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ABSTRACT

In an effort to measure their students' satisfaction with their college experience, Arrowhead Community College Region (ACCR), in Minnesota, surveyed all 919 students graduating in the 1991-1992 school year. Graduates were asked to evaluate the academic environment and student services they received, to indicate their original educational intent, and to make suggestions for improvement. Students received the survey instrument as they applied for graduation, and 787 returned usable forms, for a response rate of 85.6%. Study findings included the following: (1) 43.6% of the respondents were 21 years old or younger, 35.1% were 30 years old or older, and 21.2% were between the ages of 22 and 29; (2) 63.0% of the respondents were women, 44.4% of whom were 30 years or older; (3) 73.4% of the graduates indicated that they received some form of financial aid while attending college, with twice as many females as males receiving financial aid; (4) 87.5% of the respondents were satisfied with their college experience; (5) students were most satisfied with their instructors' attitudes, the size of their classes, and the location of their college; (6) 21.2% of the respondents were dissatisfied with the availability of courses, while 12.3% felt the variety of courses offered should be increased, and 7.6% thought that laboratory facilities should be improved; (7) 81.3% of the students intended to receive a degree when they first enrolled in the ACCR; and (8) when they first enrolled, 42.1% of students intended to transfer after they received their degree, 23% did not intend to transfer, 9.3% intended to transfer before receiving their degree, and 21.3% were unsure of their plans to transfer. The survey instrument and data tables are included. (MAB)

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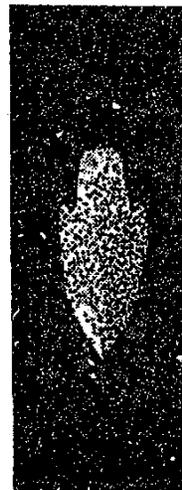
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THE GRADUATE SURVEY REPORT



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A SURVEY OF 1991 - 1992 GRADUATES

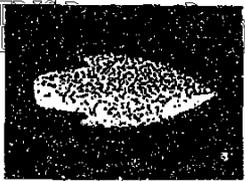
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RESEARCH SUMMARY



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**ARROWHEAD
COMMUNITY
COLLEGE REGION**

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THE GRADUATE SURVEY REPORT March 1993

DEMOGRAPHIC INFORMATION

- Of the 919 graduates surveyed, 787 responded to the survey. This is a response rate of 85.6%.
- 43.6% of the respondents were 21 years old or younger, 35.1% were 30 years old or older and 21.2% were between the ages of 22 and 29.
- 63.0% of the respondents were women, and of these, 44.4% were *non-traditional age* women.
- Males constituted 36.7% of the respondents. The majority of them (55.6%) were traditional age students.

FINANCIAL AID

- Nearly three-quarters (73.4%) of the graduates indicated they received some form of financial aid while attending Arrowhead colleges.
- Twice as many female students (67.1%) received financial aid as male students (32.9%).

THE GRADUATES' EVALUATION

- 87.5% of the graduates were satisfied with their college experience in general.
- Students were most satisfied with their instructors' attitudes, the size of their classes and the location of their college.
- Students were most dissatisfied (21.2%) with the availability of courses. 12.3% felt the variety of courses offered should be increased and 7.6% thought laboratory facilities should be improved.

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STUDENT INTENT

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- When asked if they intended to get a degree when they first enrolled in an Arrowhead college.
 - ▷ 81.3% did intend to receive a degree.
 - ▷ 5.6% did not intend to receive a degree.
 - ▷ 9.4% did not know at the time.

- When asked if they intended to transfer to a four year institution when they first enrolled in an Arrowhead college..
 - ▷ 42.1% did intend to transfer after they received their degree.
 - ▷ 23.0% did not intend to transfer.
 - ▷ 9.3% intended to transfer before they received their degree.
 - ▷ 21.3% were unsure of their plans at the time they first enrolled.

WRITTEN COMMENTS

- When asked what they like best about their college...
 - ▷ 14.4% liked the location and convenience of attending.
 - ▷ 13.9% described the accessibility and caring attitudes of their instructors.
 - ▷ 11.9% were pleased with the size of their classes.
 - ▷ 10.3% described the quality of the instruction they received.

- When asked what should be changed or improved at their college...
 - ▷ 13.1% were concerned about campus facilities such as dormitories, study areas and parking.
 - ▷ 10.7% thought the availability and variety of courses should be improved.

- 86.1% of the Arrowhead graduates stated they would attend their college again if they had it to do over.

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The
GRADUATE SURVEY

Report

A Survey of 1991 - 1992 Graduates

March 1993

Prepared by the
ARROWHEAD COMMUNITY COLLEGE REGION
Office of Institutional Research
Stephen C. Von Wald, Director



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INTRODUCTION

All Arrowhead Community College graduates were surveyed and asked to rate their satisfaction with their college experience. The Graduate Survey questionnaire was distributed as a student applied for graduation and was returned with the student's Intent to Graduate form. Of the 919 graduates surveyed, 787 (85.6%) responded to the survey.

In addition to evaluations of the academic environment and the student services they received while attending an Arrowhead college, the graduates were asked to indicate their original educational intent, make suggestions for improving the college and identify those things they like about the college. Information on the age, sex and financial status of the respondent was also collected.



DEMOGRAPHICS

The survey found that 43.6% of the respondents were 21 years old or younger, 35.1% were 30 years old or older and 21.2% were between the ages of 22 and 29.

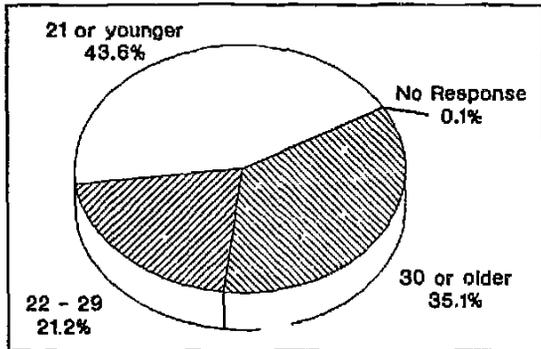


Figure 1. What is your age?

