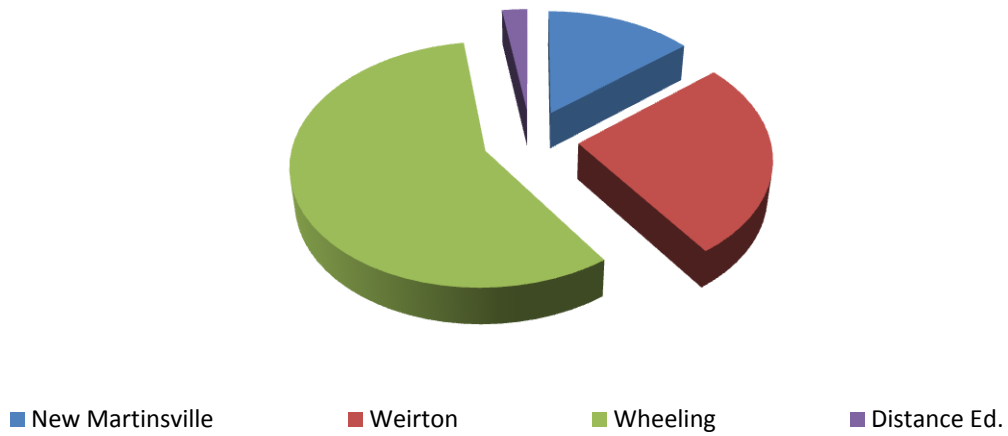


Student Fall Satisfaction Survey - 2011

What is your home campus at WVNCC?

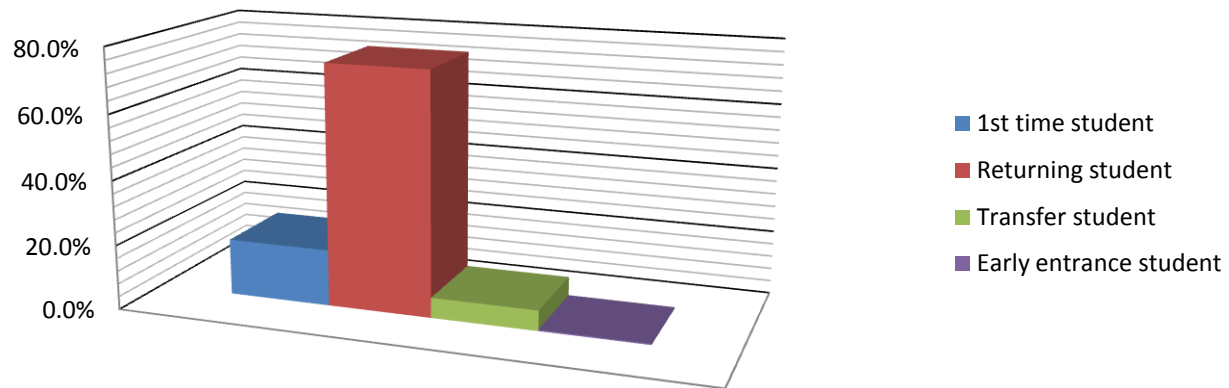
Answer Options	Response Percent	Response Count
New Martinsville	14.0%	63
Weirton	26.2%	118
Wheeling	57.4%	259
Distance Ed.	2.4%	11
<i>answered question</i>		451
<i>skipped question</i>		7



Student Fall Satisfaction Survey - 2011

During this Fall 2011 semester, what is your current status?

Answer Options	Response Percent	Response Count
1st time student	17.5%	80
Returning student	74.7%	342
Transfer student	6.3%	29
Early entrance student	0.4%	2
Other (please specify)	1.1%	5
<i>answered question</i>		458
<i>skipped question</i>		0



Other (please specify)

Have a bachelor's degree returning to get associate

Transient

3rd semester student

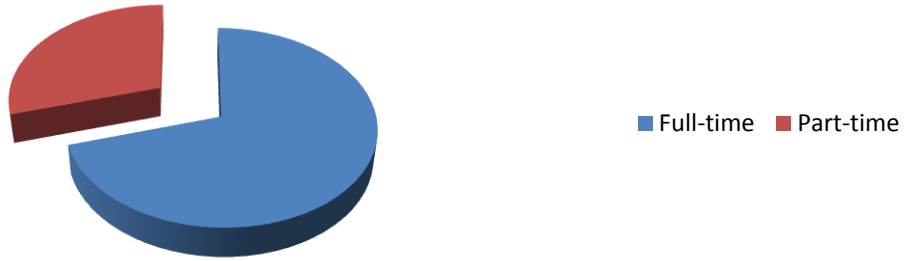
New student with an Undergraduate Degree.

Dropped out due to Financial loss

Student Fall Satisfaction Survey - 2011

Are you currently a full-time or part-time student?

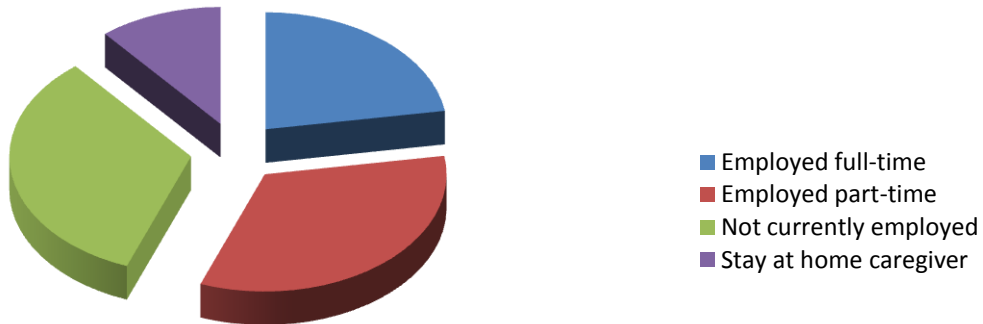
Answer Options	Response Percent	Response Count
Full-time	70.5%	321
Part-time	29.5%	134
<i>answered question</i>		455
<i>skipped question</i>		3



Student Fall Satisfaction Survey - 2011

Currently, what is your employment status?

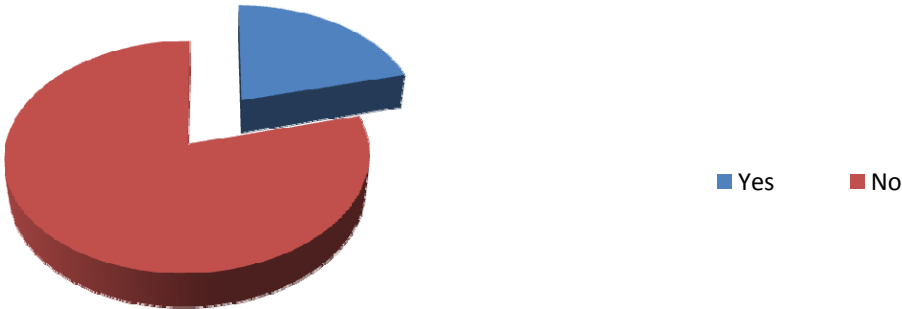
Answer Options	Response Percent	Response Count
Employed full-time	22.5%	102
Employed part-time	33.3%	151
Not currently employed	33.3%	151
Stay at home caregiver	11.0%	50
<i>answered question</i>		454
<i>skipped question</i>		4



Student Fall Satisfaction Survey - 2011

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

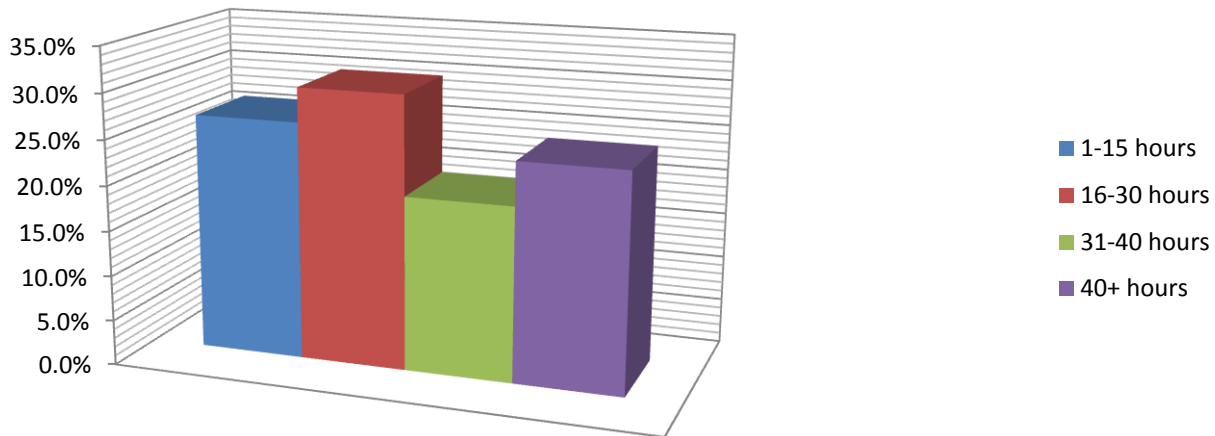
Answer Options	Response Percent	Response Count
Yes	21.0%	89
No	79.0%	334
<i>answered question</i>		423
<i>skipped question</i>		35



Student Fall Satisfaction Survey - 2011

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

Answer Options	Response Percent	Response Count
1-15 hours	26.4%	105
16-30 hours	30.2%	120
31-40 hours	19.3%	77
40+ hours	24.1%	96
<i>answered question</i>		398
<i>skipped question</i>		60



Student Fall Satisfaction Survey - 2011

What motivated you to enroll at West Virginia Northern Community College?

Answer Options

Response Count

397

answered question

397

skipped question

61

better career

WVNCC Culinary Arts Program is certified with the ACF, my goal has been to graduate.

Close to home when I need to stop in for anything.

I wanted to make sure I was set for the future

wanted a better career to support my family, single mom. Also my mother graduated from here.

To further my education

Im finishing a degree I started 30 years ago

To better my education so i can get a good job.

to become a nurse in order to help others.

Offering an accredited program.

To finish my degree after a 26 year break.

better education, better future

I have always wanted a degree for myself.

close to home

I wanted to better my life as well as my daughters and to pursue my dream of becoming a nurse.

Programs

I wanted to get my degree and go into another field of work.

Convenient for me to drive and to also work part time.

I realized that working deadend jobs the rest of my life was not going to get me anywhere in life so I decided to enroll in the healthcare field.

close to home

a start at my future without the worries of leaving home

As the sign in front of the EC indicates, I was one who wanted to learn.

Close to home. Easy commute

Close Location, cheaper than a University

close to home

grant and to increase my skills

To make a better future for my family.

Certainly wanted to further my career but did not want to go far from home and doctors because of a health condition to attend a university or different school.

I just needed to take a few courses for nursing school.

so i can get a higher degree and education

Wanting to change careers

Nursing

Degree

Get a degree

tuition per credit hour was feasible but I have seen an increase since I have been attending. Spring 2011 will be my last semester at WVNCC.

i wanted a degree

Close to home and heard good things about the school.

Better myself and it is close to home

Proximity to where I live

to better my opportunities and live a better life

I wanted to go back to school and its conveniently located.

needed to find a better job and needed to have the skills for the job.

I dropped out of West Liberty after my first 2 years, and after my semester off I thought it would be a good idea to start at northern and make sure college was in fact for me.

ALWAYS BEEN INTERESTED IN THE PARALEGAL PROGRAM

The economy.

on the bus route and wanted to do somethin different in my life besides restuarnt work I like working with kids and being around them

accomplish a long term goal

to get a better pay and to also further my education.

Close to home

My motivation is I want to learn ,I want a good job w/ Health benifits ,and to show My 26 yr old son and my 7 yr old daughter that education is one of the most important ventures in life.

after being a stay at home mom 21 yrs and then divorce going into the workforce was well lets say impossible currently have to work 3 part time jobs and still receive govt assistance this is an indication of the importance of education in todays world no degree after high school diploma equals minimum wage part time no benefits jobs

Looking for better job oportinty

i heard of the excellent nursing program

needs to better myself and have a better education

wanted to better myself and get an education

Further my career in my field

I need to better myself so that I can get a higher paying job.

change in career from business to nursing

The location of the campus worked out well for me

Was laid off from a job, decided to go back to school and get my degree in HIT

I just liked the school and wanted to come into the paralegal program.

Location. Course offerings. Major course of study offerred.

I wanted to get an education.

Close to home, affordable, had the classes i wanted

West Virginia Northern Community College is close to home and is helping me get a start on my degree for a great price.

close to home, my child.

to furture myslef

It is the closest program offering an American Sign Language Interpreting Program.

I have worked in home health for many years and I love taking care of people. Unfortunately it doesn't pay the bills very well, so I want to go to the next level which is Nursing.

Work

To try and make a better life for my family

The Respiratory program.

The evening classe schedules worked well with my current employment status.

Earn a degree.

closer to home

I wanted to change careers.

Further education

Money

I looked for a job for about a year and was unable to find anything that I could do. I have a physical disability and I can't do certain jobs. I came back to school after earning a degree six years ago to learn some new skills.

Transferred from WLU to continue pursuing my field of choice

To better my life for my daughter and myself

It is close to home.

Price, Couldn't stand paying University prices for same resuts

I was tired of working un-fulfilling jobs. I have always wanted to be a teacher, so I decided to go for it.

I needed to take my sciences classes with a professor i could understand. I thought i should give WVNCC a try since i could not pass the courses throught WLU.

Close to home

The economy. I am raising my granddaughter and without help from a spouse or her parents, it has become increasingly more difficult for me to make ends meet.

The community local college, the program offered close proximity and price

The instructor

Better life

better my career options

I want to become a nurse.

You need a degree to get a good job.

i graduated from high school and i wanted to further my education

I wanted to get my general classes out of the way.

I had just graduated from high school and i want to further my education.

The Radiology program

My daughter, and creating a wonderful life for the family i have created.

My sister in law talked me into it.

It's close to home

time to continue my education

lpn to rn transition

Life

So that way I am able to get a degree and get a well paying job.

Nursing program

to get a better life

time class was offered

Was unable to perform the tasks of my former job so i went back to school to get an education for a job i can do.

Close to home; good nursing program

I was looking for a career change and West Virginia Northern had a degree program in a field that I was interested in.

To get a degree.

seeking advancement opportunities at my place of employment

To better my education.

The nursing program

To advance my career to provide better financial support for my daughters.

The Culinary Arts Program

I left high school in the 11th grade, at the age of 17. I went to test for my GED, and received it on my first try. I was told that if I began college I would be able to transfer my information from the college back to my school, and receive my high school diploma. And I wanted to begin with college anyway, so it was a good deal.

need a degree and additional education to return to the workforce

I needed my RN to stay in my current position

I decided to return to school and I liked what wvncc had to offer.

children

I wanted a career that I would enjoy

Needing a better income

I want to have a better career for myself and a good life ahead of me.

i wanted to better my self by getting a good career.

The entrance into the nursing program and ability to do the accelerated program.

The availability of classes and it is close to my home. I can take classes while my kids are in school.

easy start off school

Not sure.

I wanted to go to college without taking out big loans.

I decided to go back to be a nurse.

Getting my associates degree affordably.

Early entrance and dual enrollment has helped me be better prepared to enter into a 4 year University Program for the fall of 2012

People told me that they had a great nursing program

been here before also the size of classes and the finances

To better my life so I can take better care of my daughter

My children

Further my education.

Time to get a career and make a better life for myself.

Power plant technology

I need to complete my bachelor degree

The Accounting Program

Better employment opportunities.

HCIT program offered to us at OVMC.

Inexpensive tuition

I needed computer skills to get a full time job

Desire for higher education.

cost effectiveness and close to home.

Accounting program

Opportunity to start a new career.

i graduated high school and thought that if i didnt go to college straight after then i wouldnt go at all

Needed a better learning environment then the college that I was at

ARRA HCIT grant program

change of life decision.

good local school, offering degrees in the medical field

Unemployment and an opportunity to get a degree in the health field.

Pell grants, in the beginning, and convenience of campus being walking distance from home, with evening classes to fit my work schedule.

Local area college.

first step in becoming a lawyer

I wanted to further my education to find a better job than what I have been able to get in the past, to provide for my family. I have experience in my field of study, but could not get a job paying more than minimum wage without an associates degree.

I am working toward an Associates in Nursing. WVNCC has a very difficult solid program, so i have been told. Nurses who complete their program are respected in this ohio valley.

close to home

I was tired of going from job to job and I was unsatisfied with my life.

I went to a university college before I started attending WVNCC, and I disliked that the classes were large and that I didn't have as much one on one time with my teachers. I felt like WVNCC could offer me this and in turn my grades would improve more.

using VA benefits before they expire

wanted to have a better chance at employment with a degree and higher pay. plus i want to open a business.

advancement at work

It was close to where I live and I was interested in the Criminal Justices degree.

cost less for general classes

Close to home

A better life

my children

The culinary course

I've always wanted to get my degree in Human Services

Available financial aid made it possible for me to afford it.

I wanted to further my education so that I can provide a better life for my son.

Location of campus

close to my home

I have a son that is 3 years old. I do it to better him and myself.

education

flexability and semester transfer to local universities

Personnal

I want to work in suicide prevention so I am working on a psychology degree
Advance in career, possible career change--further education to achieve opportunities for self and family

I want to make more money so I can have a secure future.
a better life for my family and i

I had taken some college classes in 1993 at WVNCC and I also completed the diploma program in Accounting at WV Business College in Wheeling back in 1991. I have always wanted to be an Accountant to provide a better life for myself and my children. I decided to return at this point in my life because all three of my children are adults/young adults and have graduated college or presently attending college. I wanted them to know, that I am as determined in my education as I have instilled in them to be. I want to be able to say, if nothing else I tried my best. I want my children to be just as proud of me as I am of them.

To get a degree o that I could get a better paying job.
I wanted to be closer to home, but I also needed a major boost in my GPA, so...

Professional development

Further my career

Bettter my future for myself and my kids.

West Liberty did not succeed with my accommodations.

my children

I wanted to further my education

to get a degree so that i can get abetter job

Getting a good job

I feel it was time to better myself and that meant getting an education. I like the college and its reputation.

Close to home.

self enrichment

To better my education and to have a good career.

Education

so i can make something of myself

the culinary arts program

my three kids

You had a medical billing and coding class that I wanted to take before furthuring my education at West Liberty

A chance to learn from some of the brightest people and take advantage of their knowledge.

I need to have a degree with an early education background in order to be the director of the daycare center that i own.

get degree

Because I wanted a better, secure job

To do something better with my life.

Decided I wanted to learn a new trade

To further my education to have a career.

I wanted to further my education with owning my own salon.. Now i want to enroll in Medical asst.

I lost my job,do to the fact I couldn't do any lifting anymore. So I figured I would get an education in another field.

Low cost, access to career opportunities

Needed Career Change

It is a good solid environment that is easy to learn in.

Laid of from a job I held for 13 years due to lack of sales.

working as a CNA in a dead end job, decided to finally enroll for nursing school.

Educational purposes

wanting to get a better paying job other then working in a fast food place somewhere.

Change in career path

It was close to home and offered the area program in which i planned on taking

I need a better income

It is close to home.

the 2 + 2 program

new career

The teachers, and programs available.

Furthering my education.

I was not ready to go to a big school.

Close to home, gave me time to get me GEN ED's out of the way and then wvncc accepted the Radiology Program

Choices for degrees and closeness to home.

working as a bricklayer for 20 years takes a toll and i decided to use my head not my back

improve employment skills

My Family

unemployment

wanted to better my education and to have a good career to support my family

I was turned down for a job I was more than qualified for, because I didn't have my degree

The Paralegal program is the only one that is offered in this area.

I want to get a good job

getting financial assistance

A better education for when I return to working out of the home.

To ensure my family and I have a good future.

It's close to home.

?

Better career

The HCIT program being offered.

(1) It is the closest college to me. (2) Its a way

Location,[]

I have been cna for years and decided to further my education and heard wvncc had a really good nursing program.

For a degree to get a good paying job.

Wanting to better myself for my child's future.

I wanted a degree to get a better job and to further my learning skills.

Always wanted to be a nurse, felt like this was the time in my life to finally go for it before it was too late.

career goal

I wanted to be close to home.

Personal satisfaction.

I need to go further in life and get a better education.

To keep my full health insurance benefits.

You have an sign language interpreting program

I enrolled because I want to be an RN.

Fast degree. Cheap.

adult education

To be a nurse.

They offered what i wanted to be in.

To get a better education to get a better job

To better myself and obtain a degree

The major I want to pursue is here and its also close to home which saves me a lot of money.

Close to home, affordable, and has the nursing program

I wanted to finish a degree I started 30 years ago

Personal Growth

The associate nursing program is the best around.

The cost and location

the cost of attendance

Close to home and Cost of tuition

I got a divorce after being married for 20 years and I have three girls to raise and need a better paying job.

close to home.

To finish something I could fall back on should life not work as planned. Also, so I can pursue something greater than the sum of my current parts.

to get an education so I can get a good job and support myself and my family

I found out that they had an awesome radiology program.

I wanted a career that was more stable

To be the first in my family to graduate college.

I would be the first in my family to graduate from college.

Its close to home, which means I didnt have to leave home. I didnt have to go to a big school to get an education, its cheaper and the level of teaching is great.

Want to get a higher paying job.

Close proximity to home;

close to my home

I wanted to work the college experience into my life slowly and I wanted to save money by getting my core classes at Northern.

couldn't find a job work force suggested my return

To further my career.

My motivation was to earn a degree as to find employment in the Ohio Valley that has benefits, so that I can better provide for my family.

Experience

I wanted to get my degree and I liked what I saw when I came to Northern.

I wanted to better myself.

it was close to my house, and inexpensive

Local night classes

Personal development

Finish education

Having retired from my prior profession, I wanted to spend retirement in a stimulating environment and improve my skills in the subject area--culinary arts. Having spent some time in that area back in the 1980s, I thought it would be fun to learn all the things I should have known when I was working in the hospitality industry.

Nursing

to better my life and get a better career

Desire for better career opportunities

what a career

The programs that they offer.

To finish my education, that should have been accomplished years ago.....Also to succeed in my career w/o no interruptions.

Nursing

I just needed a particular class for a program at another school.

Wanted to further my education. Looked at West Liberty University and Wheeling Jesuit University as well as West Virginia Northern Community College. Decided on West Virginia Northern Community College due to its location, which was very easily accessible. Nice, clean buildings. Very capable instructors. Friendly students and staff.

Location of school, cost, and the offered program

I want to get a better job than I had before.

I have wanted to higher my education.

To further my education in hopes of getting a full time job.

I wanted a degree.

I had no other choice.

Returning to college for a second degree. My first degree does not provide well enough to support myself in the event I would need it to do so.

A better job I enjoy and a better wage.

Word of mouth. Northern has a very good reputation and the commute is very convenient for me.

I am laid off & could not find a job. I am working on completing my education to provide a better life for my daughter, husband & myself.

To better provide for my family, and I have always wanted to be a nurse.

I wanted to have a career and further my education
wanted to update my skills
I wanted to go to college straight out of high school.
I have been working in the same field for almost 10 years and didn't seem to be making any big changes in life and I want my children to have the best I can give them,

better career
family and myself
college degree
update on Microsoft Word and Excel
trying to get a job i would enjoy where i have choices
Having the Chem 108 and 109 with the lab online was a huge plus because I could take classes and still work.

I lost my job at RG Steel and always wanted to go back to school.
It was closer, and people had given me positive feedback
After 16 1/2 years at my previous job, my position was eliminated. As a displaced worker I found out I could go to school for two years. After not finding a job, I realized this was the best path for me.
To get a degree for a better paying job.
Better job
I was told by a few that Northern was a good school with a great nursing program...BOY! Were they wrong!!!

My stepfather Stephen Lasklo who was a former psychology major at WVNCC prior to his death.
to better myself
I had been out of school for 34 years and wanted to enroll in college. My sister and son graduated from Northern and so I decided I wanted to enroll here also.
The cost of tuition and the quality of the nursing program
To better myself and have a better career.
a career change due to an injury
I was inspired and motivated by a former student. He knew that it was a dream of mine and encouraged me to enroll. I guess it really is never too late to see your dreams come true.
Career change
Finish my degree faster
To complete a nursing degree and its local for me.
Pursue a Nursing career
The birth of my daughter, "Audrey".
Earn degree to advance in career.
close to where I live.
I needed a change from the school that I was currently enrolled in.
Nursing program
Convenience, they offered the career field I wanted.
XXXXXX XXXXXXXXX
Cheaper than a university and close to home
close to home
Location
I had heard a lot about the programs available.
My position at my previous job was eliminated and I wanted to pursue a new career.
The economy and to better care for myself and my granddaughter
Higher advancement
good school.

My job. I was making less at the bank and had to deal with more stupidity than when I was a waitress. It opened my eyes at how community business people looked down upon you and used what they could milk out of you for a cheap pay. They made me see the ugly mask of society's workings thus I knew I had to leave them as soon as possible and become something better than what they felt I was only worth. I came back to WVNCC to finish what I had started when I was a teen and had no clue what reality and the real world was like as I felt the world owed me a favor. WVNCC allowed me to prove to myself that I wasn't just the 8 dollar employee and gave me the incentive to show the faculty that despite my poor start at WVNCC people can change and make a miraculous turn around. I went from C's to Straight A's.

I have been a cna four the past 5 years and want to go feather on to be a nurse.

Want to be able to get a job if the Government decides to take peoples SSI from them. As that is what I receive right now.

degree

It was close to home and I loved the familiar feel of it. All the staff is very welcoming.

They had my major.

To get a better job.

It's a cheap and easy way to get my core classes out of the way for Elementary education before I head up to West Liberty.

ease of access and prices

to get a better job

Need to better myself

Paying less and staying at home to get the same education rather than going to West Liberty, WVU,etc

The school is close to home.

a better career

to get a better job to support my family and myself

Because alot of places you go to try to find work you need a degree so i decided to go to college so i can find job when i am done with my degree.

I wanted to better my life through knowledge.

easy access to college and tuition

Catch back up and get back into the groove of school after a first rough few years.

To further my education to get a better job.

I had some family problems arise and I had to leave the college I was currently attending after my freshman year. WVNCC allowed me to continue my education needs while staying at home and taking care of my family.

It was close to home and its grants paid for my attendance.

I loved the thought of being a surgical technologist.

Life changes

Good price, wanted to get a better job, and want to be a professional.

to further my educatuion.

I need a real job.

