

Student Feedback Survey Results

Nashua Community College

As part of the NEASC self study committee activities, it was decided to conduct a survey of students' opinions on the advising and support services provided by the college. The Standards 6 (Teaching, Learning & Scholarship) team had reviewed responses to advising-related 2017 CCSSE questions (i.e., 13.1a, 13.2a & 13.3a) and concluded that additional information was needed. It was determined that the self study committee would conduct a classroom survey focused primarily on advising and support. Questions on other topics of diversity, extra-curricular activities and goals were also included. See Appendix A for a copy of the survey form.

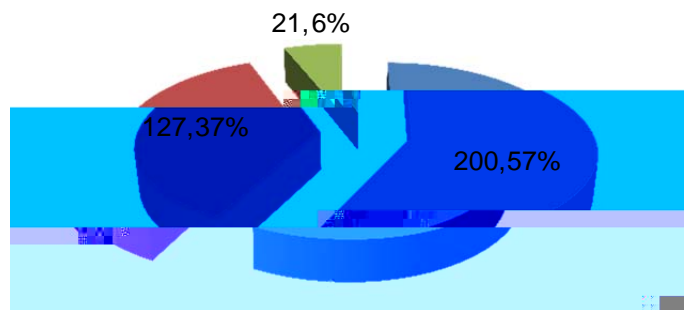
The class selection and survey administration loosely followed the CCSSE methodology. Thirty classes were selected from morning, afternoon and evening courses. The number of classes for each time period was proportional to the actual number of classes distributed over the three time periods. Based on the actual size of each class, the total number of potential responses equaled 507 students.

Academic department chairs contacted the instructors within their departments and stressed the importance of administering the survey to their classes. The survey packets were distributed to the instructors on April 19, 2016 and filled out in class. The completed surveys were returned within two weeks to the Institutional Research office.

All thirty packets were completed with a total of 357 surveys returned for a 70.4 percent return. A detailed description of the student respondents is available in Appendix B.

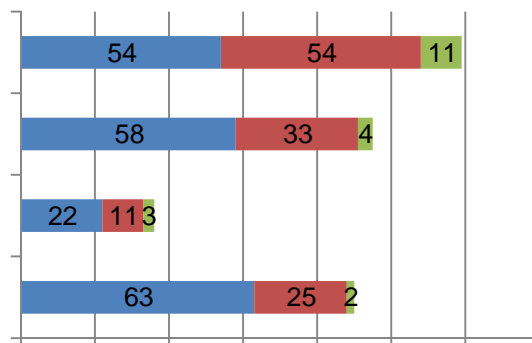
The following charts and tables describe the students' responses to each of the survey questions.

Quality of the

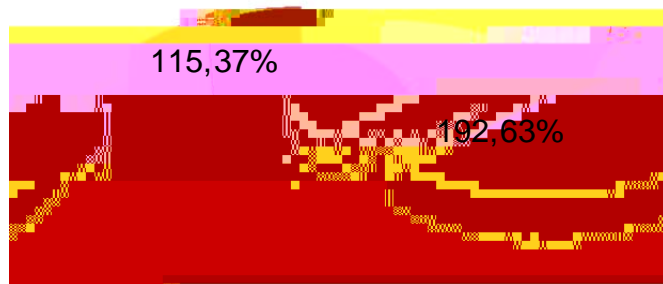


How did you receive advising and quality of advice?

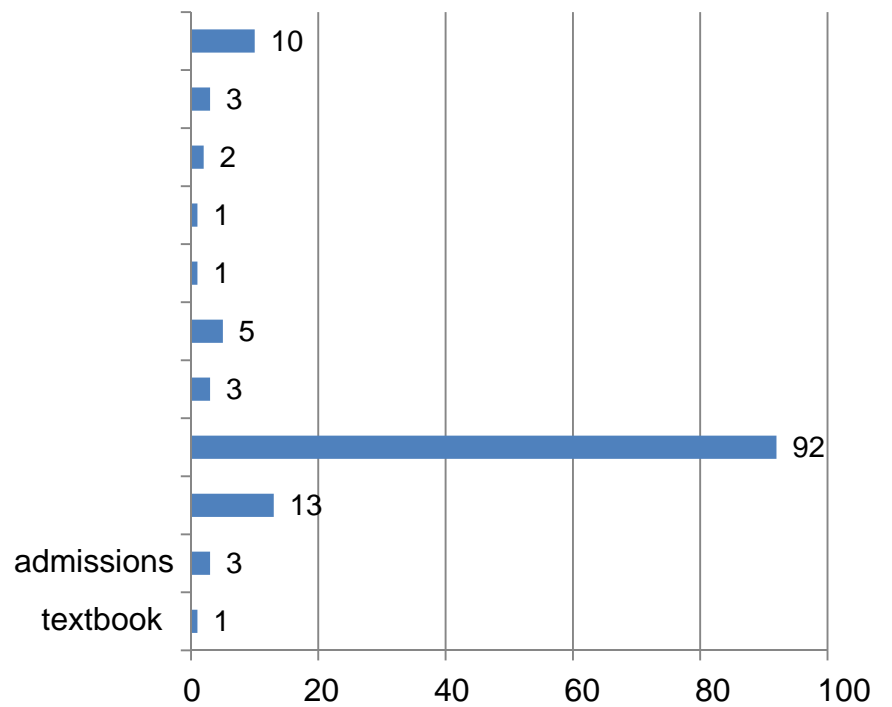
	Good	Satisfactory	Poor	BLANK	SUM	% GOOD	% POOR
Academic Advising Center	63	25	2	0	90	70.0	2.2
Admissions Office	22	11	3	0	36	61.1	8.3
Faculty Advisor	58	33	4	0	95	61.1	4.2
Self-advised	54	54	11	6	125	43.2	8.8
BLANK	3	4	1	3	11		



