="text"/>	It would've been nice if they had a program to help shy or introverted students become more interconnected with Missouri State.
1	1.20%	<input type="text"/>	Its school, I come hear to study and learn to better myself, not connect.
1	1.20%	<input type="text"/>	Magically dissolve my hour commute
1	1.20%	<input type="text"/>	Make financial aid and scholarship opportunites more evident.
1	1.20%	<input type="text"/>	Make the web page easier to use! Make it easier for us to register for classes, and to search for them.
1	1.20%	<input type="text"/>	Maybe have speakers come in to OTC to talk about MSU.
1	1.20%	<input type="text"/>	Maybe if a MSU representative contacted me personally through calling, ect. to make sure the transfer process was going well.
1	1.20%	<input type="text"/>	More information provided to transfer students about intramurals, clubs, fraternities etc.
1	1.20%	<input type="text"/>	more opportunites for tutoring help in the evenings, smaller classes
1	1.20%	<input type="text"/>	More school spirit.
1	1.20%	<input type="text"/>	more social gatherings. campus events.
1	1.20%	<input type="text"/>	More staff members in places like financial aid during the busy times of the year.
1	1.20%	<input type="text"/>	More student activities during the day.
1	1.20%	<input type="text"/>	More student organizations.
1	1.20%	<input type="text"/>	More time with advisors and for them to be a little more helpful.
1	1.20%	<input type="text"/>	MSU could have the academic advisor go over ways to get involved with the school.
1	1.20%	<input type="text"/>	MSU has accomplished a sufficient amount to make me feel connected.
1	1.20%	<input type="text"/>	None
1	1.20%	<input type="text"/>	none come to mind right now
1	1.20%	<input type="text"/>	None, Missouri State is a large university so many transfer students will not be able to feel as connected. There's nothing wrong with Missouri State, just a larger atmosphere.
1	1.20%	<input type="text"/>	Not really anything. Like anything else, it takes time to make the connection. I'm still learning the places and meeting people.
1	1.20%	<input type="text"/>	Not sure.
1	1.20%	<input type="text"/>	nothing
1	1.20%	<input type="text"/>	Nothing
1	1.20%	<input type="text"/>	Nothing. I feel very connected.
1	1.20%	<input type="text"/>	Nothing. I am satisfied with being able to take classes downtown instead of being on the main campus.
1	1.20%	<input type="text"/>	Nothing. I'm perfectly happy with the way things are.
1	1.20%	<input type="text"/>	Nothing.
1	1.20%	<input type="text"/>	Notify more about things lik intramurals or organizations.
1	1.20%	<input type="text"/>	quicker processing of important items, easier to find information on who to talk to about what (though my advisor has been very helpful), making sure to let students know which classes they might be able to test out of or have had an equivalent to which did not directly transfer
1	1.20%	<input type="text"/>	Send more emails regarding athletic events, intramurals or just student activities in general.



			I also dont know where the fitness room is either.
1	1.20%	<input type="checkbox"/>	stream line the transfer process. dont send me to some little podunk building.
1	1.20%	<input type="checkbox"/>	The IT classes are great, but when there are several (more than 10) students in a class, on seperate campuses than the teacher it is more like self learning. The teachers are good, but the students in a class without a teacher feel disconnected from the teacher's classroom.
1	1.20%	<input type="checkbox"/>	The Registrars Office personell who handle transfer credit could do their job more professionally and not act put out if someone such as me , an adult student, has a question about transfer credit and how it applys.
1	1.20%	<input type="checkbox"/>	The scholarship I received is the Multicultural Leadership Scholarship. They are the only ones I would have complaints about. I really really appreciate my scholarship but they are not on top of things. Last minute invitations and poor explanations from the graduate assists.
1	1.20%	<input type="checkbox"/>	There could be better connection with the different extracurricular activities.
1	1.20%	<input type="checkbox"/>	They could give me a free MSU t-shirt.
1	1.20%	<input type="checkbox"/>	They could have sent out a list of academic advisors for me to meet with and discuss my major to make sure I meet the requirements.
1	1.20%	<input type="checkbox"/>	They need to have more signs promoting events or send out emails to tell everyone
1	1.20%	<input type="checkbox"/>	Trasferred all my credit from other colleges but especially Missouri State University in West Plains. They are the same college (same name), you would think all the credits would transfer equally and you would receive the credit that you did from the previous college.
1	1.20%	<input type="checkbox"/>	Understanding my plan at MSU.
1	1.20%	<input type="checkbox"/>	You may already do some of these things and I just may not be aware of them, but it would be nice if you could provide support groups for first generation college students. I would also like to see some kind of organization geared toward helping socially awkward/introverted students.