The survey showed that 63.0% of the respondents were women, and of these, 44.4% were *non-traditional age* women, or women 30 years or older. Of the female respondents, 36.9% were 21 years or younger.

Males constituted 36.7% of the respondents. The majority of them (55.6%) were *traditional* students, 25.7% were between

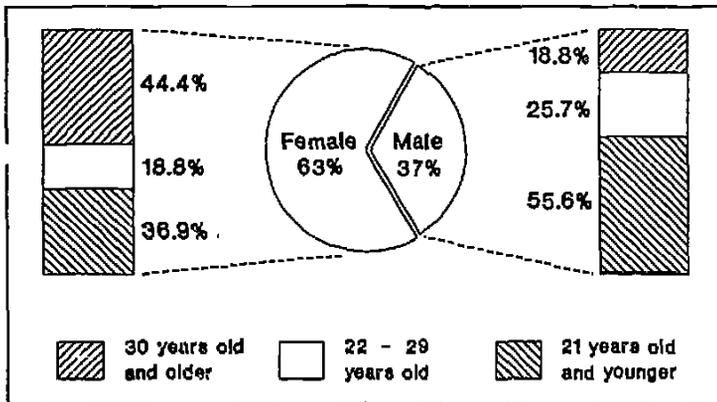


Figure 2. Age by gender

the ages of 22 and 29, and 18.8% were 30 years of age or older.

FINANCIAL AID

Nearly three-quarters (73.4%) of the graduates indicated they had received some form of financial aid while attending college. Twice as many female students received financial aid as male students (see Figure 4). Of all those who received financial aid, 16.8% were men under the age of 30 and 32.0% were women 30 years of age or older.

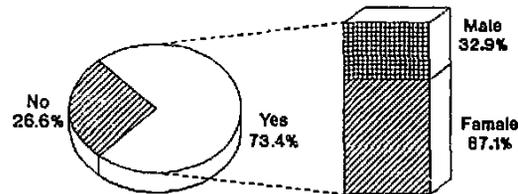


Figure 3. Did you receive financial aid?

THE GRADUATES' EVALUATION

Graduates were asked to evaluate the services provided by the college they attended. Questions 4 and 5 list specific services, facilities and programs offered by the colleges. Respondents were asked to rate each item by attributing a number ranging from 1, very satisfied, to 5, very dissatisfied. To ensure the respondent would not be forced to rate an item he or she was not familiar with or had not used, a zero was used to indicate "No Opinion".

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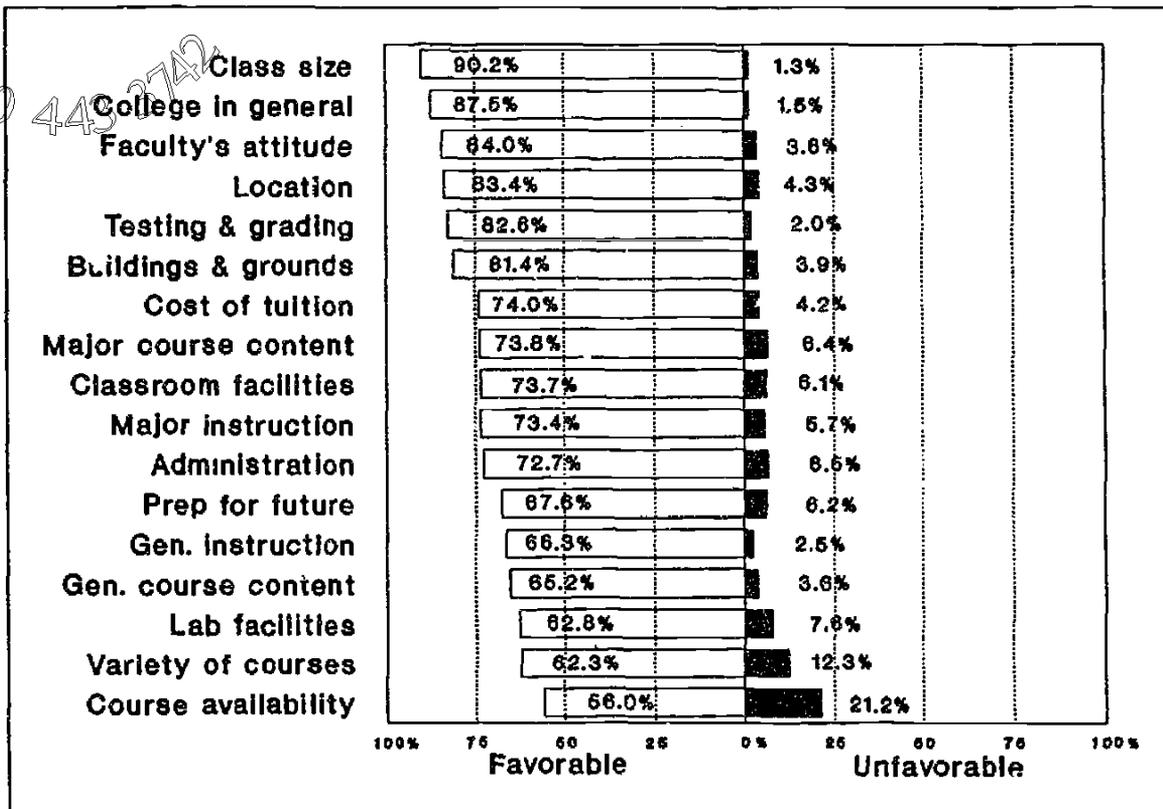


Figure 4. The students' evaluation of Arrowhead colleges in specific areas (Question 4). The favorable category represents the combination of "satisfied" and "very satisfied" responses to each of the items listed in question 4 on the questionnaire. The unfavorable category is comprised of a combination of the "dissatisfied" and "very dissatisfied" responses. The "neutral" and "no opinion" are not included in the chart. Refer to Table 4 for a complete list of the responses to this question.

