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ABSTRACT

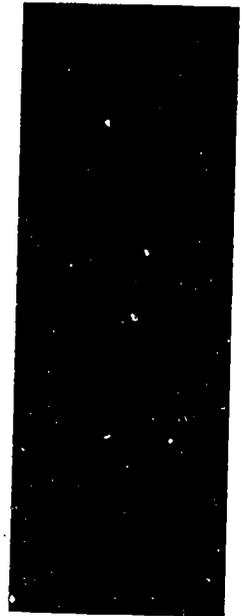
In winter 1992, a survey was conducted by the Arrowhead Community College Region (Minnesota) to determine why nonreturning full-time students had failed to return to Arrowhead colleges. A questionnaire was mailed to all fall 1991 nonreturning students, followed by a second mailing two weeks later to all non-respondents. Of the 421 nonreturning students surveyed, 232 responded. Study findings, based on a 55% response rate, included the following: (1) 52.6% of the respondents indicated that they had entered college intending to earn a degree; (2) 23.3% had planned to transfer before earning a degree, 18.1% after earning a degree, and nearly one-half were not sure or had not intended to transfer; (3) the average percentage for all seven Arrowhead colleges planning to return to college was 47.4%, with 39% of those indicating that they planned to do so in the spring, and 19% within the next year; (4) 34.5% of all respondents were currently enrolled in another college, and 67.8% of those were enrolled full-time; (5) 51.7% of the respondents were employed, with nearly 80% of those working half-time or more; (6) 25.8% of those employed felt that their job was closely related to the education they had received at an Arrowhead college, and 47.5% found their education to be helpful or very helpful in their present job; (7) 36.6% of the respondents had received some form of financial aid while enrolled; and (8) the major reason given for not returning was transfer to another college (27.2%), followed by money problems (22.8%), employment (19%), inability to cope with the demands of family, work, and school (12.1%), and unavailability of courses due to scheduling conflicts (10.8%) or lack of offerings (7.3%). Tabulated responses to survey questions, and the survey instrument are appended. (JSP)

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ARROWHEAD
COMMUNITY
COLLEGE
REGION

The Student Survey Report



Spring 1992

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Arrowhead Community College Region
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INTRODUCTION

The Student Survey report represents the collective effort of the colleges in the Arrowhead Community College Region. It was developed by the colleges to aid them in assessing their institutional effectiveness in meeting the needs of their students.

The report focuses on one specific group of students. This group consists of all the full-time students who were enrolled in Arrowhead colleges and centers in Fall 1991

but who did not register for classes Winter quarter 1992. The criterion for being considered full-time is that a student was enrolled in the institution Fall quarter taking twelve or more credits of course work.

Four groups of non-returning students were not included in this survey. They are: 1) students on financial suspension; 2) students on academic suspension; 3) students who graduated from Arrowhead colleges after Fall 1991; and 4) Post Secondary Enrollment Options students. Table 20 reflects the

INTRODUCTION

number of non-returning students in each of these groups for each college and center. Arrowhead Region shows 56 students were on financial suspension, 11 were on academic suspension, 26 were both financially and academically suspended, 70 graduated and 24 were Post Secondary Enrollment Options students.

There are several objectives of the survey. The survey will help explain the reasons why these students did not return to college for the Winter quarter and whether they do plan to return to the college in the future. Other objectives of the survey are to gather information on student assessment of the college, student intent and educational goals, student stop-out, drop-out and work patterns, and the student's education and employment status.

The survey was conducted during the Winter of 1992. A survey questionnaire (see Appendix) with a cover letter from the college provost was sent to each full-time non-returning student. The students were selected based on the student information provided by the Information Services Division of the MCCS in their report CC-X021A, *Student Directory* or through inquiries from the EZ/IQ inquiry environment. Care was taken to exclude students from the survey who were on probation or suspension. Students who graduated after Fall quarter and high school juniors and seniors who had attended college full-time under the Post-Secondary Enrollment Option were also excluded from the survey.

After a period of two weeks, a follow-up mailing was sent to all non-respondents. A

response rate of 35% was expected. Of the 421 non-returning students who were surveyed, 232 responded to the survey. This represents a response rate of 55%.

The report is divided into four sections. The first section addresses the findings of the survey in general. It looks at the demographic characteristics of the respondents. The next section reviews the students' assessment of the colleges and the services they provide. The third section of the report summarizes the respondents' written comments. Finally, an appendix is provided. The appendix contains the report tables and a sample of the survey questionnaire.

This is the second year this survey was conducted and compiled on a regional basis. This allows some comparisons to be made. However, it should be noted that last year, the first year of regional implementation, full-time students who were enrolled in Arrowhead colleges and centers in Fall 1990 but did not register in the Spring of 1991 were surveyed. This year the full-time Fall 1991 students who did not return the following quarter, Winter 1992, made up the non-returning student survey group. This is the population this report intends to target in the future.

Finally, the tables in this report were created by processing the survey questionnaire data through the computer software statistical product SPSS/Tables. All the information in the tables is the product of the statistical formulae and algorithms of SPSS and SPSS/Tables. It is those tables and tables data upon which the analytical narrative of this report is based.

SURVEY FINDINGS

DEMOGRAPHIC SUMMARY

Student survey questionnaires were sent to 421 students who were enrolled full-time during Fall 1991 and did not return in Winter 1992. Of these, 232 responded resulting in a 55% response rate. This is well above the 35% rate established by the colleges as their goal.

The majority of the respondents (59.5%) were women. About one third (31%) of all the respondents were women over 30 years old. The largest group of non-returning men who responded (16.8%) were those 21 years or younger. About an equal number of men and women responded to the survey in the 21 years and younger group of non-returning students.

Tables 1, 2 and 3 contain more information on the distribution of age and sex of the respondents of this survey.

EDUCATIONAL PLANS & INTENT

Two questions on the survey address the issue of student intent. Both questions are phrased to ask the students what they intended to accomplish when they first enrolled in the college.

The first question concerns the student's intent to seek a degree from the college. In this survey, over half (52.6%) of the non-returning students indicated they had entered the college for the first time intending to earn a degree. Over one quarter of them (28.4%) had no intention of seeking a degree and just over 11% were not sure what their degree goals were when they first enrolled. These results are comparable to last year's survey findings. Figure 1 shows the results of question 3 for 1991 and 1992 non-returning students surveyed.