83 Respondents

Q55. Please explain if you had any positive experiences with Missouri State while going through the transfer process:

Count	Percent		
78	100.00%	<input type="checkbox"/>	
Count	Percent		
1	1.28%	<input type="checkbox"/>	Dr. Gordon has been and continues to be a great help with choosing what I need to do and how I can achieve my goal in a timely manner.
1	1.28%	<input type="checkbox"/>	Dr. Ridinger was extremely helpful. I have a very busy schedule and she called and emailed me and helped me through every step of the process. When I met with her she helped me create my schedule and told me everything I needed to know.
1	1.28%	<input type="checkbox"/>	Dr. Wedenoja was very helpful as an advisor.
1	1.28%	<input type="checkbox"/>	Easy to register for classes
1	1.28%	<input type="checkbox"/>	Everybody seemed friendly and answered my questions thoroughly.
1	1.28%	<input type="checkbox"/>	Everyone I spoke with was very friendly and helpful.
1	1.28%	<input type="checkbox"/>	Everyone was so helpful and very nice!
1	1.28%	<input type="checkbox"/>	Everything about it was positive. I met with an advisor in Adult student services and she was very helpful and kind. I believe her name was Lori Day. She was over the top helpful and nice, I wish she could be my advisor full time! Shes great.
1	1.28%	<input type="checkbox"/>	Everything was easy and straightforward.
1	1.28%	<input type="checkbox"/>	extremely helpful, nice people
1	1.28%	<input type="checkbox"/>	Having people around me that have transfered from Otc to MSU have helped me
1	1.28%	<input type="checkbox"/>	I am also majoring in COM along with SOC. The COM department has been overly helpful in assisting me with any questions I have.
1	1.28%	<input type="checkbox"/>	I did have a positive experience with my advisement office.
1	1.28%	<input type="checkbox"/>	I got to take Child Abuse and Neglect online, which was a class that was a graduate level and had been full. But the teacher allowed me to take it anyway. Most everybody I called about things were very helpful.
1	1.28%	<input type="checkbox"/>	I had a very positive experience transferring to MSU, the whole process went rather smoothly.

1	1.28%	<input type="text"/>	I had great experience when I was getting help transferring to Missouri State. Each person was a great help.
1	1.28%	<input type="text"/>	I have never been in a situation with an employee of Missouri State where I felt as an inconvenience to their time, all instructors and advisors have all been very helpful. Any email I had sent was usually answered with a few days. A very pleasant and easy experience, I wish I would have started at MSU!
1	1.28%	<input type="text"/>	I have to say my advisor is really great. Holy Pepe She's so helpful and helped everything go so much smoother.
1	1.28%	<input type="text"/>	I just wanted to say that I was incredibly nervous coming to Missouri State for the first time because it was so much larger than OTC. However, when I arrived on campus, there were a lot of smiling faces and nice people willing to help point me in the right directions.
1	1.28%	<input type="text"/>	I met a lot of very nice people and my advisor was extremely helpful and he did everything he could to ensure that I had every piece of valuable information that I needed in order to get settled into Missouri State as a Junior in Interior Design.
1	1.28%	<input type="text"/>	I received a transfer scholarship, received great information from Traci Burt in the Psych Dept., and the people in Financial Aide were helpful.
1	1.28%	<input type="text"/>	I spoke with 3 advisors and all were extremely helpful.
1	1.28%	<input type="text"/>	I was generally satisfied with how quick and organized the entire process was.
1	1.28%	<input type="text"/>	I was happy to have had the opportunity to speak with the dean of my major before I had registered and been able to email my future teachers for questions before registration.
1	1.28%	<input type="text"/>	I was happy with how my courses transferred. I am also a lot more pleased with my advisor at Missouri State than I was with my advisor at OTC.
1	1.28%	<input type="text"/>	It was easy and everything was sent to me quickly.
1	1.28%	<input type="text"/>	It was easy and smooth. The Admissions department knows what they are doing and has simplified the process.
1	1.28%	<input type="text"/>	It was relatively an easy transfer. Judy Pickering was a huge help. She made the process so much less stressful and quicker.
1	1.28%	<input type="text"/>	It was very easy and i had to do very little to get it done.
1	1.28%	<input type="text"/>	it was very easy process.
1	1.28%	<input type="text"/>	just an overall great process
1	1.28%	<input type="text"/>	less paper work than at otc, otc burries students in redundant paper work, i know many students who hacc dropped otc for that reason. msu isnt as bad
1	1.28%	<input type="text"/>	Loans came in quicker than I expected and that was a plus considering I am a struggling mother of three.
1	1.28%	<input type="text"/>	Lori in Adult Student Services was so helpful. She made the overwhelming feeling disappear.
1	1.28%	<input type="text"/>	Meeting with the Biology advisor was great.
1	1.28%	<input type="text"/>	Missouri State staff is always helpful and easy to talk to! at OTC we were discouraged to speak with an advisor. So i love being able to speak with an advisor EVERY semester.
1	1.28%	<input type="text"/>	Missouri State was so easy to communicate with throughout the process. They have been so kind when making appointments and listening to what my concerns have been. I would definitely recommend MSU for college!
1	1.28%	<input type="text"/>	MSU is an oasis of competence compared to OTC. Excellent support staff. I have two great graduate assistants in my two labs. Everything about GLG 110 is great Dr. G, Andy and the field trips!
1	1.28%	<input type="text"/>	My adviser Holly Pepe, I give the strongest praise. She is awesome and I could not have asked for a better adviser. I will fight to keep her as my adviser even if I have to pay for my time. She knows what she is doing and does it in the quickest way possible. Also my Econ professor Per Norander is the best instructor I have ever met.
1	1.28%	<input type="text"/>	My advisor has been so helpful!
1	1.28%	<input type="text"/>	My advisor is very amazing. She helped me through the whole process and gave me great advice on how to start my first semester.
1	1.28%	<input type="text"/>	My advisor really helped me pick a career and my schedule and he was extremely nice!
1	1.28%	<input type="text"/>	my advisor Ross Hawkins helped me with the transfer process and was incredible
1	1.28%	<input type="text"/>	my advisor was very enjoyable to work with
1	1.28%	<input type="text"/>	My advisor was very helpful and kind.