An impressive 87.5% of the graduates were satisfied with their college experience in general. Students were most satisfied with their instructors' attitudes, the size of their classes and the location. More than three-quarters of the graduates were satisfied with the testing and grading system and general condition of the buildings and grounds. Over 70% of the graduates felt the quality of instruction and course content in their major field prepared them for their future

career. More than half of the graduates surveyed were satisfied with all the items listed in Question 4.

Graduates were most dissatisfied with the availability of courses. This area received a 21.2% unfavorable rating; 12.3% of the graduates felt the variety of courses offered by the college should be increased and 7.6% thought the laboratory facilities should be improved.

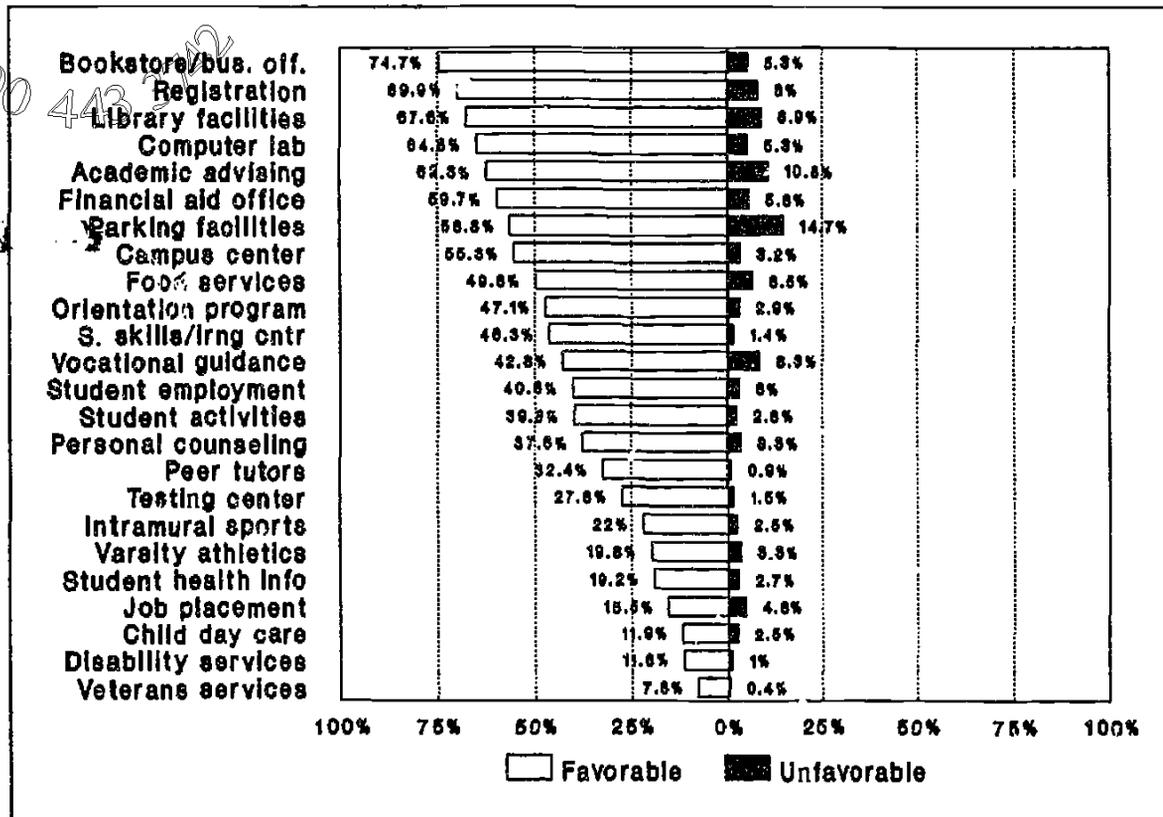


Figure 5. The students' evaluation of Arrowhead colleges in specific areas (Question 5). The favorable category represents the combination of "satisfied" and "very satisfied" responses to each of the items listed in question 5 on the questionnaire. The unfavorable category is comprised of a combination of the "dissatisfied" and "very dissatisfied" responses. The "neutral" and "no opinion" are not included in the chart. Refer to Table 5 for a complete list of the responses to this question.

Question 5 asked graduates to rate the services available at the colleges. As figure 5 shows, more than three of every five graduates responded favorably to the bookstore and business office, registration, library, computer laboratory, and academic advising.

It should be noted that, referring to Figures 4 and 5, the items at the bottom of the chart were not rated as high as others because of the number of graduates who indicated "No

Opinion" to each item. For example, the child day care center was ranked twenty-second in Figure 5 with only a 11.9% favorable rating. However, 75.3% of those surveyed indicated "No Opinion" to this item, meaning they did not use or were unfamiliar with this service.

Graduates registered very few negative responses to any items. Parking facilities, with an 14.7% unfavorable rating, received the most unfavorable responses.

STUDENT INTENT

The survey found that 81.3% of the graduates did intend to receive a degree when they first enrolled in an Arrowhead college, 5.6% did not think they would earn a degree, and 9.4% did not know whether they would at the time.

