



# HIGHER LEARNING COMMISSION

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January 31, 2020

Dear Visiting Team,

This letter is accompanied by a report of the responses received from University of Science and Arts of Oklahoma's student body through a survey conducted by the Higher Learning Commission in January 2020. The survey was intended to give all students an opportunity to participate in the accreditation process. Their responses may help you identify possible questions for your meetings with faculty, staff and students during your visit.

HLC staff has redacted the responses to remove personally identifiable information (with the exception of the institution's chief executive officer) or information not essential to the evaluation team's work.

A copy of the report is also being sent to the institution's chief executive officer and accreditation liaison officer. Per HLC policy, prior to the visit the institution may provide the evaluation team and HLC additional information or other data in response to the student survey.

If you have any questions or comments regarding the student survey report, please contact the institution's staff liaison, Steph Brzuzy.

Sincerely,

Higher Learning Commission

CC: Dr. John Feaver, President  
Dr. Misty Steele, ALO

**Higher Learning Commission  
Student Survey Results**

University of Science and Arts of Oklahoma  
(N=107)

**Please rate your level of agreement with the following statements. If the statement does not apply to you, please mark the "Not Applicable" button.**

Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Total
The communication I received from the school about the overall enrollment process was clear	2	1	9	34	59	4.40	105
I received clear information as to how much my education would cost	3	5	16	39	42	4.07	105
A school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education	7	11	22	30	22	3.53	92
The school worked with me to identify an academic program that met my goals	2	3	13	36	46	4.21	100
An academic advisor provided me with accurate information about the requirements necessary to fulfill my course of study	3	3	5	24	69	4.47	104
An academic advisor was available to help me with questions about my course of study	2	1	6	16	78	4.62	103
I was placed at the appropriate course level that matched my academic preparation	2	2	9	27	63	4.43	103
I am satisfied with the progress I am making toward completing my degree	1	1	7	25	70	4.56	104
Course content is appropriately challenging for my program of study	2	1	7	33	63	4.45	106
Courses required to complete my degree are available when I need to take them	4	12	25	38	25	3.65	104
Faculty who teach provide helpful instruction	1	4	7	32	61	4.41	105
Faculty are available when I need help	1	2	4	48	49	4.37	104
Faculty who teach are knowledgeable about their subject areas	1	1	5	23	75	4.62	105
When I have non-academic questions, I can reach someone who can help me in a timely way	2	6	19	39	37	4.00	103
Overall, I am satisfied with my experience at the school	1	1	5	39	58	4.46	104

**Please use the space below to provide your comments. Be sure not to include identifying information for yourself or individuals at your school.**

The accessibility and approachability of professors throughout my time here has been great.

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The professors are amazing but many of the other faculty members are not helpful.

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I feel that the money that is allotted to ones education, is a more of a lengthy process to get ahold of. In having to wait for dispersal of funds, makes having to get extremely high priced books from the bookstore. Upon talking to other students in different colleges, their money is dispersed quicker.

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While I love this university, its faculty, and its curriculums, there are often communication issues about events and deadlines. This can usually be attributed to understaffing, as everyone who works here is overworked. However, it is often frustrating.

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This school has been amazing in helping me achieve my academic goals. The generally low class sizes have helped me build a personal relationship with many of my professors and that has attributed to a positive change in my grades.

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Having attended other colleges, I have never had to wait for the financial aid to be disbursed like I do at USAO. I believe the untimely manner in which the financial aid is being dispersed needs to be improved. Many students depend on the financial aid to purchase supply for school. Waiting 5-8 weeks into the school tri semester is too long. As of right now you can get a voucher at the business office to charge at the book store. The problem is if you do not have the finances when school begins to purchase books and supplies, you are then forced to use the college book store that has a large mark up. That is not begins a good steward of the money you are entrusted with!

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Love the professors and people of this university, everyone is helpful and kind and I've learned a lot in my time here at this university. I feel like I've become a better overall individual in my time here and it is truly an excellent education. My only wish is that the university could make some upgrades to the facilities to go along with how great the people & teachings are.