To further my education on the medical field and to attend a 4 year college to get my degree in Psychology and Social Work

to obtain a better career

I needed a college education to be able to stand on my own two feet.

to recieve a higher education and make something out of my life.

it was close and it has alot to offer

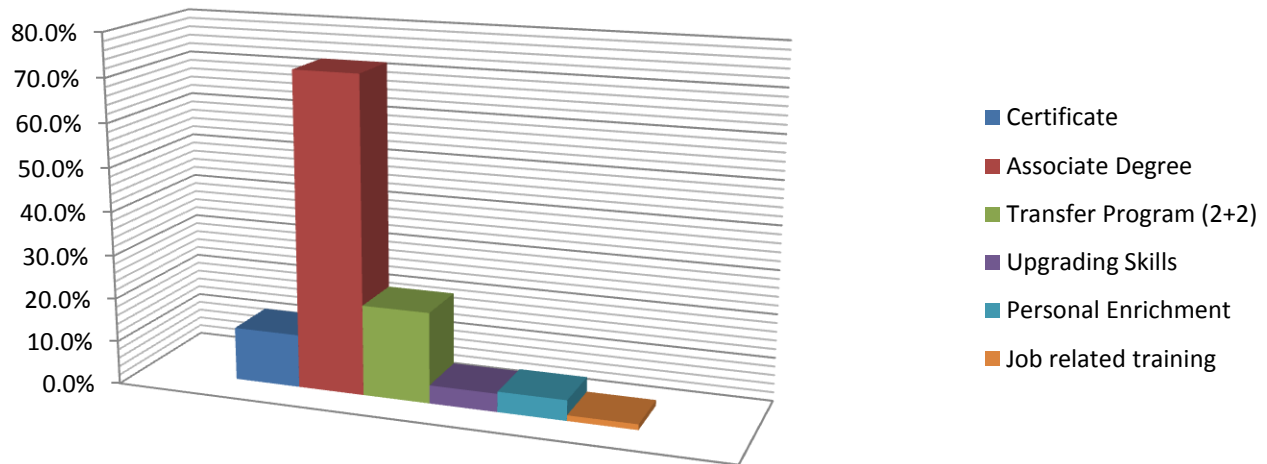
I wanted to better myself.

To further my education and obtain a better career.

Student Fall Satisfaction Survey - 2011

What is your current educational goal?

Answer Options	Response Percent	Response Count
Certificate	12.2%	55
Associate Degree	72.3%	326
Transfer Program (2+2)	20.8%	94
Upgrading Skills	4.2%	19
Personal Enrichment	4.7%	21
Job related training	1.3%	6
Other (please specify)	4.0%	18
<i>answered question</i>		451
<i>skipped question</i>		7



Other (please specify)

masters

transfer

Graduate in December 2011

bachelor in nursing

fundamental knowledge for a Master's Degree

4-Year Engineering Degree

law degree

Boost my GPA, graduate, etc...

Career change after unemployment to survive

already have associates want to become a instructor at a college.

Transfer to four year college followed by two year masters

Transferring to another school for nursing

BSN-MSN

Originally I wanted to take a course or two, now degree

I just needed a particular class for my degree at Virginia Tech while I am here.

Doctorate in Physical Therapy

I am transferring to WJU to obtain my BSN.

BA Psychology

Student Fall Satisfaction Survey - 2011

If you are a Degree seeking student, what is your major?

Answer Options

Response Count

410

answered question

410

skipped question

48

Major

nursing

Culinary Arts

Early Childhood Education

Surgical Technologist

Medical Assisting

CIT Microsoft Networking

Criminal justice

MS Applications support desk

Sign Language and Early Childhood Care and Education

Sign Language Interpreting

Associate in arts

nursing

Medical Assistant

Accounting

Health Care

nursing

Nursing

Executive Admin. Assistant

Radiology

business

Elementary Education

Medical Assisting

nursing

history

psychology and social work

Culinary Arts

Radiography

criminal justice/psychology

Human Services-Sign Language Training Program

Psych and social work

early childhood

Nursing

Associates in Business Administration, Bus. Studies in Accounting, and Bus. Management.

Nursing

business and associates degree

culinary arts

Nursing

Nursing

Pre-Nursing

Science

AAS business management

criminal justice

Respiratory Care

Small Business Management and Radiology

Major
Education
law
Surg Tech
Legal Office, Paralegal
culinary arts, aas
general studies as of now
PARALEGAL
criminal justice
Education
paralegal
social work
Respiratory
Pre-Psychology
aas sign language/human services and pre-social work 2+2 transfer with bethany college
Sign language interpreting
sergical tech
Dietician
heating and air conditioning
Computer Repair
Business
social work
Business Administration
nursing
Business
Nursing
HIT
associate degree in paralegal
Microsoft Applications /Help Desk
Social Studies Education
CIT- web option
Nursing
nursing
Nursing
nursing
American Sign Language Interpreting Training
Registered Nursing
Education
paralegal
Nursing
Respiratory Care
Associate in Applied Science, Radiology Technician
AAS Paralegal
Nursing
Criminal Justice Law enforcement
HIT
Undecided
Education
Business Office
Nursing
Criminal Justice
nursing
Elementary Education
Nursing
health science
Nursing

Major
Sign language Interpreter
AAS Power Plant Technology
IT networking
Nursing
Administrative Medical Assistant
Nursing
Human Services, Early childhood care and education
nursing
none
Nursing
Radiography
Radiology and sign language interpreting
Surgical Technology
education
cit computer programming
Edu
Accounting
early childhood care
Nursing
healthcare
nursing
Business Administration
Nursing
Paralegal studies.
Sign Language Interpreter
Business Administration AAS
Elementary Education
nursing
Nursing
Culinary Arts
Not very sure yet. But I am pretty sure it will be in the medical field.
Business Administration and Paralegal
Nursing
English Literature and Human Services
Business
pre-psyc/social work 2+2
Education
surgical technology
Nursing, A.A.S
Business Executive Administrative Assistant
science
Business Studies--Executive Administrative Assistant AAS
Nursing
CIT_Networking
Social Science
Engineering
Nursing
nursing
Accounting, Business Studies
Social Work
Pre-Psych-Social Work
Criminal Justices
Microsoft Networking
Surgical Tech
Science
Currently my double major is Elementary Education and CIT but changing it to Bus Administration

Major
Accounting
Paralegal
AAS Board of Governor
business office and accounting
Radiology
Nursing
Accounting
Nursing
business
Criminal Justice
Elementary education
N/A
pre-law
pre nursing
HIT
Right now Bachelor of Arts but I will be changing that for a major.
Executive Administrative Assistant
Registered Nurse
nursing
Elementary Education
Nursing
psych with social work
culinary arts
executive business administration
Criminal Justice
history
Criminal Justice
Nursing
social work
Human Services
Accounting
Teaching-Mathematics
early childhood education
currently criminal justice. but I am also thinking about Science degree also.
nursing
Accounting
Allied Health
respiratory therapy
psychology
Med. Assistant
radiology
Accounting
Computer Information Technology
Psychology
Marketing
Paralegal Studies, A.A.S
Nursing
H.V.A.C.
Nursing
Psychology/Counseling
not sure yet
respiratory
social work
Social Science
Certified Medical Assistant
Nursing

Major
English
Elementary Education
Accounting
culinary arts
R.N nursing
Medical Assisting,I want to make it a Bachlors Degree
social work
board of governors
social work
Nursing
Business Accounting
Medical Assistant
Nursing
medical assisitance
Associate in Science
Business Adminstration
Hospitality
Accounting
Nursing
nursing
CIT- Systems Developing
associates in applied science
Physical therapy
criminal justice/psychology
Hospitality
criminal justice and pre-psychology and social work
respiratory therapy
culinary arts
Elementary education
Radiography
Nursing
human services
power plant technology
it
Criminal Justice
paralegal
business office option
Accounting
Medical Assisting
Associate of Applied Science Paralegal
Computer information technology
refrigeration and air cinditioning
Nursing
Ass. In arts
Nursing
Social Studies
Paralegal
Associate in General Science
Criminal Justice 2+2
nursing
Nursing
Nursing
Business
Nursing
Nursing
nursing
Business Administration

Major
Physical Therapy
Psychology
Sign language interpreting
business administration 2+2 and associates in accounting
CIT System Development
culinary arts
Nursing
registered nurse
Radiologic Technology
Paralegal
nursing
MS Applications Support Desk
Business
Nurse
Social Work
criminal justice
Registered Nurse
Respiratory Therapy
Nursing.
Computer Information Technology-Microsoft Networking
Computer Information Technology-A+ Hardware, General
Health Care/Nursing
Hvac
Radiology
Paralegal
Elementary Education
Accounting and small bus.
associate in arts
Nursing
Health Information Tech.
Criminal Justice 2+2
surgical tech
Science
Business Administration
AAS Human Services
Medical Assisting
nursing
Computer Programming
Computer
CIT-Programming
IT
Culinary Arts
Nursing
cit
Psychology/social work two plus two transfer to west liberty
radiology
Respiratory Care
Criminal Justice
paralegal
Nursing
Ocean Engineering (Virginia Tech)
Cisco Networking
Power Plant Technology
Human Services-Early Childhood
CIT PROGRAMMING AND CIT DATABASE
Clinical Medical Assisting
Business Administration

Major

Nursing

Associate in Applied Science in Accounting

Information Technology

CIT-computer repair

Medical Assisting - Clinical Administration

Nursing

Science/Nursing

respiratory

Healthcare

Respiratory Care

Clinical Medical Assistant

radiology tech.

Business Administration Transfer Option

Business Administration

CIT Applications/Support Desk

pre-psychology/sociol wk

Pre Physical Therapy

Respiratory Care

Nursing RN

Medical Billing and coding

Medical Assisting

Nursing

Nursing

Nursing

CIT

pre-nursing

medical assistant

Health Information Technology

Criminal Justice

Psychology

criminal justice and human service

Nursing

Nursing

Medical assisting

Nursing

Nursing

Nursing

Business Administration

Respiratory

Nursing

Health Science

teaching, Human Service--Childcare dev., AAS science concentration

English Teacher Education

Nursing

Nursing

Accounting

A.A.S. in Medical Assisting and C.P. in Medical Billing & Coding

Health Information Technology

Respiratory Care

Accounting

Sign Language Interpreter

socialwork/human services

Criminal Justice

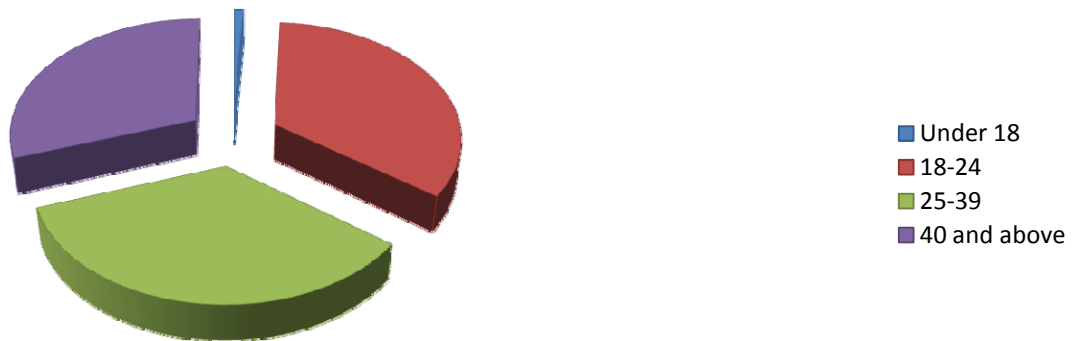
I planned to get my Science Degree but with all the repeat courses from my first failure I had to take several more classes. I wanted to get my Arts, Science, Social Science, Psychology, History, English, and Governors Degrees. I have 3 of them complete. Once I am financially sound again I will finish the 1 1/2 semester(s) of courses I need.

Major
nursing
Clinical Medical Assistant, Billing and Coding Spec
medical billing and coding
paralegal studies
nursing
Business Administration
Radiology
criminal justice
Pre-Secondary education (2+2WLU)
IT/Networking
mas
Respiratory Therapy
criminal justice
Respiratory Care
paralegal
medical assisting
Sign Language Interpreting training program
Nursing
RN nursing
Accounting/Small Business Management
Criminal Justice
mental health and human services
psych/social work
english
Education
Psychology social work
Nursing
Social Work with WVU, Human Services, and Human Services; Early Child Care Education
nursing
nursing
Health information tech.
Criminal Justice

Student Fall Satisfaction Survey - 2011

What is your age?

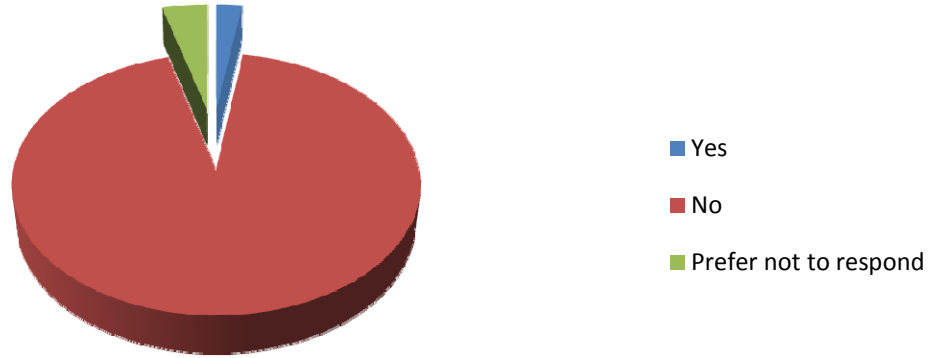
Answer Options	Response Percent	Response Count
Under 18	0.9%	4
18-24	34.2%	156
25-39	34.6%	158
40 and above	30.3%	138
<i>answered question</i>		456
<i>skipped question</i>		2



Student Fall Satisfaction Survey - 2011

Are you of Hispanic descent?

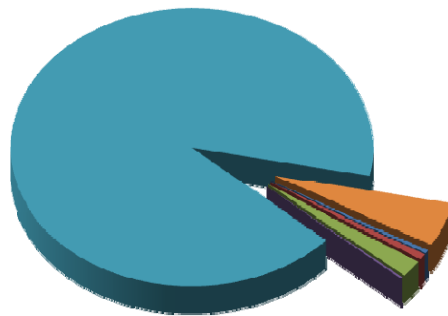
Answer Options	Response Percent	Response Count
Yes	2.4%	11
No	93.4%	427
Prefer not to respond	4.2%	19
<i>answered question</i>		457
<i>skipped question</i>		1



Student Fall Satisfaction Survey - 2011

Please select your ethnicity/race from the list below:

Answer Options	Response Percent	Response Count
American Indian or Alaska Native	0.4%	2
Asian	0.7%	3
Black or African American	2.0%	9
Native Hawaiian or Other Pacific Islander	0.2%	1
White	91.6%	416
Prefer not to respond	5.1%	23
<i>answered question</i>		454
<i>skipped question</i>		4

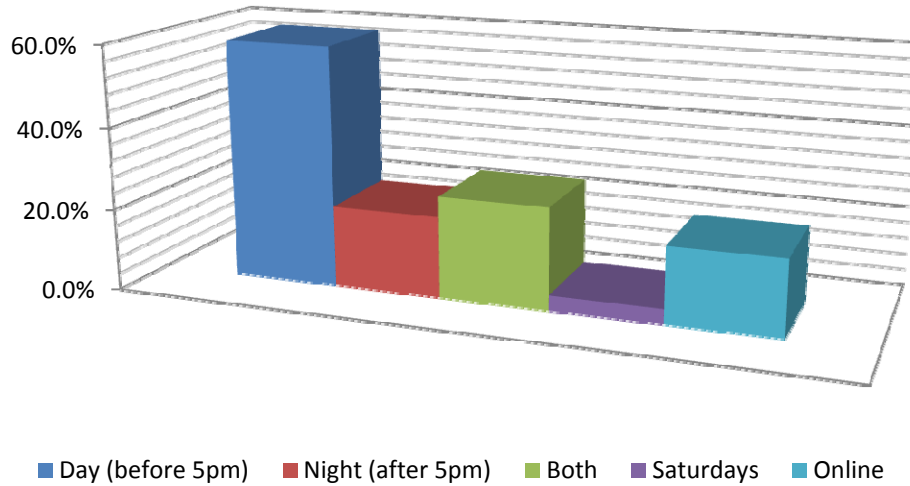


- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Prefer not to respond

Student Fall Satisfaction Survey - 2011

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

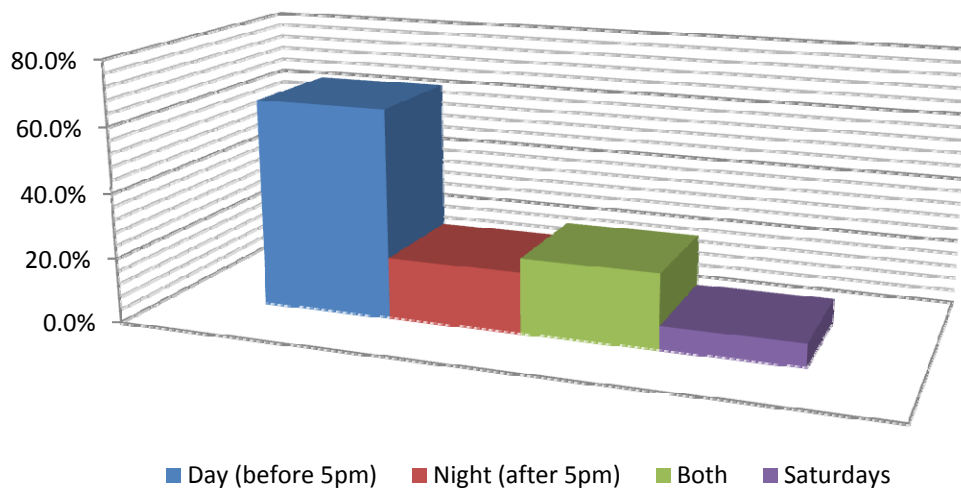
Answer Options	Response Percent	Response Count
Day (before 5pm)	58.9%	269
Night (after 5pm)	19.9%	91
Both	24.9%	114
Saturdays	3.7%	17
Online	18.6%	85
<i>answered question</i>		457
<i>skipped question</i>		1



Student Fall Satisfaction Survey - 2011

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

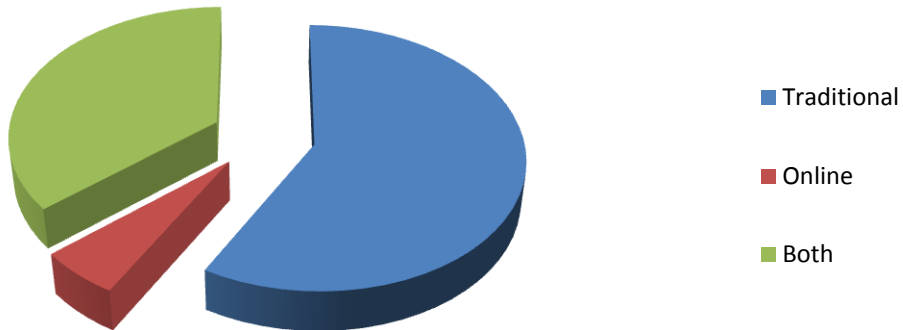
Answer Options	Response Percent	Response Count
Day (before 5pm)	64.3%	293
Night (after 5pm)	18.6%	85
Both	22.8%	104
Saturdays	7.0%	32
<i>answered question</i>		456
<i>skipped question</i>		2



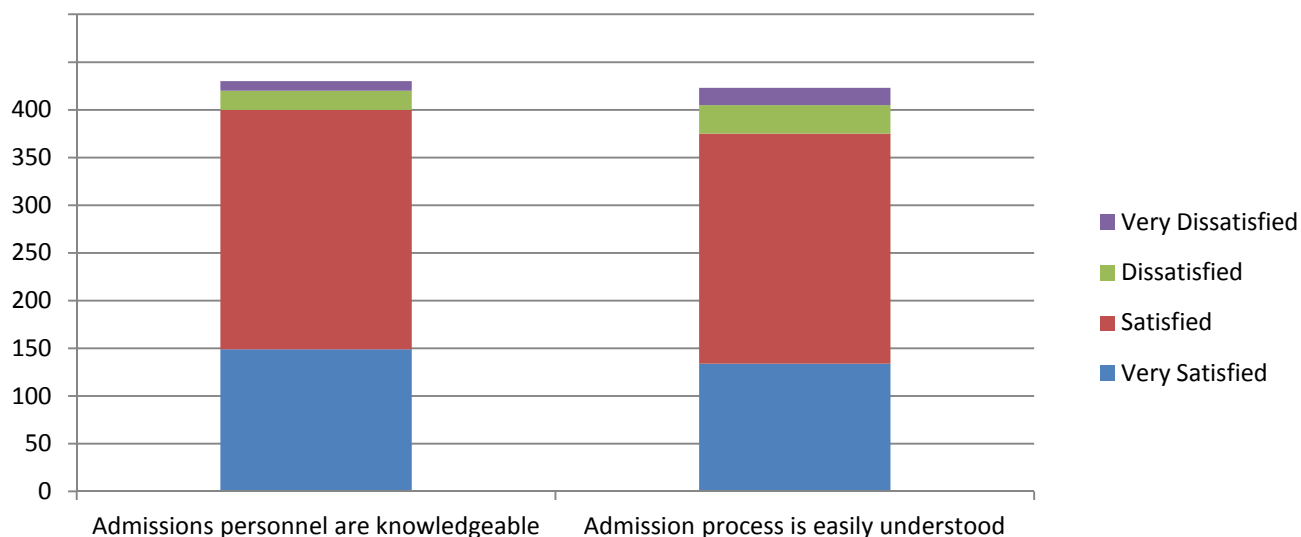
Student Fall Satisfaction Survey - 2011

Which type of delivery do you prefer for your courses?

Answer Options	Response Percent	Response Count
Traditional	58.2%	265
Online	5.7%	26
Both	36.0%	164
<i>answered question</i>		455
<i>skipped question</i>		3



Student Fall Satisfaction Survey - 2011					
Please answer the following concerning Admissions:					
Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Admissions personnel are knowledgeable	10	20	251	149	430
Admission process is easily understood	18	30	241	134	423
Please use this space provided below if you have any questions/ comments/ concerns regarding Admissions:					43
answered question					433
skipped question					25



I really have had little or no contact with Admissions Personnel
no i dont have any questions or comments or concerns not right now
Each person has varying answers for the same question.
Nasty temperment of xxxx, we dont like her.
they are very knowledgeable
N/A
Online registration is very difficult when you are not sure who your advisor is.
Admissions was the easiest part of transferring. Even with me being late they still helped me promptly and accurately.

Please use this space provided below if you have any questions/comments/concerns regarding Admissions:

admissions personnel are very unknowledgeable i would ask a question and the next day ask the same and receive a different answer

None

Xxxx often says "um, I don't know" and I have to ask someone else or she makes a bunch of phone calls and still doesn't get my answer I needed.

It's been so long since I was in the position of an applying student that I can't really remember.

Weirton admissions staff Xxx Xxxxxxx has gone out of her way to help with both my children's early entrance admission procedures, registrations, and transcript requests!

N/A

The admission process to the college was very easy, but the admission process in to the Nursing program proved to be difficult. The advisor that I had scheduled me for incorrect classes which delayed my perspective graduation by 1 year.

i don't know any of my grades in my classes and i wish they would tell me so i could know if i have to retake a class or two, or all of them

It depends on whom you speak with as if the process is easily understood. If an orientation is scheduled and on another day you are to tour the campus, and you set your own valuable time aside to attend a tour you should not get there for a tour and then be told they are not giving tours. The least that could be done is to call you and let you know that the tour is not going to happen.

Xxx Xxxxxxx does a WONDERFUL job!!!!

I've had a conflict as to whether I need a one-credit class, the seminar in the Fall 2011 before the field placement in Spring 2012. It is a required prerequisite to the field placement.

Xxxx Xxxx has been very helpful.

It was complicated and I did not know who to go to for help

Not enough personal

Admissions department was fine. Getting in touch with my nursing advisor was ridiculous! No one ever returns phone calls.

I switched campus' during the fall semester because I was very dissatisfied with Weirton's campus. The counselors were not helpful. They didn't talk me through anything. The man printed a schedule and said here you go. My advisor in Weirton only had 3 appointments available. I personally think these people should have more time for the students trying to make an education at their school.

my email was locked and it took over 2 weeks and several phone calls from weirton campus to get it working. Thankfully Xxx did get wheeling to fix it.

The Student Information desk needs to have more hours. If the student has a 9-5 job and so does the Student Information desk, then it's difficult to get things accomplished.

I like the fact that now you can apply online.

Xxx & Xxx at the service desk has been excellent in helping me with everything i need to do. Getting help from them has made it possible for me to go to school. Otherwise I would be waiting for weeks to hear back from people through e-mail and leaving messages.

I frequently run into the problem of the staff not knowing how to go about getting me correct information

I think we need to have more programs on the Weirton campus. We should have more clubs and activities on the Weirton campus as well.

I really haven't had contact with admissions personnel. Getting acclimated to WVNCC apart from the CART department was somewhat challenging, esp., the college's e-mail system. I had a problem with the e-mail address system early on and had to have several contacts with that department. Finally got it resolved.

They did not help me very much.

Please use this space provided below if you have any questions/comments/concerns regarding Admissions:

I had to drop two classes due to my work schedule and none of the staff explained to me that if I didn't maintain full time status my Pell Grant would not pay, so now I owe a little over \$500.00. That may as well be \$500,000 because I am very poor and don't have the money to repay. I've have had a bad experience with the office staff since my first day. They are 100% worthless! In fact, last summer I tried to get a student authorization number to register for summer semester classes. I started with Xxxx Xxxx and she told me that wasn't her responsibility so I emailed four other WVNCC employees trying to get a student number. I finally got my access code to register for classes the night before classes started from Xxxx Xxxx which was too late. I won't recommend this college to anyone. I feel I have to do 100% of the administration work instead of concentrating on my studies.

I do not like that they want to handle everything online. I think it is very impersonal!

I feel the registration is annoying and I feel there needs to be more printed information about the process of getting into your program

I began fall semester at weiton campus and they just let me know they are doing away with the medical assisting program for the next academic year

Very easy process and i would recommend Northern to anyone!!

I applied for the nursing program and once I paid my application, the only thing I heard was that I was going to be looked at for Spring admission because I was late turning in the application. After that I never heard whether I got in or not that is why I am transferring to another school.

never used them this semester

Xxxx and Xxxx deal with Admissions as well as Xxxx These ladies are the BEST people I have had the pleasure to come in contact with and deal with. Highly helpful, knowledgeable and human just like the rest of us. Thank you for hiring them.