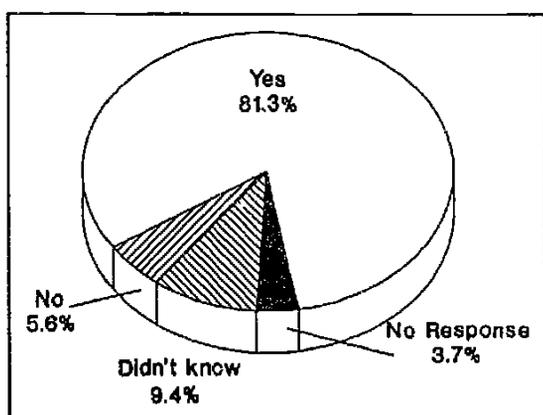


Figure 6. Did you intend to get a degree?

The graduates indicated a variety of responses when asked whether they intended to transfer to a four year institution when they first enrolled at an Arrowhead college.

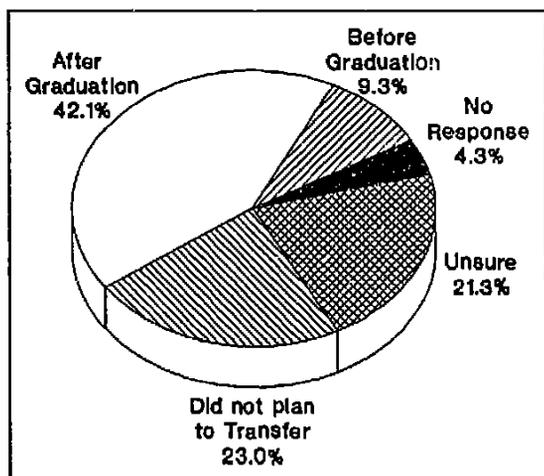


Figure 7. Did you intend to transfer?

As figure 7 shows, at the time they first enrolled, 42.1% intended to transfer after they received a degree, 23.0% did not plan to transfer, 9.3% would transfer before they received a degree, and 21.3% were unsure of their plans.

WRITTEN COMMENTS

Questions 8 and 9 of the Graduate Survey gave the graduates the opportunity to describe in their own words what they liked best about their Arrowhead college experience and what they felt needed to be changed or improved.

Location, Convenience	14.4%
Faculty Attitudes, Accessibility	13.9
Class Size	11.9
Faculty, Instruction	10.3
Atmosphere, Attitudes	9.0
Academics, Education, Programs	5.7
College Size	5.6
Administration, Staff Attitudes	4.9
Cost	4.8
Campus, Facilities	3.4
Students	3.1
Support, Help	2.5
Counselors, Advisors	2.2
Community, Area	2.1
Activities, Services	1.9
Class Offerings	1.1
Financial Aid, Workstudy	.8
Class Availability	.6
Everything	.6
Nothing, No Opinion	.6
Preparation for 4-year	.4
Personal Growth	.3

Total Comments 1080

Figure 8. What did you like best about the college?

Like last year's survey, the graduates stated that the location, the caring attitude and accessibility of faculty, and class size were

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the best part of their college experience. The quality of instruction, friendly atmosphere, and positive attitudes also received many favorable comments. The cost of tuition was another attractive factor for many graduates.

When asked what they thought needed to be changed or improved, most graduates were concerned about campus facilities, such as dormitories, study areas, and parking. As shown in figure 9, class and program offerings, and class availability were also major concerns.

Campus, Facilities, Dorms	13.1 %
Nothing, No Opinion	11.7
Class Offerings	10.1
Academics, Education, Programs	7.4
Class Availability	7.0
Parking and Parking Lot	6.1
Counselors, Advising	6.0
Activities, Services	4.8
Library, Hours	4.0
Faculty, Ratio	3.6
Labs, Update, Accessibility	3.4
Food Services, Cafeteria	2.9
Administration, Staff Attitudes	2.7
Financial Aid	2.6
Registration, Orientation	2.3
Bookstore, Books, Hours	2.0
Faculty Attitudes, Accessibility	1.9
Grading and testing	1.4
Child Care	1.1
Communications	1.0
Cost	1.0
Transferability	1.0
Atmosphere, Attitudes	.9
Job Placement	.9
Varsity Athletics	.9
Become a 4 Year College	.6

Total Comments 701

Figure 9. What do you think needs to be changed or improved at the college?

Provosts or Center Directors have been provided a complete report of all written comments from their graduates.

The final question on the graduate survey asked: "If you had it to do over again, would you attend the college?" The majority, **86.1%** of the Arrowhead graduates stated that yes, they would do it again. The most common reasons given by the graduates were the location, cost and good start they found at their colleges. Most Arrowhead graduates said that they received a good education which prepared them for their future.

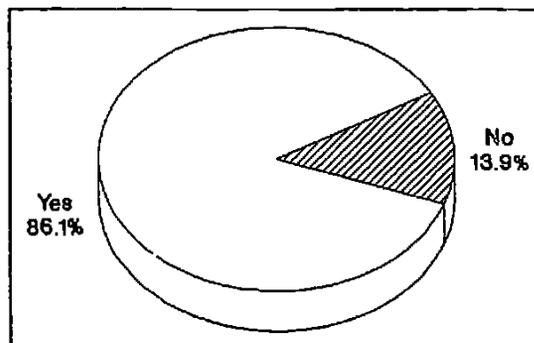


Figure 10. If you had it to do over again, would you attend the college?

For the remaining 13.9%, responses varied for each college. Graduates who indicated they would not attend their colleges again commented that they would attend a four year institution instead, they were generally dissatisfied, or that there were better programs available elsewhere. However, most of the graduates in this group were unsure of their reasons or offered no reasons for their dissatisfaction.