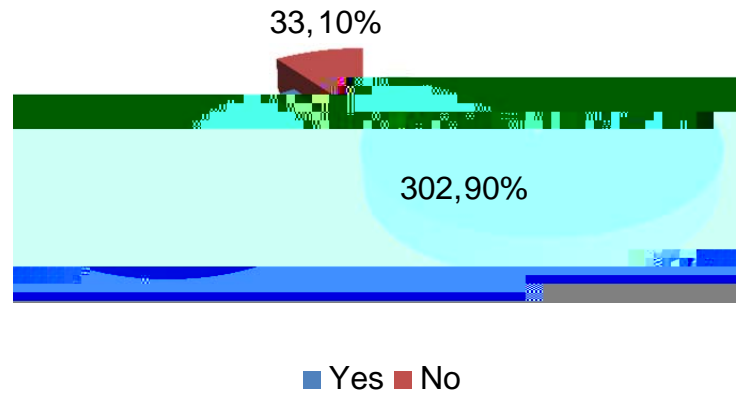
Were Your Needs Addressed Adequately?



■ Yes ■ No



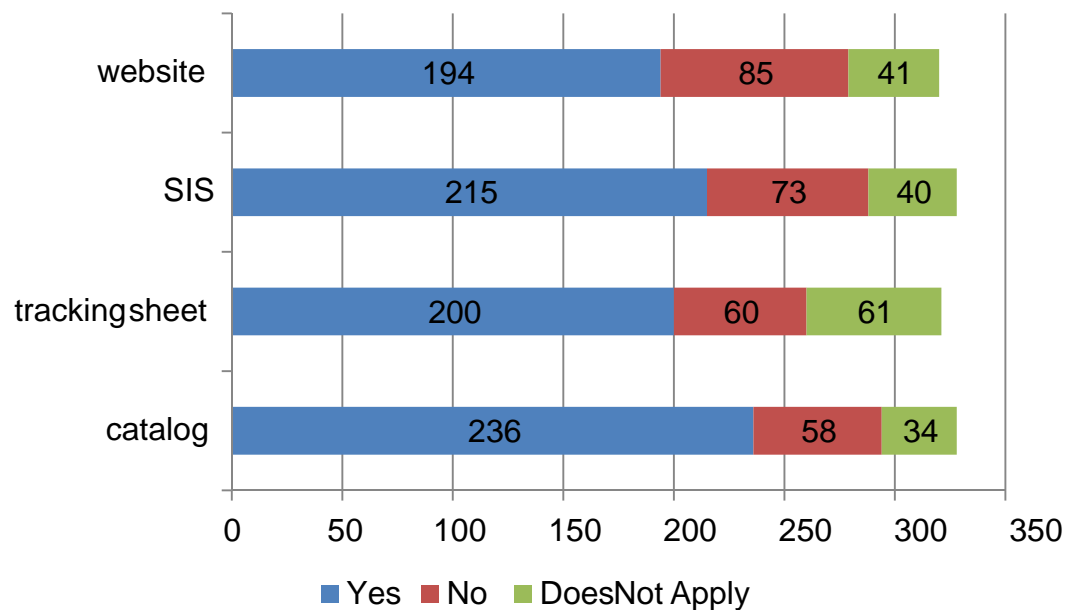
Supported by your faculty throughout your progression through your program?

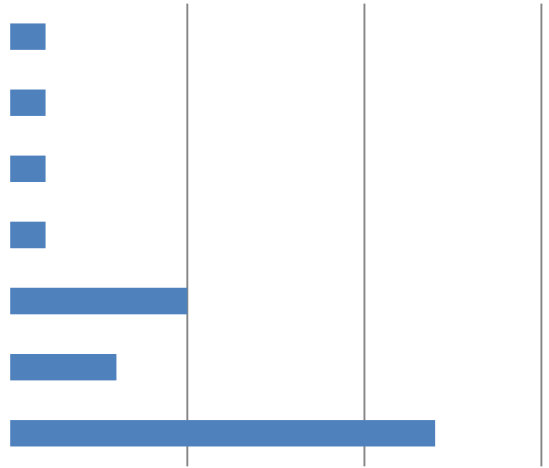


Which of the following resources were helpful in planning which courses to take toward the completion of your program?