Workers were rude, misleading, and incompetent

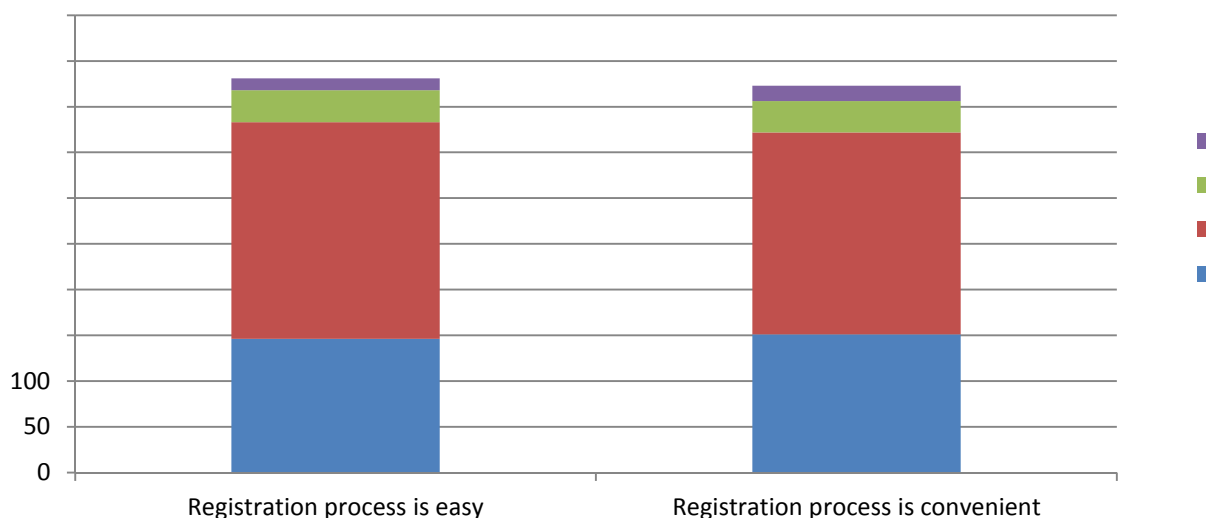
I'm not sure if it is Admissions or Registration that is at fault, but I've submitted my add/change of major form 2 times and it still has not been processed. I am getting irritated that I know have to go to the campus and fill out yet another one that will probably get lost. Maybe by graduation the form will be processed.

when you have no money or no job for instance i owe 423 dollars how am i going to pay it when i have no job and been looking for one.

Student Fall Satisfaction Survey - 2011

Please answer the following concerning Registration:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Registration process is easy	13	35	237	146	431
Registration process is convenient	17	34	221	151	423
					56
Please use this space provided below if you have any questions/comments/concerns regarding Registration:					
<i>answered question</i>					434
<i>skipped question</i>					24



Please use this space provided below if you have any questions/comments/concerns regarding Registration:

its hard to register when your advisor doesnt respond to email or calls. Many students have the same complaint

I am really glad that you now enroll online. It is much more convenient.

When I first came to the campus my paper work was lost and I was set back an entire semester from registering.

Once one knows and understands the system, it is quite easy. It would be quite confusing for the uninitiated, especially since there is no real response from the system indicating that the registration process was successfully completed.

I feel that online registration has been complicated, there are conflicts regarding the time to get registration numbers, dropping classes without notice, and not registering what classes are there properly.

no not right now

Each person has varying answers for the same question.

When registering for the nursing program (both this semester and next semester), I have run into error on the school's part due to schedule conflict.

i prefer to talk to a person when registering for a class.

being put on academic probation totally skewed up my plans for the fall.

N/A

Be nice if Xxx or Xxx could give us are pin number.

*Registering for classes was cake and support for that was great. Whenever I had to go IN to the registration office was the problem. Lady was very unpleasant, told me it was my responsibility to prove to her that i had taken other classes WHILE holding my transcript.

Please use this space provided below if you have any questions/comments/concerns regarding Registration:

The staff is friendly and very helpful. They want to see you succeed.

Love the online registration process. It makes it so easy to get registered.

None

i have a hard time getting a hold of someone to help me with classes or get my password or info to register online

As above<again Xxxx was very helpful!

Why do you have to play games just to get your alternate PIN to register. I should not have to go back and forth with emails. At the age of 46 and an already degreed individual I don't feel I need permission on what classes I need to register for. I can comprehend English quite well and I resent having to be "advised" on something I already understand. This alternate PIN thing is ridiculous and I am strongly considering going to another college if I keep having these troubles.

N/A

i dont know how to do anything because noone has told me to do anything

advisors should be a little more helpful and concerned

Registration can be frustrating the first time around. Once you are in a program and know your course of study, it is fairly simple.

At the present time I can only speak for the Fall Quarter. I will not know if it is satisfactory to register online until I go to schedule for the Spring quarter.

I don't like having to get a pin from my advisor and I don't like registering online.

I had no problem getting my pin from Xxxx but have heard that others are having a hard time tracking down their advisor and getting their pins.

It is quick and easy online, however my pin was not sent to me and had to contact advisor. Not sure why that is if you are a recurring student.

Think that returning students should have more time available to them to register before opening enrollment for everyone--some people have other commitments, ie. class, work and 3 hours just isnt enough of an advantage before the rest of the public is free to enroll and possibly take up class space that is needed for certificate or degree programs.

My previous advisor did not give good advice about my classes I needed to take
online registration is to difficult for non traditional/developmental students

You should not have to go through your instructor to receive a pin number to schedule your next set of classes.I have attended another college and when I needed to sign up our counseling advisors helped us sign up for our classes and even told us if we were struggling in a class and if we needed to sign up for tutoring in a course. At this point I about know my grade but I am having trouble catching up with my instructor to get a pin number because the regular classes went to on-line and have not been able to catch her during office hours. I currently have 2 e-mails out to try and get this number

same as above

Registering online can be a little confusing if you have never done it before.

IF students are expected to do things(sign up for classes take online classes etc) then the site must work properly. Black board hasn't worked properly all semester. I must email my instructor every week to load my tests.

I appreciate the ability to register for my classes online.

I answer this only with the understanding that it is easy and convenient for me due to the fact I can catch my adviser at the campus I am at. If i had to go to Wheeling or Weirton to see them or have to contact them it would be harder and inconvenient. For some reason people do not like to return calls or answer e-mails.

I didn't get an advisor until near the end of the semester, and the classes I was scheduled and HAD TO STICK WITH so I could get financial aid were classes I had already had in one way or another and was told that a petition wouldn't be fruitful for me, and then my advisor told me that was ridiculous and that I should have petitioned because I basically wasted a semester!

i never know when i can register and then when i do, i dont know what classes i should enroll in.[]

i dont like that you have to have an alternate pin to register. you have to get it from your advisor and i can never get ahold of mine.

The balternate PIN system can be confusing and hard to obtain

Please use this space provided below if you have any questions/comments/concerns regarding Registration:

Registration for Spring 2012 was so easy, it was over and done with before I knew it. I guess I expected something more to happen than to just enter the data. I went back a couple of times just to make sure everything registered properly. There was no other confirmation--like "You're OK; you're registered now." There was just a listing of the appropriate classes; just no reassurance that I would be in those classes...

I had to drop two classes due to my work schedule and none of the staff explained to me that if I didn't maintain full time status my Pell Grant would not pay, so now I owe a little over \$500.00. That may as well be \$500,000 because I am very poor and don't have the money to repay. I've have had a bad experience with the office staff since my first day. They are 100% worthless! In fact, last summer I tried to get a student authorization number to register for summer semester classes. I started with Xxxx Xxxx and she told me that wasn't her responsibility so I emailed four other WVNCC employees trying to get a student number. I finally got my access code to register for classes the night before classes started from Xxxx Xxxx which was too late. I won't recommend this college to anyone. I feel I have to do 100% of the administration work instead of concentrating on my studies.

I have been trying to register for my classes but my adviser won't get back to me with my new pin and I need to register for my classes before they get filled.

It is frustrating when the software claims I do not have the prerequisites for a class when in actuality I do. Having to have the counselor override the system on numerous occasions is very stressful, especially when a class could possibly be filled before I could schedule it. Thank goodness for Lisa Soly!

I liked it a lot better when the registration was handle by the career services department. I feel that this is their job & their expertise - not mine. The classes book up so quickly, one wrong them & you are locked out of your classes.

I waited at the NM campus for over an hour to get registered.

I wish your first semester you registered with a counselor same as above

I am dissatisfied for the same reasons. When I started taking classes here in 2009 everytime I asked someone a question I would get a different answer. At first I thought it was because I was changing majors but that was normal from what other students told me.

never used them this semester

I think the advisors should be there to meet new students and help with registration. I did not meet my advisor until registering for Spring. I was told I should have gone to any class I didn't get into in the fall & request admission to those classes.

Since I had already been through the process once it was a refresher course and a few e-mails with Lisa to make sure I had everything complete. Over all it is a very simple process that just needs individuals to be organized and on time with thier informing taking school seriously and not as a chore assigned to by parents.

jsut because im a returning student doesnt mean i dont need help scheduling classes

I like how scheduling is available online and I do not have to wait in long lines in order to get the classes I want.

Registration is only difficult because classes for the current semester are still a part of prerequisites for the next semester.

If i call my currect school campus(wheeling) and i cannot get through to the service center , i get put throught to the secretaryl. This person is very rude everytime myself and others have to get information and i feel like she should be reviewed on her ability to answer questions, since she was never able to answer mine and was readily able to just make me call someone else so she doesn't have to look something up.

Student Fall Satisfaction Survey - 2011

Please answer the following concerning Counseling:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Counseling staff care about me as a student	15	34	235	132	416
Counseling staff is knowledgeable	16	26	234	133	409
					53
Please use this space provided below if you have any questions/comments/concerns regarding Counseling:					
<i>answered question</i>					419
<i>skipped question</i>					39



Please use this space provided below if you have any questions/comments/concerns regarding Counseling:

I have had no contact with Counselling Staff.

no not right now

Never had a reason to use this

the blind leading the blind

N/A

This question should have a N/A option as I have never taken advantage of this service.

The only issue that I had was that my counsler was changed sometime before last spring and this fall and I was not notified and it was not listed on my NOW account

Counselor was very helpful she did a very good job, only problem was that she told me that one of my previous classes would qualify as a transfer credit and it did not.

Have not used counseling staff

None

I have not used the counseling staff

We did not need counseling at this time .

N/A

Refer to question 16 comments.

does not apply

I have not met any of the counseling staff.

Please use this space provided below if you have any questions/comments/concerns regarding Counseling:

Lisa has been great, helping me out and giving me good suggestions.

not applicable for me

Any counseling I have had, had to be initiated by me. And usually ended with I understand, now do better. Have a nice day.

Have not met any counselors

What counseling? Never available and act as though you are an interference. Like most students, have given up even asking for assistance. We learn more from one another.

I do not know because everytime I stop at the front desk I am told I have to get hold of my instructor. I figured that you did not have an academic counseling staff. Your instructors have so much going on with the students student registration should be given to the academic advisor in each of the available course studies. I would like to take care of sign up in person not on a computer because sometimes when I am working with a new program I skip a section or forget to finalize a section.

have not had to use this

It seems as if I can never get straight answers from transfer coordinator

I didn't know there were counseling services at this campus.

I was never contacted

I was not satisfied with Weirton's campus so I switched to Wheeling.

Xxxx Xxxxxx is awesome! Very very helpful. Really missed him this semester.

Xxxx Xxxx has helped me so much during my time at Northern and because of her a lot of my problems have been solved in a timely and friendly manner!!!

Never had anyone

Xxxxxxx is by far my favorite Counselor.

At least two counselors are needed to properly handle the caseload of students currently at all three campuses. My counselor {Xxxx Xxxx} feels overwhelmed at times, I'm sure of it.

I think there needs to be another counselor to advise students because Lisa is too busy to do it all on her own. There is just too many students for her to be able to deal with all them.

There is some sort of counseling at this school?

I do not currently have or need a counselor

Who are the counseling staff and what do they even do?

I didn't get an advisor until near the end of the semester, and the classes I was scheduled and HAD TO STICK WITH so I could get financial aid were classes I had already had in one way or another and was told that a petition wouldn't be fruitful for me, and then my advisor told me that was ridiculous and that I should have petitioned because I basically wasted a semester! The counselor should have helped me, but instead I felt locked down and had a lot of questions that I couldn't get answered.

IT has been hard for me to find someone to help, I talked to one woman at the begging of the year, and she was very helpful

Each campus needs to have more than one counselor, to properly take care of the students.[]

I have had no contact with any counseling staff.

Xxxxx Xxxxxxxx was very accessible when meeting with her, quite knowledgeable and very helpful.

I don't think they really listen to students concerns. I don't think they really care that much.

I had to drop two classes due to my work schedule and none of the staff explained to me that if I didn't maintain full time status my Pell Grant would not pay, so now I owe a little over \$500.00. That may as well be \$500,000 because I am very poor and don't have the money to repay. I've had a bad experience with the office staff since my first day. They are 100% worthless! In fact, last summer I tried to get a student authorization number to register for summer semester classes. I started with Xxxx Xxxx and she told me that wasn't her responsibility so I emailed four other WVNC employees trying to get a student number. I finally got my access code to register for classes the night before classes started from Xxxx Xxxx which was too late. I won't recommend this college to anyone. I feel I have to do 100% of the administration work instead of concentrating on my studies.

Xxxx Xxxx is an extremely valuable counselor at the Weirton Campus. She always has a smile to greet everyone and is very willing to help. Having her as my adviser is such a blessing.

Please use this space provided below if you have any questions/comments/concerns regarding Counseling:

I re-entered back in college for Spring 2011 with no contact from them. Since I have been enrolled at WVNCC I have not heard anything from them.

Xxxx Xxxx is amazing! Always very helpful and responds quickly!

Same as the two boxes above.

never used them this semester

Xxxx is a Brilliant woman and full of more sunshine and caffeine to keep her going. Despite her submersion into her work/career she manages to make individuals feel worthwhile and empowers them to succeed in their scholastic goals.

n/a

Everyone is very warm and understanding.

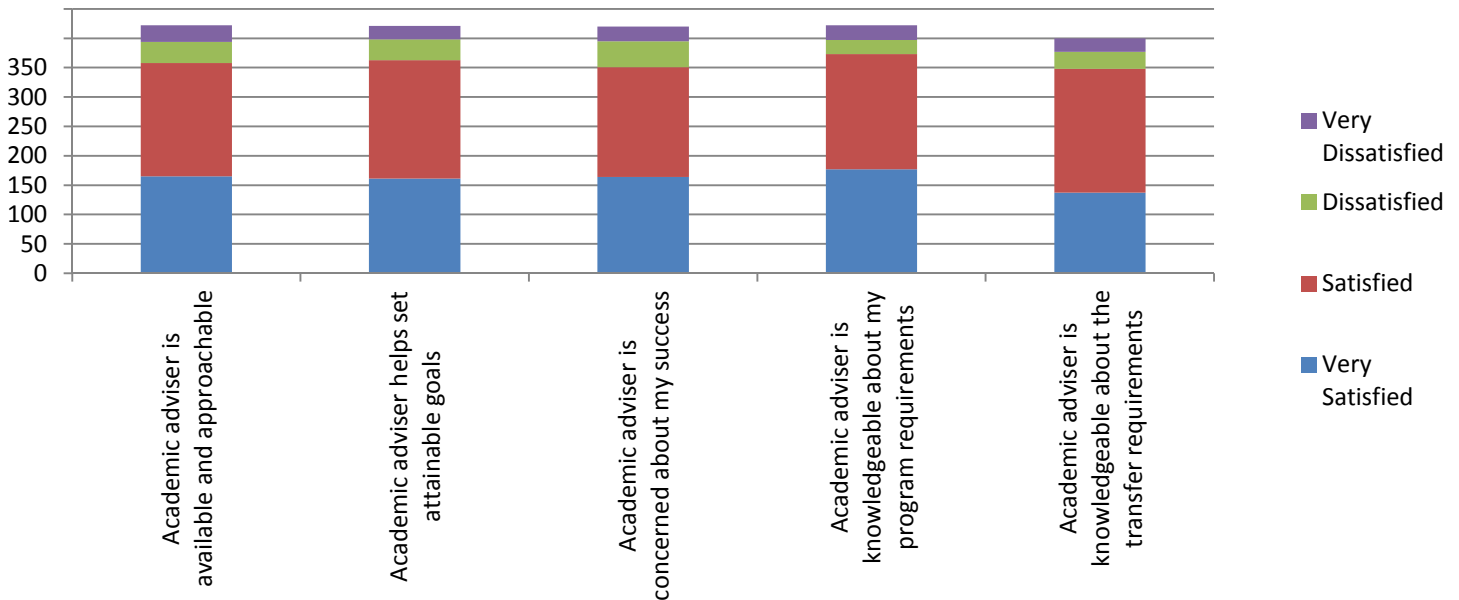
I wouldn't know, I've never spoke with one.

I appreciate and approve of the people working at the service center and can say they are the most helpful people.

Student Fall Satisfaction Survey - 2011

Please answer the following concerning Academic Advising:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Academic adviser is available and approachable	28	36	193	165	422
Academic adviser helps set attainable goals	23	35	202	161	421
Academic adviser is concerned about my success	25	44	187	164	420
Academic adviser is knowledgeable about my program requirements	25	24	196	177	422
Academic adviser is knowledgeable about the transfer requirements	23	29	211	137	400
Please use this space provided below if you have any questions/comments/concerns regarding Academic Advising:					62
<i>answered question</i>					423
<i>skipped question</i>					35



Please use this space provided below if you have any questions/comments/concerns regarding Academic Advising:

My advisor did not have any office hours in which to sign up for meetings. She was very hard to contact and when she did respond it was not in a timely manner.

xx xxxxx is terrific and the most understanding man i know

I had a very difficult time trying to get in touch with the right advisor. I was given the wrong advisor and then by the time I received the right advisor it was already a month into scheduling.

no not right now

Some advisers didn't understand why veterans and the VA process for students.

Please use this space provided below if you have any questions/comments/concerns regarding Academic Advising:

My academic advisor has even given me names and numbers of other individuals at other colleges to transfer to, so that I could speak to them personally to see if they had the courses that would lead me to my ultimate goal.

They have been very supportive in working around my schedule

disgraceful!!

they have been very helpful from the very beginning

on all my attempts to receive advising was a bomb from one sitting and eating while we met and when i presented information that i had already researched and just needed more details looked at the page i had open in my catalogue and responded ya i know we have that but i do not know much about it and made no attempt to find out or again lead to someone who would and on another attempt to receive assistance with a different person and again had already had researched the subject matter to the best of my ability he was confused with the information i provided and pulled out some paper book to advise me with and the cover read 1998 information well no wonder it did not match this years information and then discouraged my choice of institution i was selecting that is part of wvncc transfer program and telling me which one would be better when the one he suggested did not even offer the transfer program i wanted to continue with after wvncc / these are just two examples of my experiences

Academic adviser did not help or make an effort to help with figuring out what was best for me to do, regarding my long term goals. I had to contact her several times to get a response and once I met with her, she appeared to be preoccupied. Not helpful at all.

N/A

This question should have a N/A option as I have never discussed some of these topics with my Academic adviser.

Herrington ▯

Xx Xxxxxxx was new, but very very informed. Especially when you consider the fact that I was signed up for this school before he was even hired. I am definitely glad that I ended up with him being my advisor.

In the nursing program your advisors are also your teachers. At time I feel they belittle us, talk to us like we are beneath them and expect us to know everything as if we have been an RN for years. They need to remember we are choosing and paying to go to this school be thought how to become an RN.

I haven't met my advisor

i really can't answer these questions because i don't speak to her because i can't get a hold of her.

Why doesn't my instructor teach sign language courses?

(Transfer requirements not applicable)

See comment above. An advisor should be there when you need them. I don't feel they should act as a babysitter to an adult who simply wants to get their classes registered.

N/A

I have not met or spoken to the Academic adviser.

I do not know who my advisor is or how to reach her.

I have not dealt with academic advisor since I started so other than the knowledge I remember n/a

All I know about academic advising you could write in a few words on a 3/5 card. I go to the teacher that I am majoring in. I guess she is the one qualified to advise me at this point.

She was inaccessible and contradicted herself, did not help at all

I assume you mean my "advisor". Have never heard of anyone in administration referred to as my "academic advisor". My "advisor" is a great person...but only met once. I've had 3 within a few months where the second one never even responded to emails. I would say this is a worthless effort for students needing assistance.

mine is VERY Rude!! she treats me as if i'm stupid.

I really can not answer these questions because I have not met any of these people to know if they can be helpful.

I haven't had an opportunity to meet advisor but through emails. Did not answer all questions

My advisor for Nursing is about as approachable as a porcupine

Please use this space provided below if you have any questions/comments/concerns regarding Academic Advising:

I had Xxxx Xxxxx, a WHG counselor, and I am a Weirton Campus student.. she was never available, and then very short with you when you finally did get ahold of her. I always had to turn to Xxxx Xxxx who is THE most helpful person I have met in the year and a half since returning back to school. She is always patient and always has answers and will go out of her way to make sure everything is completed and understood. Kudos to Xxxx!

My academic adviser has always been there when any question have been needing answers, she is there with the answer.

My advisor , Xx. Xxxxxx is so hard to get ahold of that I am usually signing up for classes after they are filled, or nearly filled.

Xxxxx XXXXXXXXXXXX is a great advisor.

Never had anyone.

I have not met my new academic advisor and wish Advisors would reach out more. I was dissatisfied with my previous academic advisor, who was also my teacher, for treating me as an inconvenience.

My adviser, Xx. Xxxxx Xxxxx, is an excellent instructor, a man whom I deeply respect. He is knowledgeable about Criminal Justice, having been a police officer in the City of Pittsburgh for many years. I learn something new every day. A good man indeed.

My adviser has been pretty worthless. The only thing she ever did to help me was to give me my alternate PIN when I ask for it via email.

My adviser is never to be found when I truly need her. I know she may be busy but she is never in her office even during her office hours.

I can never get ahold of my adviser, and she doesn't not respond to email or voicemails.

I have not been able to meet with my academic adviser yet. Im hoping to meet with her soon, its hard between our two schedules

i can never get ahold of my advisor, she tells me she is available at such and such time but is never there when i show up

Because of my age and prior experience in the field, I felt that the faculty were somewhat apprehensive about my enrolling in the program. Now, past the midway point in the second semester, we seem to have achieved a good working relationship. The experience is what I had hoped for. I am benefitting greatly from class, lab, and volunteer experiences.

None.

I did not meet with an academic advisor.

Both of my instructors are helpful. I feel I can go to them with anything. I am really enjoying my semester in the medical assisting field.

What Academic adviser????

Xxxxxx Xxxxxx is my program advisor & I absolutely love her. She is one of the greatest assets that WVNCC has. Not only is she knowledgeable about the program, but the profession & all the services that WVNCC has to offer.

My advisor Xxxxxx Xxxxxx will not help students i have had several in classes with her complain along with me. She has never emailed me my pin to re-register and will not return emails. Along with this and other problems I am transferring next semester to WLU where they at least care about their students.

My advisor knows I am currently unavailable to come to her office for my pin, and days prior to registration she sent me a list of classes, and has yet to send my pin.. this is one of my reasons for going back to West Liberty University, where I can get the advice I need, and the school isn't so unorganized, and I can be sure to get a solid education, instead of wasting my money !

Xx. Xxxxxx always answers emails in a timely manner and is willing to meet in person any time a student needs personalized. Ive only been able to get in touch with my advisor through email once. And that wasn't very helpful. I think the advisors should be in their offices during their office hours.

My advisor took a week to email my pin to register for classes and im still waiting to hear back on something regarding my new schedule

Please use this space provided below if you have any questions/comments/concerns regarding Academic Advising:

My academic advisor was only a part time employee so it was very hard to get ahold of her. When I did if I had a question she had to go ask someone else. Then they college changed the advisor and I didn't know who it was until Xxx Xxxx emailed me to tell me and gave me the instructions to enroll in spring classes. I informed her that I would not be attending here in the spring.

Professor Xxxx has been extremely helpful.

I didn't have much interaction with my advisor Xxx. Xxxxxx. The few e-mails I did send her they were either never answered till extremely late or not answered at all, thus I had to go through Xxxx. While I can't say she did a wonderful job I can't say she was a lost cause. I didn't use her much other than to obtain the pass code for class enrollment, but when I ask for other information she fell short on the 5 star quality getting a 2 1/2 from me.

I wish I could get better help with scheduling

No comment.

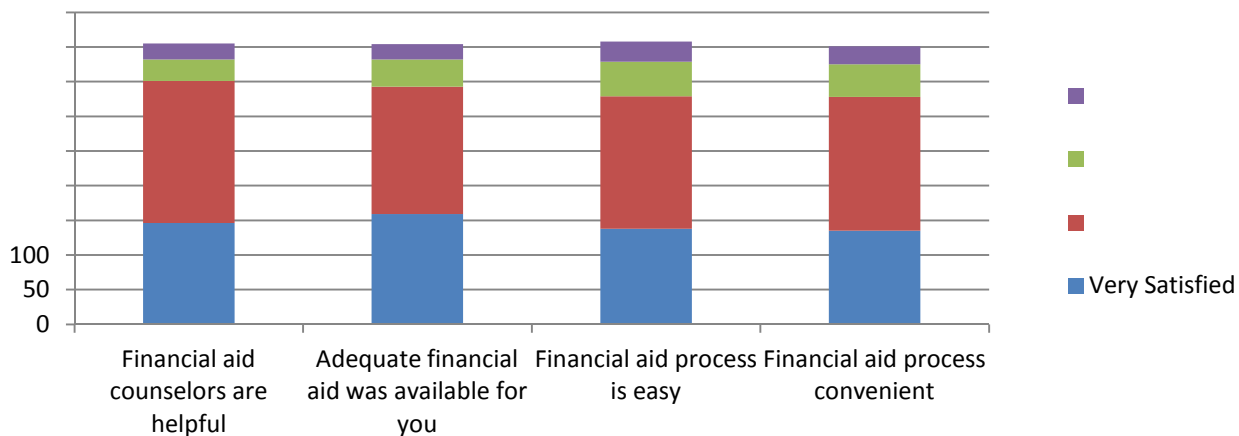
n/a

I am not sure how it will be next semester. I will have to wait and see who the new hire is to replace Xxxxxx Xxxxxx.

Student Fall Satisfaction Survey - 2011

Please answer the following concerning Financial Aid:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Financial aid counselors are helpful	23	31	205	146	405
Adequate financial aid was available for you	22	39	184	159	404
Financial aid process is easy	29	50	191	138	408
Financial aid process convenient	26	47	193	135	401
Please use this space provided below if you have any questions/comments/concerns regarding Financial Aid:					66
					<i>answered question</i> 409
					<i>skipped question</i> 49



Please use this space provided below if you have any questions/comments/concerns regarding Financial Aid:

not using financial aid

This semester was a little stressful due to having to appeal in order to receive my financial aid but overall it has helped me tremendously. Without the Aid I would not be able to afford college.