1	1.28%	<input type="text"/>	My advisor when I first started was Ross Hawkins and he did an excellent job in helping me pick a major
1	1.28%	<input type="text"/>	My advisor, Jessica Torez, has been wonderful!
1	1.28%	<input type="text"/>	My advisor, Kim Stagner I think, was very helpful. I hope my next advisor is that helpful.
1	1.28%	<input type="text"/>	n/a
1	1.28%	<input type="text"/>	No positive no negative, I got in did what I needed to do and that was that.
1	1.28%	<input type="text"/>	None.
1	1.28%	<input type="text"/>	The adviser I met with was a great help; she explained my choices, what would be best for me to take for my first semester, listened to my concerns and helped me feel welcome. It made me feel like a Missouri State student from the start.
1	1.28%	<input type="text"/>	The advisers were really nice!
1	1.28%	<input type="text"/>	The advising department was very helpful, as was computer services.
1	1.28%	<input type="text"/>	The advisor was extremely helpful.
1	1.28%	<input type="text"/>	The advisory was very helpful.
1	1.28%	<input type="text"/>	The application was easy and the response for acceptance was quick.
1	1.28%	<input type="text"/>	The help I got from Adult Student Services was excellent, they were very helpful and if it wasn't from the positive experience I got from that office I probably would not have decided to come back to school and Missouri State.
1	1.28%	<input type="text"/>	The ladies in Hill Hall are absolutely the most knowledgeable and helpful individuals on campus. They have continually answered any question that may arise with eagerness and efficiency.
1	1.28%	<input type="text"/>	The lady at the help desk at OTC was very pleasant and seemed excited to bring students in to the university!
1	1.28%	<input type="text"/>	The meeting with my advisor was very pleasant and helpful.
1	1.28%	<input type="text"/>	the more familiar i become with the process, the easier it gets. their is a lot of extra stuff in the transfer process paper work. figuring out a degree and speaking with one individual instead of 10 would make the process so much easier.
1	1.28%	<input type="text"/>	The MSU desk at OTC was very helpful.
1	1.28%	<input type="text"/>	The OTC Transfer Help Desk woman was amazing. I would have been lost without her.
1	1.28%	<input type="text"/>	The people in the admissions office, the education department, and my advisor were all very friendly and helpful. I am also very pleased with the instructors I have this semester. They have made learning the material so much easier than I could have hoped for, while also keeping my interests.
1	1.28%	<input type="text"/>	The short amount of time it took for approval was amazing. I applied late, so time was critical.
1	1.28%	<input type="text"/>	The transfer advisor I spoke with was VERY helpful and he helped me understand more about the transfer process and how to register.
1	1.28%	<input type="text"/>	The transfer process was easier than I expected.
1	1.28%	<input type="text"/>	The whole process has been very easy. I have experienced help in every area of my transfer to MSU. The psychology department has been great, especially for direction on what classes to take.
1	1.28%	<input type="text"/>	They have generally been positive.
1	1.28%	<input type="text"/>	This is the first semester I am in MSU. I am glad to have lots of help from the Admission, Financial Aid, and especially from the advisor office.
1	1.28%	<input type="text"/>	Transferring to MSU was easy and a smooth process
1	1.28%	<input type="text"/>	very easy
1	1.28%	<input type="text"/>	Very good experience with personnel in the Agriculture Department. I must say when trying to determine a major I had several department heads that were helpful such as Dr Dickie, Dr Hughes and Dr Plymate.
1	1.28%	<input type="text"/>	Was able to meet with the head of my program of study prior to enrolling. He is serving as my advisor which has been extremely helpful in determining which classes I will need to take each semester.
1	1.28%	<input type="text"/>	When i eventually did meet with Dr. Dalal after enrolling, he was very helpful.
1	1.28%	<input type="text"/>	When I met with Alisa Trotter, an advisor in COBA, I was very pleased. She gave me a lot of