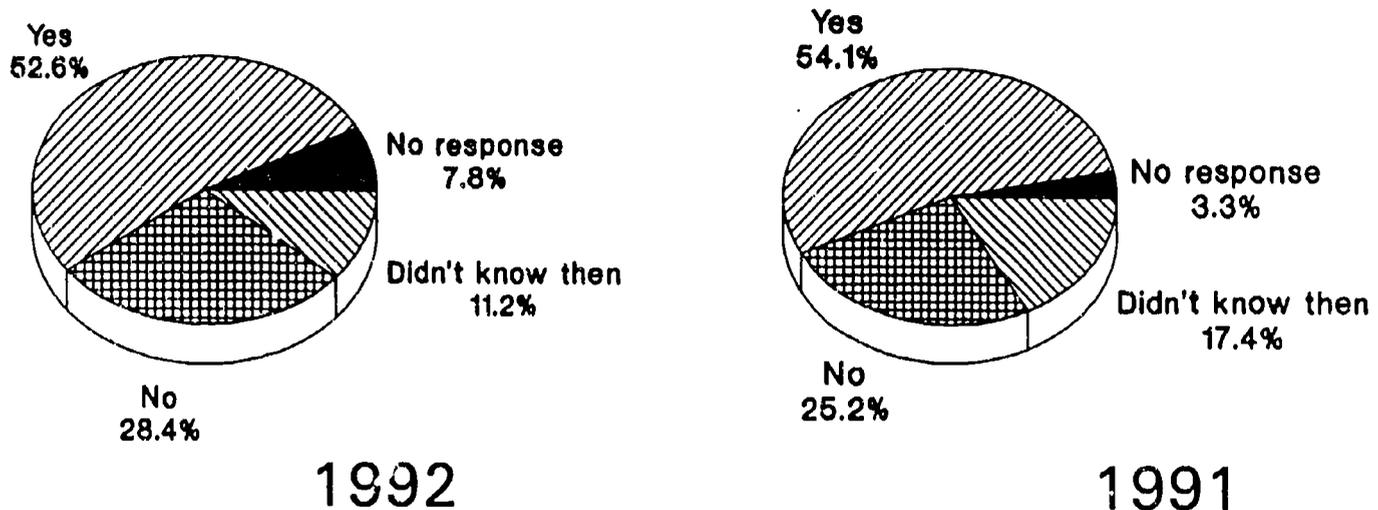


Figure 1. *When you first enrolled, did you plan to get a degree?*

SURVEY FINDINGS

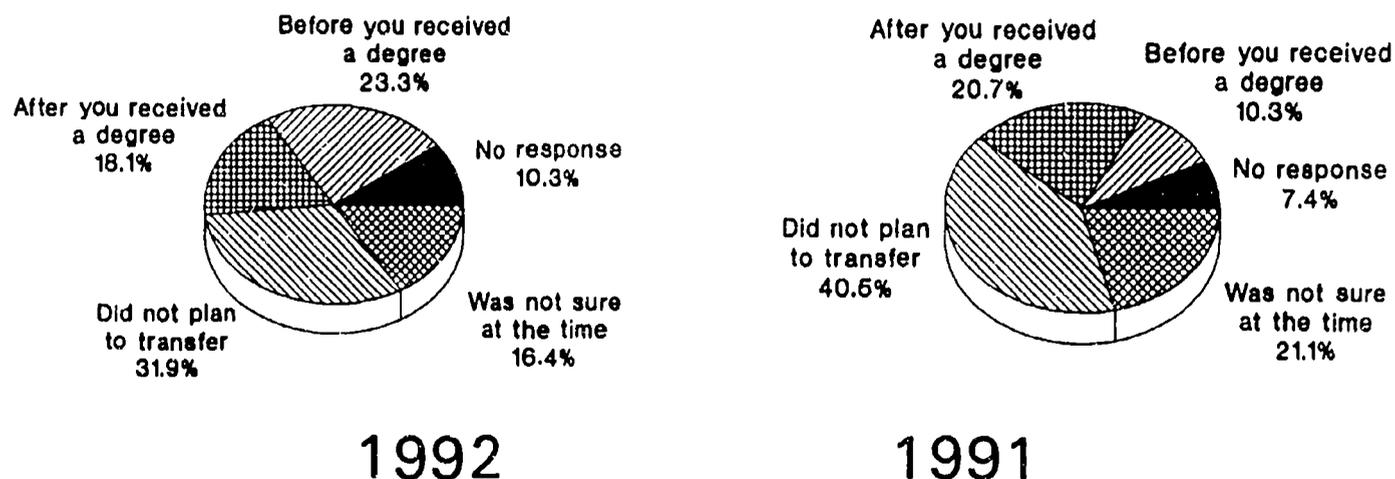


Figure 2. When you first enrolled, did you intend to transfer to a different college?

The second question asks whether the student intended to transfer to another college when he or she first enrolled. Nearly one half of the respondents answered that they were not sure or they did not intend to transfer when they first enrolled in college. Nearly one quarter (23.3%) stated they did intend to transfer before they earned a degree and 18.1% intended to transfer after they earned a degree. More 1992 students intended to transfer (41.4%) than did in 1991 (31%). The results of survey question 4 are shown in the pie charts in Figure 2.

A third question, number 15 on the questionnaire, asks the respondents to indicate whether they intend to return to the college and, if so, when. In contrast with last year's results in which half of the non-returning students from each college indicated they would return in the future, this year's results were mixed. Over 80% of the non-returning students from Itasca, Mesabi and Vermillion indicated they did not

plan to return in the future. Over 50% of non-returning students from Duluth, Fond du Lac and Rainy River did plan to return to the college. Seventy-eight percent of Hibbing's non-returning students responding to the survey indicated they planned to return in the future. As shown in Figure 3, the mean positive response, represented as Arrowhead at the bottom of the chart, was 47.4% planning to return. This compares with 51.2% in last year's findings.

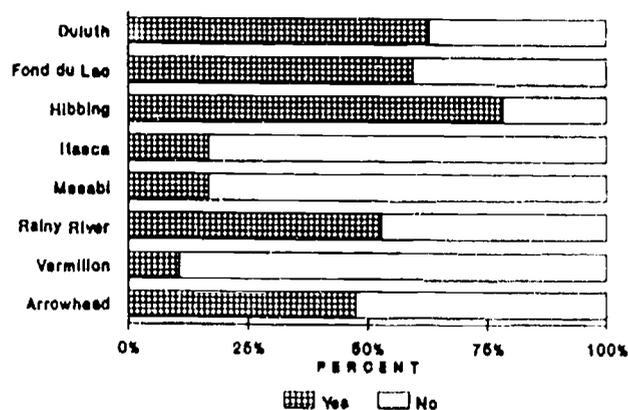


Figure 3. Do you plan to return to the college?

SURVEY FINDINGS

The 110 students who planned to return to college (see tables 18 and 19) were asked *when* they hoped to return. Of these, one hundred students responded and 39% indicated they planned to "stop-out" for Winter quarter and planned to return Spring 1992. Nineteen percent indicated they planned to return to their college within the next year. The remaining 42% were undecided or indicated long term or financial conditions needed to improve in order for them to return.

STUDENT STATUS

Eighty or over one-third (34.5%) of all the non-returning students who responded indicated they were currently enrolled in another college. (This percentage is higher than the 23.1% who were enrolled at another college in last year's findings.) The majority of those who responded (67.8%) were full-time students taking 12 or more credits the quarter they answered the survey. Figure 4 illustrates the credit load of the respondents who were taking college courses at another institution.