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The education department needs to stop offering some classes only in one semester or the other, and we desperately need more teachers

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The professors are very helpful both inside and outside of class. They are also willing to help any other way if you ask. I miss having one of my previous professors but he is still open to assist me in any way he can. Overall my experience here has been great. Lots of staff eager to help and an excellent focus on student success with not only resources but in how students are treated.

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I hated school and didn't want to go back but since I transferred here I actually am enjoying it except when I have to talk to strangers.

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Please look into those who were needing to appeal on academic probation. There are regular students that were close to being able to get their gpa up that were denied during the appeal process possibly for financial reasons while there were sports students with a lot lower gpa that was allowed to continue bc they brought in more money the appeals had bias bc of the financial side of things for the school

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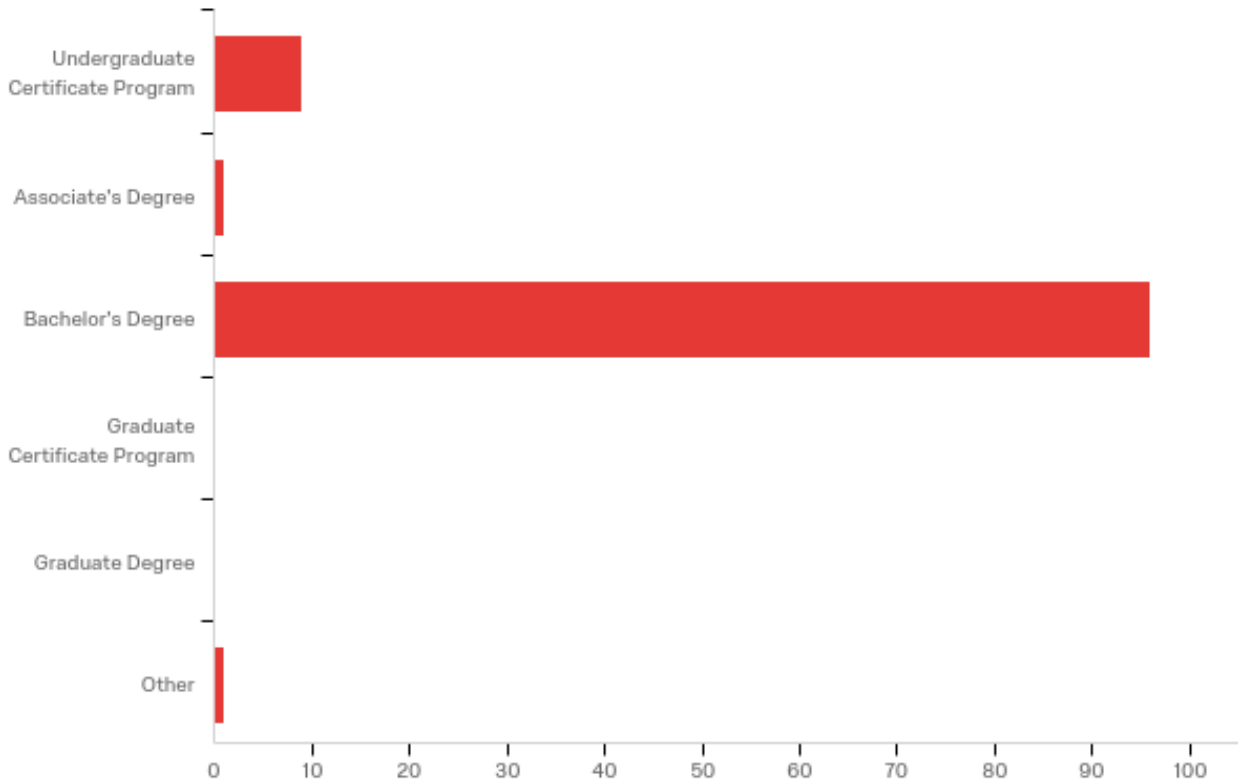
Fix the wifi, its trash bro

