

WV Northern Community College

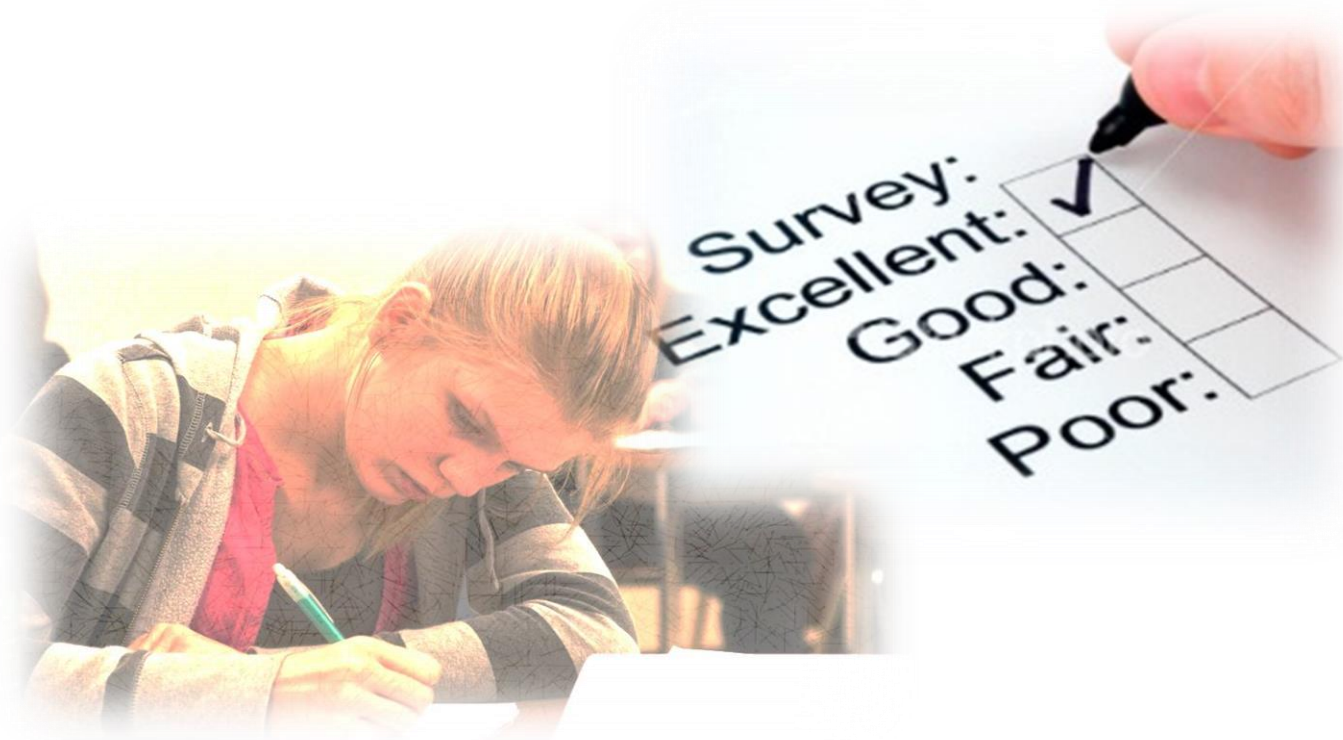
Fall 2013 Fall Satisfaction Survey Summary

INTRODUCTION

The purpose of the Fall Student Satisfaction Survey is to gather data and feedback from undergraduate students from all three of WV Northern Community College campuses about their engagement at the institution, their overall satisfaction with their experiences, their satisfaction level and use of the various student services that WV Northern Community College has to offer, and their individual campus involvement.

This survey provides the institution with valuable information about our students, the effectiveness of our services and helps us gain a better understanding of our student's personal experiences with WV Northern Community College. This in turn, will assist the institution in our decision making abilities and allow us to make needed improvements.

The Institutional Research office is responsible for the creation and administration of the survey instrument. The survey is opened from early November through early December. In Fall 2013, 2086 students received an email invitation to partake in the survey. Of those 2086 students, 383 responded to give us an overall response rate of 18%.



Student Demographics and Distribution

The Wheeling campus had the highest response rate with 53% of students responding (See figure A) and 68% were returning students (See figure B).

■ New Martinsville ■ Weirton ■ Wheeling ■ Distance Ed.

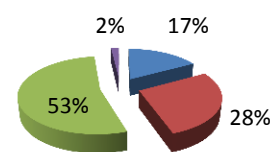


Figure A.

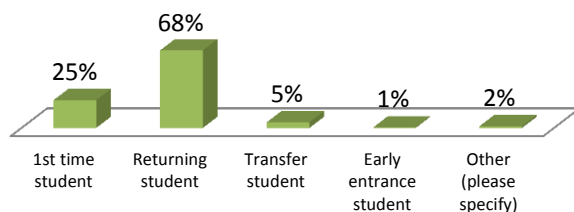


Figure B.

71% of respondents were full-time (See figure C).

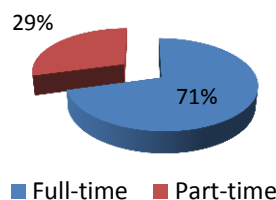


Figure C.

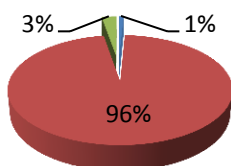


Figure D.

■ Hispanic ■ Non-Hispanic ■ Prefer Not to Respond

The majority of respondents reported an ethnicity of Non-Hispanic (97%), a race of White (See figure D) and were between the ages of 18 and 24 (See figure F).