I have made no application for financial aid, but have been concerned about communications seeming to malign me for not having done so.

Financial Aid should not be based off of an individual's parents income when an individual lives in a separate household and makes a living themselves.

doesn't apply to me

It's a bit of an inconvenience receiving our financial aid a month after classes opposed to some schools and universities get theirs before classes start.

no not right now

There seems to always be forms that are needed that I was not made aware of and the forms are usually not informative enough. I have also been sent forms to fill out and then when I turn them in the counselors are unsure why I had to fill them out in the first place.

can never get them to answer the phones.

Please use this space provided below if you have any questions/comments/concerns regarding Financial Aid:

I don't like the process, but the young lady in the Fin Aid office who works with me to make sure I keep everything straight is very nice and helpful.

I do not participate in financial aid.

Xxxxx XXXXXXXX is very helpful. She made the financial aid process very simple.

I lost my Financial Aid last semester (HEAPS GRANT) just because I dropped a class and added one. Which kept the same credit hours...9, but because I did this the first week of class, i had to pay 10% of the class I dropped and thus was "technically" at 12 billing hours. I had no idea I would lose my entire \$780 financial aid just for switching a class. I wish I'd have been warned online when I did the switch, because I would not have done so if I knew it was going to automatically take away all my Aid. []

[]

That is my only complaint. Otherwise, I think WVNCC is fantastic. The Financial Aid counselors are very helpful and polite, and I should have contacted them before doing the switch... so I guess my complaint is towards the Financial Aid system itself.

This question should have a N/A option as I have never had the opportunity to take advantage of this service.

Paperwork tends to get "lost" quit often. I felt like I filled out the same forms over and over again. Then when it came to asking questions no one answered the phone and no one returned my messages. I had to drive from Weirton to Wheeling just to ask simple questions. I filled out my financial aid papers for the fall at the end of the spring semester. I was alerted once, about a month before the semester started, that I didn't fill out a paper (which I had recognized once I filled it out again). I feel like financial is completely disorganized and I am tired of having to drive all the way to Wheeling just to have someone answer a question. This has not just happened to me this semester but both semesters last year as well. I am tired of worrying constantly whether or not my tuition is going to be paid for or if I have to drop out of school.

Financial aid is terrible. You get ignored and no one ever calls you back. They're always busy doing other things when you should have their full attention, you don't. WVNCC needs to hire more financial aid staff, at least during the registration time.

I am concerned because it seems like at times I receive conflicting or incomplete information from different people at different campuses. I had to go to the Wheeling campus to straighten out my financial aid this semester so I could buy my books with the book voucher program.

I understand that you postpone the financial aid refund to prevent people from taking the money and running but that extremely inconvenienced me. Also the oneaccount was horrible. Im sure that some sort of funding for the school is involved from that but there has to be a better way to do that.

Financial aid is terrible, I've literally called 50 times in one day and didn't recieve an answer, some of them are rude and there aren't enough workers so the current workers are stressed out and bitchy.

Do not use it.

None

financial aid personnel were arrogant to me

We appreciated the Metro rate coming Pednnsylvanis living just over the state border.Thanks again.

N/A

when you are working one or two jobs and trying to go to school and all classes are not offered every semster it is very hard to complete your degree in a timely fashion. then you are unable to get all the finacial you need.

I have not used financial aid

I filled out some paperwork for financial aid and gave to Student services but I never heard anything back from that.

I had signed up for 3 classes. One of the classes had started and I had NO notification of receiving Financial Aid. I did not attend the class and was withdrawn from it.

We are a WV school and have home town banks we should use them.

The changes in financial aid have cut out any classes other than what is needed to graduate. That is great but we should have been told how many hours we were allowed and each semester, we should be told how many credits we have left in order to graduate in our majot.

Please use this space provided below if you have any questions/comments/concerns regarding Financial Aid:

Did not speak with a financial aid counselor. I knew the things that needed done as I currently have two children in college.

do not use

Received very bad advice from someone in Financial Aid which cost me money--when I questioned why my grant money had not been received, no one from the office called me back for 3 days. After my 5th attempt to reach someone, I finally was able to speak with a rude lady who answered none of my questions, didn't explain anything and told me she "didn't have to be talked to that way" and I should "call back when you have calmed down" and was then hung up on. I was calm the first 4 times I called and feel that if someone would have explained things better when I asked the first time, this whole ordeal could have been avoided. Not to mention that some of my paperwork for dropping a class had been misplaced and I had to refile in the business office. All my questions were answered there and nothing was lost from that office.

When I first started a yr ago they were the only ones that helped me

The Financial Aid office is a joke. I ensure my paperwork is turned in at the beginning, yet they wait 10 days before the deadline to see if you are available for grants, etc. Last semester, they lost half of my paperwork and did not tell me until 3 DAYS before the deadline which left me running around giving them the SAME thing I had given weeks before. They do not answer phone calls and if you ask anyone in the office for assistance, they become annoyed because you are not finding out all of the information you need on your own. I don't understand why we even have an administrative office - two people would be sufficient because the others are so annoyed when you approach them, most students have stopped asking them for help when they need it. Again, the students help one another more than the school helps the students.

i struggle with the on-line form so it would be nice to able to have a computer set up around financial aid so that if I had questions one of them was there to help. Becasue of a missed question and then a clarification on another question it took 3 times to get it through.

XXXXX in the financial aid department is always available and so helpful! She always answers my questions and when I leave her office I'm not confused

At Weirton Campus, there is no actual appointed FA person at the school so sometimes there is a lot of phone tag involved in trying to get ahold of the right person from the WHG campus.

did not use financial aid at wvncc. it was don at workforce

Did not need at the present d/t course description

I don't use Financial Aid.

Financial Aid refunds should be made available to students earlier than 30 days within a new semester.

I find that the financial aid is confusing, and there again that is a department that you can never get a hold of by phone, and a few different times it took two weeks for them to contact me after leaving several voice messages and e-mails. Now i go to XXX and XXX and they are usually able to help me.

I do not qualitify for financial aid.

Financial aid staff needs to better informed of the policies

Those poor girls need more help. It seems there are only two people to do everything. And honestly, that's enough for 90 percent of the year, until right before the school year. Also, XXXX is amazing... the front desk lady. She was so helpful and kind.

Employees lied to me about my ability to cancel a student loan. I can document this event fully.

The Financial Aid department is the LOWEST point in the college, XXXXX should not be employed by the college, she might be good at computer work, her customer service skills are SUBstandard.

I have not applied for nor believed financial aid was appropriate in my situation. I have periodically received what I regarded as nasty communications telling me I had not applied for financial aid within the time parameters established for that service. When I responded with queries as to why I had been so addressed, I either recieved no response or was not satisfied with the response that finally did come. I was made to feel I had done something gravely wrong by not having applied for financial aid by the tone of the communications I received.

Please use this space provided below if you have any questions/comments/concerns regarding Financial Aid:

XXXXXX was the most informing person i ever need and was there everytime i need to see her

Did not utilize Financial Aid.

I did not use Financial Aid.

I had to drop two classes due to my work schedule and none of the staff explained to me that if I didn't maintain full time status my Pell Grant would not pay, so now I owe a little over \$500.00. That may as well be \$500,000 because I am very poor and don't have the money to repay. I've have had a bad experience with the office staff since my first day. They are 100% worthless! In fact, last summer I tried to get a student authorization number to register for summer semester classes. I started with Lisa Slie and she told me that wasn't her responsibility so I emailed four other WVNCC employees trying to get a student number. I finally got my access code to register for classes the night before classes started from Lisa Slie, which was too late. I won't recommend this college to anyone. I feel I have to do 100% of the administration work instead of concentrating on my studies.

I do not use financial aid so I cannot respond to these questions.

Applying for financial aid in general is confusing. I wanted to apply for a student loan but was told I could only apply for a certain amount -- not to max out my acct. I could have actually received more because I did not receive my full amount in the Pell Grant. Sarah is one of the best workers in the financial aide office -- very nice, pleasant & is always willing to help!!

I had filled out loan papers and was approved when i called to check about it I was told that i didnt need it and they had cancelled it. NOT HAPPY

It would of been nice if i would of qualified

I am not eligible for financial aid and have never needed to use that servcie.

I was told that I was unable to have my financial aid by the aid adviser, and she deleted it from my account right in front of me. I found out half way through my summer classes that everyone else got their Pell Grant, which I was denied.I ended up qualifying for a different grant, and was able to cover tuition, but upon further investigation I found out that within my major I was able to have the Pell amount that was initially allotted to my account since it fell within the "guidelines" of receipt (a total of 6 credit hours, where all 6 were included in my degree).

I understand that the FA office has no control over the rules but when large changes happen like they did last year, a mass email should be sent out so that the students have some understanding as to what is going on.

Financial Aid in Weirton in a breeze. It's when you get to Wheeling that things become hectic in the HQ. While I did recieve my funding I had to have all my ducks in a row and laminated while being armed like a lawyer keeping all records and transactions straight to be sure I got my money. They are people just like me and anyone can tell by their tones on the phone if they're having a good day or bad. It's not worth snapping at them if they made a mistake. They're human and even I know what it's like to deal with a "customer service" situation. ☹

They have a fairly good system set up for financial aid. It's just bombardment and human error, paired with short fuses make F.A. the scapegoat for everyone not having what they need when they need it. ☹

☹

3 stars out of 5

I was very upset that I wasn't able to receive financial aid this year. I have been living on my own for 2 years now and trying to provide for myself but because I was under a certain age I didn't receive any financial aid because my parents make too much.

I take online classes and I am not on campus. There were no email for financial aid deadlines and I missed out on opportunities.

Please use this space provided below if you have any questions/comments/concerns regarding Financial Aid:

I had numerous problems resulting from the new 150% rule. I understand the reasons for this but maybe it should have been better understood and established before enforcing it and causing students unnecessary problems.

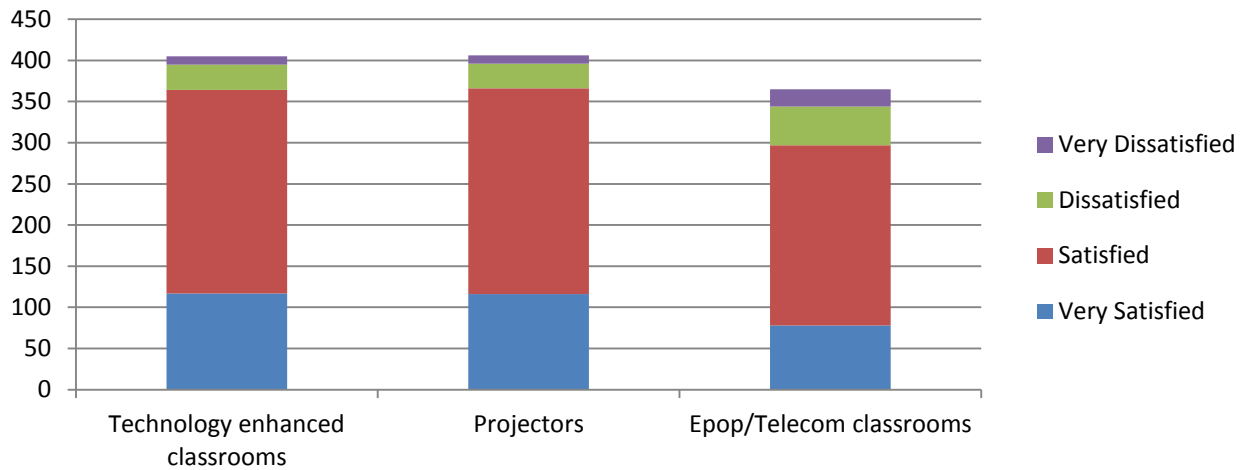
The financial aid staff does not answer the phone. They had me so frustrated one day that I almost transferred to BTC. I swear that I called LITERALLY 50+ times one day and no one would answer the phone. I called during normal office hours and I even left a few messages but not one time did I get called back. I've also been in the office and the phone is ringing but it goes unanswered. The only way to talk with financial aid is to go to the office and demand answers.

I have got awarded 623 for the fall semester of 2011 and I have anatomy and physiology lab and lecture also I have medical terminology and I need the books plus I have to pay for the class itself.

Student Fall Satisfaction Survey - 2011

Please rate the effectiveness of the following aspects of classroom technology:

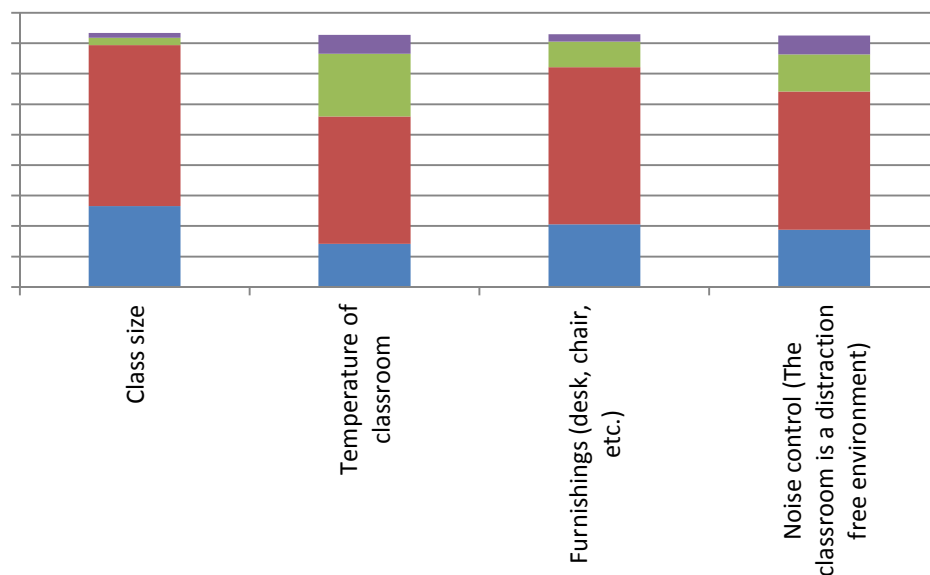
Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Technology enhanced classrooms	10	31	247	117	405
Projectors	10	30	250	116	406
Epop/Telecom classrooms	21	47	219	78	365
<i>answered question</i>					410
<i>skipped question</i>					48



Student Fall Satisfaction Survey - 2011

Please answer the following concerning classroom environment:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Class size	8	12	264	133	417
Temperature of classroom	31	103	209	71	414
Furnishings (desk, chair, etc.)	12	42	258	103	415
Noise control (The classroom is a distraction	31	61	227	94	413
Please use this space provided below if you have any questions/comments/concerns regarding classroom environment:					94
<i>answered question</i>					418
<i>skipped question</i>					40



Please use this space provided below if you have any questions/comments/concerns regarding classroom environment:

The temperature in certain classrooms seems to be either extremely cold or very warm. Also in the B&O building on the 3rd floor the high school students are very disrespectful when in the hallways, they yell and talk very loudly and are disrespectful when it comes to the elevators. They pile in 7 or 8 people and don't care if there is an older person or handicapped person that REALLY needs to use the elevator.

The classrooms are usually cold to freezing, and when the AC was broke it was too hot to concentrate. The noise level of any type of audio being played in the classroom across from the one i am in is loud i do not believe the volume is up to high it just travels through because of the way the ceiling is open. the chairs are the most uncomfortable chairs. i am in classes all day and i can't sit in them for the amount of time i have to. i have to get up and walk around frequently. by the time i get out of class my back is in great pain.

This semester is much better because my classes are at the b&o building so it is pretty quiet except for the middle college students holding the elevator button and causing it to beep constantly while we are testing or in middle of lecture. The education center last semester was loud in a couple rooms due to basketball in the gym.

The lecture hall in the Education Center building was always extremely cold. Even in the winter the temperature of the room was very cold and hard to sit in for 3 hours of class. The noise level was very distracting due to culinary arts being directly above the lecture room. It is very hard to hear the teacher speaking even when sitting up front. It would be nice to have some sort of speaker system to enhance the sound quality in the room.

Please use this space provided below if you have any questions/comments/concerns regarding classroom environment:

no not right now

The nursing class rooms are very distractive since we are located under culinary arts. There is always loud "construction" noises coming from above on test and lecture days! The temperature of the room is horrid, it's either FREEZING or so hot you can't breath, there is never a happy medium.

Its difficult to maintain consistency with so many different lab setups. Not all computers have all programs. Its sometimes hard to find a lab to work in because I need specific programs for specific classes.

the culinary classes should be limited. especially if it requires cooking, there should be at least 6 in a classroom considering the size of the kitchens. Classroom size for non-cooking should be 20.

people talk during class and you cant hear what the teacher is saying
New construction and seats need to be better for comfort

reading class room 317, u can hear the noises from other room downstairs

classroom 121 in the education building is where most of my classes are held; there was constant banging which sounded like construction but apparently it was the culinary classes pounding meat; it was hard to concentrate and focus on the teacher, especially because the AV equipment was stolen from the room and it was hard to hear her anyway without the microphone and speakers

In a large room with about 60 students, hard to communicate with the instructor from different areas in the room. Room was usually freezing cold. Hard to hear instructor even when she was yelling. Right below culinary arts floor, TONS of pounding and banging; sounded like the building was being excavated. Could not focus at all, especially during a test!! Had asked for some silence and was completely ignored! I'm sure I would do a lot better if I could focus on my test and didn't have to listen to all the noise.

The Education building on the Wheeling campus is never a consistent temperature. All of my classes are held in the same classroom and from day to day the temperature changes drastically. One day it's blistering hot, the next it's freezing cold. My classroom is 410.

Some of the rooms are warm and some are cold.

The classrooms in the buildings are never at an appropriate temperature. It is usually ALWAYS freezing cold, which in return makes it very hard to concentrate or take an exam. When you are sitting in a class for 2 1/2 hours it makes for a really uncomfortable situation.

Weirton campus classrooms are always FREEZING!

cold and air vents are very noisy hard to hear

All terrible. Classes are crammed, noise control doesn't exist. I could hear a whisper through the paper thin walls. I HATE having tables instead of desks. No one wants to share a table or get stuck at the table by the gross dirt ball. The temperature is uncontrollable, either I'm sweating or freezing.

Sometimes the rooms were too hot or too cold. (Why would an air conditioner be on in cold weather?) The desks need to be cleaned better. One time there was something on my desk that stayed there for a long time and I had to clean it myself. Also the noise was bad sometimes because of the construction, but there isn't much that can be done about that.

Education Center building is either freezing or really hot; people scooting their chairs on the floor above is VERY distracting and makes it hard to concentrate and to hear the teacher

The duct work is sometimes noisy, and in certain rooms, especially 215, the projector was vibrating whenever the air was running. Also im not sure for the reason of why but the projector in a couple classes was changed multiple times.

I have noticed the Bio lab has a poor sitting arrangement. the way it is set up makes it hard to have a seat and be able to see the teacher. The rooms are also freezing.

We are unable to control the temperature of the classroom. The chairs are very uncomfortable. In the above classroom, noises are very loud and distracting!!!!

Classrooms are generally too hot.

Please use this space provided below if you have any questions/comments/concerns regarding classroom environment:

The classrooms are too cold.

The rooms are freezing at all times

the walls are very thin on the second floor and if there is another class going on next door it is very loud and distracting

All of my classes are pretty packed and normally that would be fine, however with the current seating, there are usually 2 kids per table and I HATE the seating at northern. It makes me feel like I'm a kid and I have to share a desk. I'd like my own desk with my own person space. No one wants to share a desk and get stuck with some gross dirt ball. For example, there once was a girl I had to share a table with, and since I had to share I was close enough to see all the head lice crawling in her hair. Please get desks. Also climate control is terrible, it's either blazing hot or freezing. Also in more than one class I can hear water draining in some of the vents. It's loud and annoying and it makes it so I can't hear what the teacher is saying.

4th floor of the EC building needs some insulation installed. When it rains, the sound is very loud and distracting. Would probably save a lot on the heating/cooling costs as well.

The rooms are always cold, its hard to concentrate when your frezzing. We have our class in the large room on the 1st floor of the B&O building and its very noisy. We hear all the equipment running from the culinary school , and every bad rolling or chair/table being moved above us. It is also hard to hear our teacher unless she raises her voice.

the classromm that we are in is always cold the seats are uncomfortable to sit in from 9-3, and the noise from above is horrible

We are in classroom 121 EC all day. We can hear every sound in the culinary classroom directly above us. There is nothing to enhance the instructor's lecture so we can hear it, and the temperature makes the room often unbearable. The issue with water dripping from the pipes above our heads is also quite annoying while we all try to get sets in the front of the class to hear, but have to contend with the dripping above. To try to have a classroom discussion with the class is impossible since you can't hear what anyone is saying on the other side of the classroom.

None

There is too much noise from above the classroom while in education building while in nursing. Very ditracting, especially while test taking

sometimes the room next door is very noisy when we are taking a test. It is often cold in most rooms. There could be more technology used in each room.

Room 121E in the education building is a very diffcult room to be in. One week it is very cold then the next week of class it is extremly hot. The noise is profound. When in class their are distracting noises from the floor above that make it very hard to stay on subject with the teacher. On test days it is almost impossible to take a test and continue to be on track with the test becuase of the noise level. Some days it truly sounded like a construction zone was one floor above us. The acoustics in this room also are very poor. It is hard to hear the teachers unless you are able to sit up front and sadly this is not an option when there are 60+ people in that room. I have had better learning environments than in this room and I truly hope that I don't have my nursing classes in that room next semester.

Our classrooms are always freezing. The AC in EC30something is so loud we have to yell to be heard. Also there is a lot of hallway noise even if the door is shut. The upstairs classrooms often distract us when they walk around and/or move chairs. All in all the acoustics in the EC building are less than stellar.

classroom furniture is in a state of disrepair, much of it was broken, noise control does not exist, sorry !

Classrooms are always cold temperature wise.

The classroom we use for nursing in the education building has a horrible problem with noise. I am a auditory learner and our lectures are filled with what seems to be construction noise from the room above. I spend most of the class time distracted by what at times sounds like something is coming through the floor. Even while trying to take test, the noise does not stop. I would think if work needs to be done on the room above, it could be scheduled while class in not in session. Nursing is hard enough without distraction. This situation is unacceptable.

I do not take classes on campus - online student only

a few of the rooms have a lot of noise otherwise good.

Classes that are on Saturdays seem to be colder.

Did not have any epop/telecom classes but I have heard a class next door regularly having problems with their transmissions for that class. I hope I will not have to take one of those classes!

Please use this space provided below if you have any questions/comments/concerns regarding classroom environment:

My terrorism classroom was very cold. It was very hard to pay attention while I was shivering.

chairs are uncomfortable and the classroom is very cold since end of oct.

Respiratory Classroom is like a closet in size. Its cold, and there is so much stuff crammed in there that seems to hint of disorder. Although the teacher seems to know where everything is.

The temp in the classroom is in the instructors control. It's either freezing or roasting. The chairs are like sitting on rocks about the size of my first grade class from elementary school. Noise control? What a joke. If your class is next to XX. XXXXX' class, you can barely hear your instructor because his classroom is so incredibly disruptive. When taking tests, students are whispering, asking instructors questions - if you are not completed and others are - they are permitted to talk. Completely disruptive and disrespectful. Compared to a University in Pgh I had attended - WVNCC is exactly like being back in Jr. HS.

ventilation system is so loud yo cannot hear the instructor. Rooms always too cold!

The classroom was too little for the number of students that we had. we had every chair filled and on or two people wrapped around on the end of a table. There was no space to really work on.

The sound in the classroom is ridiculous. We can always hear the instructor across the hallway and the class above us is always stomping around and a distraction. The classrooms are always cold! I wish my instructors were more hands-on in their approach to teaching.

The rolling chairs that have backs on them that don't move up or down to allow for plus size people to fit comfortably at a table, or as you call them "desks" which also do not have enough room to place a book and notebook out for note taking like some people do, as well as take them on the computer. I myself being a plus size person am not comfortable sitting in the room for three continuous classes but if you did something about the seating maybe it would be different, I have dealt with it because I have had to.

there is construction going on as well as noise in the hallways; chairs are very uncomfortable

The good teachers have large amounts of students, and small class rooms

all the rooms are different temperatures even walking from one hallway to the next has a big change.

lecture room on 1st floor is right below kitchen.....beating the bread while taking a test

The Math Lab is always freezing.

The Mechatronics Wing is presently being built at the Weirton campus. Sometimes the noise is so loud it disrupts the instructors. I took an Accelerated Speech Class earlier this semester and we [students] had a difficult time concentrating while presenting our speeches. Noise was deafening at times.

We don't use too much technology in the classroom, thank goodness we use our textbook, occasionally we'll use the projector.

The walls are too thin and you can hear all the noise (people talking, laughing, and movies playing loud) from the other rooms in both buildings. It is very distracting especially when taking a test. The chairs are not comfortable for sitting on for long periods of time.

It is always cold in the mornings in the classrooms.

It is very cold in the classes and the we are right below the culinary classes. It is horrible during testing!

Temperatures are either very cold or very hot and the classrooms are extremely noisy when other classes are letting out

The temperatures in the higher level classrooms tend to get warm.

it is always cold in the classrooms

Construction is a problem on the Weirton campus.

Sometimes in a class room on the third floor in the EC bldg. there are noises in the room above that are distracting while listening to a lecture or while taking an exam.

I would like to see more classes being offered online or using EPOP in the evening which would also help keep students on their home campus,

The rooms are always freezing no matter the season. Especially in the EC building. It makes it hard to concentrate, even worse when you have an exam in a freezing cold classroom.

some classrooms need to be, not so cold.

None.

Please use this space provided below if you have any questions/comments/concerns regarding classroom environment:

This is a temporary problem, but the construction of the new wing has been extremely noisy and disruptive. The exterior noise will most likely be replaced with interior noise until graduation in May. So the temporary problem will last for one half of my entire time at the college.

Since the school is closed on the weekends, Mondays are pretty uncomfortable - either too hot or too cold. The temperature in the classrooms for Summer school was terribly hot.

Hard to hear teachers, and other students. Loud noises from floors above.
never used

The class rooms are kept very cold and the noise from others in that hallway tends to get a bit out of hand at times. Also the math lab has the air conditioning unit for the EC building and it is the most distracting thing I have ever encountered.

iep

our class is directly under culinary arts, sometimes during our exams they are beating things and whatever they do.

Please note on question 21, I only marked one item dissatisfied because I did not have experience at all with it. There need to be a N/A selection as well.

some of the classes are not so noisy and other are noisy especially when the classes are let out and people talking on their cell phones and they are talking very loud.

my class is outside the ipvidoe so there is alot of noise

On Mondays in room 122 it always seems like they are doing construction above us.

Rooms are often extremely cold. I bring a coat for class, not for outside.