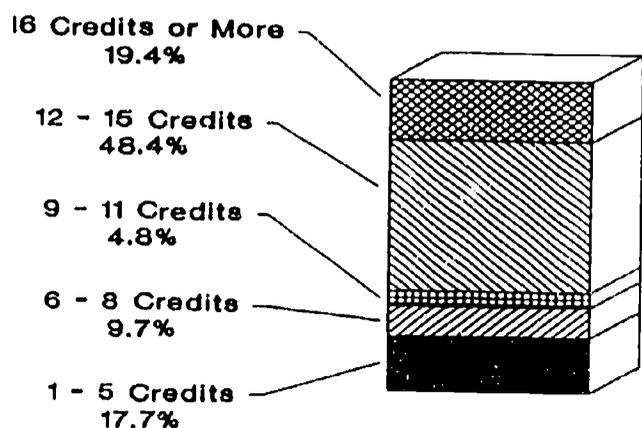


Figure 4. *How many credits are you taking this term?*

Seventeen of the respondents (21.3% of all that transferred) stated that they were currently enrolled at another Arrowhead college and six (7.5%) indicated they were currently enrolled at Fergus Falls, North Hennepin, Inver Hills or Lakewood Community Colleges. A significant number of non-returning Arrowhead students (32) were currently attending four-year state or private institutions when surveyed. This represents 40% of Arrowhead's non-returning students who are currently enrolled in college. Table 7 lists the disciplines respondents indicated as their major field of study.

EMPLOYMENT STATUS

Of all those who responded to the survey, 120 or 51.7% indicated they were employed and listed the name of their employer. Of those, 114 indicated the number of hours they worked every week (Table 9). The number of hours the respondents stated they work per week are shown in Figure 5. Nearly 30% worked half-time or more.

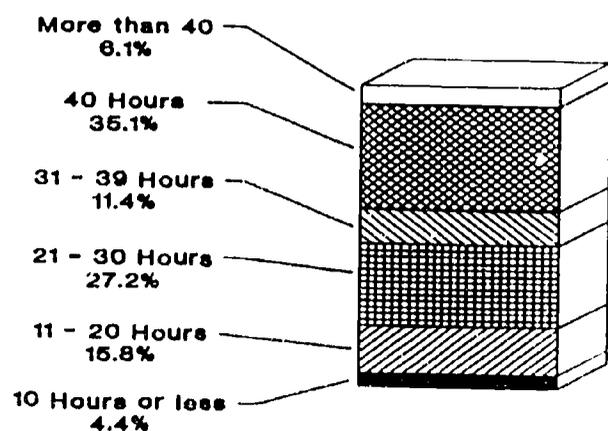


Figure 5. *How many hours a week do you work?*

SURVEY FINDINGS

Three other employment questions were addressed to each person who indicated they were currently employed. The first asked the student *when* they began to work for their current employer. Just over 78 percent of the currently employed respondents stated that they had started working for their present employers before or while they were enrolled in college.

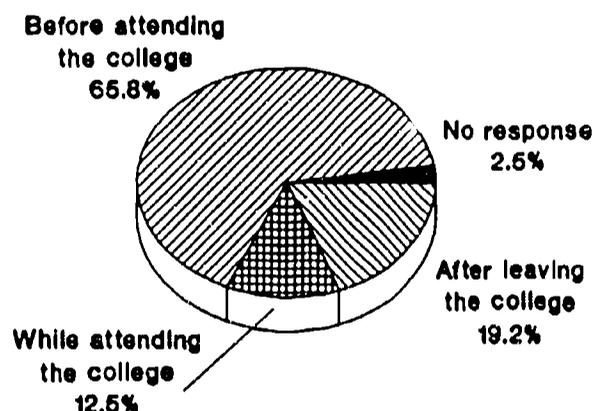


Figure 6. *When did you begin working for your present employer?*

The other two questions address the relationship between education and preparation for employment. Figures 7 and 8 show the breakdown of responses to these two questions.

Last year 44.2% of the respondents indicated they felt their present job was directly or closely related to the education they received at the college. This compares to 25.8% of this year's survey respondents who felt this was true. Last year's survey results showed nearly half of those who responded (68.7%) found their education to

be helpful or very helpful in their present job. This year 47.5% felt this to be true.

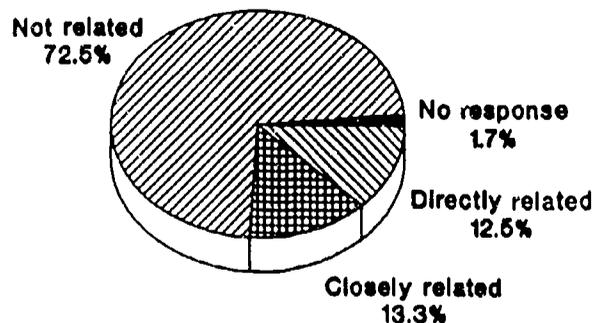


Figure 7. *Is your present job related to the education you received at the college?*

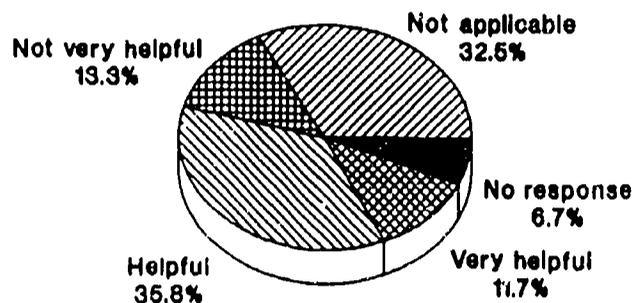


Figure 8. *How helpful has the education you received at the college been in your work?*

Of all 232 non-returning students who answered the survey, 36.6% indicated they received some form of financial aid or assistance while at an Arrowhead college. This compares with 57% who indicated they received such aid in last year's survey.