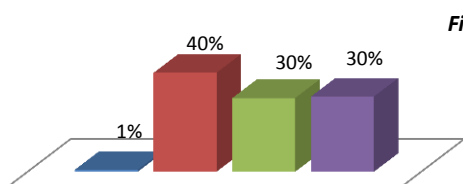


Figure F.

■ Under 18 ■ 18-24 ■ 25-39 ■ 40 and above

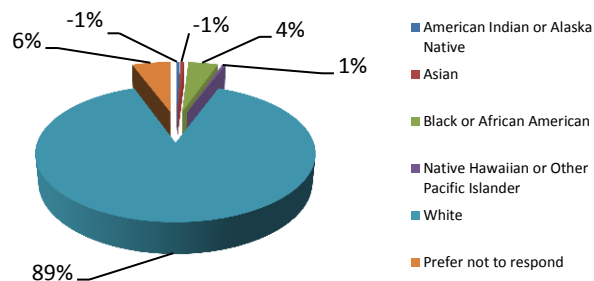


Figure E.

32% of respondents are taking at least one developmental course. 64% of those taking at least one developmental couser are taking developmental math. (See figure G)

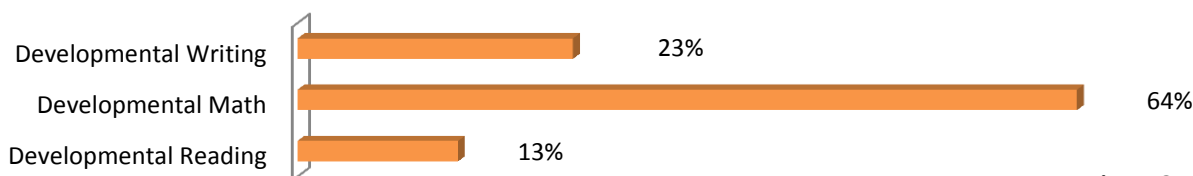
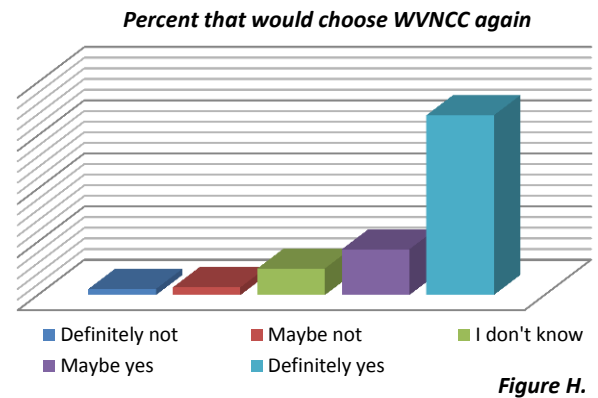
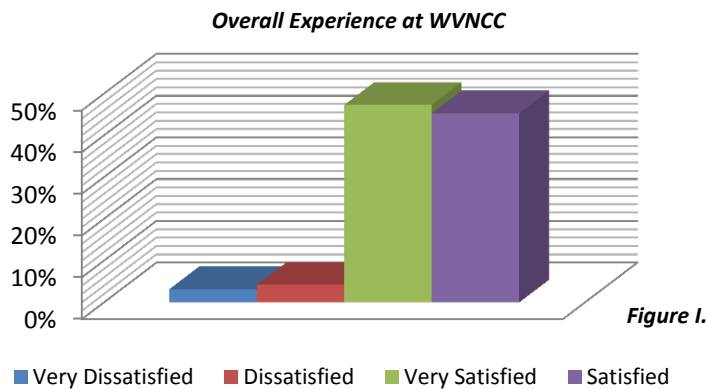


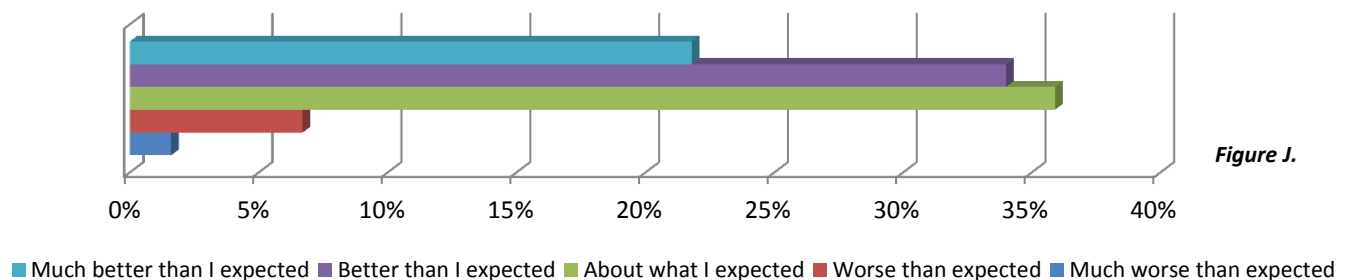
Figure G.

FINDINGS

68% of students stated they would definitely enroll in WVNCC again (See figure H) and 93% of students responded that they were very satisfied (47%) or satisfied (45%) with their overall experience at WVNCC. (See figure I).



56% of respondents reported their experience at WVNCC was much better than expected (22%) or better than expected (34%). (See figure J)



Financial Aid and Cost of the institution had the highest level of importance with respondents when considering their decision to enroll in WVNCC.

	Not very important	Somewhat important	Important	Very Important
Please rate the level of importance for the following, when considering your decision to enroll at WVNCC:				
Cost	1	10	68	223
Financial Aid	7	7	55	219
Size of institution	46	39	94	116
Recommendations from family/friends	31	47	106	101
Personalized attention prior to enrollment	17	37	100	126

Other responses included travel time and location

63% of respondents reported attaining an Associate Degrees as their current educational goal.