IN SUMMARY

The 1991-92 graduates of Arrowhead colleges were generally satisfied with the education they received. It is clear from this survey and the 1990-91 survey that the location of the college, the reasonable tuition rates, the quality of instruction and faculty involvement, and the general atmosphere of the college are key factors in attracting students. Most of the services offered by the seven Arrowhead colleges and centers also received favorable ratings. Respond-

ents were most satisfied with the academic advising and financial aid services and the computer lab facilities. Graduates were most dissatisfied with the availability and variety of courses offered.

More than eighty percent of those surveyed indicated that, when they first enrolled at an Arrowhead college, they intended to earn a degree; 42.1% stated that they intended to transfer to a four year institution after they received their degree.

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GRADUATE SURVEY

This survey is given to all students graduating from the college. An anonymous summary is prepared from the survey and used to see how graduates rate their satisfaction with the college and how it could be improved. Your responses are important and we appreciate your participation in the survey. Please mark your replies to the items below and return the completed survey along with your Intent to Graduate form.

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
- h. Male

3. Did you receive any federal, state or college-sponsored student financial aid (e.g. work-study, grant, loan, scholarship, JTPA, SAP, MLT, Voc. Rehab, Canadian Band or BIA funding) while at the college?

- a. Yes
- b. No

4. For each of the following items, please mark the scale value which would best match your evaluation of the item or service. (If the item does not apply to you, leave it blank and go on to the next item.)

1 = very satisfied 2 = satisfied 3 = neutral 4 = dissatisfied 5 = very dissatisfied

- | | |
|---|--|
| a. <input type="checkbox"/> Testing and grading system | j. <input type="checkbox"/> Availability of courses at the times you wanted |
| b. <input type="checkbox"/> Course content in your major field | k. <input type="checkbox"/> Classroom facilities |
| c. <input type="checkbox"/> Instruction in your major field | l. <input type="checkbox"/> Laboratory facilities |
| d. <input type="checkbox"/> Course content outside major field | m. <input type="checkbox"/> General condition of buildings and grounds |
| e. <input type="checkbox"/> Instruction outside major field | n. <input type="checkbox"/> Administration and management of the college |
| f. <input type="checkbox"/> Attitude of professors toward students | o. <input type="checkbox"/> Location of the college in relation to your home or work |
| g. <input type="checkbox"/> Preparation you received for your future career | p. <input type="checkbox"/> Cost of tuition at the college |
| h. <input type="checkbox"/> Variety of courses offered by the college | q. <input type="checkbox"/> The college in general |
| i. <input type="checkbox"/> Class size relative to type of course | |

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5. For each of the following items, please mark the scale value which would best match your evaluation of the service. (If you have never used the service, leave it blank and go on to the next item.)

1 = very satisfied 2 = satisfied 3 = neutral 4 = dissatisfied 5 = very dissatisfied

- | | |
|--|--|
| a. <input type="checkbox"/> Academic advising and course planning | k. <input type="checkbox"/> Student health information |
| b. <input type="checkbox"/> Counseling for personal concerns or problems | l. <input type="checkbox"/> Food services |
| c. <input type="checkbox"/> Vocational guidance and career planning | m. <input type="checkbox"/> Child day care center |
| d. <input type="checkbox"/> College orientation program | n. <input type="checkbox"/> Parking facilities |
| e. <input type="checkbox"/> Intramural sports | o. <input type="checkbox"/> Campus center |
| f. <input type="checkbox"/> Varsity athletics | p. <input type="checkbox"/> Study skills/Learning center |
| g. <input type="checkbox"/> Financial aid office | q. <input type="checkbox"/> Peer tutors |
| h. <input type="checkbox"/> Student employment | r. <input type="checkbox"/> Registration |
| i. <input type="checkbox"/> Job placement | s. <input type="checkbox"/> Bookstore |
| j. <input type="checkbox"/> Veterans' services | t. <input type="checkbox"/> Testing center |
| | u. <input type="checkbox"/> Library facilities |
| | v. <input type="checkbox"/> Computer lab |
| | w. <input type="checkbox"/> Student activities |
| | x. <input type="checkbox"/> Disability services |

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

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

7. 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.

8. What did you like best about the college? _____

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

10. If you had it to do over again, would you attend the college? Why?

- Yes No

Please comment _____

[OFFICE USE ONLY: _____ / _____ / _____]

TABLES

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Table 1
Q. 4. 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	11 20.0%	6 13.3%	61 50.0%	89 35.5%	91 60.3%	40 51.9%	45 52.3%	343 43.6%
Between 22 and 29 years old	14 25.5%	9 20.0%	21 17.2%	66 26.3%	18 11.9%	10 13.0%	29 33.7%	167 21.2%
30 years old or older	30 54.5%	30 66.7%	39 32.0%	96 38.2%	42 27.8%	27 35.1%	12 14.0%	276 35.1%
No Response			1 .8%					1 .1%
Total	55	45	122	251	151	77	86	787

Table 2.1
Q. 2. Gender

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Female	43 78.2%	35 77.8%	68 55.7%	169 67.3%	96 63.6%	54 70.1%	31 36.0%	496 63.0%
Male	12 21.8%	10 22.2%	54 44.3%	82 32.7%	55 36.4%	23 29.9%	53 61.6%	289 36.7%
No Response							2 2.3%	2 .3%
Total	55	45	122	251	151	77	86	787

Table 2.2

Age by Gender

(Count and percentage by College)