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The majority of dorm windows do not open. In my opinion, that is a major fire and safety hazard. What if there's a

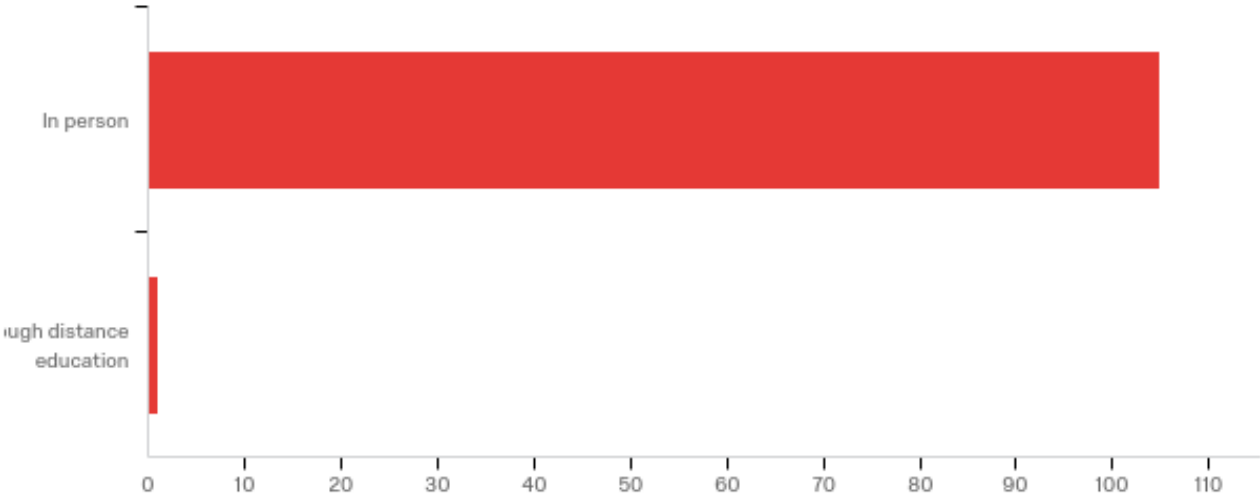
fire in the hall, or an active shooter? We have to break the window, which is dangerous and could prove difficult.