16% reported transfer program and 11% reported attaining a Certificate as their current educational goal. (See figure K)

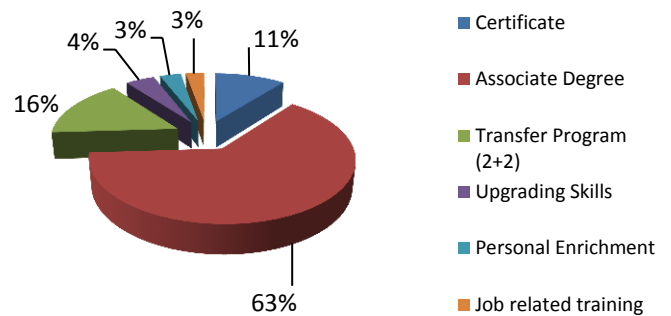


Figure K.

The majority of respondents reported taking their classes prior to 5:00 p.m. 68% preferred daytime classes and over half of the respondents preferred traditional courses.

When are the majority of your classes taken? Please select all that apply.

Day (before 5pm)	67.6%	253
Night (after 5pm)	13.6%	51
Both	20.9%	78
Saturdays	0.5%	2
Online	16.8%	63

When taking traditional courses, when would you prefer to have your classes? Select all that apply:

Day (before 5pm)	68.2%	255
Night (after 5pm)	12.0%	45
Both	23.3%	87
Saturdays	4.5%	17

Which type of delivery do you prefer for your courses?

Traditional	60.6%	226
Online	6.4%	24
Both	33.0%	123

62% of respondents reported working while attending school; 21% full-time and 41% part-time. (See figure L)

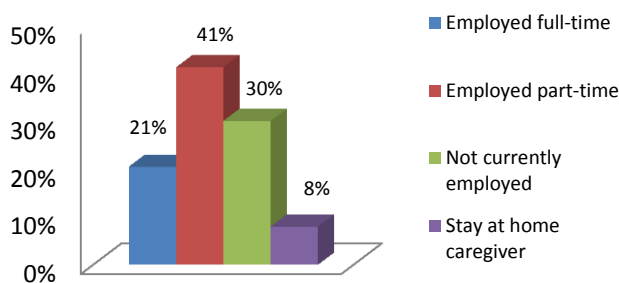


Figure L.

Is your current employment related to your current course of study?

Yes	22%
No	78%

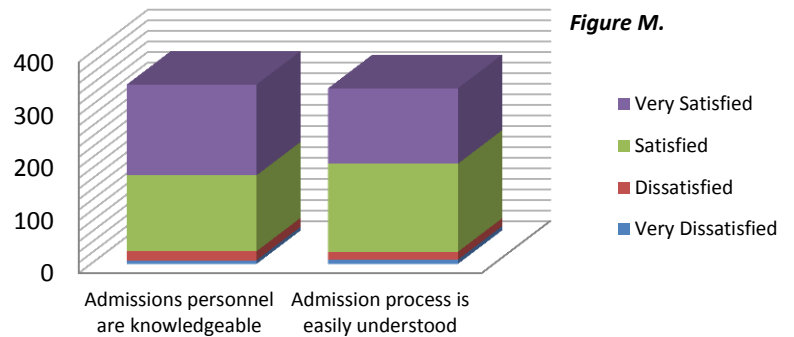
Whether you are working or a stay at home caregiver, approximately how many hours per week do you spend working?

1-15 hours	28%
16-30 hours	33%
31-40 hours	17%
40+ hours	22%

Students were asked about their overall satisfaction with the numerous services offered by WVNCC.

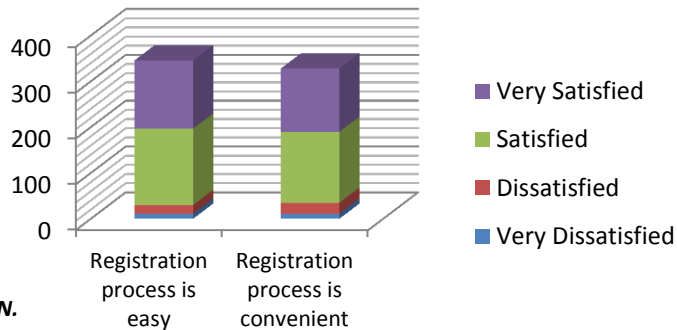
Admissions:

Overall 91% of respondents reported being satisfied or very satisfied with the knowledge of admissions staff and 92% listed satisfied or very satisfied when asked if the admissions process is easily understood. (See figure M)



	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Please answer the following concerning Admissions:				
Admissions personnel are knowledgeable	7	17	144	172
Admission process is easily understood	8	15	167	143

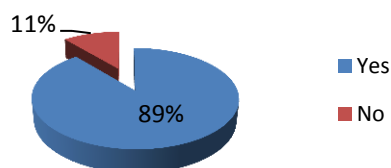
Registration:



91% of respondents were satisfied or very satisfied with ease of registration while 89% were satisfied or very satisfied with the convenience of the registration process. (See figure N)

Figure N.

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Please answer the following concerning Registration:				
Registration process is easy	11	19	167	149
Registration process is convenient	11	24	155	138



89% of respondents felt that the current schedule of classes met their needs.

Figure O.