SURVEY FINDINGS

WORKING STUDENTS

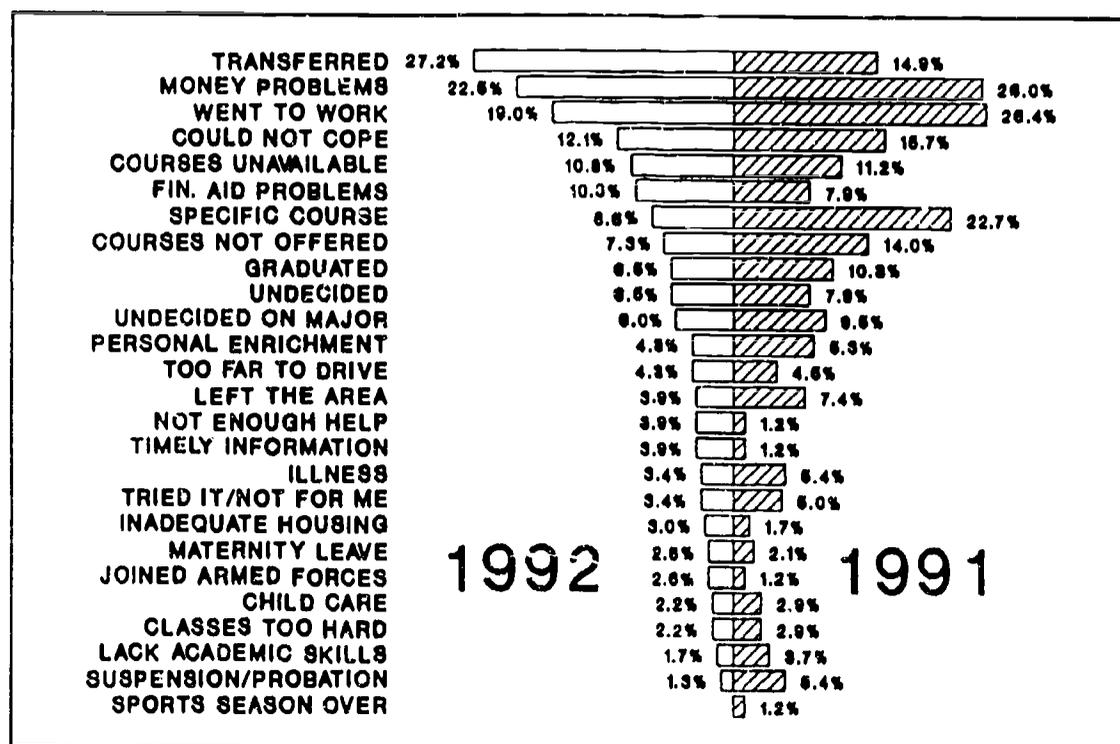
There were thirty-three respondents who indicated that they were working *and* enrolled in another college. To get a better understanding of the relationship between employment and education from the survey results, a table (Table 13) was constructed which shows the number of part-time and full-time students who fall into two categories; those who work less than forty hours a week and those who work forty hours or more per week.

Of all working students, 42.4% indicated they were working less than 40 hours a week and taking 12 or more credits. 30.3% stated they were working less than 40 hours and enrolled on a part-time basis. People working full-time, as would be expected, were taking less credits; 15.2% were part-time students and 12.1% were carrying 12 or more credits.

WHY THEY DIDN'T RETURN

Finally, each non-returning student who answered the survey was asked, in question 12, to indicate the reasons why they decided not to return to the college. They were encouraged to check all the reasons which led to their decision. The results are illustrated in Figure 9. For a detailed listing of all the responses to this question, please refer to Table 16.

The largest group of respondents (27.2%) indicated they had transferred to other colleges. (This was the fifth ranked reason for not returning in last year's survey at 14.9%.) Other frequently stated reasons that students had left the college were money problems (22.8%), they went to work (19%), or they could not cope with the demands of family, work and school (12.1%). 10.8% indicated that the courses they needed were not available when they



needed to take them, and 7.3% stated that the courses they needed were not offered. 8.6% indicated that they only intended to take a specific course and never intended to continue. Figure 9 is a comparison of the results of this year's survey with the results of the 1991 survey.

Figure 9. *Why did you leave the college?* Comparison of 1991 and 1992 surveys.

THE STUDENTS' ASSESSMENT

INTRODUCTION

Non-returning students were also given the opportunity to evaluate the services which were provided by the college they attended. Question 8 contains twenty-four specific areas or items about the college. The students were asked to evaluate each item by

attributing a number from one, very satisfied, to five, very dissatisfied. To ensure that the respondent wouldn't be forced to rate an item with which he or she was not familiar with or had not used, a zero was used to indicate no response. Figure 10 illustrates the students' responses.

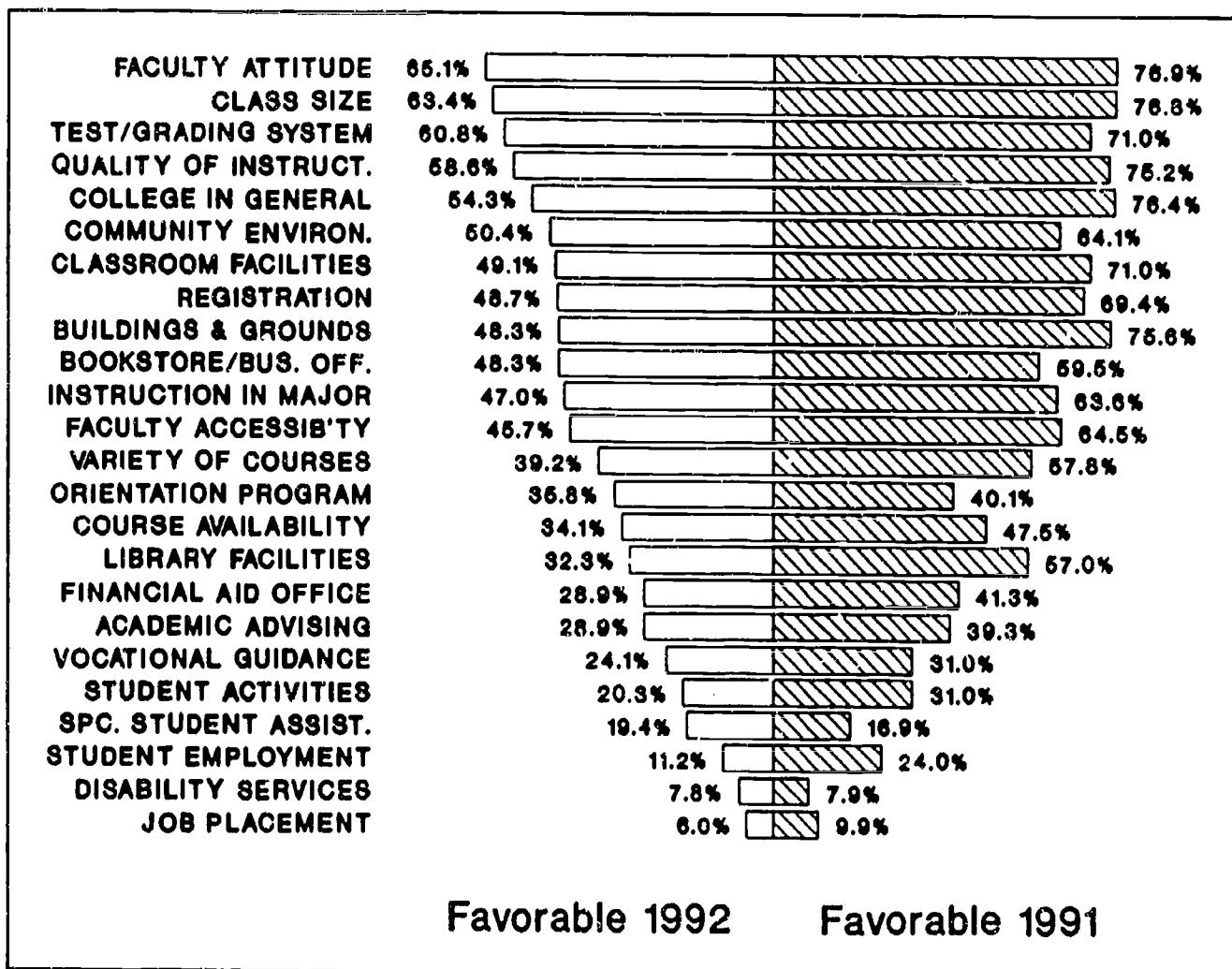


Figure 10. A comparison of the students' evaluation of Arrowhead colleges. The favorable category represents the combination of "satisfied" and "very satisfied" responses to each of the twenty-four items listed in question 8 on the questionnaire. The "dissatisfied", "very dissatisfied", "neutral" and "no opinion" are not included in this chart. Refer to Table 15 for a complete list of the responses to this question.