### What academic program are you currently enrolled in?



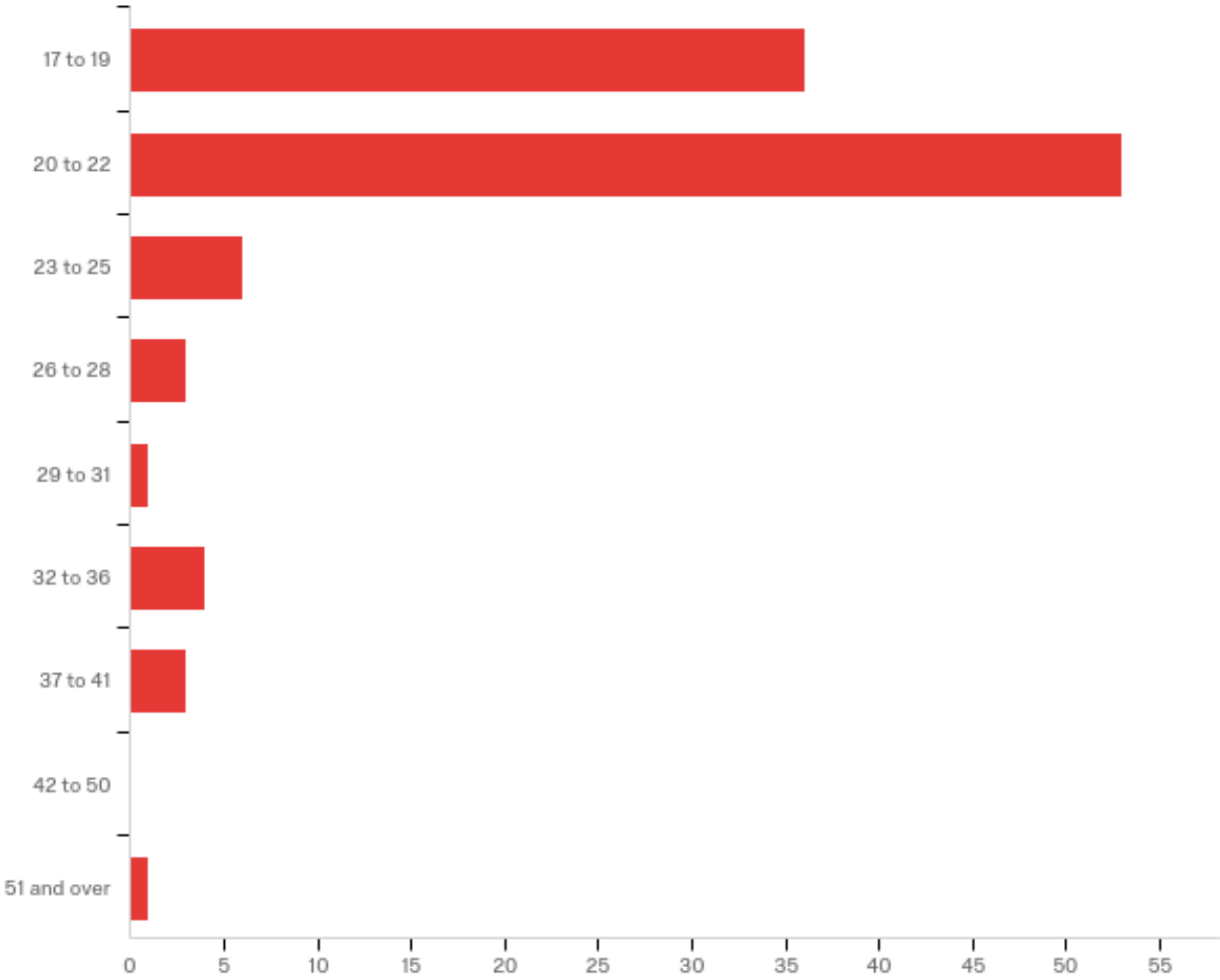
Answer	%	Count
Undergraduate Certificate Program	8.41%	9
Other	0.93%	1
Graduate Degree	0.00%	0
Graduate Certificate Program	0.00%	0
Bachelor's Degree	89.72%	96
Associate's Degree	0.93%	1
<b>Total</b>	<b>100%</b>	<b>107</b>

# How do you primarily take classes at your school?



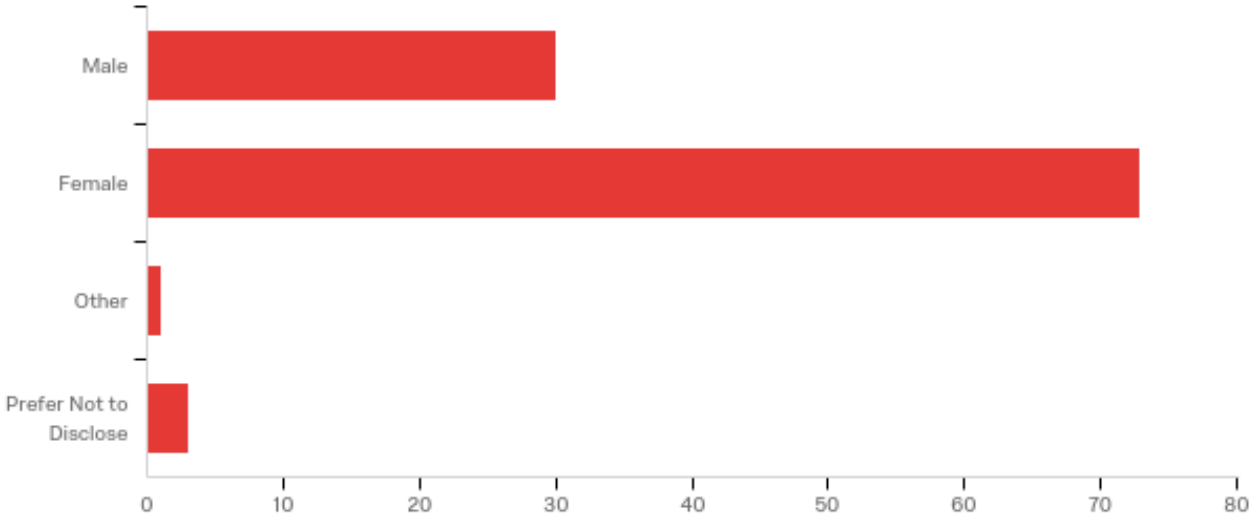
Answer	%	Count
In person	99.06%	105
Through distance education	0.94%	1
Total	100%	106

