

## **1999-2000 Report on “Student Goal Attainment / Student Satisfaction” Performance Measure**

### **Spring Registration Survey Tells About NIC Students**

How much do we know about NIC’s students? What are their goals? Why have they come to NIC? Are they satisfied with their classes and other services NIC provides to students?

Some of the answers to these questions were revealed in a survey given to students during the registration sessions for the spring 2000 semester. The student survey is a part of the College’s Outcomes Assessment Plan and provides information for NIC’s institutional performance measure entitled “Student Goal Attainment / Student Satisfaction.”

The student survey was developed by Biology Professor, Peter Zao, and has been piloted and refined during previous on-campus registration sessions. The survey is called an “intelligent” survey since it is designed to automatically advance to the next appropriate question depending on the individual student’s answers. It takes a student approximately five minutes to complete the survey at a computer terminal in the registration line. The survey does not reflect a true random sample of NIC’s students, but it does reflect a sample of a large polled group of students.

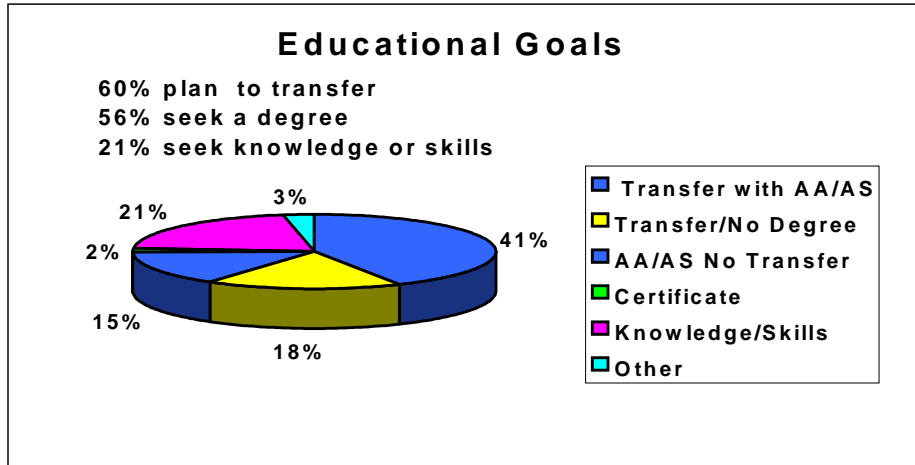
In the December ’99 and the January ’00 registration sessions, 977 students completed the survey. Of the 977 students, 303 students or 31% were registering for the first time at NIC, while 674 students or 69% indicated this was not their first semester at NIC.

### **Educational Goals of Students**

Of the 973 students who responded to the question about educational goals, 582 or 60% planned to transfer to another school after leaving NIC (42% with a degree and 18% without a degree). An additional 15% planned to earn an Associate Degree and not transfer to another school.

Looking at these percentages another way, 554 or 57% of the students responding to this question planned on earning an AA/AS degree (42% of these then planned to transfer, while 15% did not plan to transfer).

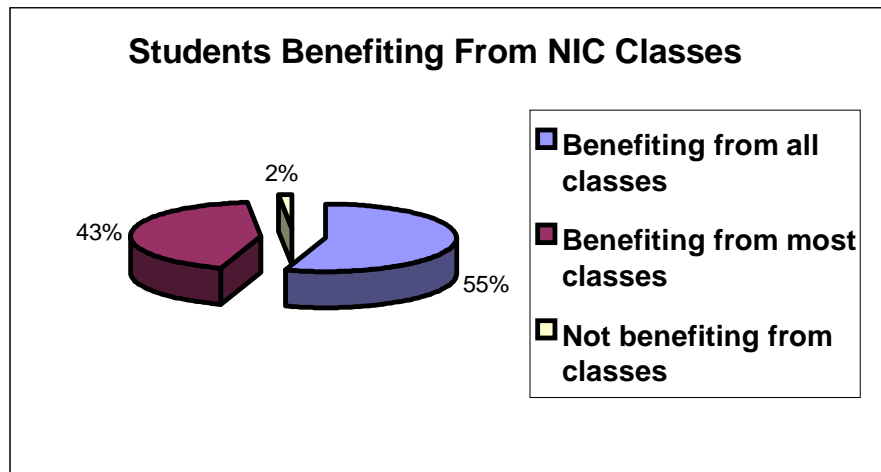
Sixteen students or 2% of the students answering this question planned to get a one year certificate at NIC, and 205 students or 21% said they were attending for their own knowledge or skill development.



**Student Satisfaction with NIC & the Instructional Program**

Regarding students’ overall satisfaction with NIC, 799 students or 96% reported that NIC provided the courses and/or services they need.