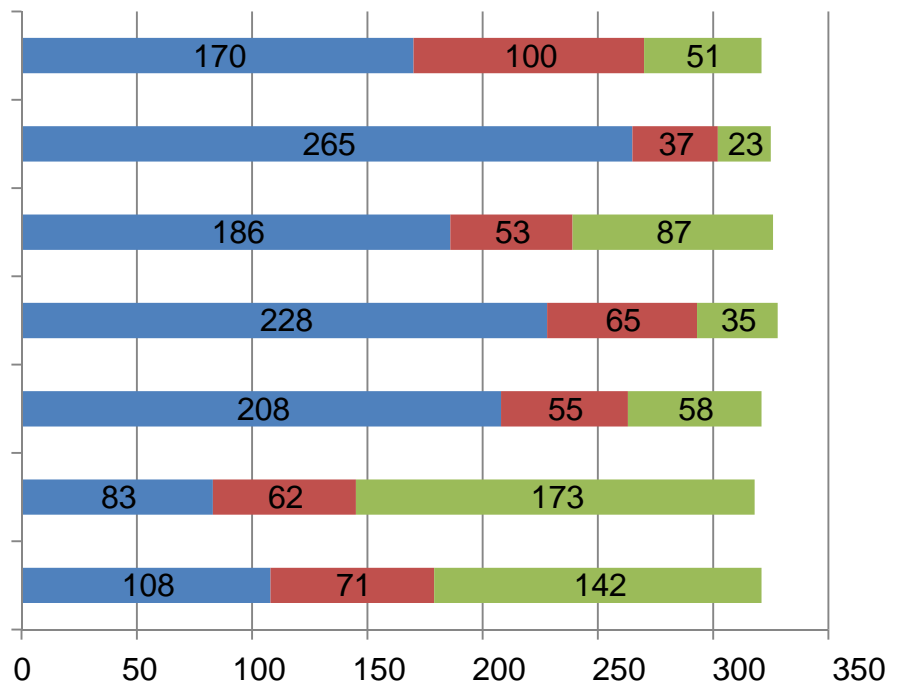
	catalog	tracking sheet	SIS	website
Yes	236	200	215	194
No	58	60	73	85
Does Not Apply	34	61	40	41
BLANK	29	36	29	37
responding	328	321	328	320
Percent	91.9	89.9	91.9	89.6
Yes	72.0	62.3	65.5	60.6
No	17.7	18.7	22.3	26.6
Does Not Apply	10.4	19.0	12.2	12.8

Helpful in planning what to take to complete your program





Developmental

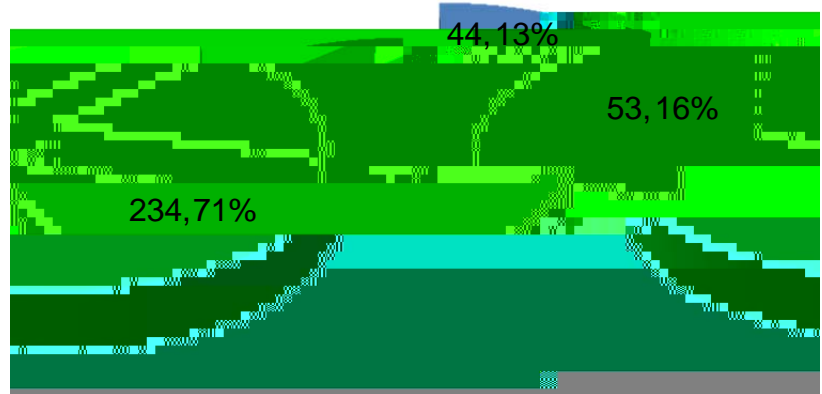


If you participated in extra-curricular activities at NCC, were they related to a class or your field of study?

	#	%
Yes	44	13.3
No	53	16.0
Did not participate in any	234	70.7
BLANK	26	7.3
	357	
Answered	331	

Extra curricular Activity participation related to class or field of study?

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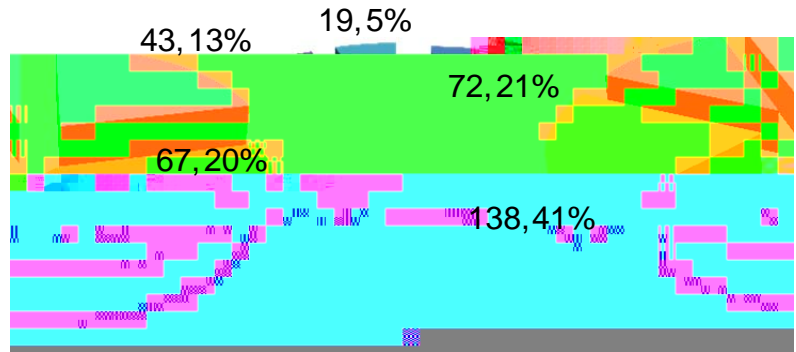


■ Yes ■ No ■ Did not participate in any

How many courses have you taken at NCC?