information to think about during the transfer process and helped me decide if I should take a few more classes at OTC or go ahead and transfer to MSU. She was very kind and wanted to make sure that I had a plan before I left her office. I look forward to meeting with her again.

1 1.28%  Yes, it went very smooth and I didn't have to worry about a thing.

78 Respondents

Q56. Please explain if you had any frustrating or disappointing experiences with Missouri State:

Count Percent

79 100.00%

Count Percent

- |   |       |                          |  |
|---|-------|--------------------------|--|
| 1 | 1.27% | <input type="checkbox"/> | Although I applied as a transfer student, I still had to attend SOAR because I didn't have a sufficient amount of credit hours transferred to be excused from that. Since I have already attended college prior to MSU, the only useful part of my SOAR session was registering for classes and buying my parking permit.  |
| 1 | 1.27% | <input type="checkbox"/> | Although this does not have much to do with the transfer aspect, I found it a little disappointing that many of the instructors do not use blackboard.   |
| 1 | 1.27% | <input type="checkbox"/> | Contacting and meeting an advisor is a little difficult.   |
| 1 | 1.27% | <input type="checkbox"/> | Credits not transferring and having to retake courses. Courses transferring as electives and not what they should be credited.   |
| 1 | 1.27% | <input type="checkbox"/> | Fin Aid has kept messing up my stuff the entire time and have yet to get things figured out, I get unbelievably slow responses to questions and a lot of the time I don't get any answers at all.  |
| 1 | 1.27% | <input type="checkbox"/> | Financial Aid (see above)  |
| 1 | 1.27% | <input type="checkbox"/> | Financial aid process (specifically verification). I still have no information on my award. (10-10-2010)   |
| 1 | 1.27% | <input type="checkbox"/> | Financial aid was not very informative or helpful, also had trouble getting student computer account to work.  |
| 1 | 1.27% | <input type="checkbox"/> | Financial stuff was very confusing   |
| 1 | 1.27% | <input type="checkbox"/> | Getting lost on campus and insufficient parking.   |
| 1 | 1.27% | <input type="checkbox"/> | Having 75% of the class online is a disappointment. I felt that the college expected to me setup everything online with websites I have never seen. I would nice to see better instructions or time taken in the first couple of classes to make sure that everyone is signed up correctly.  |
| 1 | 1.27% | <input type="checkbox"/> | Having some of my classes that transfered being over looked. Some professors you can not understand in the Math department   |
| 1 | 1.27% | <input type="checkbox"/> | I am a little apprehensive about having to take PED100. I don't feel like that at my age I need to take a PE class. I took a nutrition class at OTC and I feel like I don't need this PED class, I'm concerned that it will be humiliating for someone my age to go to PE class with teenagers.  |
| 1 | 1.27% | <input type="checkbox"/> | I became very frustrated with the financial processing at Missouri State. I felt like I was expected to know how the MSU Financial Aid office worked without them even telling me. I ended up paying a late fee because I wasn't aware that I needed to pay my first installment by a certain date. I realize that part of it was my fault, but I do think that Missouri State could perhaps include a checklist for the financial side of the transfer process (in addition to the "transfer checklist" that they already provide). |
| 1 | 1.27% | <input type="checkbox"/> | I believe The registrars office personell who handle transfer credit, one lady in particular, could use some training in people skills or should be moved to another area where she doesn't have to deal with people.  |
| 1 | 1.27% | <input type="checkbox"/> | I couldn't take a class that I really wanted and needed to take because it was full. That's about it.  |
| 1 | 1.27% | <input type="checkbox"/> | I did have problems with the spelling of my name. When I brought it to their attention, they changed it immediately. I wished that they would have sent me a new Admissions Award with the correct spelling of my name, but they didn't-even after I told them that my name on my Admissions Award was spelled wrong.  |
| 1 | 1.27% | <input type="checkbox"/> | I didn't know how to enroll for classes, then my password wouldnt work and I couldnt enroll for classes, by the time I figured out what was going on, most of the classes I wanted were closed.  |
| 1 | 1.27% | <input type="checkbox"/> | I felt like I could have used a little more help when I met with someone to talk about what  |