Most of the nursing classes are held in the conference room in the education building and the chairs are very uncomfortable and to close to the row behind you, not enough room to walk behind someone. The environment is very loud as you can hear people walking down the hallways upstairs and the noise from the a/c is horrible in the room.

very loud in the classroom at wheeling campus

Most of the classrooms in B&O are always too cold. EC building classroom temps can vary from week to week (same as with the faculty offices).

For the few courses I did take on the campus at WVNCC Weirton everything was provided for and towards the student to make the learning environment as comfortable and knowledgeable as possible.

the math lab is always freezing

I had to wear pants and a sweater year-round because the air-conditioner was constantly on. It was so cold I was uncomfortable.

temperature is never the same, desks need cleaned more often, (I bring wipes to wipe them off people draw on one with pencil every week. the water dripping sound in E building is distracting.

Temp is always too hot or too cold. In most cases, class sizes are fine, but I have a couple classes where the class is full and I struggle to find a seat where I can see the whiteboard. The rooms aren't distraction free. The walls are paper thin, so I can basically hear everything going on in the surrounding rooms.

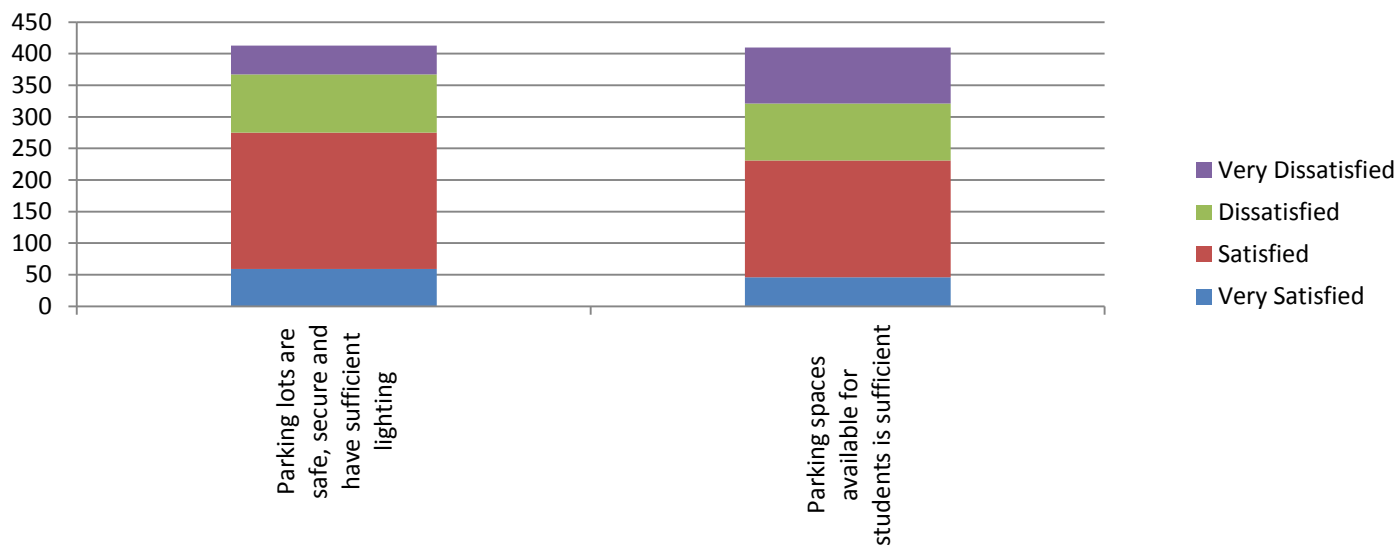
One of my class rooms is next to where they are putting the new side of the building on so it's very hard to pay attention while they are working.

I spent most of my time in room 305 in the education center and the temperature is always off and is to the extreme. Its either extremely hot or extremely cold. and while sitting in class you can hear everything from the floor above and below especially if a person is wearing heels or if desks are moved. And in room 305 there is also the sound of the vents or what we believe are the vents they are so loud we sometimes have to stop and wait for it to stop before we can continue with our class.

Student Fall Satisfaction Survey - 2011

Please answer the following concerning parking:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Parking lots are safe, secure and have	46	92	216	59	413
Parking spaces available for students is	89	90	185	46	410
Please use this space provided below if you have any questions/comments/concerns regarding Parking:					85
<i>answered question</i>					414
<i>skipped question</i>					44



Please use this space provided below if you have any questions/comments/concerns regarding Parking:

Parking been better since the straub parking was open.

the parking lots are not well lit at all. there are no emergency call buttons anywhere that i have seen. All of the other college campuses i have been on have them in a sufficient amount of areas. i do not feel safe walking to class early in the morning or to my car after dark. having the number in my phone for the campus police officer is not going to help me if i am running for safety. we need some sort of an emergency call buttons in diff areas of the campus. with the amount of crimes that have been happening at wvncc i can not believe we do not have any better means of safety.

Due to the inadequacy of parking space, I have relied on my wife to provide taxi service on a daily basis. She was unable to do so today, and I was almost late for class due to the difficulty of finding a parking space in the college environs.

no not right now

don't drive

Its sometimes difficult to find parking.

I ride the bus and people park in front of the school in a no parking zone. this should be stopped.

enve though I don't drive It would e nice to have lighting coming out threw the slicing doors at 5:30 after my last class this is when I catch the last bus to Martins Ferry and is very dark at this time makes me feel uncormfortable when going to the bus stop

Handicap

I am always careful when walking about by myself at night, but I still do not feel secure. The parking lot itself is lit well, but you cannot see beyond it, such as like the street across from you or down the side walk. Possible muggers would not be hanging out in the parking lot, where it is well lit. They would be across the street, scoping out the situation, where no one can see them.

the lot across the street in the car lot parking lot isnt big enough and the lighting is very bad, i already have 3-4 parking tickets from prking on the street and my class didnt let out in time to avoid a parking ticket

Please use this space provided below if you have any questions/comments/concerns regarding Parking:

Please put video cameras in the parking lots, I've had friends who have been robbed or almost raped in them.

Had to park under the over pass and walk forever with scary people everywhere!

Need more lighting for sure when you have night classes and not enough parking in lot in front by the municipal building

Buy the Straub building and make more parking!

Some areas could have more lighting. I frequently had trouble finding spots.

If you get to the campus before 8:30am then you can park in one of the lots. I don't like to park in the lot under the underpass because I have to walk to the building myself and don't feel safe. I don't think that it's fair that we have to pay for parking on the street. It's hard to keep up with the meter while in class.

There should be some sort of deal worked out with the Wheeling Clinic about using part of the 2 million parking spots that they do not use (during the day). I don't expect it to have signs for us there but when all other parking lots are full and it is completely empty the old man watching the lot like a hawk could be a little more forgiving.

Not enough parking closer to the college, bad neighborhood.

Walking to the big parking lot at night is very scary

construction is making the parking difficult.

Parking is ok, but could be closer and Northern could work something out with the city. It's ridiculous when the stupid meter maid is giving out parking tickets to cars with Northern parking passes. People are trying to get an education. They shouldn't have to worry about leaving class to go pay a stinking quarter.

The largest parking lot is located away from the school, so during bad weather conditions it makes for a terrible walk. I don't understand why we don't have more parking directly next to the school. Why do we have to pay to park along the road of the school we go to.

I had my catalytic converter cut and jerked from my vehicle in the Spring semester because the parking lots are so "safe and secure". After \$500 to replace it, I have had nothing but problems with my vehicle since the electrical wires in close proximity were also jerked and disrupted. I don't feel safe walking from the classroom buildings to the parking lots, and there is never anyplace to park close to the EC building. Wonderful feeling since we often meet there at 5:20am so we can prepare for our clinical day.

None

I don't like to park under bridge for evening classes. It does look nicer now that it has been painted.

the addition of more spaces on the street in front of the EC has helped; however there is little if any light there. Unfortunately I have class until 9:45 two nights a week so it is always dark when I leave.

I don't drive to school, but the last time I had seen it, the 18th & Jacob street parking lot looked particularly bad with spraypaint all over the West Virginia Northern sign.

I have a handicap sticker for my car and was stopped by a WVNCC employee and asked to show him my sticker and when I told him it was hanging in my rear view mirror he said I had to show him the registration for it. It was in my other car so I didn't have that portion with me. I am not able to walk long distances especially with all my nursing books and I was made to move my car. I had to park at a parking meter that I did not have change for since I always park in the handicap spot in the lot. I ended up getting a parking ticket and was very angry with the fact that I was made to move my car when I legally have a handicap sticker and ended up with a ticket because of it. I feel that I was discriminated against for being a young girl.

parking lot lighting is in need of repairs, many lights are inadequate or not working at all.

>>>>> there is an immediate need for corrective action on this item ! <<<<<

Parking is simply ridiculous at the Wheeling Campus. I have arthritis and cannot walk all that way to the school yet I don't yet have a handicap sticker so I take my classes online whether I want to or not because you can't park anywhere near the school without having to pay for it.

Never seems to be enough parking and the Wesco lot is not properly lit for evening students.

Please use this space provided below if you have any questions/comments/concerns regarding Parking:

Online student - I do not use parking

please think about placing a couple spots for motorcycles at the new property.

I think there is plenty of parking available, however, as a female I sometimes feel a little unsafe when walking to my vehicle when it is dark or after late classes.

The parking lots I have been told by fellow students are not safe after dark and that the cars get broken into at night. There is never anyone around to check on your safety in the large parking lot under the bridge. I have had people walk up to me asking for money that are not students but loitering around the parking area. I know the school has been broken into and an actual employee was reported to have been robbed at knife point (I heard it on the nightly news) during this first semester that I have been there. I think much more needs done with security before someone gets robbed or hurt in the parking area. I have a pink parking permit issued from WVNCC since having foot surgery and have come to find that there is nowhere to park whenever you go to attend class. I have been told there are no assigned parking places--even when you went thru steps to have a parking spot you thought--just recently I was hopping on one foot with a walker because I could not put any pressure on my other foot, and if I would injure my foot that had surgery it would not be able to be fixed. I called when I was trying to park to attend class and I was told to call Steve--parking is his responsibility-- and see if he could arrange something for me until my foot heals (mind you it is already on file that I needed to park close to the building that I attend class in) but I left him a voice message and he never even bothered to call me back. So at this point, I am not sure what good it did me to get a doctor's slip and be issued a pink parking permit if there is NOWHERE TO PARK. I took it upon myself and asked the parking attendant at Wheeling Clinic to see if I could park in their lot recently since WVNCC was of no help and not only did he give me a spot to park he has checked on his own with me to see if anyone at WVNCC has checked back with me or made sure I have a spot to park and I was definitely disappointed when I had to tell him that I did not get a call back when I had my last parking problem and he assured me that he would try his best to help me out--imagine that--someone who cares--and it is not even his responsibility--it should have been someone at WVNCC. I was told that should be STEVE but I have never received a call, email or any response back from him concerning this parking issue. I am not asking for special treatment here, I have parked the whole semester until recently under the bridge and walked from there to my building for class. I am just asking to be assured for at least until my foot heals to be able to PARK CLOSE TO THE BUILDING WHERE I ATTEND CLASS.

there should be more closer parking spaces for the older students or at least the students that have walking problems. a police officer should be made available in larger quantities in the evening.

Due to construction parking has been limited at times

i am usually leaving early to be sure I have a place to park. Is wheeling clinic REALLY using that lot before 5? They are ridiculous. Maybe some spots can be bought? UGH

There have been numerous car break ins and attacks at night in or around college campus and parking lots--there is never enough parking if you have class after 8 am

Not enough parking n for someone who works full time n has limited time to get to class sometime it takes awhile to find a spot or walk 1 mile to get to building

Potholes galore. Lighting at night? Please.

The parking is still a little confusing as to where all you can park but I have been using the handicap space in the lot next to the e/c building.

never any parking causing students to be tardy.

The parking is not safe and not well-lit at all. And finding a parking spot in the lot is almost an impossibility! I don't think it's fair that we have to park at meters and get tickets from the meter maid if we can't run out to our cars every so often to put more money in the meters! I have had to pay over \$20 in parking tickets in 3 months time!

More lighting in the parking lots, please!

The parking isn't too bad but there should be more parking closer to the school. It is hard to find a good spot when the weather is bad.

Parking was scarce at the beginning of the semester, but that is no fault of the college, construction has been ongoing for some months now.

Please use this space provided below if you have any questions/comments/concerns regarding Parking:

People that can walk long distances have plenty of parking but those of us that have had multiple knee surgeries can not make the walk from the parking lot and unless you have the time to show up 30 minutes before class to try and find a meter its kinda outta the question.

need more lighting, and the walk is a little far for those who are a little older.

There needs to be closer and free parking for northern students.

half the time i have to park on the street

Expansion

You need to put in cameras at the WESCO PARKING LOT

The Wheeling campus has security guards on duty for evening classes, but the Weirton campus does not. I have concerns about walking to my car after evening classes when it is dark, especially when I attend classes made up of only a few students and have to exit the building alone.

I have had to park under the bridge which is too far and unsafe for a student to be walking alone (no choice) and at night.

With the construction crews on campus we [students] lost lots of parking spaces, resorting to parking on the sidewalk and creating lines behind other vehicles. Sometimes it's difficult finding a parking space.

My classes are through the day, so not sure about lighting, when the semester first begins then parking sometimes is difficult, then after awhile people drops the classes or just quit coming and the parking is better.

With the new construction parking is terrible in the early afternoon.

Never enough place to park. Being a female especially do not feel comfortable walking long distances. Also the school should strike up a deal with the city of Wheeling about the parking around the perimeter of the building . Probably would not happen, but just a suggestion that the school pay the city, or maybe a certain percent could come from students' tuition . Have this area just for students maybe except on weekends, etc., and as long as student has parking sticker in view for meter maid to see will not get a parking ticket. If no ticket in sight, fine them. Or another suggestion would be the coin method (not money) be available for the meters(this would require new type of system, so that would be out of the question. Just an opinion about a very stressful subject to me. Better yet how about that parking garage and a ramp across the road way\$!\$!\$

Many parking spots are only pay only spots. I don't always have change, if at all because I use electronic banking and debit cards. Also, many of the parking spots require crossing a busy intersection on the corner of the school. The buttons on the crosswalk lights do work, but not effectively as there are two crosswalk lights, and there is ALWAYS one intersection in motion at any time. While I understand the need for close parking for employees, they often are in teh building all day or at least for hours. So they do not have to brave the traffic nearly as often as students. Why not let students park in free parking, or charge for a parking pass for students who opt for it so they don't have to pay meter fees, etc.?

There is very minimum parking spots for all the student, it is not very well light, i was approached by an old gentleman in the student parking lot and i no longer feel safe there.

My car has gotten hit in the parking lot by th B & O parking lot. Also my car tried to get broke into in the old straubs parking lot broke the keyless entry jammed the door and now the locks don't work on the drivers side very inconvenience, it was just starting to get dark 6:45 to be exact.

CONSTRUCTION on Weirton campus.

there is never anywhere to park and being that there is no parkin lines to show the parking, people park how way they want and it makes it hard to get into a parking space without someone hitting your car with there door

I usually have to drive around for a while to find a parking spot that is not too far away during bad weather, rain, snow, etc. I usually leave early enough to find a parking spot and not be late for class.

I think I have found a parking space in the lot provided once so far. Fortunately, since I only live 4 miles from the school, my wife provides taxi service. That beats trying to find a space or getting a ticket because class/lab work extends beyond the limits of the meters provided. Of course, I have an issue with the City of Wheeling's policy and practice regarding parking meters and fines in downtown Wheeling...and they wonder why downtown is dead. That is one of the reasons in my estimation. Obviously, I believe students need more College provided space available for parking while attending classes. There are no meters at WJU or WLU or Bethany, etc.

we need better security and lighting to keep the students mpore safer.....

Security could be much better.[]

I don't drive.

Please use this space provided below if you have any questions/comments/concerns regarding Parking:

The parking is absolutely horrible at Northern!!!! I know that this is a major drawback when it comes to potential students - I have heard this from family and friends personally. I do not think its right that the staff gets there first in the morning & takes up all the parking spaces. You see them throughout the day putting money in the meters. I also do not think its right that all the health science students do they same thing. These students & all of the staff/faculty should have to park in the 19th Street Parking Lot. By 10 am there is absolutely no place to park which has made me late for class or not even attend. I have osteoarthritis in both of my knees & due to the pain & swelling I can not walk a great distance.

I have a very difficult time finding parking in the mornings and most afternoons, I have gotten numerous tickets and some of them are just ridiculous. One was the meter was not aligned with the bumper of my car.

We need more parking lots or free on street parking
construction

Due to temporary construction I park across the street most days.

There really needs to be more parking lots or meter free parking on the street

I think security should be visible at all parking lots in the evenings. I have seen police twice before, during or after my evening classes and that was during a smoke break both times.

I think better security is needed in parking lots.

Weirton parking is perfect from what I had experienced. I do not have a vehicle myself but the few times I was able to borrow one to use I had no issues getting in and out of the school.

i dont think the students should have to pay for parking at the meters

Do not drive to school

I always had to pay for my parking

I sometimes have to circle the block a few times before I can find a spot to park in. Only at a certain time. I sometimes feel scared having to walk to the gravel lot to my car after late classes.

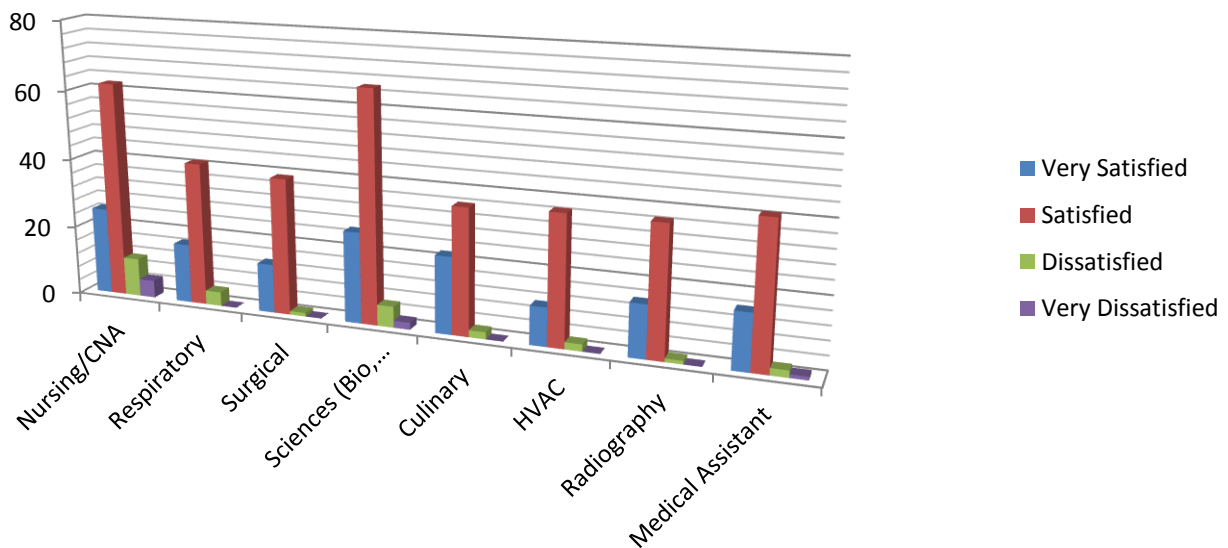
Sometimes there are plenty of spaces to park in, but other times there are none. The WVNCC parking lot is a waste of space, it only needs to be half of the size it is and maybe you could build more classrooms with the extra space.

There is not a lot of lighting for the further end of the parking lot were someone could easliy get hurt and due to them putting up the new building there is not a lot of parking spaces and most days you have to fight to find one or take a risk and park out in the street beside the school.

Student Fall Satisfaction Survey - 2011

The equipment is in good working condition

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Nursing/CNA	5	11	62	25	103
Respiratory	0	4	41	17	62
Surgical	0	1	39	14	54
Sciences (Bio, Chem, Micro)	2	6	66	26	100
Culinary	0	2	36	22	60
HVAC	0	2	37	11	50
Radiography	0	1	37	15	53
Medical Assistant	1	2	41	16	60
					41
Please use this space provided below if you have any questions/comments/concerns regarding the equipment:					
<i>answered question</i>					182
<i>skipped question</i>					276



Please use this space provided below if you have any questions/comments/concerns regarding the equipment:

A lot of the equipment for nursing is outdated and not practical when demonstrating what is actually in the hospitals today.

We are very appreciative of upgrades and new equipment that comes into the program from time to time. It evidences a concern for the quality of the education and a desire to ensure its being up-to-date.

no not right now

dont have those classes

I have no opinion.

The SIMS manican's are hard to count respirations/ heart rate/ bp , etc. because they are hard to hear.

I have not seen any of this equipment

NA

Does not apply.

Please use this space provided below if you have any questions/comments/concerns regarding the equipment:

I think the instructors should have the resources to ensure that all of the students in the nursing program can put their hands on the equipment they will use when they are in their clinical settings. The fact that they have to reuse needles and other equipment in order to give us a simulation experience is a hindrance to the students who have never worked in a hospital setting.

None

I havent seen all the rooms.

don't know I'm not in the program yet.

I don't take any of those classes.

When I used the equipment originally it wasnt the greatest but since ive done simulation the past semester the equipment is being replaced and getting better.

does not apply to my field

n/a

I had to fix the equipment and educate the staff on the proper operation.

N/A - online only student

the culinary arts department should have Advanced Pastries provided for students that are getting a degree, give them the option of Advanced Pastries or Garde Manger

no equipment for me, i am just finishing my degree from 20 years ago

See concerns about room size, HVAC, and disorder.

am not enrolled in any of these classes

The mannequins we work with are so old and fall apart all the time. The equipment we work with is clearly outdated. If the school gets grants, why can't we have better equipment?

I have not actually taken these classes here, so I can't say.

not in that field so unsure

NA

Didn't participate in any of the class above.

I haven't used any equipment in these fields -online student.

Excellent!

The lab for nursing is not available enough for practicing purposes.

Not Applicable to me

Capital improvements are frequently made to the Culinary Arts Department to the delight of both faculty and students. It certainly enriches the educational environment. Thanks to those responsible for budgetary allowances for new and leading edge equipment.

Not enrolled in any of the above programs.

I did not use any equipment in my class.

I have only taken the CNA and bio course at this point

Cannot comment because I'm currently in the C.P. portion of the Medical Assisting curriculum.

Everything was online for these courses and therefore done at home. The Chem Kit came with everything neatly packaged and labled, ready for set up and use.

No health care or science labs this semester.

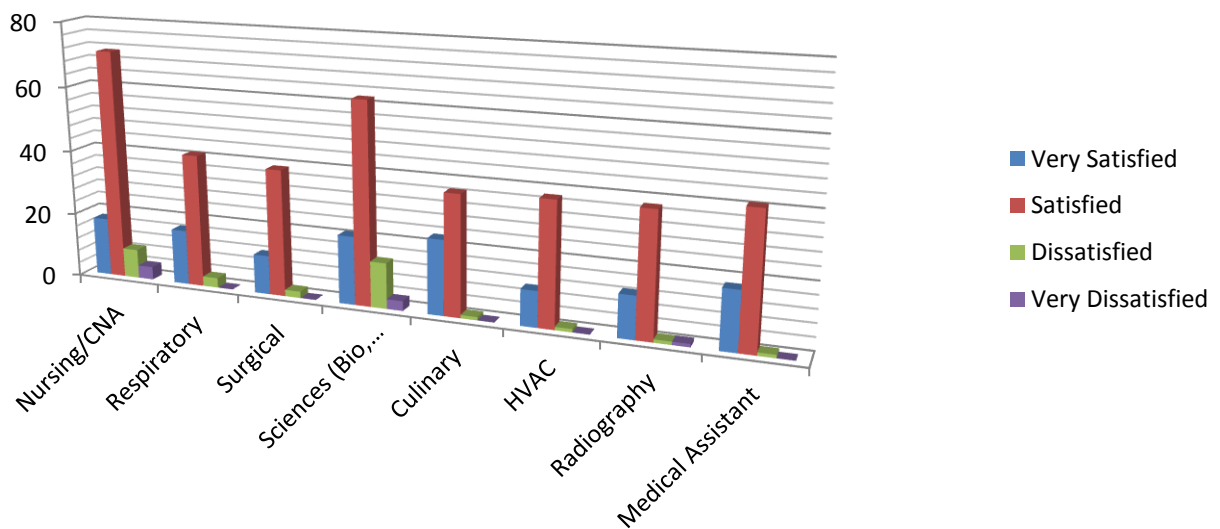
Have not used them yet

In my biology room for human anatomy it is somewhat nice. The tables are extremly dirty and their are not enough mini -complete skeletons for the class

Student Fall Satisfaction Survey - 2011

There are adequate supplies available

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Nursing/CNA	4	9	71	18	102
Respiratory	0	3	41	17	61
Surgical	0	2	39	12	53
Sciences (Bio, Chem, Micro)	3	14	62	21	100
Culinary	0	1	37	23	61
HVAC	0	1	38	11	50
Radiography	1	1	38	13	53
Medical Assistant	0	1	41	18	60
					29
Please use this space provided below if you have any questions/comments/concerns regarding supplies:					
<i>answered question</i>					181
<i>skipped question</i>					277



Please use this space provided below if you have any questions/comments/concerns regarding supplies:

There was often times when we had to split supplies and reuse them between multiple students.

no not right now

I have no opinion because I am not in these programs.

I have no need to answer these questions. I have only taken science courses.

NA

N/A

None

I don't take any of these classes.

does not apply to my field

n/a

N/A - online only student

as above

Please use this space provided below if you have any questions/comments/concerns regarding supplies:

We are paying a lot of money for supplies--there are some procedures we are learning that we don't have instruments for--while the nursing students practice on a simulated patient we are using reject hospital equipment and paying out-of-pocket for this "expensive" course

not enrolled in these

No, the supplies need replaced!

NA

Didn't participate in any of the class above.

I haven't used any supplies in these fields - online student.

I took a course this semester and the Criminal Justice class will be appearing in a commercial regarding the Criminal Justice Program at WVNCC. We had a good time shooting the commercial and being in the Nursing Lab, conducting experiments. I can hardly wait to be able to take Forensic Science Spring 2012.

Personally I do not feel we have enough microscopes, and some of the ones we do have probably should be replaced; it's hard to get them into focus and if you don't watch the way you breath then it fogs up. I also think it would be nice to have more equipment such as life size skeletons (ours has broken bones), more display items explaining the muscles and nervous systems and stuff like that for the more visual learners.

Excellent!

Not Applicable to me

For those of us who use the locker room in the Education Center for multiple classes requiring both chef and service uniforms, the lockers are quite tight. I have been fortunate to have opportunity to use a full-length locker, but due to the number of uniforms kept available and the size of my garments, I certainly could use a second locker. What is the chance of that? I'd be willing to pay the extra \$10.