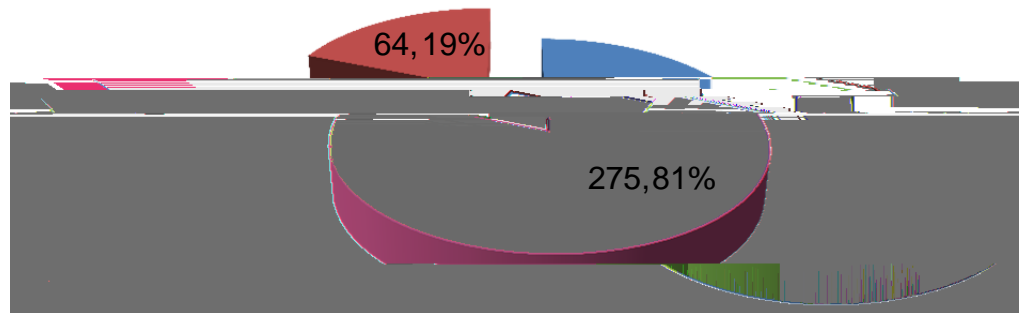
	#	%
1 to 5	72	21.2
6 to 10	138	40.7
11 to 15	67	19.8
16 to 20	43	12.7
Over 20	19	5.6
BLANK	18	
	357	
Answered	339	

Number of Courses Taken at NCC



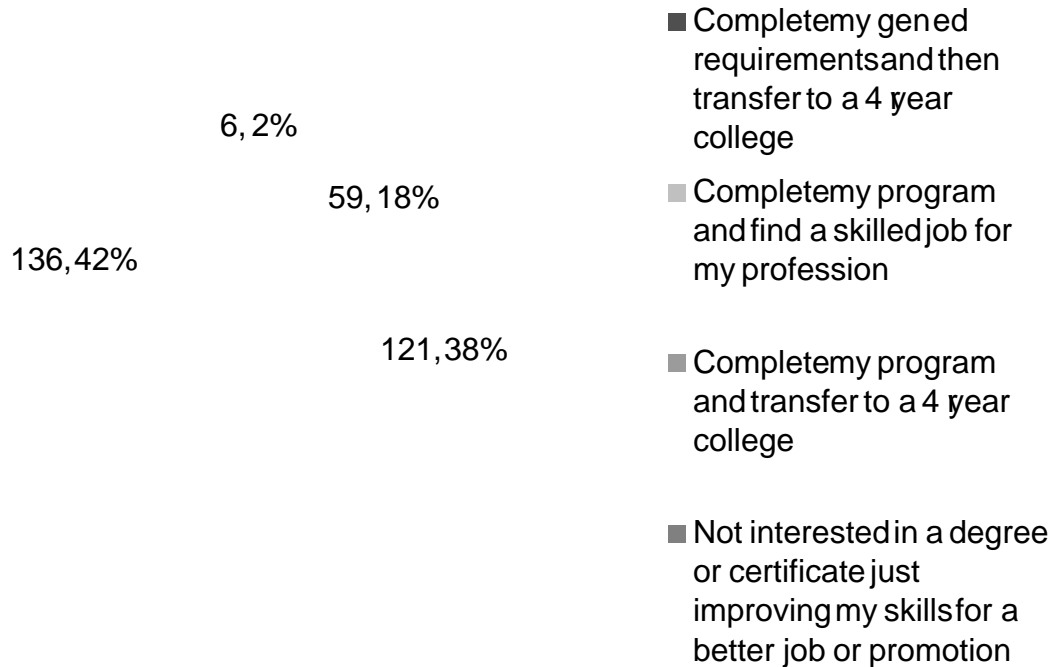
■ 1 to 5 ■ 6 to 10 ■ 11 to 15 ■ 16 to 20 ■ Over 20

Take 15 credits or more with an incentive



■ Yes ■ No

Which of the following best describes your goal at NCC?



If transferring, do you feel prepared enough to confidently succeed in a Bachelor's program?

If transferring, do you feel prepared enough to confidently succeed in a Bachelor's program.

	#	%
Yes	180	60.6
No	32	10.8
Not sure	85	28.6
BLANK	60	
	357	
Answered	297	



■ Yes ■ No ■ Not sure

Individual responses of student answering No or Not Sure

BLANK	N/A
BLANK	not transferring
BLANK	learning disability & dyslexia
No	I hate school
No	not ready
No	I don't have motivation
No	I'm trying to go to fashion school
No	I did not transfer
No	not transferring
No	these courses are not as challenging as 4-year institutions are
No	not enough courses completed
Not sure	not transferring
Not sure	preparation does not guarantee success
Not sure	want to figure out what to major in first
Not sure	it's all scary and frightening
Not sure	have not taken enough credits
Not sure	I keep changing my major, so am not taking the classes I should be
Not sure	transferring is not in the immediate future
Not sure	I need more math
Not sure	yet to see
Not sure	I want to attend a college near me
Not sure	preparation doesn't necessarily mean you'll be able to succeed
Not sure	not transferring
Not sure	still in my first year of college

Appendix A

Student Feedback Survey– We need your opinion

(Fill in the bubble that reflects your choice)

What would be the best way in the future to send you important college and course information?

