

Retention Study Survey Report – December 2015

These are the results of a survey of a sample of stopout students who returned to NCC after a year of absence.

What could NCC have done better? (Please indicate your level of agreement with the following statements)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
NCC should have provided more information about financial aid/scholarships/loan management	2 20.0%	0 0.0%	1 10.0%	2 20.0%	5 50.0%
NCC should have provided more support for my personal/emotional/family issues	2 20.0%	2 20.0%	1 10.0%	2 20.0%	3 30.0%
NCC should have provided course schedules that better suit my busy life	2 20.0%	3 30.0%	1 10.0%	1 10.0%	3 30.0%
NCC should have provided more choices of online and hybrid courses	2 20.0%	1 10.0%	1 10.0%	2 20.0%	4 40.0%
NCC should have provided more extracurricular activities on and off campus	0 0.0%	1 10.0%	1 10.0%	2 20.0%	6 60.0%
NCC should have provided more tutoring/mentoring opportunities	0 0.0%	3 30.0%	2 20.0%	2 20.0%	3 30.0%

What else could NCC have done better?

Count	Response
1	More online classes!
1	It has worked well for me.

Why did you return to NCC?

Value	Percent	Count
My living situation is more stable	20.0%	2
My family/emotional/personal life is more stable	30.0%	3
I received academic amnesty and have a "clean slate"	0.0%	0
I am prepared to make better use of support services than I did last time around	10.0%	1

What else can we do to make your time at NCC is successful?

Count	Response
1	Nothing, it has worked out well for me
1	Offer landscape and gardening courses
1	Offer more times for classes. Offer them on several days and at night or day rather than just one day at one time.

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