1800-443-3742

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Female								
21 years old or younger	9 16.4%	2 4.4%	30 24.6%	50 19.9%	51 33.8%	26 33.8%	15 17.4%	183 23.3%
Between 22 and 29 years old	10 18.2%	6 13.3%	9 7.4%	44 17.5%	10 6.6%	8 10.4%	6 7.0%	93 11.8%
30 years old or older	24 43.6%	27 60.0%	29 23.8%	75 29.9%	35 23.2%	20 26.0%	10 11.6%	220 28.0%
Male								
21 years old or younger	2 3.6%	4 8.9%	31 25.4%	39 15.5%	40 26.5%	14 18.2%	30 34.9%	160 20.3%
Between 22 and 29 years old	4 7.3%	3 6.7%	12 9.8%	22 8.8%	8 5.3%	2 2.6%	23 26.7%	74 9.4%
30 years old or older	6 10.9%	3 6.7%	10 8.2%	21 8.4%	7 4.6%	7 9.1%		54 6.9%
No Response			1 .8%				2 2.3%	3 .4%
Total	55	45	122	251	151	77	86	787

Table 3.1

Q. 3. Did you receive any financial aid?

(Count and percentage by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Yes	38 69.1%	37 82.2%	79 64.8%	182 72.5%	101 66.9%	64 83.1%	77 89.5%	578 73.4%
No	17 30.9%	8 17.8%	43 35.2%	69 27.5%	50 33.1%	13 16.9%	9 10.5%	209 26.6%
Total	55	45	122	251	151	77	86	787

Table 3.2
Financial Aid by Gender by Age

(Count and percentage by College)

1800-443-3742

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Received Financial Aid								
Female								
21 years old or younger	4 7.3%	1 2.2%	19 15.6%	27 10.8%	34 22.5%	22 28.6%	13 15.1%	120 15.2%
Between 22 and 29 years old	8 14.5%	4 8.9%	8 6.6%	41 16.3%	10 6.6%	6 7.8%	4 4.7%	81 10.3%
30 years old or older	19 34.5%	24 53.3%	21 17.2%	63 25.1%	32 21.2%	17 22.1%	9 10.5%	185 23.5%
Male								
21 years old or younger		2 4.4%	17 13.9%	24 9.6%	15 9.9%	11 14.3%	28 32.6%	97 12.3%
Between 22 and 29 years old	1 1.8%	3 6.7%	8 6.6%	11 4.4%	6 4.0%	2 2.6%	21 24.4%	52 6.6%
30 years old or older	6 10.9%	3 6.7%	5 4.1%	16 6.4%	4 2.6%	6 7.8%		40 5.1%
Gender Unknown			1 .8%				2 2.3%	3 .4%
Subtotal	38	37	79	182	101	64	77	578
Did not receive financial aid								
Female								
21 years old or younger	5 9.1%	1 2.2%	11 9.0%	23 9.2%	17 11.3%	4 5.2%	2 2.3%	63 8.0%
Between 22 and 29 years old	2 3.6%	2 4.4%	1 .8%	3 1.2%		2 2.6%	2 2.3%	12 1.5%
30 years old or older	5 9.1%	3 6.7%	8 6.8%	12 4.8%	3 2.0%	3 3.9%	1 1.2%	35 4.4%
Male								
21 years old or younger	2 3.6%	2 4.4%	14 11.5%	15 6.0%	25 16.6%	3 3.9%	2 2.3%	63 8.0%
Between 22 and 29 years old	3 5.5%		4 3.3%	11 4.4%	2 1.3%		2 2.3%	22 2.8%
30 years old or older			5 4.1%	5 2.0%	3 2.0%	1 1.3%		14 1.8%
Subtotal	17	8	43	69	50	13	9	209
Total	55	45	122	251	151	77	86	787

Q. 4. 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
Testing and grading system	2.9%	23.9%	58.7%	12.5%	1.8%	.3%
Course content in your major field	5.5%	29.5%	44.3%	14.4%	4.8%	1.5%
Instruction in your major field	6.7%	32.4%	41.0%	14.1%	3.9%	1.8%
Course content outside major field	9.5%	15.4%	49.8%	21.7%	3.0%	.5%
Instruction outside major field	9.8%	15.9%	50.4%	21.3%	2.3%	.3%
Attitude of instructors toward students	2.2%	40.4%	43.6%	10.3%	2.8%	.8%
Preparation you received for your future career	7.2%	23.0%	44.6%	18.9%	4.4%	1.8%
Variety of courses offered by the college	2.7%	17.4%	44.9%	22.7%	10.4%	1.9%
Class size relative to type of course	2.2%	44.3%	45.9%	6.4%	1.0%	.3%
Availability of courses at desired times	2.5%	15.9%	40.2%	20.2%	18.4%	2.8%
Classroom facilities	2.5%	17.0%	56.7%	17.7%	4.8%	1.3%
Laboratory facilities	11.2%	16.1%	46.6%	18.4%	5.7%	1.9%
General condition of buildings and grounds	2.8%	33.4%	48.0%	11.8%	3.0%	.9%
Administration and management of the college	5.0%	28.5%	44.2%	15.9%	4.3%	2.2%
Location relative to your home and work	3.2%	47.1%	36.2%	9.1%	3.3%	1.0%
Cost of tuition at the college	3.3%	32.4%	41.6%	18.6%	3.0%	1.1%
The college in general	2.4%	35.1%	52.5%	8.5%	1.1%	.4%

Table 5
Q. 5. For each of the following items, please mark the scale value which would best match your evaluation of the item or service.

