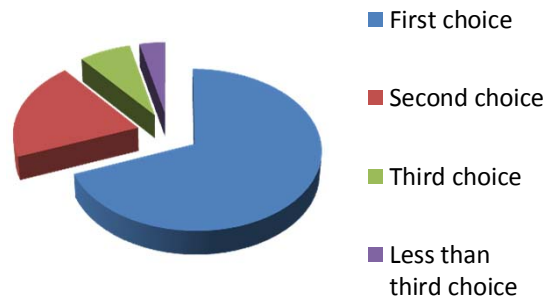


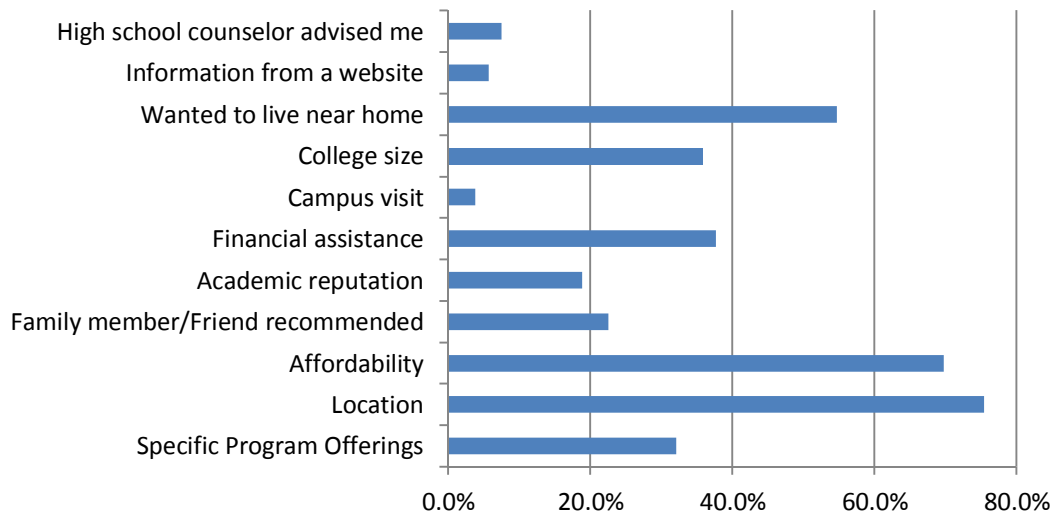
The Annual First Time Student Survey is administered and analyzed by the Institutional Research Dept.

In the Fall of 2012 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.

Of the 56 respondents, **69%** indicated that WVNCC was their **First choice** institution and **20%** indicated that WVNCC was their **Second choice**.



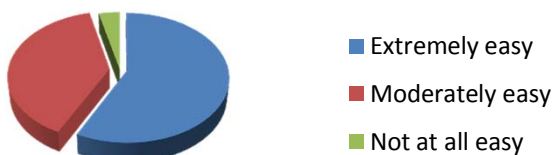
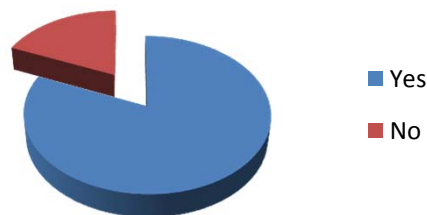
When asked what factors aided students' decision to choose WV Northern Community College, respondents chose **Location** and **Affordability** most often. Living close to home was another large factor for students in the decision making process, along with College Size.



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

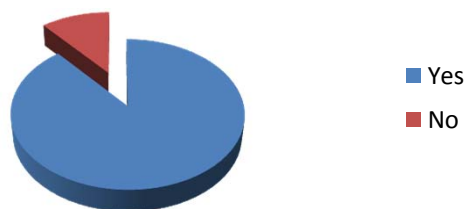
82% of First Time students utilized the online process to fill when applying to the institution.

95% of those who applied online, found the process to be extremely or moderately easy.



Overall, 96% of ALL First Time students felt the overall admissions process was Moderately or Extremely easy.

The majority of respondents (89%) reported receiving adequate assistance throughout the entire admissions process



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

"Explaining more clearly"

"Less paperwork"

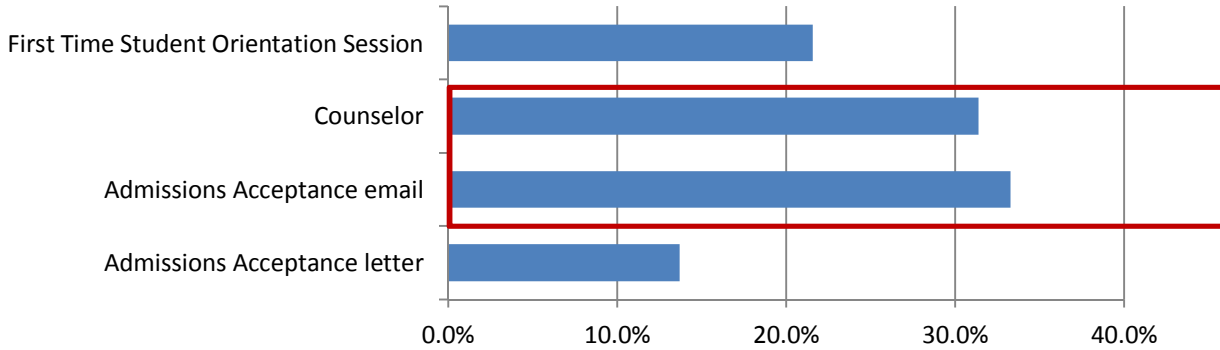
"Giving people who pay in full before classes a discount."