College email Personal email Text message

How did you receive advising for this course?

Academic Advising Center Admissions Office Faculty Advisor Self-advised

How would you rate the quality of the advising you received?

Good Satisfactory Poor

If you sought help in a subject, were your needs addressed adequately?

Yes
:

No
/

If yes, by whom?

The current availability and scheduling of required courses makes it easy for me to graduate in a timely manner.
What's your opinion of this statement?

Strongly Agree Agree Neutral Disagree Strongly Disagree

How do you know if your progress toward the completion of your program is on schedule?

Which of the following resources were helpful in planning which courses to take toward the completion of your program?

Yes No Does Not Apply

Course catalog

Advising tracking sheet

SIS

NCC website

Other:

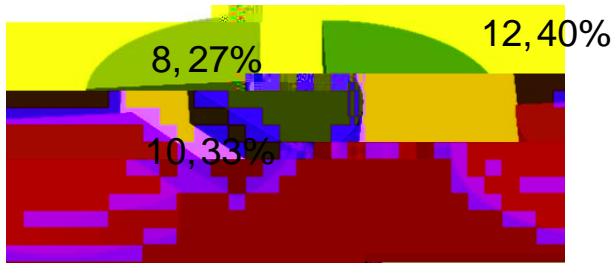
During your time at NCC, how often have you interacted with (e.g., talked to; worked with) someone from a culture different from yours?

Very Often Often Occasionally Rarely Never

Appendix B

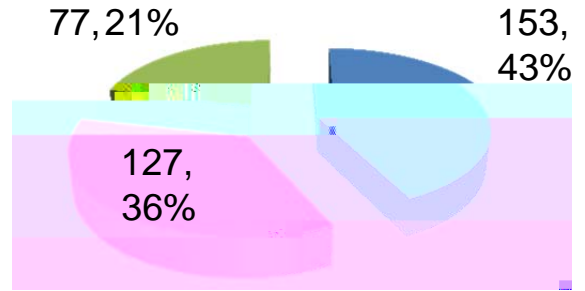
The following charts demonstrate that the returns were representative of the College's class offerings.

