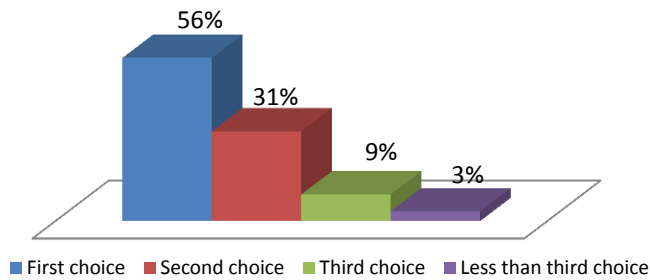


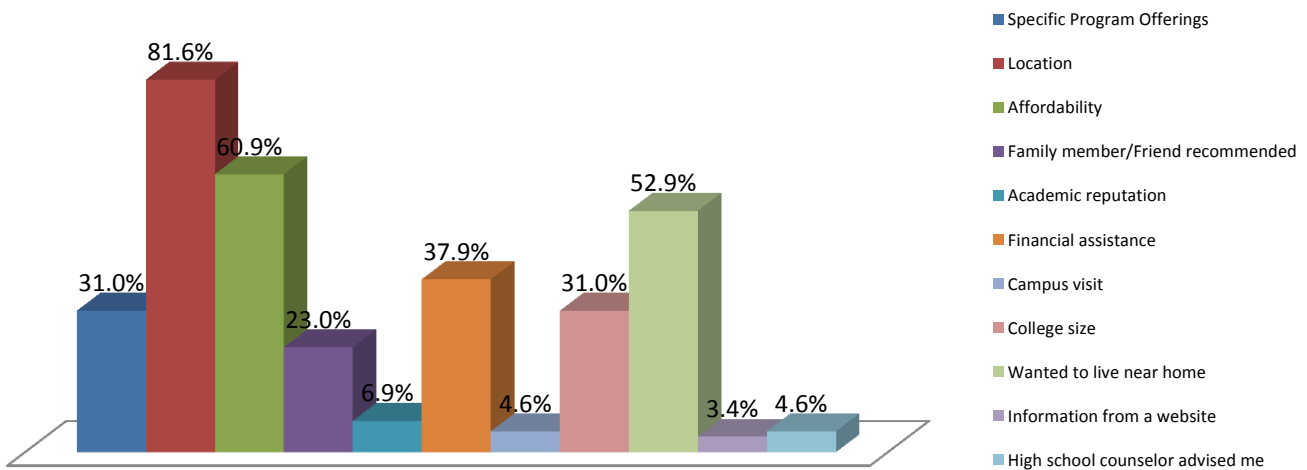
The Annual First Time Student Survey is administered and analyzed by the Institutional Research Dept.

In the Fall of 2013 WV Northern Community College invited First Time students to take part in a survey that focused on early experiences and barriers encountered. This survey was conducted during the second month of students' first semester which provided them with adequate time to have experienced the semester.



**87%** of Fall 2013 First-time freshmen respondents stated that WVNCC was their first (56%) or second (31%) choice of institutions.

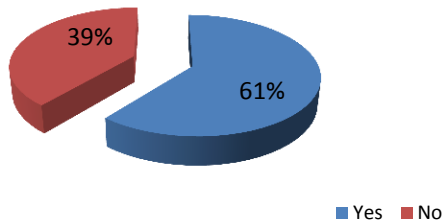
When asked what factors aided students' decision to choose WV Northern Community College, respondents chose **Location** and **Affordability** most often. Living close to home was another large factor for students in the decision making process, along with Financial assistance.



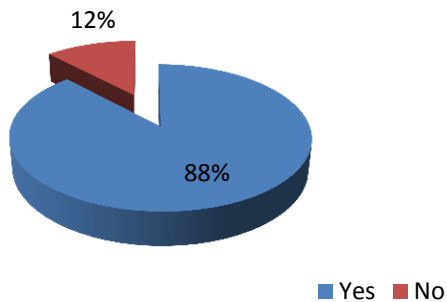
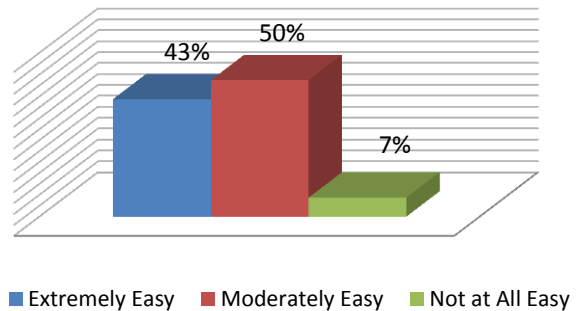
## Application Process:

Students were asked to answer questions regarding the admission process. Some important points of interest include the following:

61% of first time students utilized the online application process.



Overall, 93% of First Time students felt the overall admissions process was Moderately or Extremely easy.



The majority of respondents (88%) reported receiving adequate assistance throughout the entire admissions process

Students were asked "If you could change one thing about the admissions process, what would it be?". A number of their responses are listed below.