THE STUDENTS' ASSESSMENT

FAVORABLE RESPONSES

The attitude of faculty toward students, small class size, testing and grading procedures, the quality of instruction and the college in general received the most favorable responses in this year's survey. These items received the most favorable ratings last year as well. However, the level of satisfaction found in this year's respondents' answers is lower than last year. In this survey, only six items received a more than 50% favorable rating, "satisfied" or "very satisfied", as compared with last year's survey in which 14 items were rated by more than 50% of the respondents as favorable. Last year the top five ranked items satisfied over 75% of the respondents. As shown in Figure 10, the faculty attitude toward students received the highest ranking this year with 65% of the favorable responses.

It should be noted that, referring to Table 15 some of the items at the bottom of the chart were not rated as high as others because of the number of students who had indicated "no response" to the item. For example, job placement was ranked last with a 6% favorable rating. However, 76.3% indicated "no response" for the item which indicates that they did not use, were unaware of, or were not familiar with this service.

ROOM FOR IMPROVEMENT

Although unfavorable responses to the items in question 8 were minimal, the four areas that generated the most dissatisfaction this year are the same as last year. They are:

	<u>1992</u>	<u>1991</u>
Course Availability	24.2%	19.4%
Variety of Courses	13.8%	11.6%
Academic Advising	12.5%	11.6%
Vocational Guidance	12.5%	9.1%

These percentages are a combination of "dissatisfied" and "very dissatisfied" on the survey.

The negative response to course availability and variety of courses is consistent with the high rank given these issues in question 8, illustrated in Table 15.

WRITTEN COMMENTS

A SUMMARY

Questions 9, 10, 11 and 16 on the survey are written to solicit the students' opinions of: a) who or what was most supportive of them as students; b) what they liked the best about college; c) what they thought should be changed or improved; and d) other comments.

Most of the students felt that their instructors were most supportive of them as students. Many students indicated that their fellow classmates or family and friends were most supportive of their college work. The HCOP, Indian Services and Student Support Services programs were also mentioned.

The affordable cost, easy accessibility, small class size, individualized attention and comfortable atmosphere were considered the

best part of the respondents' experiences with Arrowhead colleges.

Of those who offered opinions about what could be changed or improved, many students noted that facilities (computers, science labs, libraries, bookstores, classrooms, study areas) could be improved. The need for more variety and increased availability of courses was also mentioned by a number of respondents. Some students described a need for more co-curricular student activities and clubs. Others noted that academic advising could be improved.

A copy of written comments for each campus has been distributed to College Provosts and Center Directors. The ACCR President and Vice President have complete sets of all the written comments.

APPENDIX

Table 1	What is your age?
Table 2	What is your sex?
Table 3	Distribution of respondents by sex and age
Table 4	When you first enrolled at the college, did you intend to get a degree?
Table 5	When you first enrolled at the college, did you intend to transfer to a different college?
Table 6	If you are currently a student: What is the name of the school you currently attend?
Table 7	If you are currently a student: What is your major field of study?
Table 8	If you are currently a student: How many credits are you taking this term?
Table 9	If you are currently employed: How many hours a week do you work?
Table 10	If you are currently employed: When did you begin working for your present employer?
Table 11	If you are currently employed: Is your present job related to the education you received at the college?
Table 12	If you are currently employed: How helpful (valuable) has the education you received at the college been in your work?
Table 13	Working Students: Distribution by hours worked and credits taken
Table 14	Did you receive any federal, state, college-sponsored financial aid or Tribal sponsored Indian scholarship assistance while you were at the college?
Table 15	For each of the following items, please mark the scale value which would best match your evaluation of the item or service.
Table 16	Why did you leave the college?
Table 17	In what program/major were you enrolled while at the college?
Table 18	Do you plan to return to the college?
Table 19	Do you plan to return to the college? If so, please specify when:

Student Survey Questionnaire

Table 1
Q. 1. What is your age?

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
21 years old or younger	23 30.7%	1 3.7%	2 8.7%	11 61.1%	13 36.1%	17 50.0%	15 78.9%	82 35.3%
Between 22 and 29 years old	20 26.7%	4 14.8%	4 17.4%	4 22.2%	1 2.8%	10 29.4%	3 15.8%	46 19.8%
30 years old or older	32 42.7%	22 81.5%	17 73.9%	3 16.7%	5 13.9%	7 20.6%	1 5.3%	87 37.5%
No Response					17 47.2%			17 7.3%
Total	75	27	23	18	36	34	19	232

Table 2
Q. 2. What is your sex?

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Female	55 73.3%	24 88.9%	19 82.6%	9 50.0%	8 22.2%	19 55.9%	4 21.1%	138 59.5%
Male	15 20.0%	1 3.7%	2 8.7%	9 50.0%	11 30.6%	15 44.1%	15 78.9%	68 29.3%
No Response	5 6.7%	2 7.4%	2 8.7%		17 47.2%			26 11.2%
Total	75	27	23	18	36	34	19	232

Table 3
Distribution of respondents by sex and age.

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Female								
21 years old or younger	12 16.0%	1 3.7%	2 8.7%	5 27.8%	7 19.4%	10 29.4%	4 21.1%	41 17.7%
22 to 29 years old	14 18.7%	3 11.1%	2 8.7%	3 16.7%		3 8.8%		25 10.8%
30 years old or older	29 38.7%	20 74.1%	15 65.2%	1 5.6%	1 2.8%	6 17.6%		72 31.0%
Male								
21 years old or younger	9 12.0%			6 33.3%	6 16.7%	7 20.6%	11 57.9%	39 16.8%
22 to 29 years old	3 4.0%			1 5.6%	1 2.8%	7 20.6%	3 15.8%	15 6.5%
30 years old or older	3 4.0%	1 3.7%	2 8.7%	2 11.1%	4 11.1%	1 2.9%	1 5.3%	14 6.0%
No Response								
	5 6.7%	2 7.4%	2 8.7%		17 47.2%			26 11.2%
Total	75	27	23	18	36	34	19	232

Table 4

Q. 3. When you first enrolled at the college, did you intend to get a degree?

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Yes	48 64.0%	15 55.6%	14 60.9%	12 66.7%	8 22.2%	12 35.3%	13 68.4%	122 52.6%
No	19 25.3%	8 29.6%	5 21.7%	5 27.8%	5 13.9%	20 58.8%	4 21.1%	66 28.4%
Didn't know at the time	7 9.3%	4 14.8%	4 17.4%	1 5.6%	6 16.7%	2 5.9%	2 10.5%	26 11.2%
No Response	1 1.3%				17 47.2%			18 7.8%
Total	75	27	23	18	36	34	19	232