Academic Advising:

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Please answer the following concerning Academic Advising:				
Academic adviser is available and approachable	13	28	122	172
Academic adviser helps set attainable goals	10	17	123	173
Academic adviser is concerned about my success	11	19	119	175
Academic adviser is knowledgeable about my program requirements	9	8	130	178
Academic adviser is knowledgeable about the transfer requirements	10	8	127	145

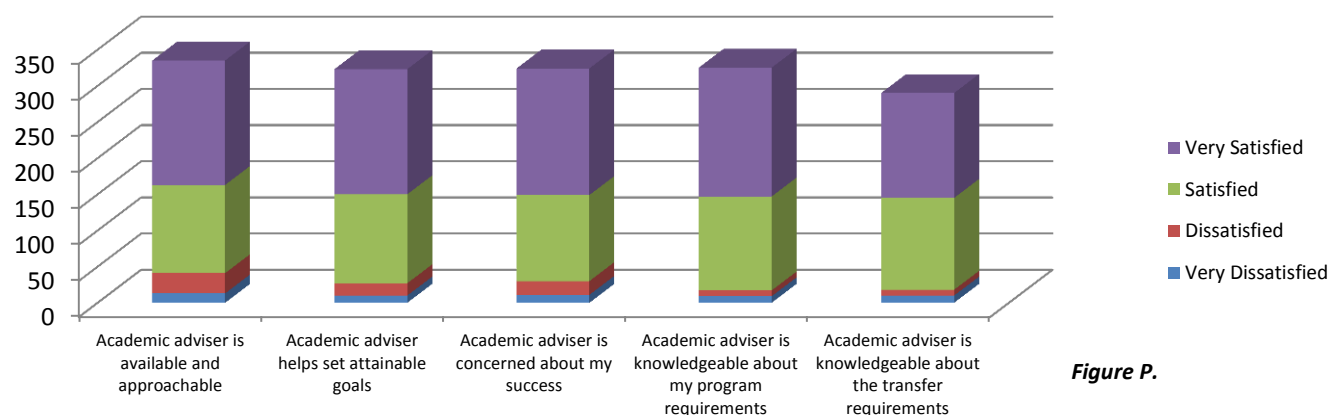


Figure P.

Financial Aid:

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Please rate the quality of service received from the Financial Aid Office if you have had any of the following types of communication:				
On campus or in person visit	9	16	124	149
Written correspondence	12	21	116	109
Telephone communication	29	38	104	94

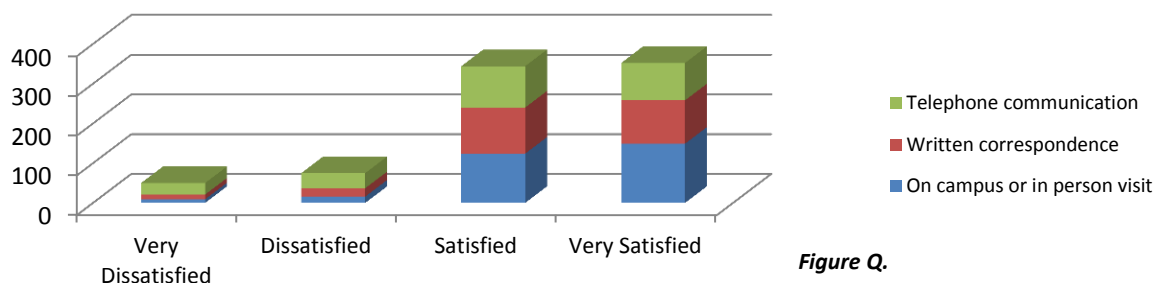


Figure Q.

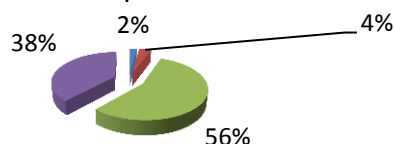
Counseling Services:

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Please answer the following concerning Counseling:				
Counseling staff care about me as a student	7	16	136	143
Counseling staff is knowledgeable	7	12	129	135



Career Services:

The college offers services and resources to help me decide upon a career.



The career service office provides students with the help they need to get a job.

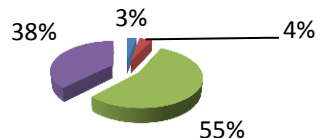
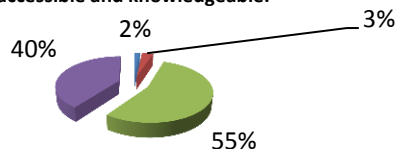
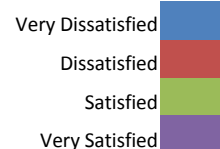


Figure S.

The staff of the career service office are accessible and knowledgeable.



Legend:



	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Please answer the following concerning Career Services:				
The college offers services and resources to help me decide upon a career.	4	7	107	73
The career service office provides students with the help they need to get a job.	5	7	95	65
The staff of the career service office are accessible and knowledgeable.	3	6	96	70

Overall Customer Service:

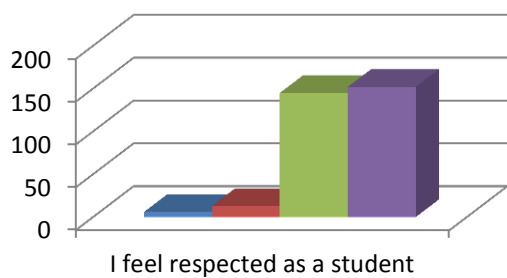
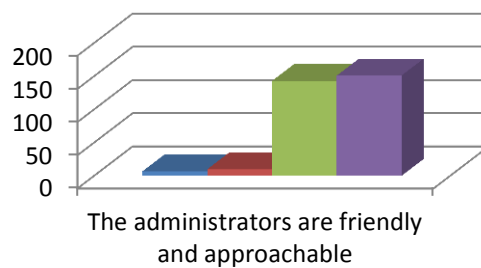
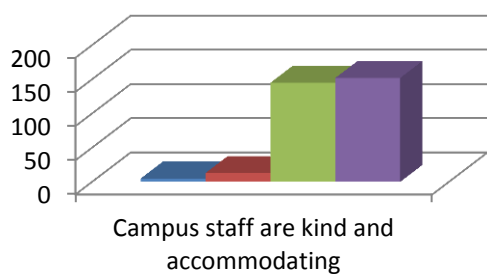
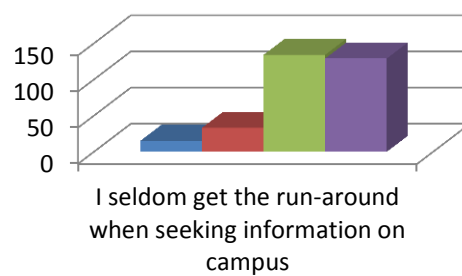
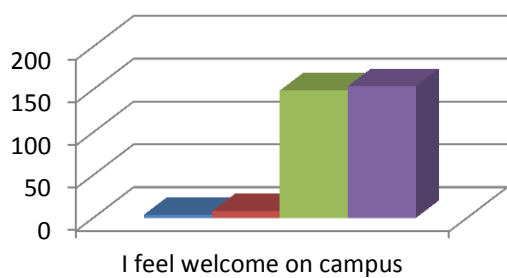
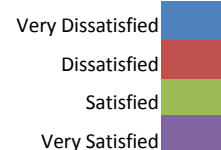


Figure T.

Legend:

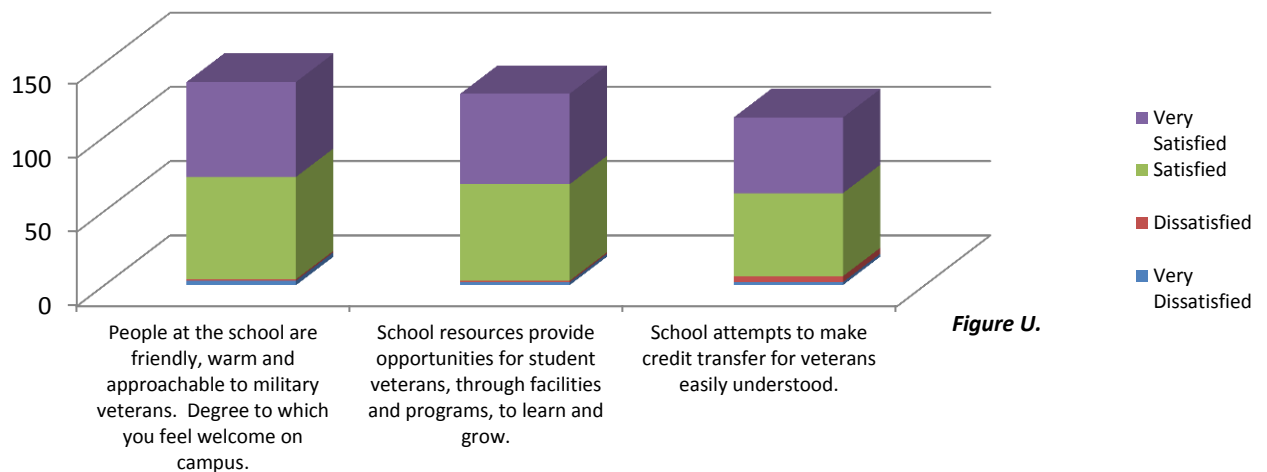


	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Please answer the following concerning Customer Service:				
Campus staff are kind and accommodating	5	13	145	152
I feel welcome on campus	4	8	149	154
The administrators are friendly and approachable	7	10	143	151
I feel respected as a student	6	13	145	152
I seldom get the run-around when seeking information on campus	15	33	134	129

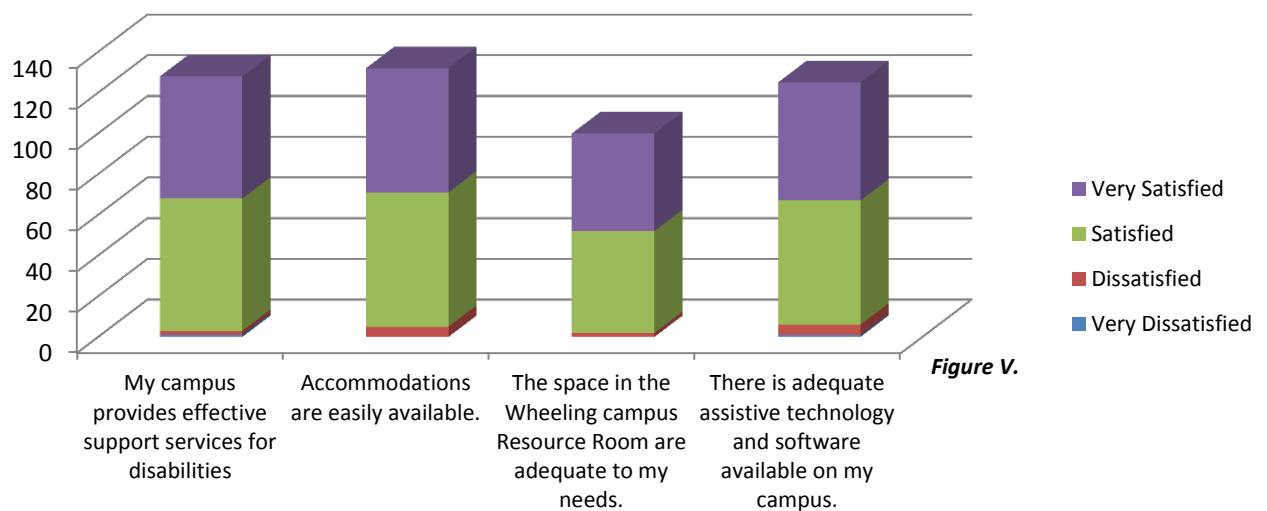
Overall Satisfaction with Specialized Services Offered to Students:

WV Northern Community College offers many specialized services to our students. Students were asked about their overall satisfaction with these specialized services. These overall averages and results are listed below.