**"Provide more assistance"**

**"More and improved communication"**

**"Clear assistance on what is needed"**

**"Less paperwork"**

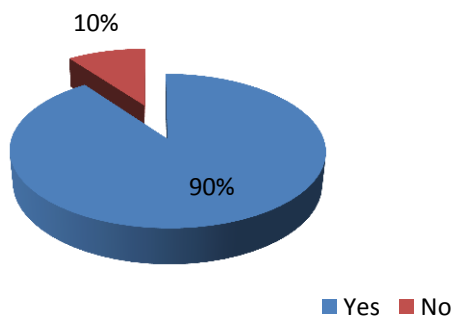
"Nothing, I thought the process was great"

**"Faster Assistance"**

Among the additional comments, **More notification during the entire process**, simplify the process of finding your area of study, *offer more program and course information*, **more convenient scheduling with counselors** and more information about online courses were reported by students.

## My WVNCC Student Portal:

The majority of students received information on the My WVNCC portal via their Counselor, and their Admissions acceptance email, which is consistent with our internal processes.



While the majority of students (**90%**) **felt they received adequate assistance and training** on their student portal some offered suggestions such as "more information needs to be given" and "offer hands on assistance".

Students were asked "What features would you like to see within your student portal that are not currently available?" A summary of these responses are listed below:

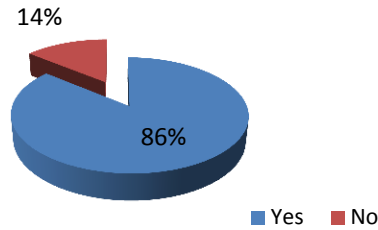
All information needed located on the portal	Tab for SGA to get news feed with one click.
Grades for all assignments for every class	Have everything integrated within the portal instead of different links
Help link on assignments	Class Schedule
A link to the events calendar	Research links
Nothing, It is great the way it is	Longer time-out
An app for my phone	

## Registration:

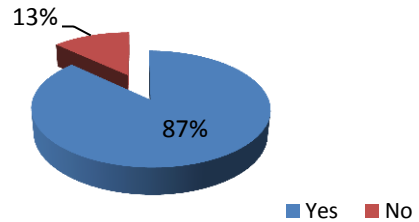
Ease in the registration process is vital to a First Time student's success, therefore a number of questions surrounding the registration process were asked .

**86%** of respondents **indicated receiving assistance during the registration process** by a counselor or other employee. Of those who received assistance, **87%** reported being satisfied.

Did a WVNCC employee assist you in the registration process? (I.E. Counselor, Advisor)



Were you satisfied with the registration assistance you received?



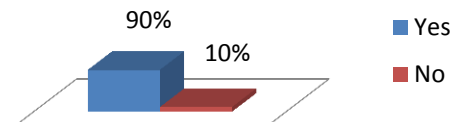
Comments and concerns surrounding the registration process included the following:

**"when ever I had a question, everyone was willing to help"**

**"The people helping me were all very friendly and made the office feel welcoming"**

Student issues concerning the schedule of classes included CIT courses being scheduled too late in the evening and online class scheduling is confusing.

Does the schedule of classes meet your needs?



Respondents were asked the question, "If you could change one thing about the registration process, what would it be?". Of those who responded, **29%** stated **they would change nothing** and **17%** stated they would like the process to be faster.

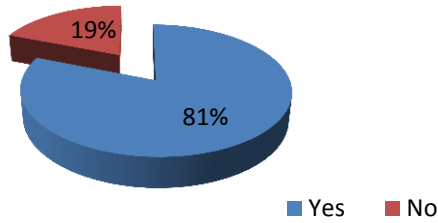
Other responses are listed below.

No pin needed	More organized
Financial Aid started sooner	More straight forward
Shorter lines	Quicker receipt of loans
Less mistakes	Clearer instructions
More communication	

## Financial Aid Process:

First Time Students were asked their opinions on the financial aid process. Some important points of interest include the following:

81% of respondents stated they received financial aid.



Students were asked **"If they could change one thing about the process after filing the FAFSA, what would it be?"**

**28%** of respondents stated the process needs to be faster, while **25%** responded that more clarification of the process is needed. 18% stated they would change nothing.

Other responses are listed below.

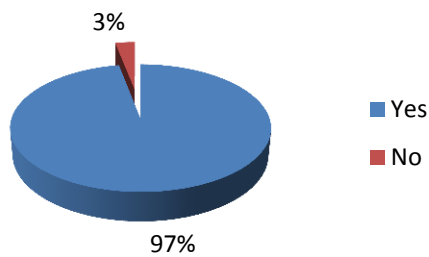
Not have to complete it every year	Better instructions
More money	Better customer service
Better communication when forms are needed	Not have to wait for financial aid funds
More details on how the process works	Do not like Higher One

When asked **"What piece of advice would you want a new student to know about financial aid that you wish you knew?"**, student responses included Apply for all the scholarships you can and Bring everything, including tax forms to show the financial aid office.

Additional responses are listed below

Do everything ahead of time	Get your paperwork done prior to classes starting
Always check the status	Use the IRS data retrieval tool
How the financial aid will be applied and what courses to take	
How much money you will be awarded for books	Look for scholarships quick and often
It will only pay for classes in your field of study	Handle it responsibly
Ask about options	File early
How long the process really takes	

Finally, we found it very important to ask students if they planned on returning the following semester and if they had any additional comments.



**97%** of students said they **planned on returning** the following semester.

Additional suggestions included holding the freshmen seminar prior to classes and additional assistance with the financial aid process.

**"Northern is great!"**

**"I thought the staff at wvncc was very helpful, and everyone had a friendly disposition"**