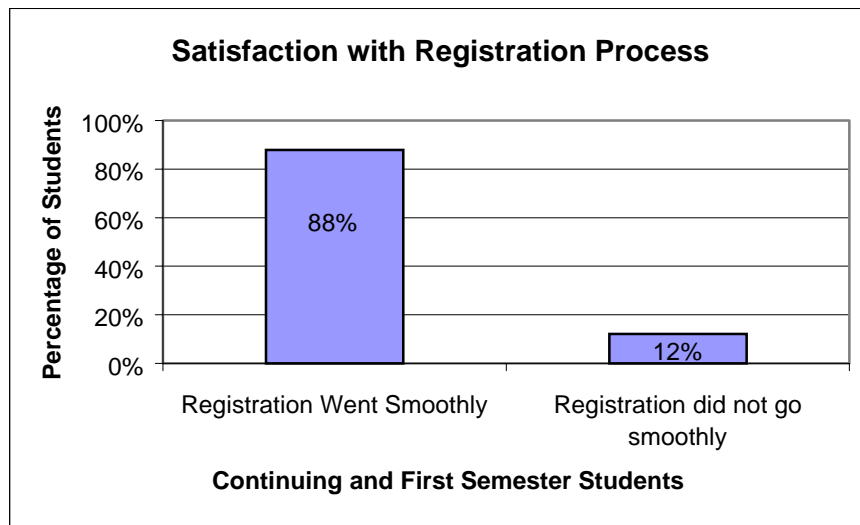
Of the 674 students who were not first semester students, 626 students indicated how much they were benefiting from their classes. 616 or 98% of the 626 respondents indicated they were benefiting from their classes. 55% said they were benefiting from all their classes and 43% said they were benefiting from most of their classes. Only 10 students or 2% of the 626 students felt they were not benefiting from their classes.



## Student Satisfaction with the Registration Process

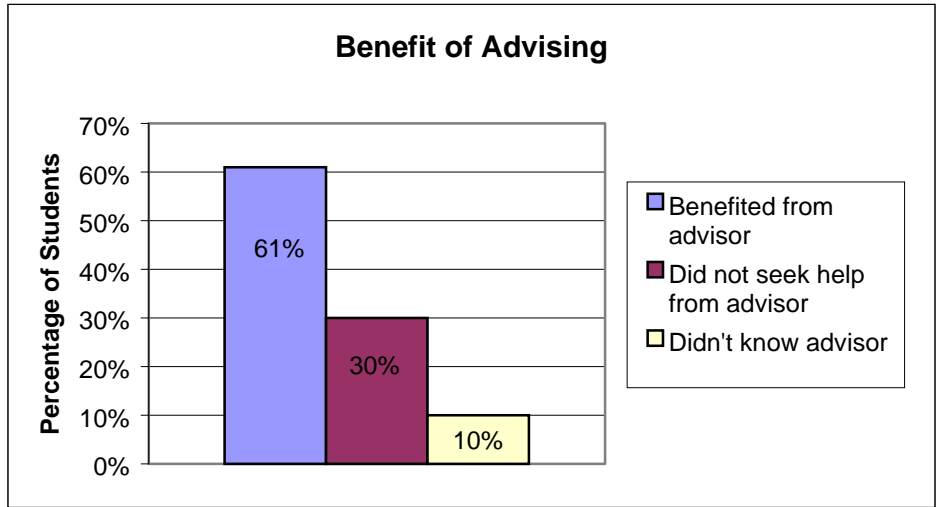
When asked about their satisfaction with the registration process, of the 674 students who were not first semester students, 622 students responded to this question. For 546 students or 88%, the registration process went smoothly. For 76 students of the 622 students who answered this question, 12% felt that registration did not go smoothly for them.

Of the 303 students who were registering as first semester students, 236 responded to this question. For 236 students or 88%, the registration process went smoothly. For 29 of the 236 students who answered this question, 12% felt that registration did not go smoothly for them.



## Student Satisfaction with the Advising Process

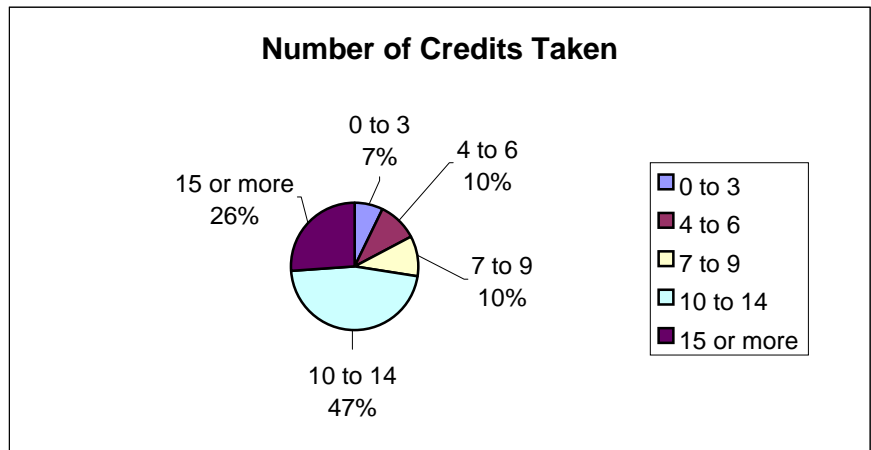
Students were also asked about their use of advising and how it had benefited them. Of the 674 students who were not first semester students, 639 students answered this question. 387 students or 61% indicated that they were benefiting from the help their advisor had given them, while 190 students or 30% indicated that they had not sought help from their advisor. An additional 62 students or 10% said they did not know who their advisor was. The responses from this question will help Student Services' advisors and faculty advisors as they design changes for the advising program.