# What is your current age?



Answer	%	Count
17 to 19	33.64%	36
20 to 22	49.53%	53
23 to 25	5.61%	6
26 to 28	2.80%	3
29 to 31	0.93%	1
32 to 36	3.74%	4
37 to 41	2.80%	3
42 to 50	0.00%	0
51 and over	0.93%	1
Total	100%	107

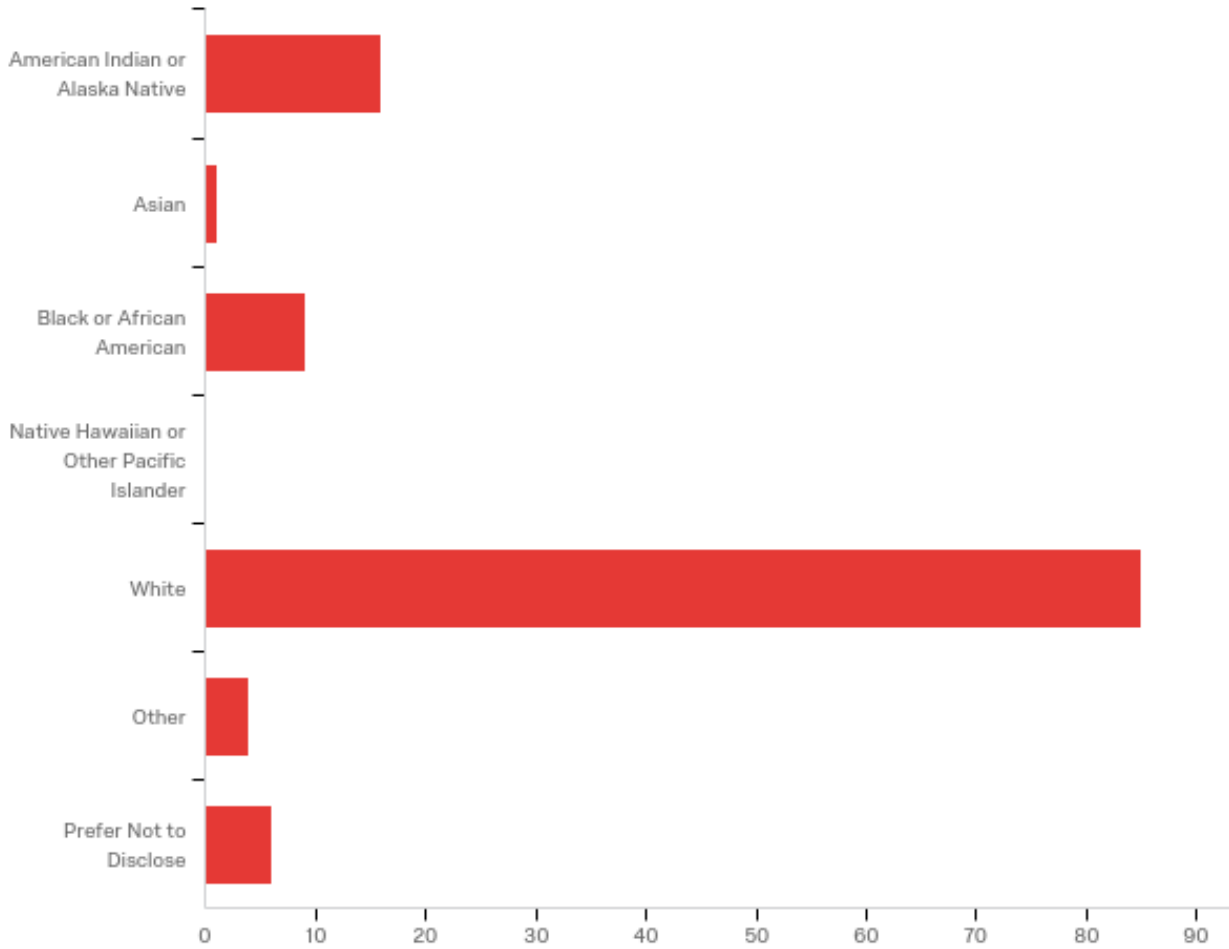
# What is your gender?