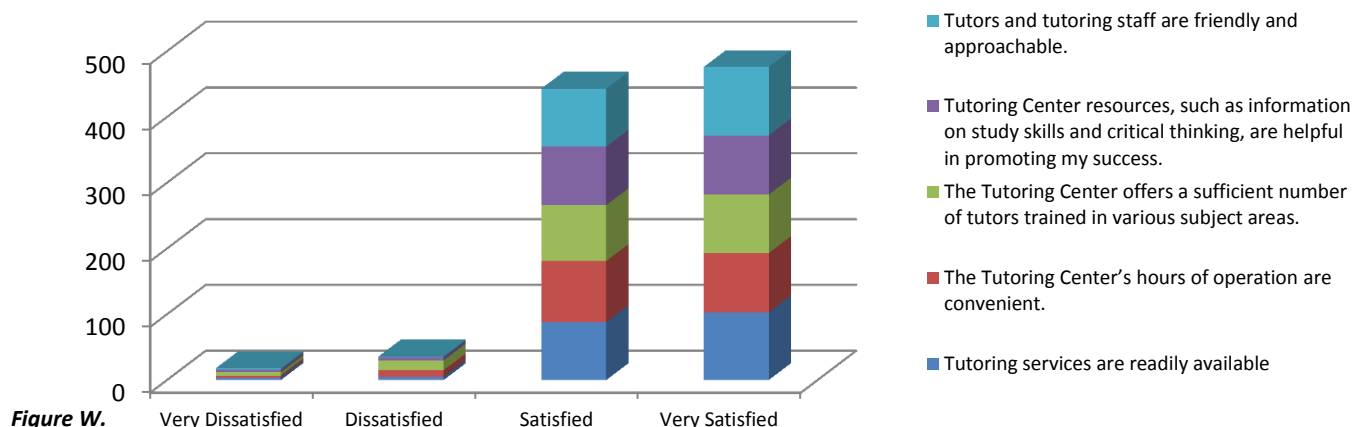
Veterans Services:



Disability Services:



Tutoring Services:

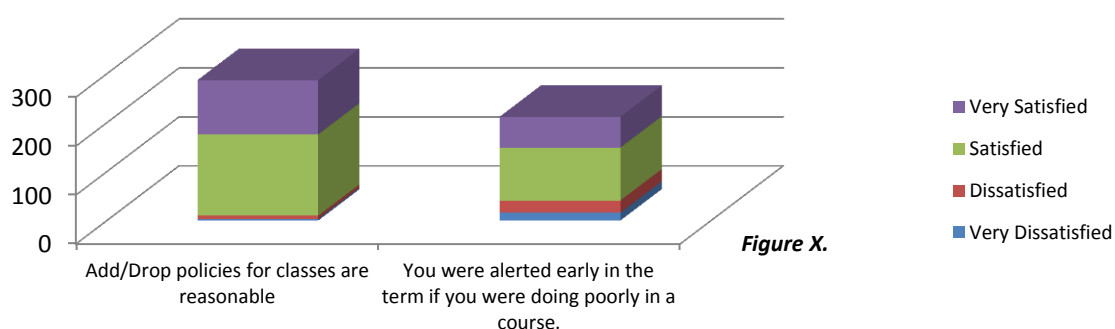


Students were asked to rate their level of satisfaction with orientation courses that WV Northern Community College provides, the add/drop policy as well as our early warning procedure.

Orientation:

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
If you have attended an Orientation course at WVNCC, please answer the following concerning the Orientation:				
The time for orientation was convenient.	4	9	86	72
my schedule.	5	5	89	71
The information provided at orientation helped me navigate my first semester at Northern.	6	7	79	72
The staff at orientation were friendly, approachable, and helpful.	5	2	83	81
I would recommend that new students participate in orientation.	8	4	79	81

Add/Drop Policy and Early Warning Procedure:



Overall Satisfaction with Facilities:

Students were asked to rate their level of satisfaction concerning the bookstore, library, classrooms, labs and facilities.

Bookstore:

Bookstore hours are sufficient to your needs

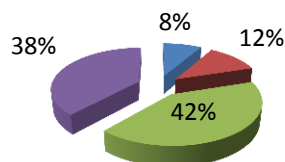
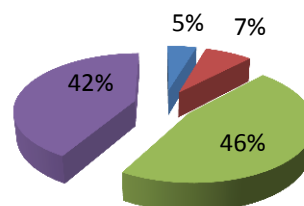


Figure Y.