			major and what classes to take in the fall. Also, just more information about the school and how everything worked.
1	1.27%	<input type="text"/>	I felt that MSU is very different than OTC as far as registering for classes, and it is just something that I must get used to.
1	1.27%	<input type="text"/>	I had a hard time getting an appointment with an advisor though, it was summer time. I also wish I would have gotten a letter in the mail that I got selected for verification. Given that I didn't have a bear mail set up until I was ready to register for classes because I didn't know my M#, I didn't find out I was selected for verification for financial aid until it was very late. It then put a hold on all my fees which made it hard for me to know how much I would have to pay. If I had known earlier, I would have turned in my papers earlier. I turned them in fairly quickly once I knew.
1	1.27%	<input type="text"/>	I had a hard time getting into the right Sign Language class because of the need for permission that I was unaware of, and also my financial aid is causing some problems for my early registration
1	1.27%	<input type="text"/>	I had to drop a class because I failed the exam. However, while I can take some of the blame, obviously, because I failed it. I mostly blame my teacher. I feel I was ill-prepared for the exam and was not offered a proper testing environment. I had to take the exam on blackboard in the campus library while sitting next to two talkative people. I could not focus at all. I lost a lot of money in that class. I feel the teacher should have given us the exam in-class.
1	1.27%	<input type="text"/>	I had trouble figuring out how to get my financial aid or what to do and got little help or direction from MSU.
1	1.27%	<input type="text"/>	I kept sending my transcripts from OTC and kept getting the message that they had not received them. It could have been on OTC's part. But it was very frustrating when I had to send them 4-5 times.
1	1.27%	<input type="text"/>	i liked otc's tutoring center better and the newer buildings and computer labs and holiday celebrations
1	1.27%	<input type="text"/>	I need help with my math problem, but could not get enough help in the Bear Claw since many students waited for their turn...
1	1.27%	<input type="text"/>	I registered early for fall classes and ordered my books early. Because of this decision my books were considered a summer session expenditure, even though I was not enrolled in summer session. Consequently, there was a hold placed on my account because my record reflected a delinquent payment for summer session.
1	1.27%	<input type="text"/>	I was hoping to receive some financial aid and didn't.
1	1.27%	<input type="text"/>	I was never given an adviser. I had to register for classes with research and communication done on my own to understand what I needed for a degree I though I would like.
1	1.27%	<input type="text"/>	I was told that I needed to re-apply for admission and ended up spending \$70.00 twice. Later I found out that I didn't need to pay the fee twice, but no reimbursement was offered.
1	1.27%	<input type="text"/>	I wish that ALL my classes and grades were available on Blackboard. Also, there needs to be more commuter parking lots; it is always hard to find a spot during the day.
1	1.27%	<input type="text"/>	I would prefer coke products over pepsi products in Temple Hall.
1	1.27%	<input type="text"/>	It is frustrating that I have to take courses that do not relate to my minor/major. Such as art, music, government, because I am behind as it is and feel that I need to spend all of my time only focusing on related subjects.
1	1.27%	<input type="text"/>	It took from March to July for transfer credits to be evaluated.
1	1.27%	<input type="text"/>	Just the transferring of credits issue as mentioned before, but also lack of online class information or availability.
1	1.27%	<input type="text"/>	Late registering because I didn't know when I needed to register.
1	1.27%	<input type="text"/>	MSU could not find or lost my transfer paperwork and I had to send it in 3 separate times, causing me to have difficulty getting scheduled into the classes I needed.
1	1.27%	<input type="text"/>	My financial aid has taken longer to process, but everyone I talked to has gone the extra mile to help me out-especially Julie in Financial Aid department.
1	1.27%	<input type="text"/>	my financial aid has yet to go through - I found out that I could/should have tested out of one of my classes but it's too late now
1	1.27%	<input type="text"/>	My frustrations with the Missouri State process is that as a student, I am required to walk many miles between buildings and various individuals in order to complete one particular task. Often times the staff, with the exception from the those situated in Hill Hall, have no idea where to send me. I will say that the staff, for the most part is eager to "find" the place to send me, but usually that "place" is across campus, through the wood and over the bridge. The bookstore is wonderful and well stocked with items I would love to own personally, or otherwise materials I can easily buy for class. However, the staff are probably the worst customer-service facilitators I have ever run across. After working in