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	No Opinion	Very Satisfied	Satisfied	Neutral	Dis-satisfied	Very Dis-satisfied
Academic advising and course planning	10.7%	21.1%	41.2%	16.3%	8.3%	2.5%
Counseling for personal concerns or problems	41.9%	15.0%	22.6%	17.2%	2.5%	.8%
Vocational guidance and career planning	26.2%	13.2%	29.6%	22.7%	7.2%	1.0%
College orientation program	30.4%	14.2%	32.9%	19.6%	2.4%	.5%
Intramural sports	61.4%	8.5%	13.5%	14.1%	1.4%	1.1%
Varsity athletics	63.7%	9.1%	10.7%	13.2%	1.5%	1.8%
Financial aid office	23.8%	24.8%	34.9%	10.9%	4.3%	1.3%
Student employment	46.5%	18.7%	21.6%	10.2%	1.7%	1.4%
Job placement	65.7%	5.3%	10.2%	14.1%	2.4%	2.2%
Veterans services	79.8%	3.6%	4.2%	12.1%	.4%	
Student health information	63.3%	5.2%	14.0%	14.9%	2.2%	.5%
Food services	28.5%	15.1%	34.7%	15.2%	5.0%	1.5%
Child day care center	75.3%	5.6%	6.4%	10.2%	.9%	1.7%
Parking facilities	9.3%	15.1%	41.2%	19.7%	11.1%	3.7%
Campus center	25.7%	14.4%	40.9%	15.9%	2.8%	.4%
Study skills/learning center	41.9%	19.1%	27.2%	10.4%	1.0%	.4%
Peer tutors	55.5%	12.1%	20.3%	11.2%	.8%	.1%
Registration	6.1%	22.6%	47.3%	16.0%	6.6%	1.4%
Bookstore/business office	6.6%	23.9%	50.8%	13.3%	3.9%	1.4%
Testing center	58.7%	7.9%	19.7%	12.2%	1.4%	.1%
Library facilities	14.0%	25.8%	41.8%	9.5%	5.3%	3.6%
Computer lab	17.9%	25.9%	38.9%	11.9%	4.2%	1.1%
Student activities	42.9%	11.3%	28.5%	15.0%	1.8%	.5%
Disability services	78.4%	5.1%	6.5%	9.0%	.6%	.4%

Table 6
Q. 6. 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	45 81.8%	32 71.1%	94 77.0%	200 79.7%	132 87.4%	59 76.6%	78 90.7%	640 81.3%
No	3 5.5%	3 6.7%	3 2.5%	19 7.6%	8 5.3%	4 5.2%	4 4.7%	44 5.6%
Didn't know at the time	7 12.7%	6 13.3%	13 10.7%	24 9.6%	10 6.6%	10 13.0%	4 4.7%	74 9.4%
No Response		4 8.9%	12 9.8%	8 3.2%	1 .7%	4 5.2%		29 3.7%
Total	55	45	122	251	151	77	86	787

Table 7

Q. 7. 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	7 12.7%	2 4.4%	16 13.1%	24 9.6%	9 6.0%	5 6.5%	10 11.6%	73 9.3%
After you received a degree	20 36.4%	18 40.0%	41 33.6%	96 38.2%	91 60.3%	30 39.0%	35 40.7%	331 42.1%
Do not plan to transfer	17 30.9%	7 15.6%	28 23.0%	69 27.5%	19 12.6%	17 22.1%	24 27.9%	181 23.0%
Was unsure at the time	11 20.0%	14 31.1%	22 18.0%	53 21.1%	30 19.9%	21 27.3%	17 19.8%	168 21.3%
No Response		4 8.9%	15 12.3%	9 3.6%	2 1.3%	4 5.2%		34 4.3%
Total	55	45	122	251	151	77	86	787

Table 8
Q. 8. What did you like best about the College?

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(Percentage by college)*

	Arrowhead	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion
Survey Respondants	787	55	45	122	251	151	77	86
Respondents Making Written Comments	671	49	39	86	219	132	69	77
	85.3%	89.1%	86.7%	70.5%	87.3%	87.4%	89.6%	89.5%
Number of Comments	1080	91	70	133	350	195	123	118
Academics, Education, Pgms	5.7	3.3	2.9	6.8	6.0	7.2	4.1	6.8
Activities, Services	1.9	2.2	1.4	3.0	1.7	1.5	.8	3.4
Admin, Staff Attitudes	4.9	5.5	14.3	6.8	3.4	3.1	7.3	1.7
Atmosphere, Attitudes	9.0	14.3	8.6	7.5	8.3	8.7	11.4	6.8
Campus, Facilities	3.4		1.4	4.5	5.7	2.1	2.4	2.5
Class Availability	.6		1.4		.9		1.6	.8
Class Offerings	1.1	1.1			1.1	2.6	.8	.8
Class Size	11.9	19.8	12.9	13.5	10.3	9.7	12.2	11.0
College Size	5.6	6.6	5.7	4.5	4.3	3.8	6.5	11.9
Community, Area	2.1				2.0	1.0	2.4	9.3
Cost	4.8	7.7	4.3	4.5	4.0	4.6	6.5	4.2
Counselors, Advisors	2.2		2.9	2.3	1.1	7.2		.8
Everything	.6		1.4		.9	1.0		
Faculty Attitudes, Access	13.9	9.9	8.6	12.0	16.0	14.4	16.3	12.7
Faculty, Instruction	10.3	12.1	12.9	11.3	9.7	10.8	9.8	7.6
Financial Aid, Workstudy	.8	1.1	1.4	.8	.9	.5	1.6	
Location, Convenience	14.4	6.6	14.3	14.3	15.7	15.9	11.4	16.9
Nothing, No Opinion	.6	1.1			.9	1.0		
Personal Growth	.3		1.4			.5	.8	
Preparation for 4-year	.4			.8	.9			
Students	3.1	4.4	4.3	4.5	3.4	1.0	3.3	1.7
Support, Help	2.5	4.4		3.0	2.9	3.6	.8	.8

* These percentages are based on the number of comments made by the respondents. Some respondents did not comment, while others offered multiple comments.