Table 5

Q. 4. When you first enrolled at the college, did you intend to transfer to a different college?

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Before you received a degree	19 25.3%	7 25.9%	5 21.7%	3 16.7%	11 30.6%	6 17.6%	3 15.8%	54 23.3%
After you received a degree	18 24.0%	5 18.5%	2 8.7%	2 11.1%	4 11.1%	6 17.6%	5 26.3%	42 18.1%
Do not plan to transfer	23 30.7%	10 37.0%	12 52.2%	8 44.4%		14 41.2%	7 36.8%	74 31.9%
Was unsure at the time	11 14.7%	5 18.5%	3 13.0%	3 16.7%	4 11.1%	8 23.5%	4 21.1%	38 16.4%
No Response	4 5.3%		1 4.3%	2 11.1%	17 47.2%			24 10.3%
Total	75	27	23	18	36	34	19	232

Table 6

**Q. 5a. If you are currently a student:
What is the name of the school you currently attend?**

(Count by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Bemidji State University					2	3	1	6
Chippewa Valley Tech Cig							1	1
Cities	1							1
Duluth Business University	1							1
Duluth CCC	4	2						6
Duluth Technical College	3	4						7
Fergus Falls CC				1				1
Fond du Lac CCC	3							3
Hibbing CC	3			1	4			8
Hibbing Technical College					1			1
Inver Hills CC							2	2
Iowa						2		2
Itasca CC				1				1
Lakehead University						1		1
Lakewood CC							2	2
Mankato State					1			1
Mesabi CC			2		3	1		6
North Dakota State U				1				1
North East Metro Tech				1				
North Hennepin CC				1				
Rainy River CC				1				1
Shelton State College							1	1
St. Catherine's	1							1
St. Cloud Tech College							1	1
St. John's University							1	1
St. Scholastica	5	1	1	1				8
UMD	1	1						2
UMD-UWS combination	1							1
UW. Marinette					1			1
UW, Superior	3	3					1	7
Western WI Tech College	1							1
Winona State University						1		1
WI Institute of Technology	1							1
Total	28	11	3	8	12	8	10	80

Table 7

**Q. 5b. If you are currently a student:
What is your major field of study?**

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
AA Degree				1				1
Accounting				1				1
Aviation	1						1	2
Broadcasting	1							1
Business	1							1
Chiropratic						1		1
Criminology	1							1
Education	4		1		1			6
Electrician							1	1
Engineering				1			1	2
English	1							1
Family L.I.'s		1						1
Fore-try						1		1
General Studies					1		2	3
Health Administration	2	1		1		1		5
History/Political Sci							1	1
Human Services	1	3		1				5
Law Enforcement	2				1		2	5
Liberal Arts	1							1
Management	1		1					2
None					1			1
Nursing	10	4	1					15
Ojibwe Specialist					1			1
OTA		1						1
Paralegal	2							2
Paramedic				1				1
PTA					2			2
Psychology	1	1						2
Real Estate	1							1
Respiratory Therapy	1							1
Sociology							1	1
Undecided	1			1	2	1	2	7
X-Ray Tech					1			1
Total	32	11	3	7	10	4	11	78

Table 8

**Q. 5c. If you are currently a student:
How many credits are you taking this term?**

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Less than 5 credits	3 14.3%	2 20.0%	3 100%	1 16.7%	1 10.0%		1 11.1%	11 17.7%
6 - 8 credits	6 28.6%							6 9.7%
9 - 11 credits	1 4.8%	2 20.0%						3 4.8%
12 - 15 credits	9 42.9%	4 40.0%		3 50.0%	8 80.0%	1 33.3%	5 55.6%	30 48.4%
16 or more credits	2 9.5%	2 20.0%		2 33.3%	1 10.0%	2 66.7%	3 33.3%	12 19.4%
Total Respondents	21	10	3	6	10	3	9	62

Table 9

**Q. 6c. If you are currently employed:
How many hours a week do you work?**

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
10 hours or less		1 6.7%	1 6.3%	1 16.7%	1 11.1%		1 8.3%	5 4.4%
11 - 20 hours	8 14.8%	1 6.7%	2 12.5%	1 16.7%	3 33.3%		3 25.0%	18 15.8%
21 - 30 hours	16 29.6%	2 13.3%	5 31.3%	2 33.3%	4 44.4%		2 16.7%	31 27.2%
31 - 39 hours	10 18.5%	1 6.7%	1 6.3%				1 8.3%	13 11.4%
40 hours	16 29.6%	8 53.3%	6 37.5%	2 33.3%	1 11.1%	2 100%	5 41.7%	40 35.1%
41 hours or more	4 7.4%	2 13.3%	1 6.3%					7 6.1%
Total Respondents	54	15	16	6	9	2	12	114

Table 10

Q. 6d. When did you begin working for your present employer?

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Before attending the college	42 79.2%	12 75.0%	9 52.9%	3 42.9%	4 44.4%	2 40.0%	7 53.8%	79 65.8%
While attending the college	5 9.4%	1 6.3%	4 23.5%	3 42.9%	2 22.2%			15 12.5%
After leaving the college	5 9.4%	2 12.5%	4 23.5%	1 14.3%	3 33.3%	2 40.0%	6 46.2%	23 19.2%
No Response	1 1.9%	1 6.3%				1 20.0%		3 2.5%
Total	53	16	17	7	9	5	13	120

Table 11

Q. 6e. Is your present job related to the education you received at the college?

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Directly related	10 18.9%	2 12.5%	2 11.8%	1 14.3%				15 12.5%
Closely related	4 7.5%	6 37.5%	3 17.6%	2 28.6%		1 20.0%		16 13.3%
Not related	39 73.6%	8 50.0%	11 64.7%	4 57.1%	9 100%	3 60.0%	13 100%	87 72.5%
No Response			1 5.9%			1 20.0%		2 1.7%
Total	53	16	17	7	9	5	13	120

Table 12

Q. 6f. How helpful (valuable) has the education you received at the college been in your work?

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Very helpful	5 9.4%	5 31.3%	4 23.5%					14 11.7%
Helpful	23 43.4%	7 43.8%	7 41.2%	3 42.9%	2 22.2%		1 7.7%	43 35.8%
Not helpful	6 11.3%	2 12.5%	1 5.9%	1 14.3%	1 11.1%		5 38.5%	16 13.3%
Not applicable	19 35.8%	2 12.5%	5 29.4%	1 14.3%	6 66.7%		6 46.2%	39 32.5%
No Response				2 28.6%		5 100%	1 7.7%	8 6.7%
Total	53	16	17	7	9	5	13	120

Table 13

Working Students: Distribution by hours worked and credits taken

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Work less than 40 hours								
Less than 12 credits	4 26.7%	2 33.3%	2 100%		1 33.3%		1 16.7%	10 30.3%
12 credits or more	6 40.0%	1 16.7%		1 100%	2 66.7%		4 66.7%	14 42.4%
Work 40 hours or more								
Less than 12 credits	4 26.7%	1 16.7%						5 15.2%
12 credits or more	1 6.7%	2 33.3%					1 16.7%	4 12.1%
Total	15	6	2	1	3	0	6	33

Table 14

Q. 7. Did you receive any federal, state, college-sponsored financial aid or Tribal sponsored Indian scholarship assistance while you were at the college?