Number of Sampled Classes by Session

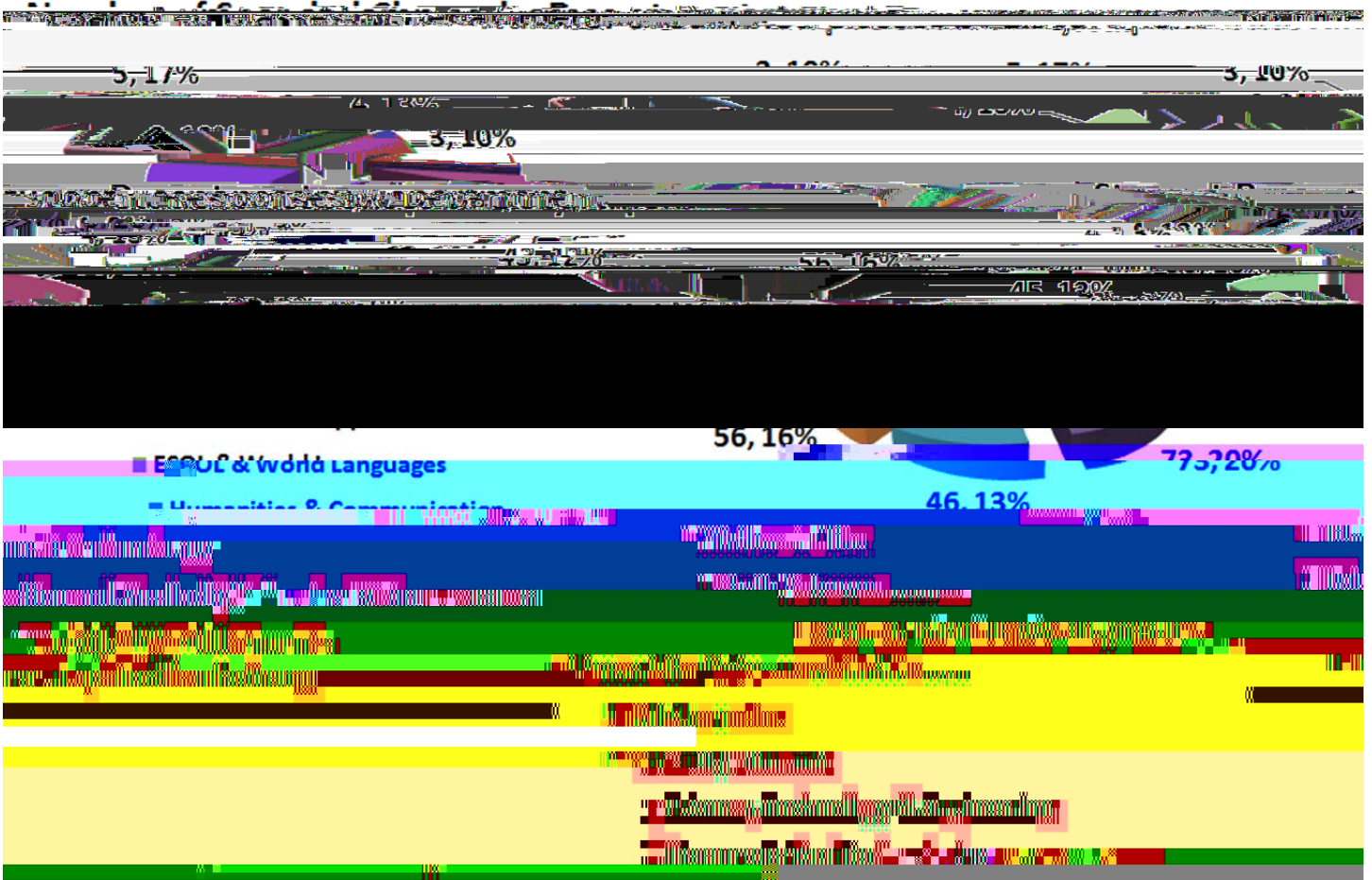


■ Morning ■ Afternoon ■ Evening

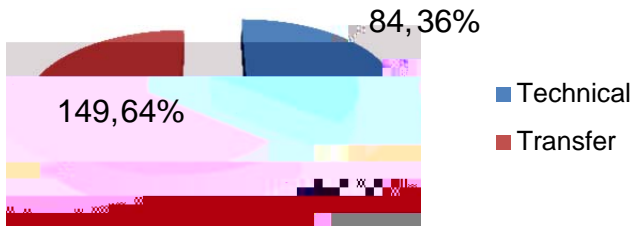
Student Response by Session



■ Morning ■ Afternoon ■ Evening

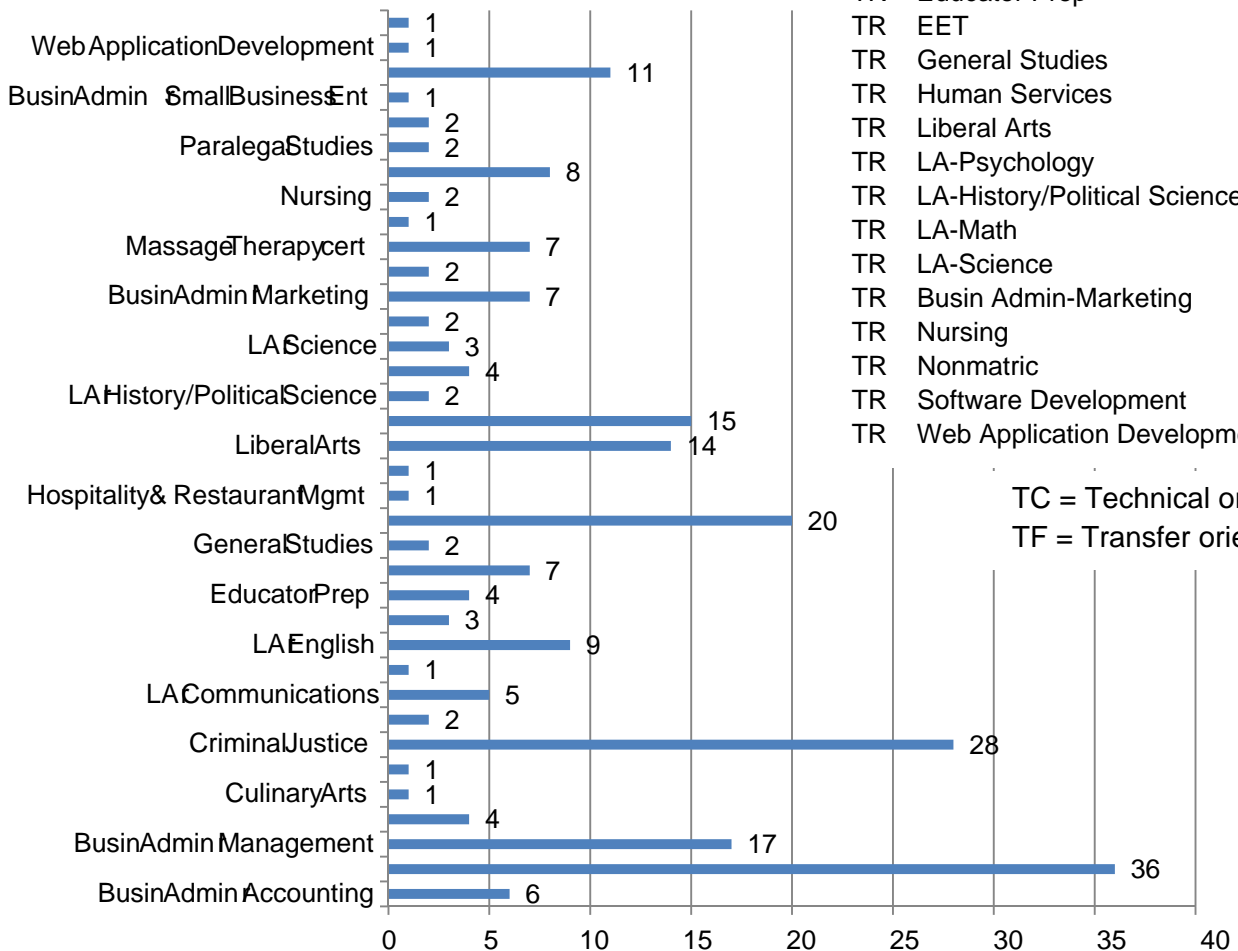


Student Program Composition



- Programs
- TC Busin Admin-Accounting
 - TC Automotive Tech
 - TC Culinary Arts
 - TC Collision Repair Technology
 - TC Honda Automotive Tech
 - TC Hospitality & Restaurant Mgmt
 - TC Precision Manufacturing
 - TC Holistic Massage Therapy
 - TC Massage Therapy cert
 - TC Mechanical Design Technology
 - TC Paralegal Studies
 - TC Speech-Language Pathology Asst
 - TC Busin Admin - Small Business Ent
 - TR Busin Admin-Management
 - TR LA-Biology
 - TR Computer Information Systems Cert
 - TR Criminal Justice
 - TR LA-Communications
 - TR Computer Networking
 - TR LA-English
 - TR Early Childhood Education
 - TR Educator Prep
 - TR EET
 - TR General Studies
 - TR Human Services
 - TR Liberal Arts
 - TR LA-Psychology
 - TR LA-History/Political Science
 - TR LA-Math
 - TR LA-Science
 - TR Busin Admin-Marketing
 - TR Nursing
 - TR Nonmatric
 - TR Software Development
 - TR Web Application Development

Major of Respondents



TC = Technical oriented
TF = Transfer oriented

Appendix C

Individual Responses to Selected Questions

C.1 Individual responses on why you did not feel that your faculty supported you throughout your progression on your program?

I felt financial aid was very difficult to work with and was not timely
I have no advisor listed. I have nobody to talk to.
I haven't go for the help
In the fall semester a teacher lost my final paper
I've never met my program's advisor.
no advisor
no advisor listed for major
not every teacher offered extra help or communicated we//often
not many of them seem to give a damn how well I do, or not.
not much communication
people are less concerned
she fails to hold up her end of agreements
the few times I have tried to speak to anyone, no one was available
they don't care
unhelpful
very poor at communication no advisor

It isn't, not able to take as many courses that it wants me too
N/A
self
visit advisor
keeping track
I can check with my advisor