customer service at a very busy clothing department for 4 years now, I find it completely repulsing that these individuals do not care about the quality of service provided their customers (myself included) nor do they wish to helpfully direct those customers. There are what, 4 different departments within the book store itself? One day I spent over an hour running back and forth between the various islands because the staff kept sending me to the &quot;wrong&quot; lines. Frustrating does not even begin to explain. The staff is rude and non-committed to the service they should be providing. The cashiers do not make eye contact and those working at the tiny island nearest the cards act as though my questions, should I have them, are a disturbance to their internet browsing and texting. I would love to purchase goods from the bookstore, but I don't have the time nor the patience to deal with their ineptness. I had similar problems with the staff at JQH arena while purchasing tickets for the PBR for the many girls at my work. I promise I am respectful customer, I know how horrible it is to deal with the &quot;other type&quot; of customer and am always aware of my own personal horror stories. But the staff was both haughty and disrespectful, again, I felt like a burden to their other interests.

1	1.27%	<input type="text"/>	my lack of scholarships
1	1.27%	<input type="text"/>	n/a
1	1.27%	<input type="text"/>	N/A
1	1.27%	<input type="text"/>	No I haven't.
1	1.27%	<input type="text"/>	No one would answer my questions or call me back.
1	1.27%	<input type="text"/>	No.
3	3.80%	<input type="text"/>	none
2	2.53%	<input type="text"/>	None
1	1.27%	<input type="text"/>	None at all. There was the delay in scheduling; but, as I understand it, that was due to a technical difficulty.
1	1.27%	<input type="text"/>	None so far.
1	1.27%	<input type="text"/>	None that I can really say much on.
1	1.27%	<input type="text"/>	None whatsoever,
1	1.27%	<input type="text"/>	none.
1	1.27%	<input type="text"/>	None.
1	1.27%	<input type="text"/>	Nope none so far, besides delay for my adviser to contact me.
1	1.27%	<input type="text"/>	One lady from the financial aid officed mocked me several times during a telephone conversation due to the fact I was unfamiliar with some of the standard procedures. Even after explaining that while I've been attending OTC for 2 years and this was my first at MSU I've never had to receive financial aid, therefor I needed some guidance. I am unable to provide her name because when I asked for it, she hung up on me.
1	1.27%	<input type="text"/>	One of my instructors does not speak functional English. Very nice person, but I can not understand 1/2 of what they say.
1	1.27%	<input type="text"/>	Only with the multicultural office.
1	1.27%	<input type="text"/>	Parking was a big issue. It wasent very clear were i could park as a student. recieved a few tickets to start off with before i realized i wasnt able to park next to the buildings i was taking classes.
1	1.27%	<input type="text"/>	Re evaluation of the duel enrollment process for MSU MUST BE CHANGED.
1	1.27%	<input type="text"/>	Since I am part time and can only go to school in the evening, I was shocked to find out that the major I really wanted did not offer evening classes. If there were classes offered in the evening or online they were the same every year according to my advisor. I'm afraid I will have to transfer over to another college just to graduate, but I really don't want to. The only major that actually offered different evening classes was Psychology, but I did not want to major in that as getting a bachelors in Child and family helps me with my job. I will probably be talking to the Dean of Student services to see if they will be able to help me graduate, because from what my advisor said I may never graduate with my bachelors from here since they only have classes for full time students mainly.
1	1.27%	<input type="text"/>	Some classes were misleading on what you needed for prerequisites
1	1.27%	<input type="text"/>	The department of financial aid did not keep me properly informed as to the status of my student loans. I had to contact them several times and eventually go to the university in person to recieve helpful information.
1	1.27%	<input type="text"/>	The financial aid office changed my financial aid payment amounts several times before it was set. Actually, the amounts due over the three months changed three times in one day before a final amount was set for each month. Other than the hassle of trying to figure out how much money was actually due on the 25th of each month, I had no other trouble and