Service at the bookstore is appropriate



Legend:



Students were asked to rate their satisfaction on how their campus demonstrates a commitment to meeting the needs of various sectors of student. (See figure Y)

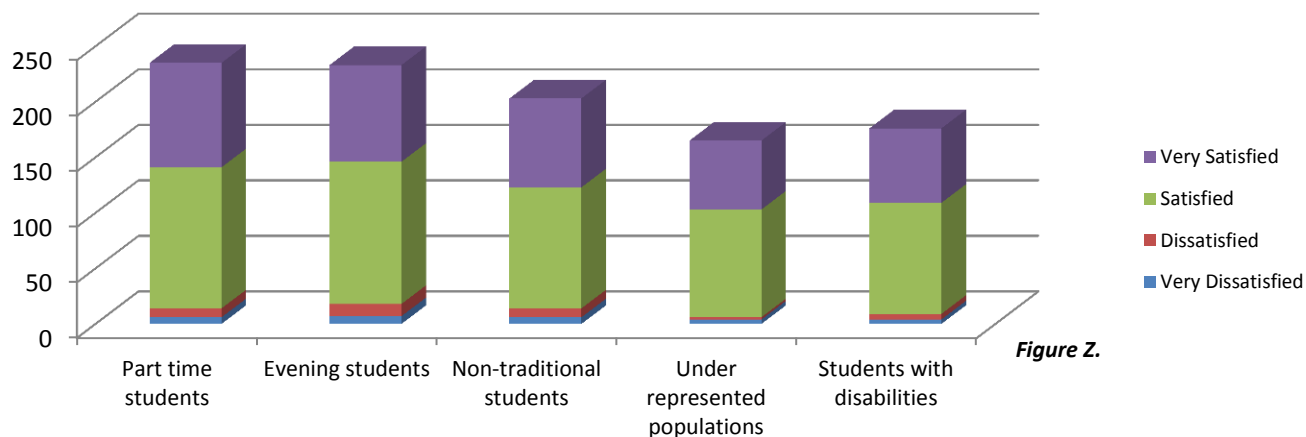


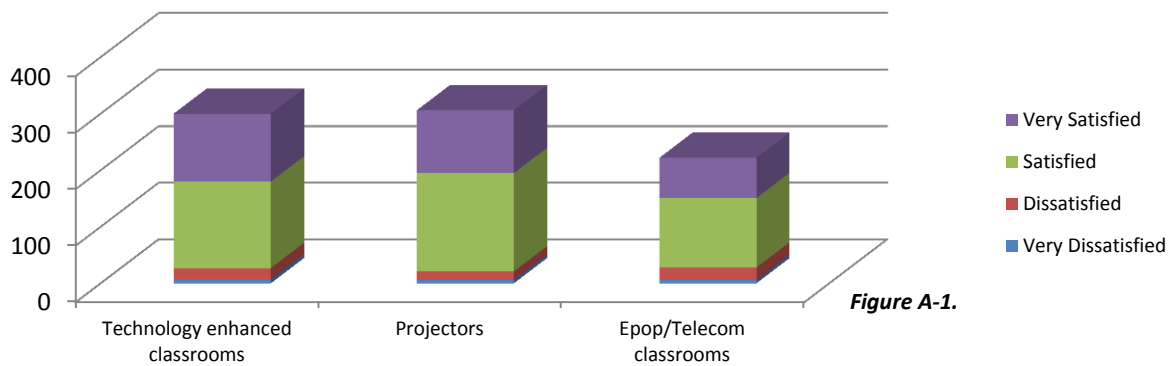
Figure Z.

Parking Lot:

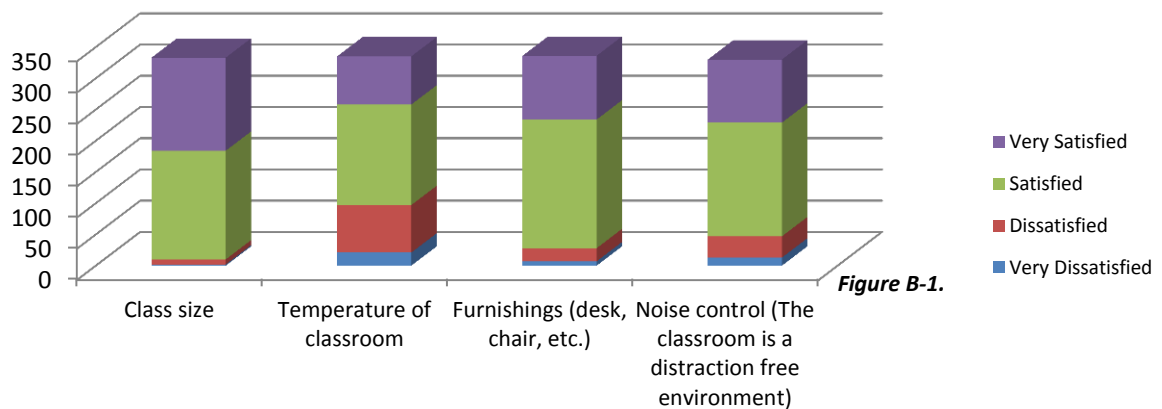
	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Parking lots are safe, secure and have sufficient lighting	17	33	170	104
Parking spaces available for students is sufficient	33	50	157	84

Classroom Environment and Classroom Technology:

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Please rate the effectiveness of the following aspects of classroom technology:				
Technology enhanced classrooms	7	20	153	120
Projectors	6	15	174	111
Epop/Telecom Classrooms	6	22	123	71



	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Please answer the following concerning classroom environment:				
Class size	2	8	174	149
Temperature of classroom	21	76	161	77
Furnishings (desk, chair, etc.)	7	21	206	102
Noise control (The classroom is a distraction free environment)	13	34	182	101



Lab Classroom Environment:

Students were asked to choose their level of satisfaction with lab equipment in specific labs.