I have not decided on a major yet, so I have no planned out schedule or program or whatever. I am basically taking gen-ed classes and exploring other classes to figure out what to do. It's less time-based and more figuring things out
I have kept in contact with my advisor and have a checklist of courses to take
I check ISI or ask an advisor
I don't
It hasn't doubt me yet
I went and talked to my advisor
ask an advisor or look at tracking sheet
keep asking advisor
I have done more than half of the credits I need to do in 1 year
I don't know
there was not much class to take and there is no quality professor to give the class. some important classes was limit to only one professor
I would talk to my mentor
I don't
checked w/ advising track sheet, advisor, and tallied up on my own credits req'd
email
I get emails from Prof <name>
I keep track
the course outline
course outline

completion of proper credits per semester
when meeting with my advisor
It is
talking w/ advisor
blackboard
I know what I have taken
blackboard
by looking at the classes it takes to graduate
a paper showing what have/haven't completed for my specific degree
I don't. I don't know how many more credits I need to take to finish my degree. The website is not helpful at all.
you only know if you do some digging; the information is presented in a manner that seems cluttered and is difficult to obtain. It should be better organized.
go ask an advisor
my advisor
by my grade
uhh. I have no idea
contact support
I asked my advisor and professors
I don't
don't know
academic advising center
because I'm graduating
check with the ACC
because my financial aid is only giving the amount to take 3 class per semester
check the planned schedule vs courses I've taken
I don't. classes can fill up or not work w/ my schedule in the future
talking w/ program director
Unofficial transcript and meeting with my advisor
Getting everything & need done in order to transfer
asking my advisor
sit down with my advisor and SIS
I know what classes I've taken and what I have to take
the program is listed out and am on track in courses
SIS and blackboard and sitting with my advisor
SIS and talking to advisor
I don't