Not enrolled in any of the above programs.[]

I did not use any of these supplies in my class.

I have only taken the CNA and bio course at this point

Cannot comment because I'm currently in the C.P. portion of the Medical Assisting curriculum.

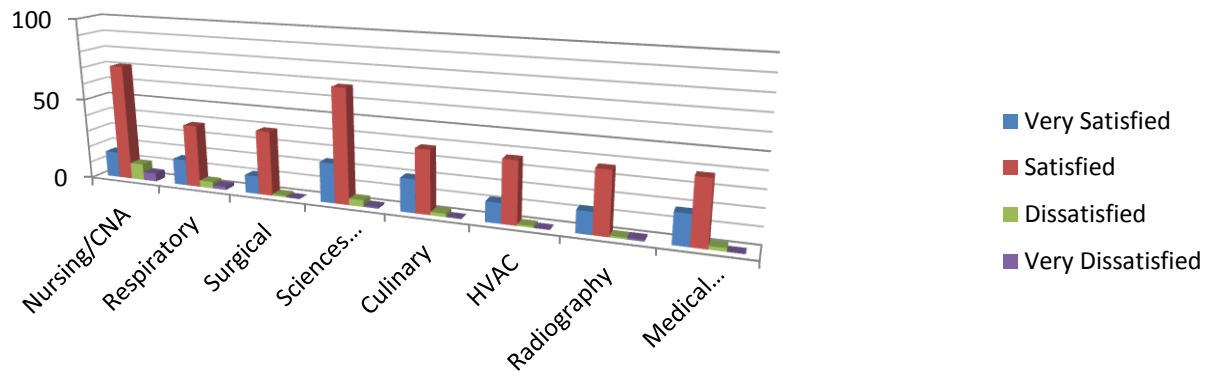
Everything was online for these courses and therefore done at home.

have not used them yet

Student Fall Satisfaction Survey - 2011

There is adequate space to perform activities

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Nursing/CNA	5	10	71	16	102
Respiratory	2	4	38	16	60
Surgical	0	1	39	11	51
Sciences (Bio, Chem, Micro)	1	4	69	24	98
Culinary	0	2	38	20	60
HVAC	0	1	37	12	50
Radiography	1	1	37	13	52
Medical Assistant	0	2	38	18	58
Please use this space provided below if you have any questions/comments/concerns regarding space:					29
<i>answered question</i>					181
<i>skipped question</i>					277



Please use this space provided below if you have any questions/comments/concerns regarding space:

Classes are appropriately sized for the space and personnel provided.

no not right now

the kitchens should limit classroom size to 6 students and 1 teacher.

I have no opinion.

Classrooms and labs are to small!!!

NA

If the lab is in use by other student or being used for class, other have no where to practice. Also lab is only sch during 1st semester with the basics. At the wheeling campus the hospitals that we go to for clinicals dont allow us to pass meds. We can only do so if the instructor is given access or a RN is willing to allow us tp do it. Therefor we have amost no experience passing meds yet when we do our simulations we are expected to know what we are doing. We are told to practice in the lab, and we are we supposed to do that!!!

N/A

None

I don't take any of these classes.

does not apply to my field

n/a

N/A - online only student

as above

Classroom is too small.

not enrolled in these

No, we are always cramped in the lab

Please use this space provided below if you have any questions/comments/concerns regarding space:

In taking online chem and bio classes i think the labs should be in class room!

NA

Didn't participate in any of the class above.

I haven't used any classrooms in these fields - online student.

Not Applicable to me

Not enrolled in any of the above programs.[]

Computer Lab 420-E needs to be larger. Not sufficient. Also the desks should be facing towards the south wall. Very poor setup.

I did not have any hands on activities in my class.

I have only taken the CNA and bio course at this point

Our lab room is so small that students are often shoulder to shoulder, and are constantly running into each other and the equipment provided for skills examinations.

Cannot comment because I'm currently in the C.P. portion of the Medical Assisting curriculum.

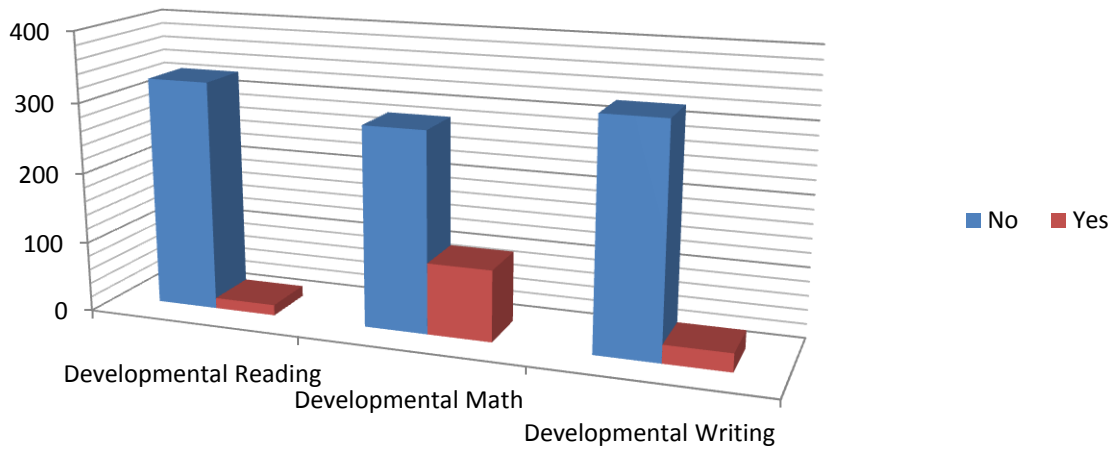
Everything was online for these courses and therefore done at home.

have not been in nursing classes yet

Student Fall Satisfaction Survey - 2011

Are you enrolled in any of the following developmental courses:

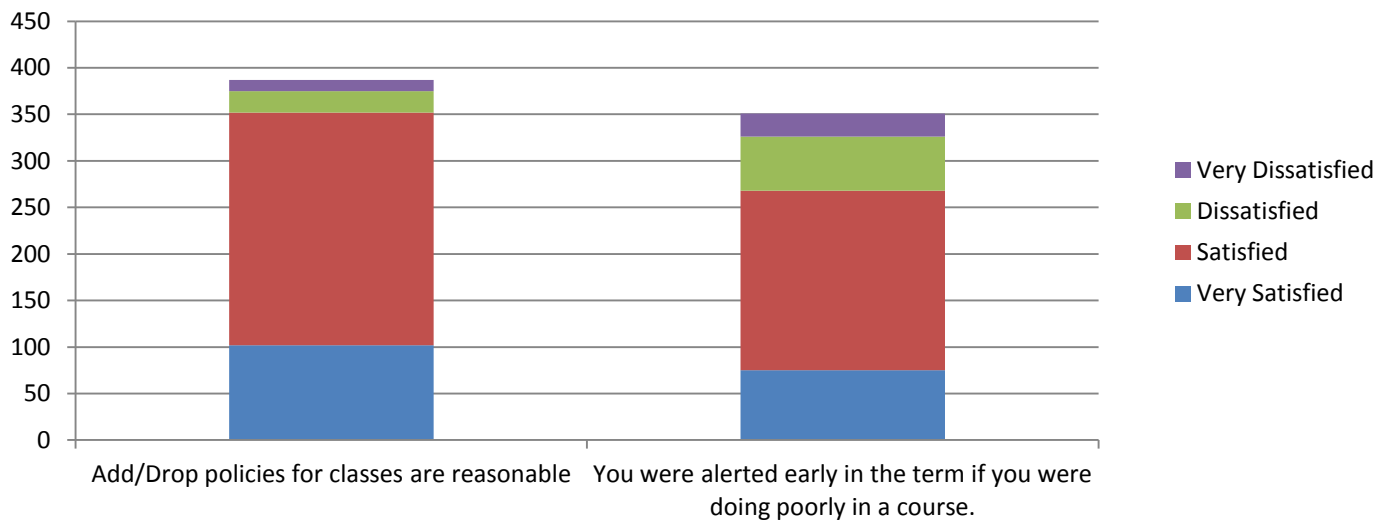
Answer Options	Yes	No	Response Count
Developmental Reading	15	327	342
Developmental Math	101	284	385
Developmental Writing	26	323	349
<i>answered question</i>			386
<i>skipped question</i>			72



Student Fall Satisfaction Survey - 2011

Please indicate your level of satisfaction on the following:

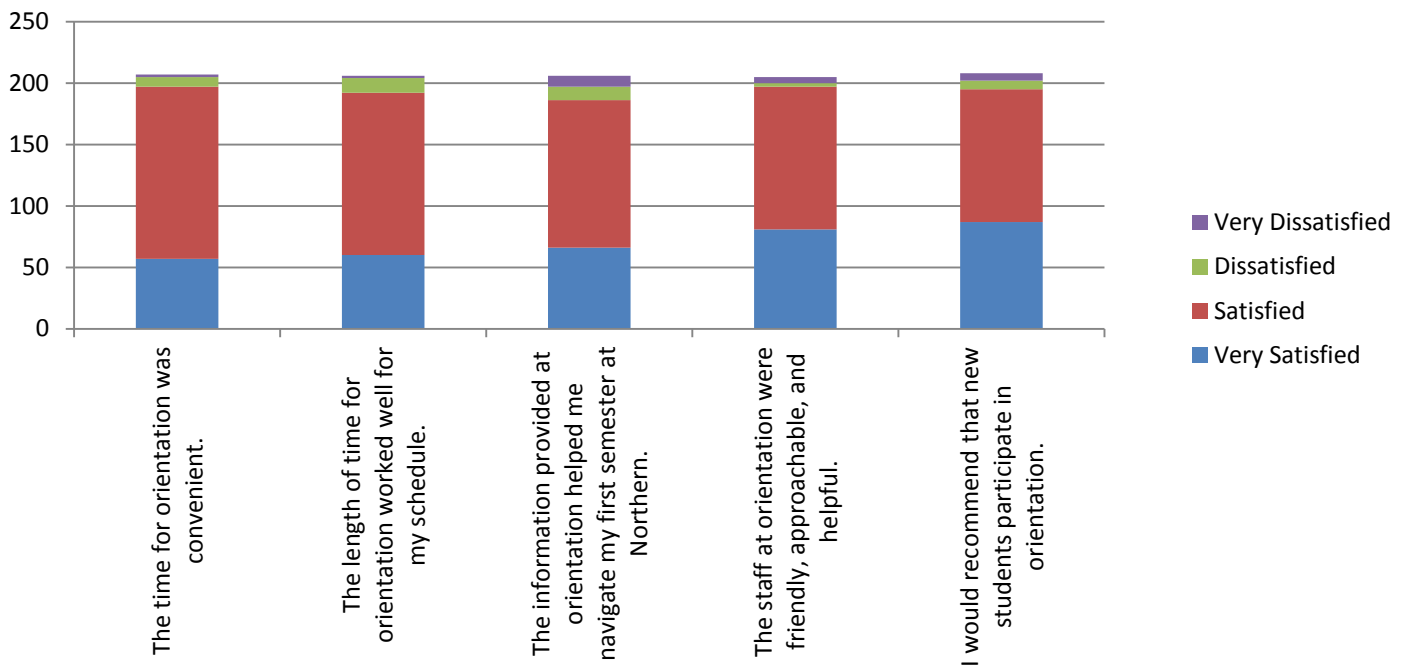
Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Add/Drop policies for classes are reasonable	12	23	250	102	387
You were alerted early in the term if you were doing poorly in a course.	25	58	193	75	351
<i>answered question</i>					391
<i>skipped question</i>					67



Student Fall Satisfaction Survey - 2011

If you have attended an Orientation course at WVNCC, please answer the following concerning the Orientation:

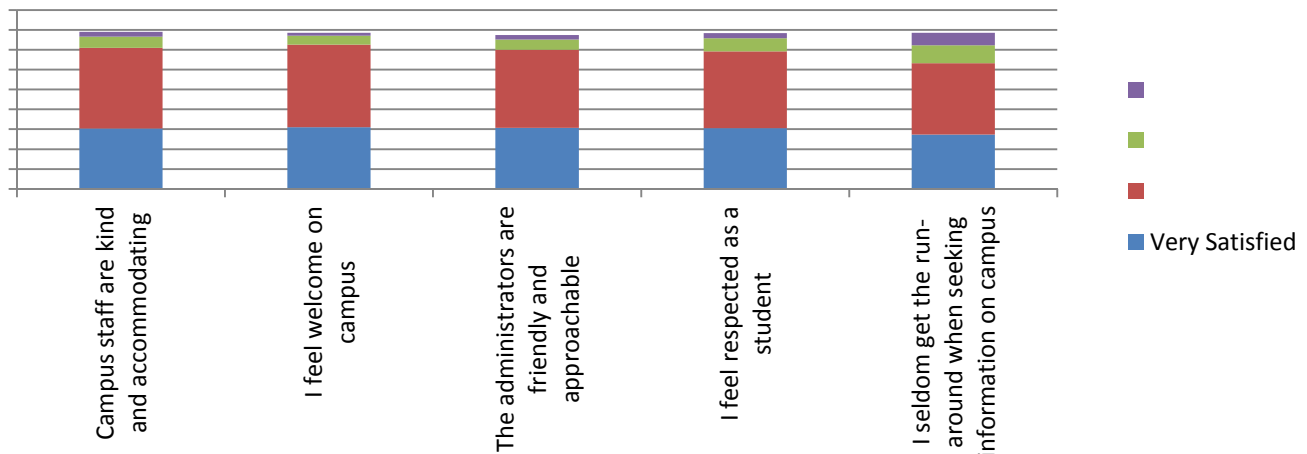
Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
The time for orientation was convenient.	2	8	140	57	207
The length of time for orientation worked well for my schedule.	2	12	132	60	206
The information provided at orientation helped me navigate my first semester at Northern.	9	11	120	66	206
The staff at orientation were friendly, approachable, and helpful.	5	3	116	81	205
I would recommend that new students participate in orientation.	6	7	108	87	208
<i>answered question</i>					213
<i>skipped question</i>					245



Student Fall Satisfaction Survey - 2011

Please answer the following concerning Customer Service:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Campus staff are kind and accommodating	12	28	203	152	395
I feel welcome on campus	8	22	208	155	393
The administrators are friendly and approachable	11	26	196	154	387
I feel respected as a student	13	33	193	153	392
I seldom get the run-around when seeking information on campus	32	45	179	137	393
Please use this space provided below if you have any questions/comments/concerns regarding Customer Service:					49
<i>answered question</i>					397
<i>skipped question</i>					61



Please use this space provided below if you have any questions/comments/concerns regarding Customer Service:

XXX and XXX at the front desk are the greatest!!!!

I often feel like I am being talked down to by the professors on this campus when asking for help.

no not right now

If the faculty or staff isn't available I have approached other students and they were just as helpful.

Please use this space provided below if you have any questions/comments/concerns regarding Customer Service:

i do want to say the instruction staff that i have been exposed to so far in my experience with wvncc has been fantastic / the inconsistant responses to information requests the incorrect information that is relayed to students and the run around of who can help students find the solutions to their situations is beyond disappointment i myself when trying to register was given more than 21 sticky notes of go here do this call this one (several even had incorrect numbers and email address) point being i started saving them to use in a speech class i am required to take for my program so i can use my experience when i have to do a paper on a process people do not return calls in a fair amount of time if at all and when you do get response the tone and attitude leaves the students not even wanting to bother to go forward in getting the information i would suggest more training in professional behavior and dealing with people maybe a raise or vacation and if that does not work for some well how about a space with four walls and transferring data all day / not all of the staff come under this description because i have met a couple not a few a couple who have outstanding student service qualities and knowledge but you see once the students figure out which ones they are then that person becomes overwhelmed by the requests of the students to deal with them and that is not fair to the ones doing their job properly when the staff should all have the same knowledge skill and attitude as the ones doing it right

Great college

XXX and XXX are wonderful to talk to as a student. They are very respectful to the students.

The staff never smiles and when you ask them for help, (basically to do their job), they sigh and act like you just asked them to give you a million dollars. And I ALWAYS get the run around, especially from financial aid.

I did have some problems with having questions answered at the beginning of the semester, and on September 22 (refund day).

For the most part it was great but one case where I was trying to get credits transferred i was little going in a circle between 3 people.

A few of the instructors in the IT dept have made this educational experience unsatisfactory. I hope www.thenewboston.com gets royalties from WVNCC because some teachers use this instead of sharing their "knowledge". I also understand that issues arise and a class may need to be cancelled occasionally. But, if you are to cancel class, I believe a notification to the students with a proper time allotment is only respectful. I drive 45 minutes to Wheeling three nights per week to attend classes and at least 8 times this semester, I have driven for no reason, due to a cancelled class with either no or last minute notification. I should have saved my gas receipts and gave them to the Financial Aid office. And this has happened with more than one instructor during the semester.

Staff could definitely be taught the value of "service with a smile" especially the service center and financial aid, they're always scowling. And I ALWAYS get the run around when trying to register. I've been to 2 colleges and have been chosen for verification 3 out of 3 times. That seems shady to me and I feel like I'm being singled out bc my dad is self employed.

Alot of the Nursing staff treat us proprly

There is a major problem with technology. I use the computers in the lab and in the Library. My class required Microsoft 2010 and a color printer. There was major communication problems with the computers in the lab, Library and printers. I am paying the same technology fees as the students enrolled on other campuses. The campus is at a great disadvantage where this is concerned.

None

Some nursing instructors are not very helpful and expect students to know how to do procedures when they have not been taught previously

some of them i am satisfied with and some not so much.

N/A

I do not attend classes on campus.

Please use this space provided below if you have any questions/comments/concerns regarding Customer Service:

I scheduled a time for a tour during orientation time and after I got there at my scheduled time I was told that they were not going to do any tours that day. The tour was scheduled on another day from my regular orientation. At least a phone call would have been appreciated. The time of day for orientation was noon and at around 2:00-2:30 we were not done and I was told that orientation should take only about 1 to 1 1/2 hours before I attended the actual orientation. It was very hot that day and we were not even offered a bottled water during orientation. I think they should tell perspective students to bring something with them to drink. I was definitely surprised by this since it was at noon and we didn't even receive a beverage on a very hot day--not to mention there is a Culinary Arts department right? I am not trying to pinpoint a certain person about this but more thought needs to go into perspective students that are interested in attending WVNCC for orientation. There are probably other students there with many years of working experience that know functions such as this could be handled much differently.

The lady at the front desk is quite rude. She just assumes that as a student I should know everything, and does not want to help or do her job.

There should be a space for orientation comments. I couldn't attend orientation because I had a class at the same time.

My current course is AP I with XXX XXXXXX. He is very kind and friendly. He is never derogatory to a student, and though his course is hard and he has had many drops, I consider him a very good teacher. He just doesn't give grades. He seriously should be working at a large university. Very knowledgeable. When I call in my teacher still does not come up on directory.....hello it has been 3 months now!

Did not even know there was orientation

There are a few in the office who are more than helpful; however, the staff in general does not want to be bothered...they are easily annoyed. Most students I have talked with feel the same way. It is very discouraging to ask for assistance because the run-around you receive is to "go on-line and figure it out". There is really no support provided other than from two people in general who will bend over backwards to ensure your issues are addressed.

When you are part-time you are just another student. It's hard to find extra time to get involved in the extras that the school offers.

When I'm looking for an advisor or instructor, and their office hours are posted on their door, then why are they never there? I call to set up times to meet, they don't call back. I e-mail, I get no response. It's hard enough being a nursing student, but trying to track down an instructor or advisor shouldn't be an added problem!

My first semester was very confusing to me, I had to ask everything and wasn't even sure who to ask or what to ask. If it wasn't for other students I probably wouldn't have made it this far. I received a D in a class that I shouldn't have and did not find out what I could have done until it was too late.

There are some teachers as well as some faculty in our campus that are demeaning, rude and/or threatening in their authority and the way they present themselves.

The receptionist is not friendly, doesn't sound welcoming when answering the phone, and I've hardly ever seen her smile. The Student Information desk is helpful but slow at times - needs another person.

No communication between campuses and the older lady at the admission desk in Wheeling (I'm sorry I don't know her name) is unkind and unpleasant!

I would be lost if it weren't for the library personnel. They are understanding and patient with me..

No one ever answers phones. The school receptionist phone goes to voicemail. Why? It seems that administrators are never in their office when I stop by. Never.

Most people do what they can in the Weirton Campus with the exception of XXXX who also lacks customer service skills. They blame her shortcomings on the amount of staff, especially at the beginning of the semester.

I was not aware of any orientation to the college and have had some challenges with systems--like e-mail as mentioned above. I never did get a photo ID my first semester and haven't made much sense of the debit card I got for a refund...had to get a second one. Now I can't find it anyway.

Please use this space provided below if you have any questions/comments/concerns regarding Customer Service:

The financial aid office workers are the most helpful by far. They're all very courteous and always willing to help and make understanding a lot of information at once much more simple. The people in the bookstore are also just as courteous and very helpful.

Even though I marked "Very Satisfied" on the above, there are still some departments and personnel that are very inefficient and ineffective. I have had some inquiries that have never been answered. I do not feel like a pest, so I just forget about it, but this is not a very good reflection on the college. It is only a small percentage that are not doing their jobs.

I've been running around like an idiot trying to find someone to help me. It's a bit ridiculous.

The administrators are not friendly at all except when an event is going on. Everyday life, not at all!!!

I have one instructor that doesn't want to talk to any of her students, I have talked to my adviser and to her boss and it got me nowhere and I know that I am not the only one that has complained about this teachers instructing habits, her attitude, the way she insults students and I was very unhappy that she was looking at my transcripts without permission just to tell me that she thought I have a learning problem. Maybe someone should talk to XXXXXX XXXXXX!

The left hand NEVER knows what the left hand is doing. Most information given is contradictory.

The entire staff at the campus I attend are extremely kind, helpful, and sufficient in their duties.

I am dissatisfied in all areas of the campus, it seems to be a chore for any of the staff to smile or say hi. they keep their heads down to the floor and rarely look up. The woman at the desk across from the entrance couldnt bother to say good morning ever. The ladies at the service desk were very helpful.

There was only One teacher that I had for an online Algebra math course that made me feel like absolute trash about my intelligence. Despite that horrid encounter I have had a strong bond with nearly all of the people I've met and been taught by on campus.

I, along with other students in the IT program, have received much undue resistance in getting certification testing scheduled. I also do not know what some of the charges I am incurring in the upcoming spring semester. There is no explanation and it seems as though the left hand does not know what the right hand is doing in the IT department. There also are some instructors that just do not care what their students learn and do not teach toward the class description. i.e., if I am taking a A+ hardware class, I should be ready to take the A+ cert exam upon it's completion. With only one month left in the class, I am nowhere near taking this exam. Actually, I feel I know less about computer hardware than I did before taking this class.

I always get the run around and I would always have to come in and I live an hour and 1/2 away. That did not seem bother anyone, I always had to come in for questions and concerns because I would never get my calls returned.

I always get the run around from financial aid. They never tell you everything you need in one visit. Also, this is my 3rd year in college and I have been selected for verification all three of those times, I think that's ridiculous.

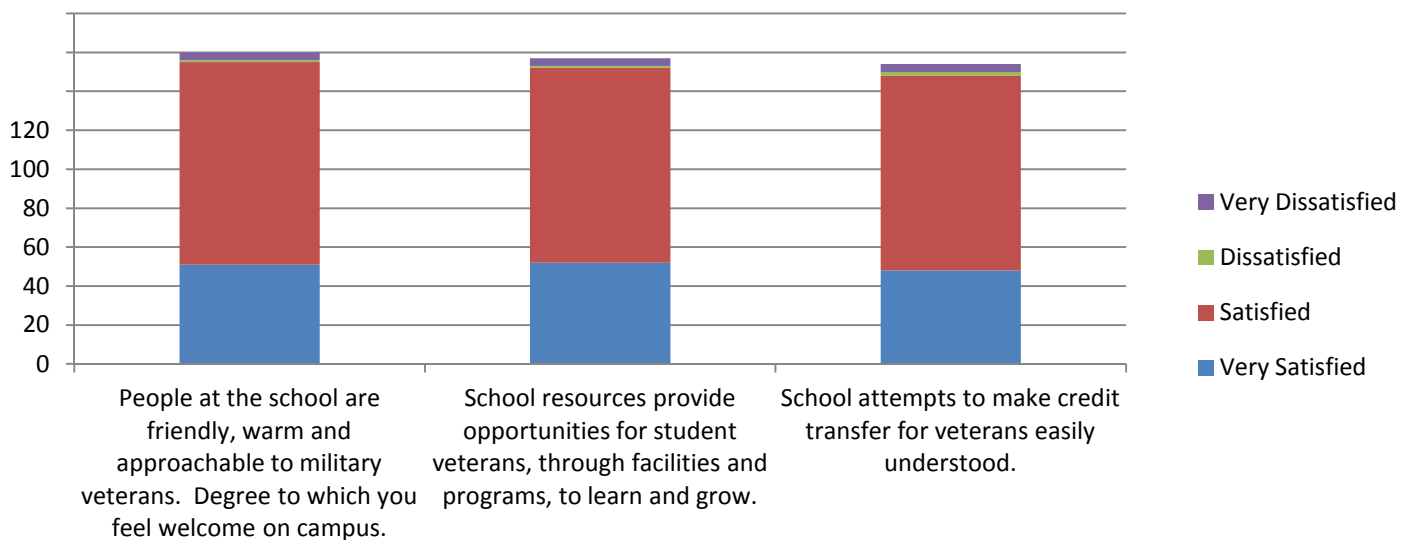
It depends on what you ask that sometimes you do get the runaround.

All my dissatisfied remarks are yet again geared toward the secretary who yet again i would like to reiterate needs to be evaluated in her performance.

Student Fall Satisfaction Survey - 2011

Please answer the following concerning Veterans Services:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
People at the school are friendly, warm and approachable to military veterans. Degree to which you feel welcome on campus.	4	1	104	51	160
School resources provide opportunities for student veterans, through facilities and programs, to learn and grow.	4	1	100	52	157
School attempts to make credit transfer for veterans easily understood.	4	2	100	48	154
Please use this space provided below if you have any questions/comments/concerns regarding Veterans Services:					22
<i>answered question</i>					160
<i>skipped question</i>					298



Please use this space provided below if you have any questions/comments/concerns regarding Veterans Services:

I am not a veteran and know nothing of services provided to veterans.

no not right now

N/A

None

n/a

N/A

N/A

This section does not apply to me.

Being a veteran, I don't really feel that anyone [administration or teachers] are concerned about whether you served in the military or you didn't.

I don't know about any of the veteran services at this campus

Please use this space provided below if you have any questions/comments/concerns regarding Veterans Services:

Didn't participate in any of the program above.