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Yes	26 34.7%	12 44.4%	9 39.1%	10 55.6%	10 27.8%	6 17.6%	12 63.2%	85 36.6%
No	49 65.3%	15 55.6%	14 60.9%	8 44.4%	26 72.2%	28 82.4%	7 36.8%	147 63.4%
Total	75	27	23	18	36	34	19	232

Table 15

Q. 8. For each of the following items, please mark the scale value which would best match your evaluation of the item or service.

	No Opinion	Very Satisfied	Satisfied	Neutral	Dis- satisfied	Very Dis- satisfied
College orientation program	50.0%	10.3%	25.4%	11.6%	1.7%	.9%
Registration	28.0%	17.2%	31.5%	15.5%	5.6%	2.2%
General quality of instruction	26.7%	24.6%	34.1%	10.3%	3.4%	.9%
Quality of instruction in program/major field areas	36.6%	19.0%	28.0%	11.2%	4.3%	.9%
Testing and grading system	26.3%	18.1%	42.7%	9.5%	1.7%	1.7%
Attitude of instructors toward students	25.9%	29.7%	35.3%	4.7%	3.0%	1.3%
Accessibility of instructors outside the classroom	34.9%	16.8%	28.9%	13.4%	5.6%	.4%
Variety of courses offered by the college	26.3%	9.9%	29.3%	20.7%	11.2%	2.6%
Availability of courses at the times you wanted	26.7%	8.2%	25.9%	15.1%	19.0%	5.2%
Classroom facilities	28.4%	12.1%	37.1%	16.8%	4.7%	.9%
Library facilities	44.0%	7.8%	24.6%	11.6%	6.9%	5.2%
Class size	27.6%	24.1%	39.2%	7.3%	1.3%	.4%
Academic advising and course planning	42.2%	8.2%	20.7%	16.4%	9.5%	3.0%
Vocational guidance and career planning	46.6%	5.6%	18.5%	16.8%	8.6%	3.9%
Special student assistance	71.1%	8.2%	11.2%	6.9%	1.3%	1.3%
Disability services	81.0%	1.7%	6.0%	10.8%	.4%	
Financial Aid office	51.3%	7.8%	21.1%	10.3%	6.0%	3.4%
Student employment	72.0%	3.0%	8.2%	14.2%	2.2%	.4%
Job placement	76.3%	1.7%	4.3%	13.4%	3.9%	.4%
Bookstore/Business office	32.8%	9.9%	38.4%	13.4%	3.4%	2.2%
Student activities	63.4%	5.2%	15.1%	14.7%	1.3%	.4%
General condition of buildings and grounds	28.9%	15.1%	33.2%	15.5%	5.2%	2.2%
College in general	27.6%	19.4%	34.9%	9.9%	6.5%	1.7%
Community environment	32.3%	15.9%	34.5%	12.9%	2.6%	1.7%

Table 16
Q. 12. Why did you leave the college?

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Masabi	Rainy River	Vermilion	Arrowhead
Graduated		6 22.2%	3 13.0%	1 5.6%		3 8.8%	2 10.5%	15 6.5%
Transferred to another institution	22 29.3%	6 22.2%	1 4.3%	5 27.8%	14 38.9%	7 20.6%	8 42.1%	63 27.2%
Joined the armed forces	1 1.3%			1 5.6%	3 8.3%		1 5.3%	6 2.6%
Went to work	9 12.0%	4 14.8%	2 8.7%	2 11.1%	8 22.2%	9 26.5%	10 52.6%	44 19.0%
Only wanted a specific course or workshop offered last quarter	7 9.3%	3 11.1%	8 34.8%		1 2.8%		1 5.3%	20 8.6%
The college did not offer courses this quarter that fit my career plans	4 5.3%	6 22.2%	2 8.7%		1 2.8%		4 21.1%	17 7.3%
Classes were too hard (difficult)	1 1.3%		1 4.3%		1 2.8%	2 5.9%		5 2.2%
Didn't know what I wanted to do, so there's no use in taking more classes	3 4.0%	1 3.7%	1 4.3%		7 19.4%	2 5.9%	1 5.3%	15 6.5%
Went to college to see if it was what I wanted to do and decided it wasn't	1 1.3%	1 3.7%		1 5.6%	1 2.8%	2 5.9%	2 10.5%	8 3.4%
Only take courses for fun or personal enrichment	5 6.7%	3 11.1%	2 8.7%					10 4.3%
Financial Aid problems	11 14.7%	4 14.8%			5 13.9%	1 2.9%	3 15.8%	24 10.3%
Financial problems	21 28.0%	7 25.9%	7 30.4%	3 16.7%	4 11.1%	4 11.8%	7 36.8%	53 22.8%
Could not find or afford adequate day care for my children		1 3.7%	1 4.3%	2 11.1%		1 2.9%		5 2.2%
Could not cope with family/work demands and school	9 12.0%	4 14.8%	3 13.0%	2 11.1%	3 8.3%	5 14.7%	2 10.5%	28 12.1%
Drive to school was too far	4 5.3%	2 7.4%		1 5.6%	1 2.8%		2 10.5%	10 4.3%
Did not receive enough help from Student Services staff	3 4.0%	3 11.1%	1 4.3%	1 5.6%			1 5.3%	9 3.9%
Did not receive information when I needed it	2 2.7%	3 11.1%	2 8.7%	1 5.6%			1 5.3%	9 3.9%

(Continued)

Table 16 (Continued)

Q. 12. Why did you leave the college?

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Reiny River	Vermilion	Arrowhead
Courses I wanted were not offered when I needed them	8 10.7%	5 18.5%	5 21.7%		2 5.6%		5 26.3%	25 10.8%
I felt that I did not have the academic skills to compete with other students	2 2.7%	1 3.7%			1 2.8%			4 1.7%
Took time out to decide what my major is	1 1.3%		2 8.7%		7 19.4%		4 21.1%	14 6.0%
Wasn't sure if I would remain in the area for the next academic quarter	1 1.3%	1 3.7%		1 5.6%	2 5.6%		4 21.1%	9 3.9%
Became ill and could not attend	4 5.3%		1 4.3%	2 11.1%		1 2.9%		8 3.4%
Had a child and decided to take time off	3 4.0%	1 3.7%		2 11.1%				6 2.6%
Was on suspension or probation	1 1.3%	1 3.7%	1 4.3%					3 1.3%
Left because my sports season was over								
Inadequate housing/Housing issues			1 4.3%	2 11.1%			4 21.1%	7 3.0%
Total respondents	75	27	23	18	36	34	19	232