Passing
professors help
tough schedule forward
check SIS
I don't
I don't know
check NCC catalog
availability is great. advising is sure to let you know what is still needed
talking with my advisor
advising
find out
my advisor
frequently checking
SIS and talking to an advisor
I don't know nor do I know who to ask
I have checked w/ advising + tallied up the credits I have
I went to the advising office. <name> is very helpful
ask my advisor
I don't really know
Hopefully my advisor would tell me
If I'm passing all my classes
By checking myself, because advisors do not advise to the best of their ability
I'm part time student and I'm taking my Gen Eds at the moment
I check in with my advisor
advising tracking sheet
tracking sheet
my advisor and I planned my goals to make sure I am on track with my classes
over half of credits acquired in one year
see advisor
no clue
blackboard
blackboard & SIS
trusting teachers & college people
I don't
I know what courses I need to take and how many of them I've completed
I would hope an advisor would tell me
didn't
I don't
got an email from my advisor
my advisor sent an email stating it
I do not
academic advising center
looking at track sheet
?
I look up what classes are needed for my program online to find out how many classes I have left
I am still in liberal arts and using this time to explore my options for choosing a career path rather than graduating by a certain time so there is no "on schedule" for me
online grades, online resources, teacher
check the required courses list
It's not, I'm part time

advisor
by checking the SIS & visiting the admissions office
keep track of classes you need or ask advising center/faculty advisor
I looked at the college brochure
went over it with advisor. It's online

advisor
everything changed for my program my second year here
advisor
advising center
NA
instructor
N/A
advising center
the website is awful
The breakdown coordinator gave us. she also met with us individually
coordinator
head of department made a list of courses
website down a lot
advisor
director of programs
family members
No
blackboard
NA
advisor
transfer school
I didn't look at the course catalog
course advisors

my degree program was updated and I had to get a print out of my original one from my advisor

Culturally diverse, awesome professors and personalities, and decent workout area, and cheap courses; all good qualities of this college

don't meet

ECE courses need to move back to day slots. Night classes are too much and too stressful when you work during the day. Also remove attendance policy

I would have liked to have two match classes a week instead of 1 day a week
I would like to see more physical interaction courses offered instead of so much online
IDK
IDK
I'm a God
I'm a night student. There are no NCC resources for me. The cafe closes early. The book store closes early. the admin offices close early. the only helpful tools have been my teachers in this program and the library
I'm in an assistant program and I found that my core classes teach to students going on to 4 yr college instead of focusing on what we are in now. Assistant program only!
in every way, it is a great school at a fraction of the cost
it doesn't offer a journalism major
It gets the job done for much less money
it has so far met my expectations just wish they would try and have financial programs to help people out
It is somewhat easy to build around work schedules
it meets all
it meets expectations by being a better choice than most colleges
it meets expectations by helping me learn while still being hands on
it meets my expectation by having all the technology needs I need to have to do my homework
It meets my expectation to help get the education I need and save money do when I transfer to a 4 yr school, I won't be in as much debt as some of my peers
it meets my expectations by providing good teaching at a fraction of the price
It meets my expectations by providing me with all the help I need for courses
it meets them by allowing me to get what I need cheaper
it offers me the classes that I need to transfer with
it seems too much like high school
it was everything I expected
it was excellent and well organized
it was fine. As a home schooled student, this was a good/easy transition into public school
It would have been better to know what night courses are normally offered in each semester and if any of them were cancelled often. I waited through almost 2 years for a required class
It's all OK man
it's close-ish
It's good
It's met my expectations academically & has given me a cheaper way to attend school instead of going straight away to a 4 year college
it's still expensive as hell which sucks
lack of communication
maybe not enough class hours, comparing to the home work
meet
meet expectations
meet expectations. It's a community college
meet my expectations. very helpful. love most of my classes and professors
meet, by allowing me the chance to learn what I need to hopefully succeed in my chon.re 2T496.2eld

meets in every way

meets my hand on with smaller classes, cheaper classes, advising to help me meet my goals, does

simple, cheap, easy schedule. great environment, friendly staff, intelligent people
so far NCC has been a good experience. The professors & staff are nice and helpful
some people are really disorganized
staff was very knowledgeable and used real world examples for many classes
staying on my grind with blackboard
strong academic courses
teachers taught classes well and on time
teaching sucks. the teachers don't put enough effort to engage the class
the advising center was very helpful
the cafe pricing is very outrageous and should be lower prices, it's ridiculous
The classes were challenging but still helped me with my goal of what I wanted to do
the financial aid office is very rude and not helpful as well as the business office where payments can be made. also, lots like the online only billing for classes
the food is way too expensive and some of the staff can be rude
the instructors have generally exceeded my expectations with their availability and involvement in students' lives
the people are cool, the professors for day classes are typically bad
the professors are exceptional
The professors are GREAT, however, my program does not have many courses in summer/fall which holds me back a little.
the professors really work with you to make sure you do well, and financial aid is extremely helpful
The quality of the professors exceeds expectations. they are complete professionals ready to field any question.