N/A

Not a vet

I am not a military veteran...just a life veteran.

I do not utilize Veterans Services.

I am not a veteran and did not use veteran services or programs.

I am not a veteran so I am unable to answer the above questions

Not applicable

I am unaware of veteran services provided to those who qualify.

XXXXX was very knowledgeable and helpful. She was the only one I could get on the phone when I was trying to figure out my classes for the fall.

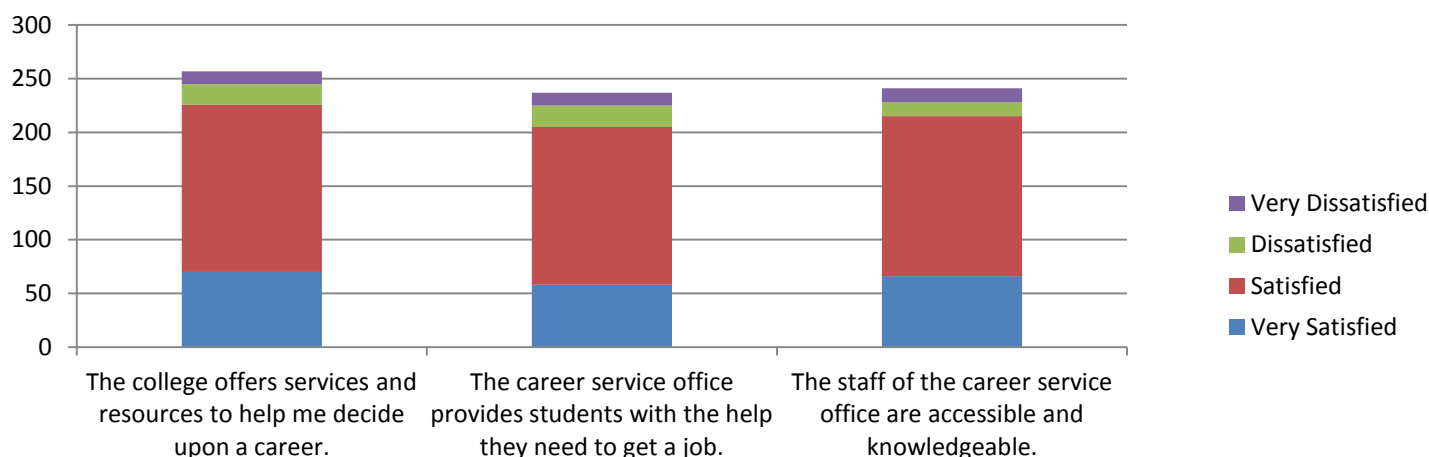
Does not pertain to me.

not a veteran

Student Fall Satisfaction Survey - 2011

Please answer the following concerning Career Services:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
The college offers services and resources to help me decide upon a career.	12	19	156	70	257
The career service office provides students with the help they need to get a job.	12	20	147	58	237
The staff of the career service office are accessible and knowledgeable.	13	13	149	66	241
Please use this space provided below if you have any questions/comments/concerns regarding Career Services:					29
<i>answered question</i>					258
<i>skipped question</i>					200



Please use this space provided below if you have any questions/comments/concerns regarding Career Services:

I had went to the career service office several times and the door was always closed so I email the guy but never got a response. All I needed was help with a resume.

My enrollment was originally intended for purposes of personal enrichment. If seeking employment becomes imperative for financial reasons, I would be most appreciative of any assistance in that area.

no not right now

who and where are they? i could use help finding a job and no one has talked to me.

was not aware of service being available

I have not used the career office

None

This would be hard to rate since the position is still in transision.

N/A

Not used

N/A

Please use this space provided below if you have any questions/comments/concerns regarding Career Services:

I didn't realize there was a career service. I did however receive good help with preparing my resume.

This is a department that I would definitely like to know where it is located at.

I basically decided on my own.

Was not aware there was a career office. As usual, the office fails to offer any information on any type of services provided by the school. WHY NOT AN EMAIL ONCE IN AWHILE !!! WHO HAS TIME TO RESEARCH ALL OF THIS WHEN ALL OF OUR TIME IS CONCENTRATED ON OUR CLASSWORK!!!

I am not aware of any career services

Didn't participate in any of the programs above.

Have never talked to someone concerning Career. Already knew my path when starting college.

Didn't know we had a career service office.

I'm getting ready to graduate in May, never had a conversation about career with anyone, the counselor offered some literature originally.

I have had no experience with the career service office...didn't even know one existed. Of course, my primary purpose in enrolling was personal enrichment rather than career seeking--been there, done that, and hopefully won't need to do that again...unless I need additional income to supplement Social Security...

I have not utilized this service.

Personally, I did not know it existed.

I did not use the career services.

Can never get ahold of this person!!!!

None of the above apply to me either. Perhaps on this survey you should add a N/A option

I'm not sure that we have a "career service" dept.

I have yet to use this option but will thoroughly look into it at a later date.

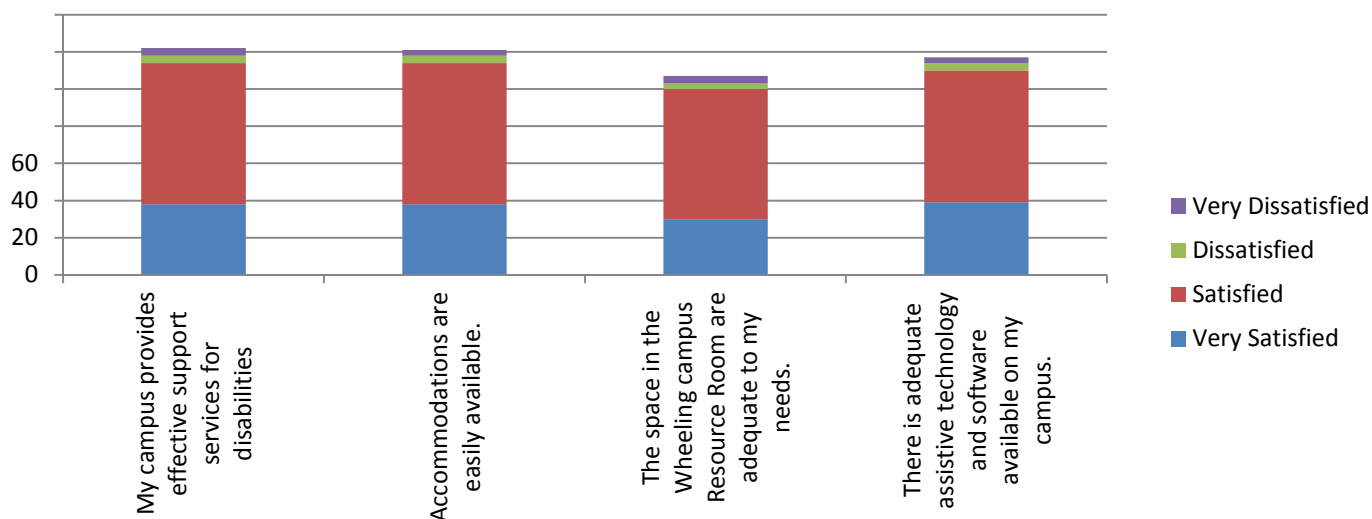
n/a

I did not even know career services were available?

Student Fall Satisfaction Survey - 2011

Please answer the following concerning Disabilities Services if you have a physical or learning disability:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
My campus provides effective support services for disabilities	4	4	76	38	122
Accommodations are easily available.	3	4	76	38	121
The space in the Wheeling campus Resource Room are adequate to my needs.	4	3	70	30	107
There is adequate assistive technology and software available on my campus.	3	4	71	39	117
Please use this space provided below if you have any questions/comments/concerns regarding Disabilities Services:					27
<i>answered question</i>					123
<i>skipped question</i>					335



Please use this space provided below if you have any questions/comments/concerns regarding Disabilities Services:

I am not disabled and have had no contact with Disabilities Services.

no not right now

There should be more funding and fund raisers for our Disabilities services so the can stay up to date with students and have them get involved in the community at the soup kitchen salvation army and various other community activities

i am not myself in disabilities services but i will say from what i have observed has been awesome the instructors i have had in class's that included those with disabilities i have been very impressed with the staff provided to assist the student as well as the instructors have been genuine respectful sincere and dedicated to their positions and the students as well which makes me praise the programs to educate students about those with disabilities and the staff for being strong examples of proper patience reaction assistance and behavior

Please use this space provided below if you have any questions/comments/concerns regarding Disabilities Services:

i am not enrolled in any kinda disability help although i do need to be, i do have a learning disability on some things but wasnt sure how to go about the help, this is my first time being in college, everytime i went to room i think 227 to talk to a woman for help she was never there to help me with my concerns, so i had to turn to my classmates for help to get through my subjects in writing and reading for the help

The Resource Room is getting overcrowded now that there are more students

I do not have any disabilities.

Why is the CARES program so expensive? I can't afford it and get no financial aid of any kind since my BA degree makes me ineligible.

N/A

Not used

N/A

This section does not apply to me, the only thing I have written about in detail is the parking issue.

It can get noisy in the Computer room at times. Especially if you are online doing a class skill.

?

I am not disabled in any way, but I had a few classes with a man in a wheelchair. Just entering the room was very difficult for him. there was no space for him to do so without crashing into things and knocking stuff down, which very apparently embarrassed him alot.

I attend the New Martinsville Campus

Didn't participate in any of the programs above.

N/A

N/A

I think thing could be better

I am not physically disabled but have been impressed by the presence of students who do need assistance due to some incapacity or other. Elevators and ramps seem especially helpful to them.

Best Disabilities Service Program I have ever encountered!!!!

XXXXXX XXXXXXXXX and XXXXXXXXXX XXXXXXXXXX are very knowledgeable in their fields and do whatever they can to assist.

When they promise to do something, the task is completed expeditiously!!!

I did not use disabilities services

I have disabilities and I get some help, but I feel like I'm a burden to the office staff.

Not applicable

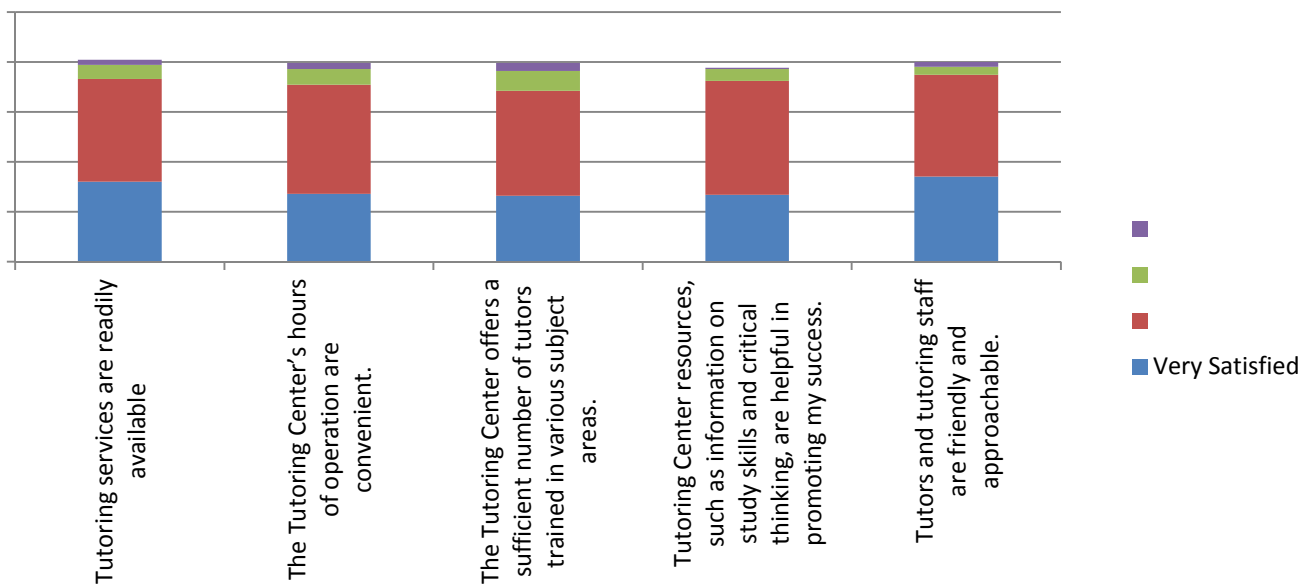
it also need to be made available on the weirtton campus. and why do we have to pay for this service

n/a

Student Fall Satisfaction Survey - 2011

Please answer the following concerning Tutoring Services if you have used the Tutoring Center:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Tutoring services are readily available	5	14	103	80	202
The Tutoring Center's hours of operation are	6	16	109	68	199
The Tutoring Center offers a sufficient	8	20	105	66	199
Tutoring Center resources, such as	1	12	114	67	194
Tutors and tutoring staff are friendly and	5	8	102	85	200
Please use this space provided below if you have any questions/comments/concerns regarding Tutoring Services:					38
<i>answered question</i>					203
<i>skipped question</i>					255



Please use this space provided below if you have any questions/comments/concerns regarding Tutoring Services:

Did not visit the tutoring center this semester or last so I do not know the hours or staffing info.

I have not had any contact with Tutors nor tutoring staff.

no not right now

some of the non-cooking classes of culinary should have a tutor as well. like purchasing cost and control.

try to have math labs 4 days a week so people like myself doesn't have to rush threw math to catch the last bus to Ferry and I can do better on test have one in the morning and the other in the evening

need more tutors in the fields of writing and composition

Some are friendly, some are not. The tutoring service at the Weirton campus helped me when I was having difficulty with my accounting class though and the tutor was very helpful.

I haven't used tutoring services this semester since my class sizes are small and instructors are willing to assist in anyway possible.

I

We have not utilized the tutoring services as yet.

wpon't use it had a bad tutor and was not satisfied with anything that was done about her attitude

I could not get tutoring around my work schedule and as a result I had to withdraw from a class.

N/A

Not used

Please use this space provided below if you have any questions/comments/concerns regarding Tutoring Services:

N/A

I have not been to the tutoring services as of yet.

XXXXX XXXXXX has been a good tutor

I think you need more than one math tutor available to have more than one on one tutoring i feel you get lost in the shuffle when you have group tutoring and students in tutoring that are pulling an A in class.....

Using students to tutor is ridiculous. These students already have a full load with their classes, they are tired, concerned about their own classes, and tutoring for money only. They are not trained to "tutor" which is the same as teaching. Like Universities, funds should be made available to have established and knowledgeable tutors for the students needing help. After all, the reason students seek tutoring is because they obviously are not understanding the course content presented by the instructor and everyone learns in their own way. A tutor's job is to adjust how they are able to provide the correct teaching to students in a way they can better understand the material. Student tutors do not have this ability.

I have never used tutoring services because their time schedules fit with mine

I just wish there were more flexible times for tutoring. I am in Micro and I could have REALLY used the tutoring sessions, but they were at the same time as my Pharm class and I was told she couldn't come in any other day to work with me.

I know we have tutoring services, but the door is always closed. I was told that I could get help but not shown how

tutoring staff is very unapproachable, there are not enough tutors therefore making the time scheduling impossible there was only one tutor i could meet with this semester and they fired her and did not call to tell me not to show up

they need to give the tutors the books they are tutoring so they can keep up with what they are tutoring. Some of the tutors forget year to year and need to look things up

Never used the Tutoring Services, although I have wanted to. Wheeling campus is not a convenient drive and therefore, I can't get much use out of activities or available services such as tutoring.

I have not had to use the tutor center yet, however I have seen posting on walls and bulletin boards about the time and hours, so they do good at getting the information out.

XXXX the head of tutoring lacks customer service skills. Tutoring center is severely understaffed especially for the area of Math.

I have not availed myself of any tutoring services, so I cannot comment thereon.

When I had a math 108 course I had to go to tutoring a few times. There were only a few people who even knew what the class material was. A classmate and I made an appointment once and the person the appointment was with had no idea the subject we wasted our time. It was the only and last day we could get in before an exam. They also were allowing some students to make many more appointments than the allotted time in a week for that mark subject. It was really unfair when myself and the other classmates would try and make tutoring sessions and were unable to do so.

I have not utilized the Tutoring Services, but the services are well advertised around the Wheeling Campus.¶

From what I have seen, it is very accessible with days and times.

I did not use tutoring services.

It doesn't seem like there is a lot of students who use the tutoring center; therefore I think I should be able to get more help.

The Tutors are very nice and helpful.

People who don't take advantage of this are losing out.

Very disappointed in tutoring.

The tutors I have used have been really helpful. XXXXXX XXXX and XXXX XXXXXXXX helped me a lot. Any questions I have needed answered were answered professionally and promptly by XXXXXXXXXX XXXXXXXX

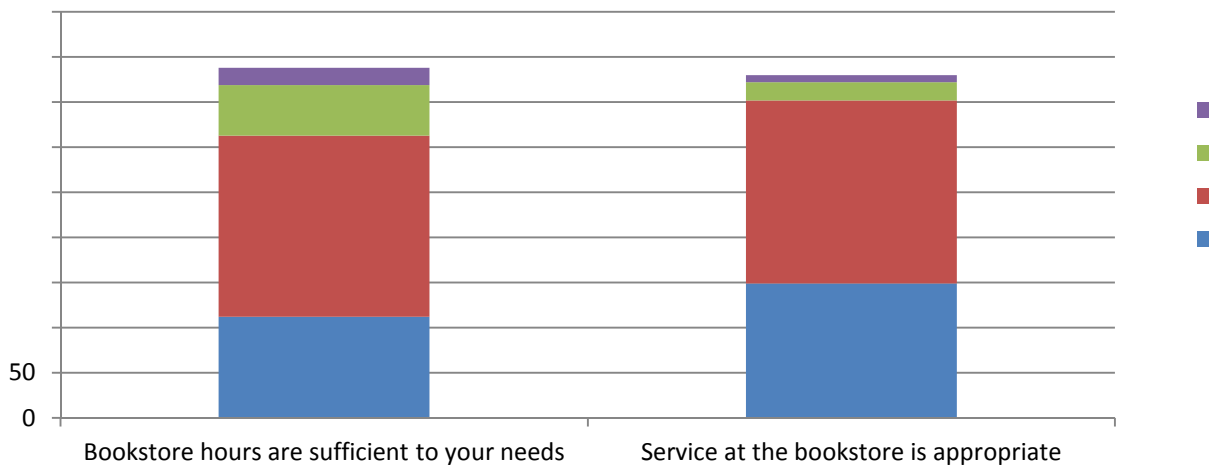
I have always gotten a lot of help from any tutors I have had. Any issues I have had were answered very professionally from XXXXXXXXXX XXXXXXXX

I never used tutoring services as I had taken online courses.

Student Fall Satisfaction Survey - 2011

Please answer the following concerning your campus Bookstore:

Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Bookstore hours are sufficient to your needs	19	56	201	112	388
Service at the bookstore is appropriate	8	20	203	149	380
Please use this space provided below if you have any questions/comments/concerns regarding you campus Bookstore:					42
					<i>answered question</i> 389
					<i>skipped question</i> 69



Please use this space provided below if you have any questions/comments/concerns regarding you campus Bookstore:

I think I have already completed this form...my comments regarding the bookstore are that the bookstore does not seem to promote or tolerate browsing. I am not accustomed to bookstores where the customer is not free to browse...and perhaps purchase materials of interest.

no not right now

XXXXXXX is great.

some prices are steep and are not affordable

The hours are hard for a working student.

They are very rude and need to be fired and someone else hired. I have never been so disrespected in my life and the hours they have are ridiculous and you can never get your books on time if you are going to pay out of pocket here. You got it but if you pay with loans or Pell grant you have to wait till after your classes start and are behind before you can get them.

The bookstore employees acted like they were being bothered when asked a question. They also sold me a couple of the wrong books, left books out of my order, and sold me a couple of books that I didn't need to have.

Had to wait for one book but it is expected.

None

The people at the Wheeling bookstore are nice. THE PRICES ARE NOT.

Service at NM for the bookstore is VERY LACKING (& I am being gracious!)

Sometimes the book store was closed and we were not aware.

Please use this space provided below if you have any questions/comments/concerns regarding you campus Bookstore:

The entire bookstore process is a rip off of government money. Prices are outrageous and buy back prices are a rip off. This is part of the reason people cannot afford college.

N/A

N/A

I would like the bookstore to be open earlier.

Bookstore operates fine but it would be nice if the instructors would communicate with the bookstore better about the books we need each semester.

They do a great job

Our bookstore needs to have more variety of WVNCC apparel available for purchase...we are very limited as to what we can purchase in the bookstore....I never visit the bookstore except when I pick up my books each semester

Closing at 3pm is extremely inconvenient when you have classes that typically encompass that timeframe and beyond. Also, if you come in early, you are already in class while the bookstore is closed.

I feel like the bookstore needs to open earlier (8am) and the people who work there need friendlier dispositions

The girl that works at the Weirton Campus is a very friendly person and very kind.

The girl with the curly hair is a doll! Very helpful, not sure of her name, but she is very knowledgeable and personable!

Sometimes the book store isn't open long enough. and the staff that runs the register acts as if you are bothering her if you ask a question, or if she has to get a book for you. The lady who comes down when we are first getting our books is very friendly and helpful

I think the book store should open a little later.

Never had a bad experience at the Bookstore. Always nice and efficient.

I find it very displeasing that we have to wait so long to get our books. I ordered my books online through the bookstore 3-4 weeks ahead of time for the fall semester. I wasn't able to get them until the Friday before school started, because they had to wait on financial aid to send my name down for the voucher. I do not like waiting to the last minute to do this, I would prefer to have my books at least a full week before classes start so I can have everything organized and ready to go. I find waiting this long to be unnecessary stressful that could be easily prevented. And the prices of the books and everything else in the bookstore are priced outrageously.

8:00am to 8:00pm would be helpful. Also on the day that the books for the next semester are available why wait until noon?

Customer Service Reps are not friendly.

It would be nice if the bookstore stayed open until 8 to accommodate the students who have night classes and work during the day. The staff could be friendlier

No, there are no hours for non-traditional students or weekends, this really should be looked at, especially at the beginning of the semester.

My observation of the campus bookstore is that browsing is very discouraged, particularly in the textbook area. I have developed libraries for each of the several professions and avocations I have pursued during my lifetime. I like to browse bookstores...to see what is available...and even to PURCHASE books that might be of interest to me. Can't do that here! One feels like an intruder if one wishes to browse...especially in the "back room."

The bookstore staff are always courteous and very helpful.

Personnel make the whole difference and everyone has been very nice in the bookstore!!!

Bookstore is very small & the staff is not very friendly. It would be nice to see more food & drinks offered.

Wish the bookstore would open earlier so I could buy coffee in the morning.

Saturday hours would be nice.

I wish the bookstore opened earlier so I could buy coffee.

Bookstore is very much reliable when you know how to interact with them. However I found prices online to be a landslide difference compared to campus.

Could be open later

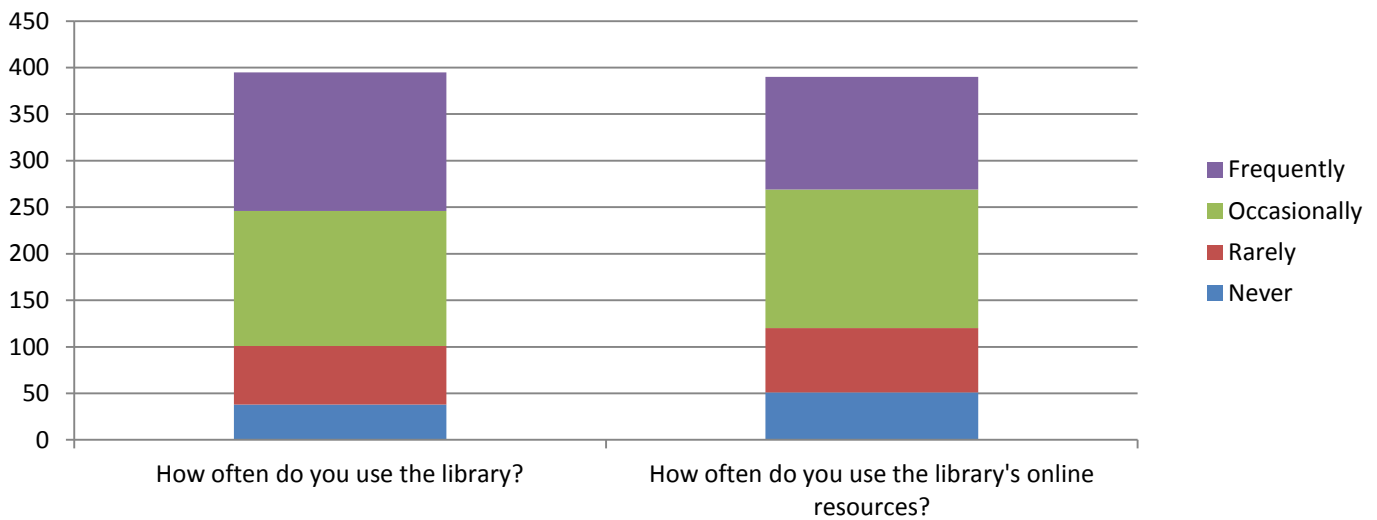
Most people come in after 3 and by then the book store is close and sometimes they might need something they had forgotten.

The people who work there are very nice and help you find what you need.

Student Fall Satisfaction Survey - 2011

Please answer the following concerning the Library:

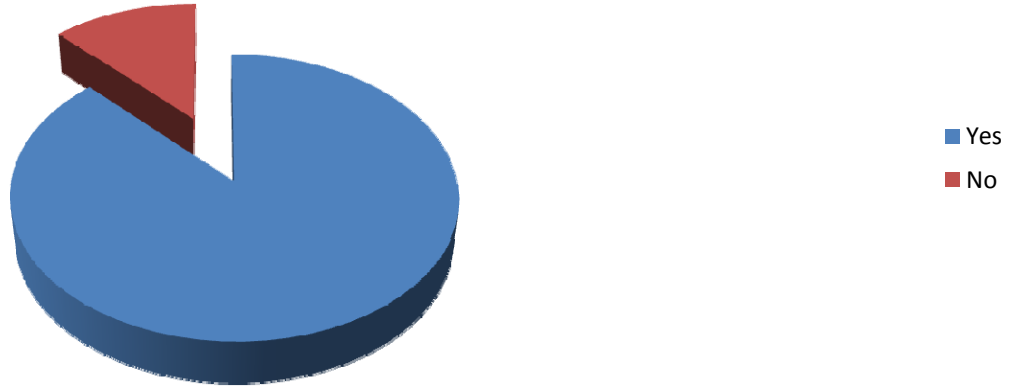
Answer Options	Frequently	Occasionally	Rarely	Never	Response Count
How often do you use the library?	149	145	63	38	395
How often do you use the library's online resources?	121	149	69	51	390
<i>answered question</i>					397
<i>skipped question</i>					61



Student Fall Satisfaction Survey - 2011

Are you satisfied with the hours that the library is open? If no, why not?