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
The equipment is in good working condition				
Nursing/CNA	4	8	48	11
Respiratory	2	4	16	7
Surgical	1	3	19	10
Sciences (Bio, Chem, Micro)	2	4	47	25
Culinary	0	3	14	12
HVAC	0	4	10	8
Radiography	0	3	12	9
Medical Assistant	1	3	19	6

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
There are adequate supplies available				
Nursing/CNA	5	15	34	12
Respiratory	2	3	15	8
Surgical	1	4	17	10
Sciences (Bio, Chem, Micro)	2	3	42	25
Culinary	0	3	17	12
HVAC	0	2	11	10
Radiography	0	2	15	7
Medical Assistant	0	4	17	8

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
There is adequate space to perform activities				
Nursing/CNA	3	5	43	19
Respiratory	1	3	19	10
Surgical	0	2	21	15
Sciences (Bio, Chem, Micro)	2	2	45	29
Culinary	1	3	16	15
HVAC	0	2	12	11
Radiography	0	2	14	11
Medical Assistant	0	2	19	10

Library:

29% of respondents stated they use the library frequently and 26% reported frequently using the online resources. (See figures B-1 and C-1)

How often do you use the library's online resources?

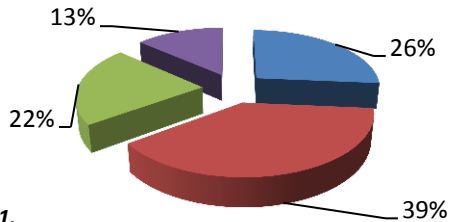
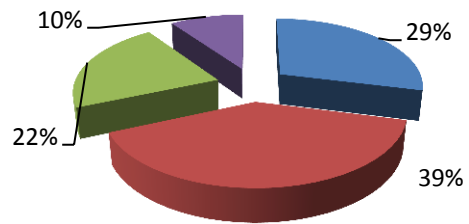


Figure B-1.

■ Frequently ■ Occasionally ■ Rarely ■ Never

How often do you use the library?



■ Frequently ■ Occasionally ■ Rarely ■ Never

Figure C-1.

■ Yes ■ No

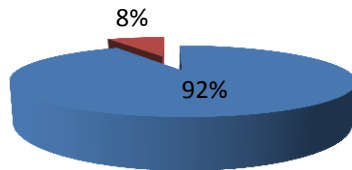


Figure D-1.

When asked if satisfied with the hours of operation, 92% stated they were. (See figure D-1)

95% of respondents felt the library met their needs. (See figure E-1)

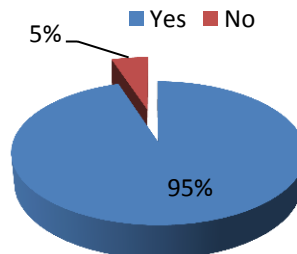


Figure E-1.

Student Activities:

Students were asked questions pertaining to student activities.

Do you look for extracurricular activities to participate in on your campus?

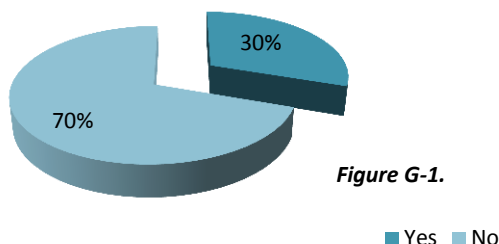


Figure G-1.

Have you ever attended an event sponsored by Student Activities?

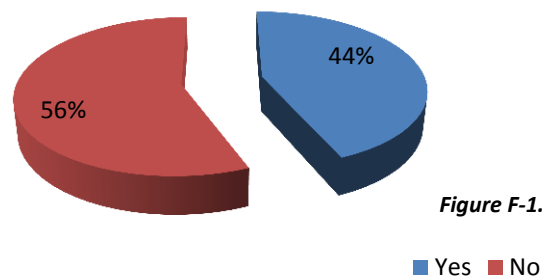
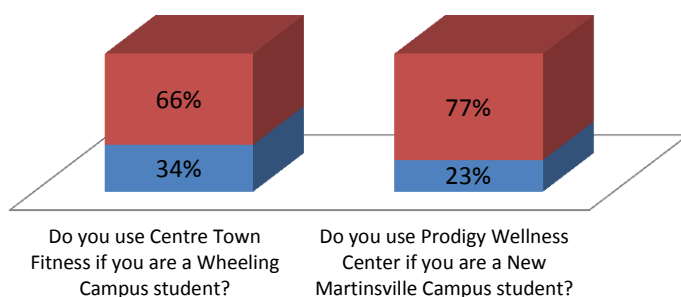


Figure F-1.



34% of Wheeling students stated they do use Centre Town fitness while 23% of New Martinsville students utilize Prodigy Wellness.

When asked if they would take advantage of free wellness programs if they were offered, 84% of respondents stated yes.

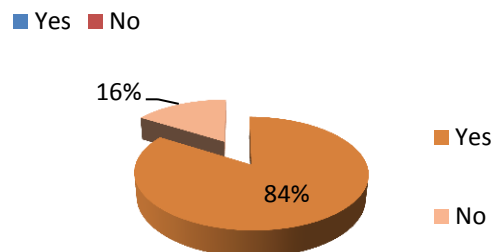


Figure H-1.

Students were asked rate their satisfaction with specific student activities services.

	Dissatisfied	Satisfied	Not Applicable
Please indicate your level of satisfaction concerning Student Activities?			
The number of events held on your campus	11	189	92
The sports that are offered at WVNCC	35	100	152
Promotion of Student Activities events	21	178	90
Educational entertainment programming (Diversity programs, Women's history presentations)	22	137	129
Fest)	16	176	100