Answer	%	Count
Male	28.04%	30
Female	68.22%	73
Other	0.93%	1
Prefer Not to Disclose	2.80%	3
Total	100%	107

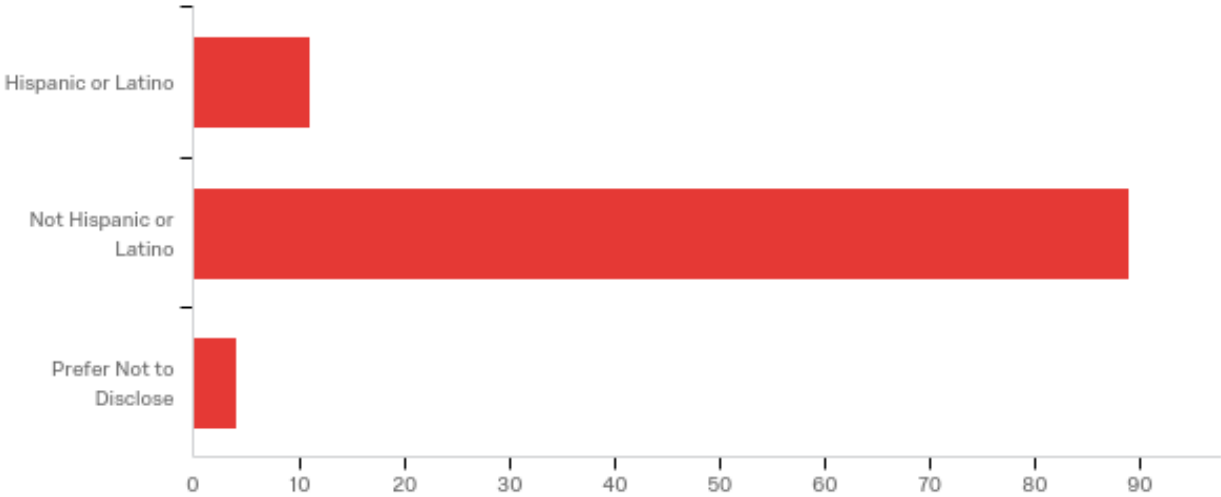


## What is your race? (choose all that apply)



Answer	%	Count
American Indian or Alaska Native	13.22%	16
Asian	0.83%	1
Black or African American	7.44%	9
Native Hawaiian or Other Pacific Islander	0.00%	0
White	70.25%	85
Other	3.31%	4
Prefer Not to Disclose	4.96%	6
Total	100%	121

# What is your ethnicity?



Answer	%	Count
Hispanic or Latino	10.58%	11
Not Hispanic or Latino	85.58%	89
Prefer Not to Disclose	3.85%	4
Total	100%	104