Answer Options	Response Percent	Response Count
Yes	87.8%	331
No	12.2%	46
Please specify		60
<i>answered question</i>		377
<i>skipped question</i>		81



Student Fall Satisfaction Survey - 2011

Are you satisfied with the hours that the library is open? If no, why not?

Answer Options	Response Percent	Response Count
Yes	87.8%	331
No	12.2%	46
Please specify		60
<i>answered question</i>		377
<i>skipped question</i>		81

needs to open earlier and possibly on Saturdays

I have class that starts at 8 and it would be nice if the library opened at 7:30 so that a computer lab is available for printing before class.

Since I don't avail myself of the library's services, its hours of operation are inconsequential to me.

Some people work during the day and take night classes and rely on the school internet for work for classes need later hours

I am an evening student that works. It would be nice to have open until 9 pm

could open earlier and close later. thank god xxxxx came back!!!

my last class is at 7 and i need more time some days to get on line for a subject and it closes at 7, my class is out at 8, i think it should be open til the last class of the evening, then maybe an hour later than that even

Extended hours would be great.

Because I work Mon.-Fri. 8:30-5:00, I wish the library was open on the weekends; perhaps make a lock system that only a student with a valid ID could swipe and gain entrance, thus eliminating the need for a librarian to be there on the weekends.

they are never open when you need a book especially at the beginning of the semesters because they are always close they need to be open Mon-Fri from 7am-5pm

The hours could be longer.

Hours do not coincide with Night classes.

Being open till 7pm is very convenient.

I have never been to a college that the library has such unreasonable hours. For students who work, the library hours should be available until at least 10p or midnight. Especially with the amount of projects, papers, and computer learning that is required by the nursing program.

I work in the daytime, so by the time I get there it is after 5pm. Some of the assignments that we do, I have to take off work to get there early since they aren't open on the weekend

It should be open longer hours, especially for those who may have an evening class. It should also be open earlier in the morning like 8 not 9. For those who have early classes.

I think it would be nice if the LRC was open from 7:30 am - 7:30 pm this would help out those who have very early classes or late classes.

I

should be open on Saturday as well

I feel if there are classes in session the library should be open.

Need to be open later

You should be able to use the school computers on Saturdays and why close early on Friday?

N/A - online only student

I would like the library to be open a little earlier

Some weekend time occasionally would be nice when needed. Say if you don't have a specific program on your own computer for a course you are taking.

Student Fall Satisfaction Survey - 2011

Are you satisfied with the hours that the library is open? If no, why not?

Answer Options	Response Percent	Response Count
Yes	87.8%	331
No	12.2%	46
Please specify		60
<i>answered question</i>		377
<i>skipped question</i>		81

they should be open a short time Saturdays for student convenience

the library should be open longer on Fridays and should be open on Saturday's for the student that needs time in the library on Saturday.

Because of my work schedule, I have to schedule my classes in the evening and the library hours are usually closed so the opportunity to use the facility and it's resources are not available to me. It is very discouraging.

I have a 4 month old and I work full time. Though I know it is not convenient to be open later even if they had one day a week (staggering the day each week) it would be helpful to get my Atlas done.

Evening classes cannot utilize the library

not open on weekend

they should be open on Saturdays

not open early enough or late enough to accommodate test taking. Move test taking to Tutor Center

I think they should open at 8:30am

It interferes with my work schedule and I cannot use the library.

Should be open later.

Some people have a hard time getting there by 7, but they still need the library. So hours till 9 would be better.

yes and no I think that should be open just a little later for the later class's I have a class that starts at 7pm-9:45pm

It's always open when I am at the school studying

Like many students on campus, I must maintain a full-time job and I find the library's weekend and evening hours pose an unfair hardship.

Wasn't offered online library services. Had I known they were available I would have used them.

Not exactly sure of the library's hours. I tried to use the library online for my online English class. I hated it, I'll never use it again. I found it more of a headache than any help, couldn't find articles or magazines I was needing. And I thought the whole library site itself needs a complete makeover; to where you can find what you need.

Even though I do not use library frequently it would be helpful I think for the students taking evening classes to be able to have access until at least 8:00pm.

Mostly, although some classes are only available in the evening, and the library is not open around those times.

I have tried to go in between classes and the library is closed. It should be open as long as the school hours run.

Staff is great in both Wheeling and Weirton!!!! Very helpful, knowledgeable, and kind!

Nice staff, understanding, patient, professional, I had the opportunity to speak with them about their hours, I think they are sufficient.

As mentioned above, I prefer to own my resources. I have not utilized the services of the library.

Student Fall Satisfaction Survey - 2011

Are you satisfied with the hours that the library is open? If no, why not?

Answer Options	Response Percent	Response Count
Yes	87.8%	331
No	12.2%	46
Please specify		60
<i>answered question</i>		377
<i>skipped question</i>		81

I work 10 hour shifts. I can not always make it during the week.

i feel it should be open as long as the college is

I have night classes it would be nice to be able to use library after those classes

very satisfied - the extended hours allow others to accomodate shedules

I think the library hours should be open until 9 pm Monday - Thursday along with being open on the weekends (at least on Saturdays). The hours are very inconvenient - puts me there everyday. I know that some community colleges do have these kinds of hours because my aunt's community college did.

I think they should have later hours

I would like the library to be open til at least 7pm

It is not open early enough for those of us that have class at 8am or earlier and it is not open late enough. There should be some weekend hours as well.

Saturday hours would be nice

i think it should be open a little longer on Fridays

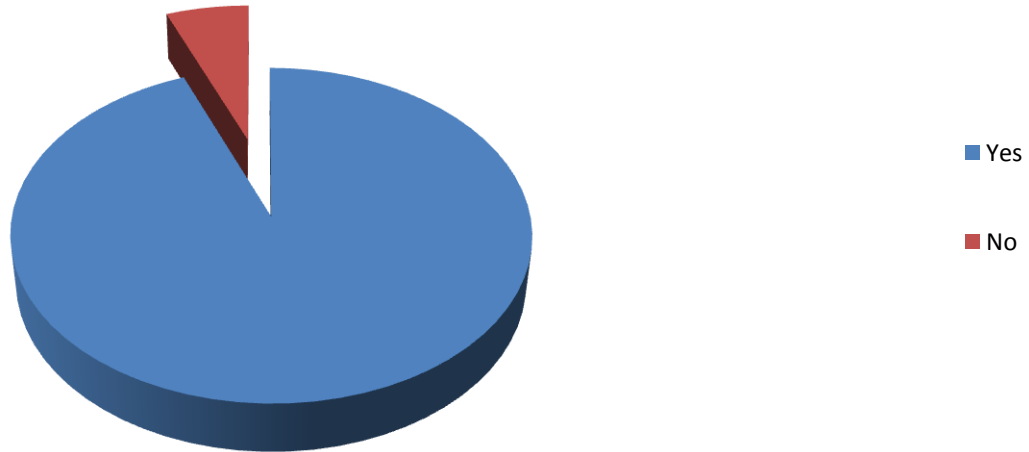
It would be helpful if the library stay open later on weekdays and open on the weekends.

Not open late, I take night classes

Student Fall Satisfaction Survey - 2011

Do you feel the library meets your needs? If no, please list your suggestions for improvement.

Answer Options	Response Percent	Response Count
Yes	94.0%	347
No	6.0%	22
Suggestions for improvement		44
<i>answered question</i>		369
<i>skipped question</i>		89



Student Fall Satisfaction Survey - 2011

Do you feel the library meets your needs? If no, please list your suggestions for improvement.

Answer Options	Response Percent	Response Count
Yes	94.0%	347
No	6.0%	22
Suggestions for improvement		44
<i>answered question</i>		369
<i>skipped question</i>		89

I prefer to own my own resources and do not typically visit the library.

Entirely too loud

Our library needs more books on hand...we have to order most of our books, and the books we do have are very outdated

later hours

the library should be a quiet place.

need more legal books

no the staff needs to be fired and hire new ones they are rude and disrespectful and you don't get your books until you are already started your class and behind

Sometimes students and staff are disrespectful about the noise level.

something needs to be done about the testing/ still too loud

The computers and printers in the Library do not communicate properly and cause much more frustration for students

Stay open later and on the weekends.

I do not think people should be allowed to eat while working on the computer. It is very distracting. Also, people should be made to go outside the library when they speak on the phone, even quietly, It is still really distracting.

it needs more interpreter training resources

I do think it's a little depressing how out of date some of our books are.

Too noisy

Too much noise with cell phones, talking, laughing.

N/A

there seems to be a lot of noise and there are people in there who are not students. this makes it difficult to focus when these people are just using the facilities and don't care about the rest there.

I listed this is question number 37.

The ladies in the library are very helpful.

Need more hardback books for research projects in biology and in literature

As students, we have late hours on some classes, why shouldn't the library be available to us during breaks between these late classes?

The lady that has greeted me there each time I have been (usually around 2pm) is wonderfully pleasant and happy. It makes going there comfortable. I do not know her name, but she has glasses and black hair.

There have been many interruptions in the library that it becomes difficult to focus. For example, people talking loudly and crying babies.

I miss books being in libraries resources to look up

I have no problems with the library. The staff is wonderful and helpful

No Weekend offered

I really don't have enough easy access to make comments. Is there even WiFi available in the library?

Student Fall Satisfaction Survey - 2011

Do you feel the library meets your needs? If no, please list your suggestions for improvement.

Answer Options	Response Percent	Response Count
Yes	94.0%	347
No	6.0%	22
Suggestions for improvement		44
<i>answered question</i>		369
<i>skipped question</i>		89

The library should not be used for both a study group room and a testing room. When you are testing, the study groups (or younger students in general) are extremely disruptive. Let the library be a study room and provide a private room for those testing.

I had some questions on programs and the ladies were greeat they learend it with me but sometime it would have been nice to have a IT specialist there that knows about all of your programs and can help you with trouble shooting programs.

The main person who takes care of the library has a snootie personality, and it makes me feel uncomfortable to go to the library

See above note.

There are too many people just clowning around basicly they are not students they are public using the computers and sometimes that is a distraction when taking a test in the library.

In the past while trying to use the computers to do course work, other students will talk on their cell phones while sitting near me, and that is very distracting when trying to concentrate. There are signs at every computer, but the other students do not comply with this policy and I usually have to notify the library staff. The staff always notifies the student of the policy and informs the distracting student that there is another lab down the hall for cell phone use. The staff is always very helpful to students.

Have not had to utilize the library, but it looks like a nice one and the staff looks friendly.[]

I may try and utilize the online resources in the near future to see how it functions.

The operating hours need to be a lot better!!!

See right above this box...what is IMPORVEMENT???

it would be helpful if they were trained in microsoft office

Separate testing to a separate room. You cannot concentrate on a difficult exam with people talking on cell phones and listening to music. People do not respect library rules.

Very nice staff and very helpful

Open later

Need more array of books for research

the only problem i have with the library is trying to find an avaiable computer. Since when you sign up for one you need a # and yet the only time someone can see the number is if the computer has gone to its screensavor.

Student Fall Satisfaction Survey - 2011

If child care was made available on your campus, would you use it?

Answer Options	Response Percent	Response Count
Yes	41.4%	128
No	41.7%	129
Maybe	16.8%	52
Additional Comments		71
<i>answered question</i>		309
<i>skipped question</i>		149



Additional Comments

N/A

if it was offered in the evening I could utilize it when taking classes but during the day my son goes to headstart so I wouldnt need it.

I'm sure there are those who very much need and would appreciate childcare services. At this point in my life, I sure hope I don't need those services.

I would, If I had kids and had no babysitter, definitely.

if i had children

I definately would if I still had young children.

This would be a wonderful plan for the future. Child care would help a lot a young students out.

This is not applicable to me as my child is a Junior in High School.

I don't have children.

If i had kids

Do not have children.

I don't believe a college needs child care in it. The walls are so paper thin, if you're put in a class by children, you're going to hear their commotion. I think if students have children, they need to find their own arrangements. Please don't turn my "college" into a daycare center.

No children

Yes, I think it would be used often by many people. You could even have those seeking degrees in early childcare work there. I think it would also keep attendance up and growing.

I have no children under 18, however I believe day care would be a great benefit to our students. I sometimes have my granddaughter and would use it in that case if that would be an option. I think a lot of my classmates miss due to not having anyone available to watch their children.

If I had a kid

i don't need childcare

I would absolutely use child-care!! I would also be interested in working for the program if one was made available.

Additional Comments

I don't have kids

If i had children then yes

No children as yet.

that would be the best thing for the campus to have is a day care

Do not need this service.

I do not have a child, however, I believe that if this was offered it could help many people.

But only because my children are all grown, but I whole heartedly support a day care center for our campus

absolutely!

would be a great help

If I had a child and needed child care, I would for sure use it.

If I had children

I wish child care would be available on all campuses it would be so helpful

I have no child, but if I did then I would use the day care if it was available.

no because i do not have any kids right now

especially when county has snow days and wvncc does not

I do not have children, but I am sure it would help alot of people out because a majority of the people in my class are single parents.

If I had night classes .

if i had children yes i would i feel that this would be a very positive program to instill

I personally don't need it but know several students that would. also it would be good for human services and child development students to be able to help out and or observe

I have no small children

If I had a child yes I would use on site child care

I have no children.

If I was of child bearing age. I believe i would have used the services.

I have a 14 and a 16 year old so I personally do not have a need for it, however I do think it is a good idea and may help a lot of people, if it was affordable.

If it was affordable

I think that would be a great idea.

If I had young children, I probably would!!

I would not because i do not have childrem, but i think it would be a convience for the student here that have children

I wish they had it it would be so easier.

I do not have any kids

Fortunately, at this stage of my life, I have no need of childcare. I do have compassion for those parents who attempt to juggle family responsibilities with schooling and employment. They are to be commended for their efforts. Several have older children for whom childcare would not be provided anyway. That is usually reserved for infants and pre-schoolers.

No Children

no children that young

I am a single mom

but there are alot of single mothers and fathers out there, that do need it. What about them.....

I do not need it, but I think it would be an outstanding idea to accommodate not only students, but employees with children.¶

With reference to questions #40 and #41, you would have to see what kind of demand you would need to set up specific times, but I would say you would need morning, afternoon and evening.

I do not have children, co I cannot answer this question.

N/a

I have zero children.

I don't have a child.

Additional Comments

ABSOLUTELY!!!!!!!!!!!!!!!!!!!!

I would love to have child care available on campus!

my child is grad high school

No kids

My child is old enough to have only minimum supervision.

if i had a child i would

I have no children and to be honest I don't feel children, unless they are in a secluded seperate location, need to be on campus.

The campus is a school for learning and furthering your career, not a daycare center.

I don't have children.

yes if my kids were little they are over 12.

I dont have small children but I do know others that would use it

My kids are old enough to watch themselves... All high-school students

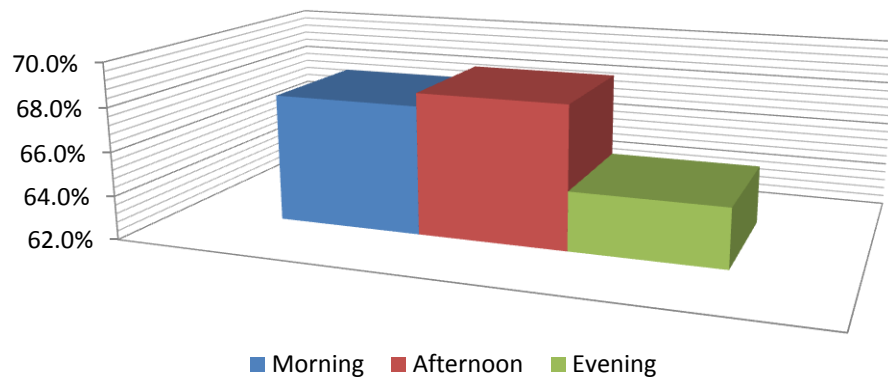
Having child care at the school would help me out so much. I would definitely use it.

I don't think college is an appropriate place for a kid and I think people should make other arrangements.

Student Fall Satisfaction Survey - 2011

If childcare was made available, when would you use it? Please select all that apply.

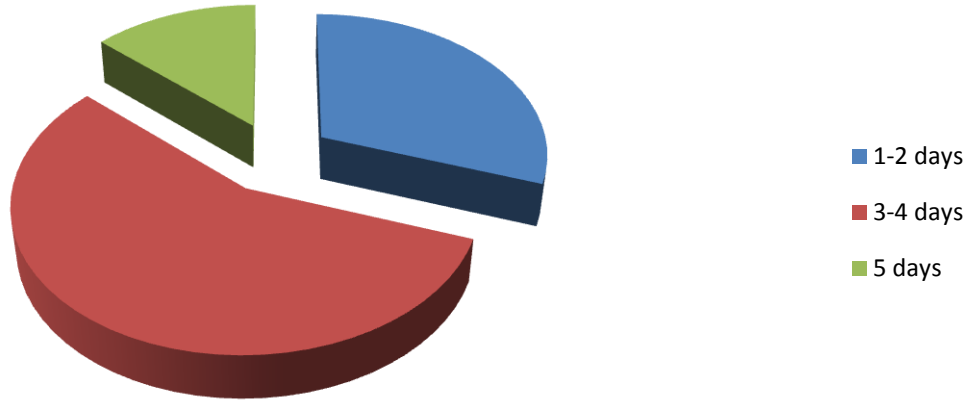
Answer Options	Response Percent	Response Count
Morning	67.9%	125
Afternoon	68.5%	126
Evening	64.7%	119
<i>answered question</i>		184
<i>skipped question</i>		274



Student Fall Satisfaction Survey - 2011

If child care was made available, how many days of the week would you use it?

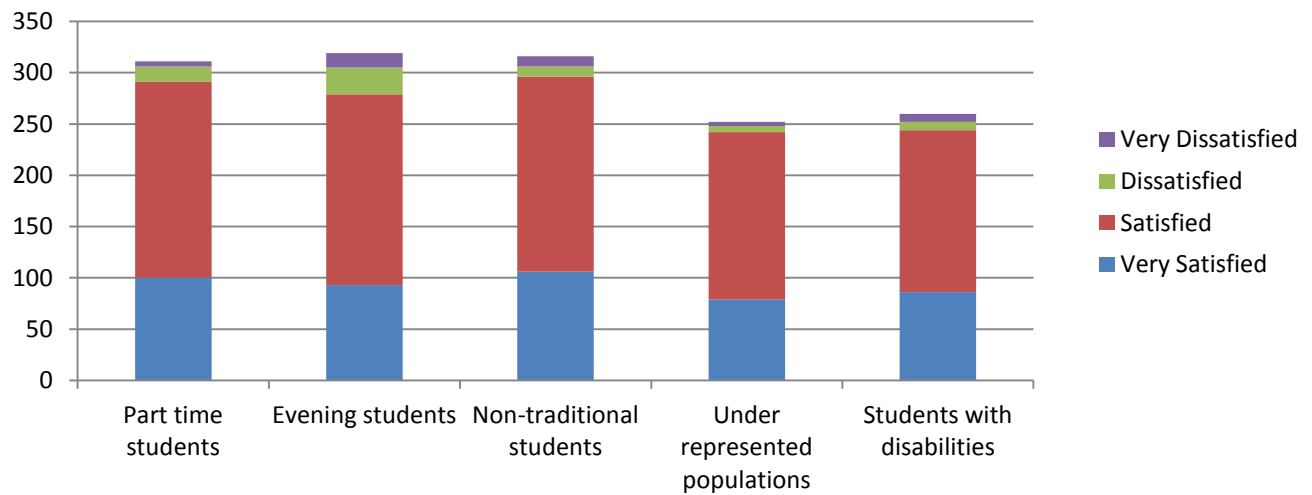
Answer Options	Response Percent	Response Count
1-2 days	30.4%	55
3-4 days	56.4%	102
5 days	13.3%	24
<i>answered question</i>		181
<i>skipped question</i>		277



Student Fall Satisfaction Survey - 2011

How satisfied are you that your campus demonstrates a commitment to meeting the needs of the following:

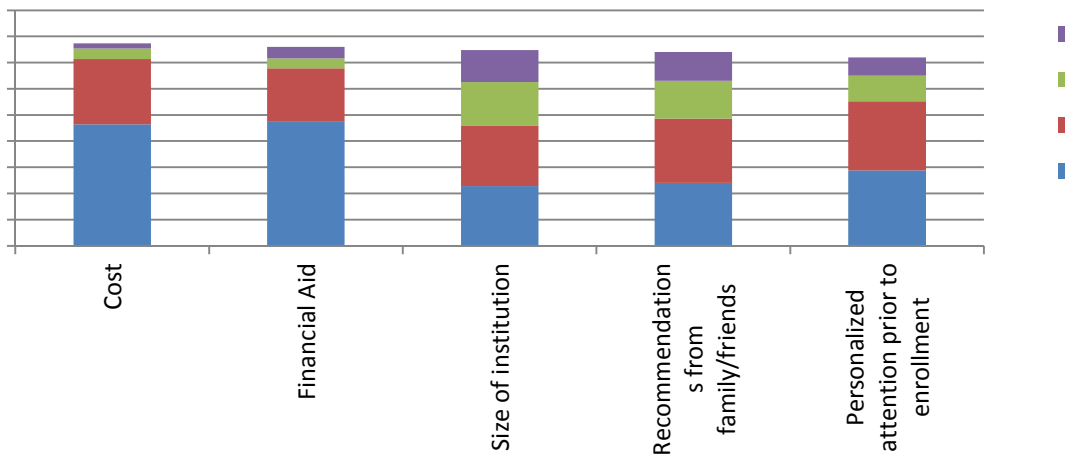
Answer Options	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Response Count
Part time students	5	15	191	100	311
Evening students	14	26	186	93	319
Non-traditional students	10	10	190	106	316
Under represented populations	4	6	163	79	252
Students with disabilities	8	8	158	86	260
<i>answered question</i>					360
<i>skipped question</i>					98



Student Fall Satisfaction Survey - 2011

Please rate the level of importance for the following, when considering your decision to enroll at WVNCC:

Answer Options	Not very important	Somewhat important	Important	Very Important	Response Count
Cost	10	20	125	232	387
Financial Aid	22	19	101	238	380
Size of institution	61	84	115	114	374
Recommendations from family/friends	55	72	123	120	370
Personalized attention prior to enrollment	35	49	132	144	360
Other (please specify)					22
<i>answered question</i>					391
<i>skipped question</i>					67



Other (please specify)

Availability of desired course content was my sole reason for enrolling.

I have not heard many recommendations for WVNCC for New Martinsville or Wheeling campus

only local facility that offered my selected program is why i am here experiences before admission and assistance with information and guidance while attending would lead me to any other facility in a heart beat if they offered the area of education i have been convicted to pursue

Having my particular major of choice was very important to me.

Money was my biggest concern this year

WVNCC needs to leave the doors unlocked for evening students. It's annoying when it's raining and I have to walk around the block.

The tuition is awesome for the service that is provided at this school. I feel it's worth the money for the small amount charged.

Closeness to home

Location

XXXXXX XXXXXX was WONDERFUL about answering questions and informing me about the HCIT program.

As I have previously stated, I think more thought should go into new students enrolling for the college. The way orientation is handled and a more welcoming feeling overall from the college needs to be done. I have met a couple of people there that I feel definitely do a good job. I am very capable of giving praise when appropriate and I would definitely tell you who these couple of people are if you would like to know.

transfer of credit hours with ease and friend recommendation a must!

Other (please specify)

all my classes being on the weirton campus were very very important in deciding where i was going i didnt want to be spending a whole lot of time in travel and gas money everyday either .

The first impression the staff gives the student should continue throughout the course of the student's time spent throughout their course program. They present themselves as easily approachable, helpful and that many resources are available to assist you in many ways - once you get the financial aid - you are forgotten.

personal attention after enrollment is excellent also

The driving distance played the ultimate decision.

If the personalized attention had been important, I NEVER would have gone to this school.

It's important to me to get an education I can ACTUALLY use to improve my life. Not a degree I can hang somewhere and then work in a restaurant instead of fixing computers.

Location. I think it was nice that it was within 20 minutes of my home.

attended here in 1997

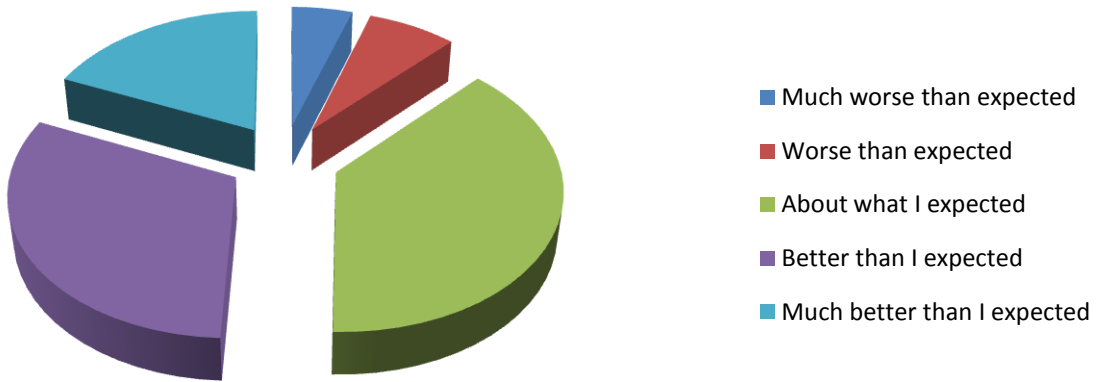
Because of my age, I guess I would be considered a non-traditional student, though I am enrolled as a full-time student. I am here because of my interest in the Culinary Arts program.

Location.[]

Student Fall Satisfaction Survey - 2011

Has your college experience met your expectations?

Answer Options	Response Percent	Response Count
Much worse than expected	5.0%	20
Worse than expected	7.3%	29
About what I expected	38.3%	152
Better than I expected	31.0%	123
Much better than I expected	18.4%	73
<i>answered question</i>		397
<i>skipped question</i>		61



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Please rate your overall satisfaction with your experience at WVNCC:

Answer Options	Response Percent	Response Count
Very Dissatisfied	3.8%	15
Dissatisfied	9.3%	37
Very Satisfied	39.3%	156
Satisfied	47.6%	189
<i>answered question</i>		397
<i>skipped question</i>		61



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If you had to do it over again, would you enroll at WVNCC?

Answer Options	Response Percent	Response Count
Definitely not	6.0%	24
Maybe not	4.5%	18
I don't know	12.8%	51
Maybe yes	16.1%	64
Definitely yes	60.6%	241
<i>answered question</i>		398
<i>skipped question</i>		60