"Nothing I thought it was very great!!"

Among the additional comments, **having a presence at the High Schools** to address what students need to apply, (i.e., transcripts, tax information) more instruction surrounding financial aid laws and **more information on specialized classes needed for certain degrees** were reported by students.

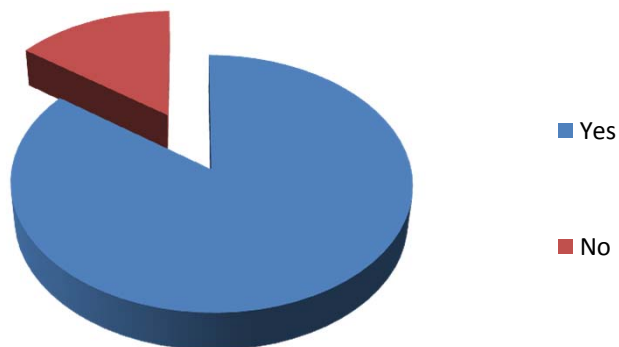
My WVNCC Student Portal:

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



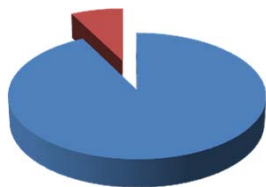
While the majority of respondents (**85%**) felt they received adequate training and assistance on their My WVNCC Student Portal, some students did offer suggestions such as explaining the various aspects of the portal and what is available in more detail.

As a New Student, do you feel you received adequate assistance or training on the student portal?



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 .

74% of respondents **indicated receiving assistance during the registration process** by a counselor or other employee. Of those who received assistance, 75% reported being satisfied.



■ Yes
■ No

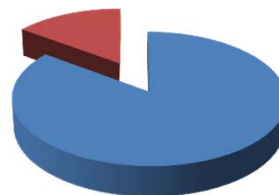
Overall, 93% of ALL respondents reported being satisfied with the registration assistance that they received.

Additional comments concerning the registration process included the following:

"I was extremely satisfied with the assistance I received."

"Very friendly staff."

Additionally, students were asked if the schedule of classes met their needs. **85%** of respondents stated their needs were met.



■ Yes
■ No

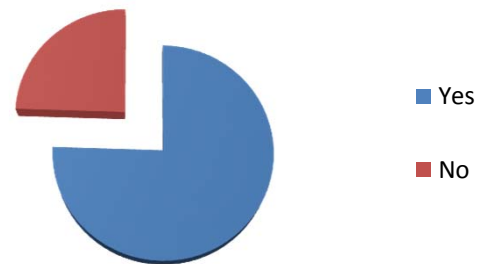
Student issues concerning the schedule of classes included the feeling that needed courses are not being offered during the day and some timing issues.

Respondents were asked the question, "If you could change one thing about the registration process, what would it be?". Of those who responded, **54%** stated **they would change nothing**.

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

76% of respondents stated they received financial aid. When asked "**If they could change one thing about the process after filing the FAFSA, what would it be?**", responses included screening people for financial aid more carefully, more communication, and a voucher card that allows students to purchase books anywhere.

Do you receive Financial Aid?

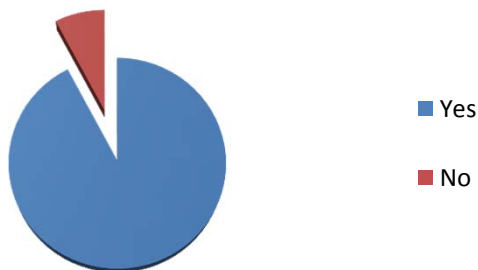


31% of respondents stated they would change nothing about the process while one stated more money is needed. One respondent suggested a student should be required to sit with a counselor and have the financial aid process explained in detail and another stated getting the student loan process completed quicker.

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 paying attention to the entire process and realizing how hard the process is.

Students also indicated they would stress the importance of getting the process started as early as possible and to follow the instructions you are given.

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



93% of respondents stated they did plan on returning next semester.

Additional suggestions included the need to put grades on NOW, additional Health Care orientation sessions and adding a tour of the facilities to the current orientation process.

"I find Northern really great with my scheduling and the small classes it makes me feel like I'm back in high school. "