Table 17

Q. 14. In what program/major were you enrolled while at the college?

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
AA Degree	10	2		5		1	1	19
AAS Degree			1					1
Accounting	1		2		1			4
Art	1							1
Aviation							3	3
BA Degree	1							1
Business	2	1	3					6
Chemical Dependency		2						2
Computer Science	1	2						3
Elementary Education	1	2						3
Engineering							1	1
English	2		1					3
General Education	9		2		4	1		16
History	1							1
Human Services	1	2		2				5
Interpersonal Communications	1							1
Law					1			1
Law Enforcement	4				2		3	9
Liberal Arts	2	3	1		1			7
LPN	4	2						6
Marketing		1		1				2
Medical Receptionist				1				1
Medical Technology			1					1
None	7	1	2	2	3			15
NRT-Forestry				1			7	8
Nursing	7	1	2					10
Ojibwe Specialist		3						3
OTA	1	1						2
Physical Therapy					2			2

(Continued)

Table 17 (Continued)

Q. 14. In what program/major were you enrolled while at the college?

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Respiratory Therapy	2		2					4
RN	3		2					5
Secondary Education					1			1
Secretarial						1		1
Sociology	1							1
Study Skills	2							2
Transfer							1	1
Undecided	1		1	1				3
Water & Wastewater Tech							2	2
Total	65	23	20	13	15	3	18	157

Table 18

Q. 15. Do you plan to return to the college?

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Yes	47 62.7%	16 59.3%	18 78.3%	3 16.7%	6 16.7%	18 52.9%	2 10.5%	110 47.4%
No	28 37.3%	11 40.7%	5 21.7%	15 83.3%	30 83.3%	16 47.1%	17 89.5%	122 52.6%
Total	75	27	23	18	36	34	19	232

Table 19

**Q. 15a. Do you plan to return to the college?
If so, please specify when:**

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
1991 - 1992	13 28.9%	9 64.3%	7 41.2%	1 25.0%	5 83.3%	2 16.7%	2 100%	39 39.0%
1992 - 1993	13 28.9%	2 14.3%		1 25.0%	1 16.7%	2 16.7%		19 19.0%
Undecided/Unsure	19 42.2%	3 21.4%	10 58.8%	2 50.0%		8 66.7%		42 42.0%
Total	45	14	17	4	6	12	2	100

Table 20
Non-Returning Students Analysis

(Count by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Total Non-Returning Students	197	61	88	70	74	64	54	608
Financial Suspension	32	3	8	0	6	7	0	56
Academic Suspension	0	2	3	0	2	4	0	11
Both Financial and Academic Suspension	0	0	0	13	0	0	13	26
Graduated	1	4	34	7	13	5	6	70
Post Secondary Enrollment Options	0	0	0	0	10	14	0	24
Surveyed	164	52	43	50	43	34	35	421
Respondents	75	27	23	18	35	34	19	232
% Responding	45.7%	51.9%	53.5%	36.0%	83.7%	100%	54.3%	55.1%

STUDENT SURVEY

Please write-in or mark your responses to the questions on this form and mail the completed questionnaire back to the college in the enclosed return envelope within 10 days. Thank you very much for your cooperation and help in this survey.

1. What is your Age?

- a. 21 years old or younger
- b. Between 22 and 29 years old
- c. 30 years old or older

2. What is your sex?

- a. Female
- b. Male

3. When you first enrolled at the college, did you intend to get a degree?

- a. Yes
- b. No
- c. Didn't know at that time.

4. When you first enrolled at the college, did you intend to transfer to a different college?

- a. Before you received a degree.
- b. After you received a degree.
- c. Did not plan to transfer.
- d. Was unsure at the time.

5. If you are currently a student:

- a. What is the name of the school you currently attend? _____
- b. What is your major field of study? _____
- c. How many credits are you taking this term? ____

6. If you are currently employed:

- a. What is the name of your employer? _____
- b. What is your job title? _____
- c. How many hours a week do you work? ____
- d. When did you begin working for your present employer?
 - a. Before attending the college.
 - b. While attending the college.
 - c. After leaving the college.
- e. Is your present job related to the education you received at the college?
 - a. Yes, directly related.
 - b. Yes, closely related.
 - c. No, not related.

[OVER]

f. How helpful (valuable) has the education you received at the college been in your work?

- a. Very helpful
- b. Helpful
- c. Not helpful
- d. Not applicable

7. Did you receive any federal, state, College-sponsored financial aid or Tribal sponsored Indian scholarship assistance while you were at the college (for instance, work-study, grant, loan or scholarship)?

- a. Yes
- b. No

8. For each of the following items, please mark the scale value which would best match your evaluation of these College areas. (If the item does not apply to you or you have never used the service, put a zero in the space provided.)

0 no opinion 1 very satisfied 2 satisfied 3 neutral 4 dissatisfied 5 very dissatisfied

- a. College orientation program
- b. Registration
- c. General quality of instruction
- d. Quality of instruction in program/major field courses
- e. Testing and Grading system
- f. Attitude of instructors toward students
- g. Accessibility of instructors outside the classroom
- h. Variety of courses offered by the college
- i. Availability of courses at the times you wanted
- j. Classroom facilities
- k. Library facilities
- l. Class size
- m. Academic advising and course planning
- n. Vocational guidance and career planning
- o. Special Student Assistance (e.g. Service To Indian Peoples Program, Self-sufficiency Through Education Program, Student Support Services or Student Assistance)
- p. Disability services
- q. Financial Aid office
- r. Student Employment
- s. Job Placement
- r. Bookstore/Business office
- u. Student activities
- v. General condition of buildings and grounds
- w. the college in general
- x. Community environment

9. Who or what was the most supportive of you as a student at the college?

10. What did you like best about the college?

11. What do you think needs to be changed or improved at the college? _____

12. Why did you leave the college? (Please check all the reasons which affected your decision to not return for classes this quarter.)

- a. Graduated
- b. Transferred to another institution
- c. Joined the Armed Forces
- d. Went to work
- e. Only wanted a specific course or workshop offered last quarter
- f. the college did not offer courses this quarter that fit my career plans.
(Please specify _____)
- g. Classes were too hard (difficult)
- h. Don't know what I want to do, so there's no use in taking more classes.
- i. Went to College to see if it was what I wanted to do and decided it wasn't.
- j. Only take courses for fun or personal enrichment
- k. Financial Aid problems
- l. Financial problems
- m. Could not find or afford adequate day care for my children
- n. Could not cope with family/work demands and school
- o. Drive to school was too far
- p. Did not receive enough help from Student Services staff
(Please specify _____)
- q. Did not receive information when I needed it
(Please specify _____)
- r. Courses I wanted were not offered when I needed them
- s. I felt that I did not have the academic skills to compete with other students
- t. Took time out to decide what my major is
- u. Wasn't sure if I would remain in the area for the next academic quarter
- v. Became ill and could not attend
- w. Had a child and decided to take time off
- x. Was on suspension or probation
- y. Left because my sports season was over
- z. Inadequate housing/Housing issues
- Other _____

14. In what program/major were you enrolled while at the college? _____

15. Do you plan to return to the college?

- a. Yes (Please specify when: _____) b. No

16. Your Comments are welcome _____

THAT'S IT! THANKS AGAIN FOR PARTICIPATING IN THE SURVEY

[OFFICE USE ONLY: _____ / _____ / _____]