			when I spoke with Kim Benton she was able to help me and get everything straightened out with no trouble, which I greatly appreciated.
1	1.27%	<input type="checkbox"/>	The financial department is very frustrating to deal with! Not only is it always a long wait when I go there, but not all of them are friendly. In fact, if I would have dealt with them BEFORE applying or dealing with other departments, I more than likely would have decided to attend another school. It was also extremely frustrating when I was given the wrong information about what I needed to do and had to make an extra trip to school for paperwork... (it's an hour drive ONE way for me).
1	1.27%	<input type="checkbox"/>	The most frustrating aspect was purchasing books, because the cost was \$200 more than what I was set up for. Eventhough I had financial aid, I was not expecting that large of a book purchase.
1	1.27%	<input type="checkbox"/>	the office i spoke to my first advisor was very uncomfortable.it was worse than sitting in a closet.
1	1.27%	<input type="checkbox"/>	The only thing that frustrated me to begin with was the financial aid office, but i understand they are extremely busy. I had applied for the dislocated worker scholarship and they needed a letter from my previous employer, but they had filed bankruptcy and were no longer reachable. Financial aid told me I needed to go to the MO career center and get a paper from them, but they told me they couldnt help either and didnt know why MSU kept sending students there. I initially got a letter in the mail from Financial Aid saying the scholarship was denied, and a month later I received the money for it, I never got anything saying that they were going to go ahead and give it me or anything, but it worked out in the end.
1	1.27%	<input type="checkbox"/>	The parking lot for commuters should NOT be closed down for football tailgating party!! that is very frustrating.
1	1.27%	<input type="checkbox"/>	The system to see Finacial Aide is not that great. There is a huge line to stand in for a long time. Some of the workers at the Bear Claws are unprofessional and just plain lazy. Many teachers are slow to post grades and post course material on Blackboard.
1	1.27%	<input type="checkbox"/>	The whole of my transfer experience was incredibly frustrating, be it due to bad luck or actual unpreparedness of staff and the fact that my advisor did not seem to care about my interests or questions at all.
1	1.27%	<input type="checkbox"/>	There are very very very very very few classes offered of an evening. Even those that are offered of an evening many of them are offered on the same day or the times overlap. Because of this, I have had to dual enroll with OTC again and do a consortium agreement with the financial aid office.
1	1.27%	<input type="checkbox"/>	This school is not at all what I was looking forward to.I learned more,felt more motivated,and more welcomed at a COMMUNITY college than a university.Somehow that seems wrong.
1	1.27%	<input type="checkbox"/>	When applying for my financial aid at Missouri State it was sent back to me a few times. Once because I didn't mark the zeros on something which I felt wasn't explained very well on the paper work and the second time because of a random survey 1 out of 4 students get. I was frustrated because of lack of explanation my paper work had to be pushed back which obviously made the process drag out longer.
1	1.27%	<input type="checkbox"/>	When I tried to contact my newly assigned advisor, I spoke to his receptionist (who ended up clearing me for registration). I told her that I would try to contact my advisor through email to set up an appointment to discuss what classes to take this Fall. He was out of town for 2 weeks, and then about 1 week before registration opened, he returned. He had very minimal office hours and wouldn't respond to email until a day after (leaving it very difficult to organize a time that worked for both of us). With registration the next day and no meeting set up, I gave up. I understood that he was busy, but eventually I just emailed a list of the courses I had so laboriously chosen out of the MSU registration handbook that I thought would be good classes for me to take. He said that yes, I had chosen my classes well. Anyways, it's not really an issue of Missouri State customer service, but more of a professor being too busy (and out of town 2 weeks before registration) to meet with an advisee.

79 Respondents

Q57. Do you have any suggestions for how we could have served you better? In responding, please consider whether you received services or information from other colleges that you would have liked to receive from Missouri State but did not.