## Other Information About NIC Students

### Number of Credits Being Taken

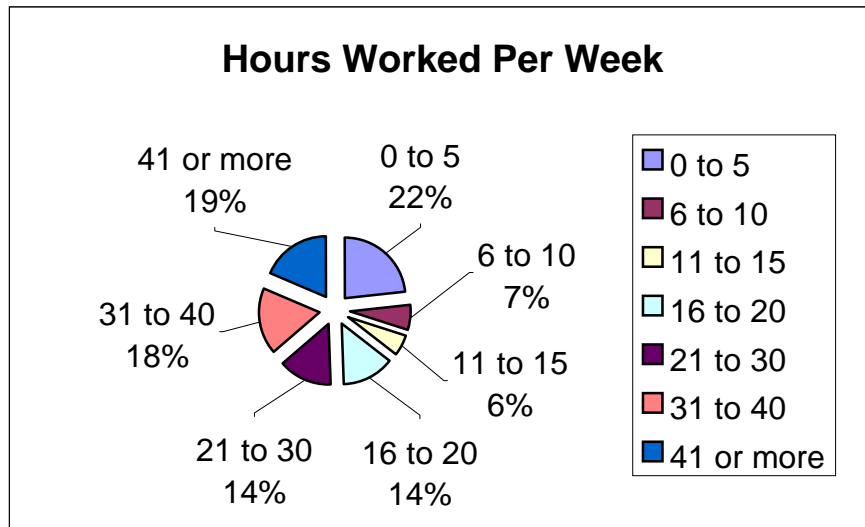
Nine hundred and fifty-three students responded to the question about the number of credits they were taking in the spring 2000 semester.



At least 27% of the students responding to this question were part-time students taking 0-9 credits, while 73% of the students were taking 10-15 credits. Since 12 credits distinguishes a full-time student, the survey categories will be modified in the future so that accurate part-time and full-time percentages will be available.

## Hours Worked Per Week

Nine hundred and forty-eight students responded to the question about hours worked per week while attending NIC during spring 2000 semester. At least 78% of NIC students work while attending classes. Thirty-seven percent of the students surveyed work 31-41 or more hours per week, while 28% work 16-30 hours per week.



## Causes for Dissatisfaction

When students were asked about their overall satisfaction with NIC, 799 students or 96% reported that the College provided the courses and/or services they need. 36 students or 4% indicated they had not been happy with their experience at NIC.

At the end of the survey, when students were asked why they were not satisfied with their experience at NIC, 43 students or 4% of the students surveyed responded as follows:

<u>Reasons for Dissatisfaction</u>	<u># of Students</u>	<u>% of total</u>
Decided college is not for me at this time	1	.001%
Financial aid ran out or other financial problems	3	.003%
I am not doing as well as I expected	4	.004%
Quality of instruction	6	.006%
Curriculum did not meet my needs	7	.007%
Course offerings don't meet scheduling needs	10	.010%
Other reasons not listed	12	.012%

## **Benefits of Student Survey**

One of the greatest benefits of the student registration survey is that it allows the college to inexpensively poll a large group (close to 27% of the total number enrolled) each semester to identify what student goals are and how satisfied students are with NIC's courses and/or services.

An additional benefit of the survey is that it is designed to allow the results to be analyzed in a variety of ways. For example, it can separate out the responses of continuing students from the responses of first semester students, or the answers of part-time students from those who are full-time.

It can also allow an in-depth analysis of any specific question. For example, because students identify themselves by their student number, groups of students can be re-contacted for further feed-back. An example would be the students who did not feel the registration process went smoothly for them. They could be contacted to explore what difficulties they had during registration so that our system can be improved.

Another strength of the survey is that it can track individual students over a three or four semester period to see how their educational goals might change or how their school load and their work schedule have changed over time.

Lastly, the questions on the survey can be changed with relative ease so that the College can capture other data about our students.

## **Additional Student Survey Planned**

In April 2000, the Student Opinion Survey published by ACT will be given to group of 1200 NIC students. This nationally normed survey will enable the Outcomes Assessment Committee to gain additional information about students and to compare our results with those of other community colleges in the nation.

The survey will query students about their use of and level of satisfaction with twenty college services as well as their level of satisfaction with 44 different aspects of the college environment.

If you have questions about NIC's Outcomes Assessment efforts, contact Kathy Christie, Assistant Vice President for Planning and Assessment, or any member of the Outcomes Assessment Committee.