Count	Percent		
20	16.26%	<input type="checkbox"/>	Yes (please explain)
Count	Percent		
1	5.00%	<input type="checkbox"/>	Friendlier more helpful staff in financial aid. I think I've talked with one friendly person from that office in the past 6 months.
1	5.00%	<input type="checkbox"/>	Have more information on financial aid, loans and scholarships
1	5.00%	<input type="checkbox"/>	I felt I was given the run around and would have liked to know what was going on during my enrollment.

1	5.00%	<input type="checkbox"/>	I graduated valedictorian but did not receive very many scholarships because of my transfer status.
1	5.00%	<input type="checkbox"/>	I hope we have more math tutors in helping us . In addition, I think if the tutor office is located in the Cheek Hall or closer building, it is more convenient for the students. Our math teachers might be in there sometimes to help us also.
1	5.00%	<input type="checkbox"/>	I only wish that after I had called about question of transferring to MSU that I was given an adviser to speak with and not told to question those leading the departments I had in question or to just look on the website.
1	5.00%	<input type="checkbox"/>	i should have been sent strait to the adult advisor.
1	5.00%	<input type="checkbox"/>	I think that Missouri State should include a checklist for the financial side of the transfer process (in addition to the &quot;transfer checklist&quot; that they already provide).
1	5.00%	<input type="checkbox"/>	It would have been nice to receive a checklist after sending my information over. I lacked one thing and didn't know it. It would have ceased my frustrations if someone, an email or letter had been sent stating that I was missing something.
1	5.00%	<input type="checkbox"/>	Look at a students entire college transcript when deciding whether he/she has to attend soar or not, as opposed to just looking at how many credits will transfer.
1	5.00%	<input type="checkbox"/>	Maybe make it clearer what the transfur equivelent will be for all our classes taken at OTC.
1	5.00%	<input type="checkbox"/>	more comprehensive information
1	5.00%	<input type="checkbox"/>	More help with new students and transfer students.
1	5.00%	<input type="checkbox"/>	Offer more online, weekend, or evening classes! And do not have so many classes overlap on times or days.
1	5.00%	<input type="checkbox"/>	Offered more majors besides psychology that had evening and online classes. Also the Telecourse I'm taking the teacher does not seem to want to give us any homework and three days before the test decides to tell us that we are going to have one. I am having a lot of trouble with this class and feel it would have been easier if my advisor had suggested a class on campus.
1	5.00%	<input type="checkbox"/>	Please see &quot;disappointing experiences with msu.&quot;
1	5.00%	<input type="checkbox"/>	see above
1	5.00%	<input type="checkbox"/>	The financial aid staff needs to be more knowledgable in the department to be able to answer questions. It took me several times to get a question answered.
1	5.00%	<input type="checkbox"/>	Transfer my credits from OTC or refund me for the EDC-150 class.
1	5.00%	<input type="checkbox"/>	tutoring center like the one at otc

103 83.74%  No

123 Respondents

Q58. In which age range do you fall?

Count	Percent		
0	0.00%	<input type="checkbox"/>	17 or under
5	4.07%	<input type="checkbox"/>	18 - 19
45	36.59%	<input checked="" type="checkbox"/>	20 - 21
31	25.20%	<input checked="" type="checkbox"/>	22 - 24
17	13.82%	<input checked="" type="checkbox"/>	25 - 29
25	20.33%	<input checked="" type="checkbox"/>	30 or over
123			Respondents

Q59. With which race or ethnicity do you identify? (Check all that apply)

Count	Respondent %	Response %		
4	3.25%	3.05%	<input type="checkbox"/>	American Indian or Alaskan Native
4	3.25%	3.05%	<input type="checkbox"/>	Asian
1	0.81%	0.76%	<input type="checkbox"/>	Black or African American
3	2.44%	2.29%	<input type="checkbox"/>	Hispanic or Latino
0	0.00%	0.00%	<input type="checkbox"/>	Native Hawaiian or Other Pacific Islander



117	95.12%	89.31%		White or Caucasian															
2	1.63%	1.53%		Other (please specify)															
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>50.00%</td> <td></td> <td></td> <td>all of them</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td></td> <td>Romanian</td> </tr> </tbody> </table>					Count	Percent				1	50.00%			all of them	1	50.00%			Romanian
Count	Percent																		
1	50.00%			all of them															
1	50.00%			Romanian															
123	Respondents																		
131	Responses																		

Q60. With which gender do you identify?				
Count	Percent			
43	34.96%			Male
80	65.04%			Female
123	Respondents			