Table 9

Q. 9. What do you think needs to be changed or improved at the College?

(Percentage by college) *

	Arrowhead	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion
Survey Respondents	787	55	45	122	251	151	77	86
Respondents Making Written Comments	577 73.3%	48 64.9%	37 67.3%	69 76.7%	187 84.2%	109 94.8%	60 89.6%	67 85.9%
Number of Comments	701	74	55	90	222	115	67	78
Academics, Education, Programs	7.4	1.4		5.6	11.3	2.6	14.9	10.3
Activities, Services	4.8	5.4	3.6	3.3	4.5	7.8	3.0	2.6
Admin, Staff, Attitudes	2.7	2.7	9.1	5.6	.9	1.7	1.5	2.6
Atmosphere, Attitudes	.9	1.4		1.1	.9	.9	1.5	
Become a 4 Year College	.6			1.1	.5		1.5	1.3
Bookstore, Books, Hours	2.0	2.7	1.8	4.4	1.8	.9	3.0	
Campus, Facilities, Dorms	13.1	35.1	27.3	5.6	12.6	3.5	13.4	6.4
Child Care	1.1			5.6			3.0	1.3
Class Offerings	10.1	8.1	10.9	13.3	8.6	13.9	10.4	6.4
Class Availability	7.0	2.7	3.6	8.9	6.8	12.2	9.0	2.6
Communications	1.0		3.6	2.2		.9	3.0	
Cost	1.0			1.1	1.4	.9		2.6
Counselors, Advising	6.0	2.7	5.5	2.2	6.3	11.3	3.0	7.7
Faculty Attitudes, Accessibility	1.9		1.8	1.1	3.2	1.7	1.5	1.3
Faculty, Ratio	3.6	1.4	5.5	3.3	4.5	2.6		6.4
Financial Aid	2.6	2.7	1.8	4.4	2.7		1.5	5.1
Food Services, Cafeteria	2.9	6.8	1.8	1.1	4.1	2.6		1.3
Grading and Testing	1.4			2.2		1.7	4.5	3.8
Job Placement	.9				1.8			2.6
Labs, Update, Accessibility	3.4			11.1	2.3	.9	3.0	7.7
Library, Hours	4.0	16.2	3.6	1.1	1.4	3.5	3.0	5.1
Nothing, No Opinion	11.7	1.4	5.5	4.4	15.3	20.9	10.4	11.5
Perking and Parking Lot	6.1	6.8	12.7	5.6	5.0	5.2	9.0	3.8
Registration, Orientation	2.3	2.7		5.6	1.4	1.7		5.1
Transferability	1.0				1.8	1.7		1.3
Varsity Athletics	.9		1.8		1.4	.9		1.3

* These percentages are based on the number of comments made by the respondents. Some respondents did not comment, while others offered multiple comments.

Table 10.1

Q. 10. If you had it do to over again, would you attend the college?

(Count and Percentage, by College)

	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion	Arrowhead
Yes	50 90.9%	38 84.4%	93 76.2%	232 92.0%	130 86.1%	69 89.6%	66 76.7%	678 86.1%
No	5 9.1%	7 15.6%	29 23.8%	19 8.0%	21 13.9%	8 10.4%	20 23.3%	109 13.9%
Total	55	45	122	251	151	77	86	787

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Table 10.2

Q. 10a. If you had it to do over again, would attend the College because...

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(Count and percentage by college)*

	Arrowhead	Duluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion
Survey Respondents	787	55	45	122	251	151	77	86
Respondents Making Written Comments	497	40	32	54	177	97	49	48
	63.2%	72.7%	71.1%	44.3%	70.5%	64.2%	63.6%	55.8%
Number of Comments	686	60	44	73	240	136	68	75
Administration, Staff	25 3.6	5 8.3		1 1.4	10 4.2	4 2.9	1 1.5	4 5.3
Atmosphere, Attitudes	51 7.3		5 11.4	6 8.2	16 6.7	13 9.6	8 8.8	5 6.7
Campus, Facilities	11 1.6	1 1.7	3 6.8	1 1.4	4 1.7	1 .7		1 1.3
Class Availability	4 .6			1 1.4	2 .8		1 1.5	
Class Size	12 1.7	4 6.7	1 2.3	2 2.7	4 1.7		1 1.6	
Class/Course Offerings	46 6.6	7 11.7	2 4.5	9 12.3	16 6.7	7 5.1		5 6.7
Cost	98 14.1	10 16.7	7 15.9	13 17.8	18 7.5	33 24.3	9 13.2	8 10.7
Counselors	4 .6	2 3.3			2 .8			
Everything	39 5.6	5 8.3	1 2.3	1 1.4	18 7.5	8 5.9	5 7.4	1 1.3
Faculty, Student/Teacher Ratio	56 8.0	6 10.0	2 4.5	7 9.6	20 8.3	8 5.9	5 7.4	8 10.7
Good Start	59 8.5	6 10.0	1 2.3	9 12.3	18 7.5	15 11.0	7 10.3	3 4.0
Location	152 21.8	6 10.0	13 29.5	12 16.4	66 27.5	25 18.4	12 17.8	18 24.0
No Opinion, Possibly Do Again	8 1.1		1 2.3	1 1.4	2 .8		2 2.9	2 2.7
Personal Enrichment/Growth	23 3.3			3 4.1	6 2.5	5 3.7	8 11.8	1 1.3
Prepared Me. Good Education. Job	72 10.3	4 6.7	5 11.4	6 8.2	27 11.3	15 11.0	4 5.9	11 14.7
Services, Child Care	8 1.1		1 2.3		3 1.3	2 1.5	1 1.5	1 1.3
Size	25 3.6	4 6.7	2 4.5	1 1.4	7 2.9		6 8.8	5 6.7
Sports Program/Recreation	3 .4				1 .4			2 2.7

* These percentages are based on the number of comments made by the respondents. Some respondents did not comment, while others offered multiple comments.

Table 10.3

Q. 10b. If you had it to do over again, would not attend the College because...

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1800 443 3744

(Count and percentage by college)*

	Arrowhead	Ouluth	Fond du Lac	Hibbing	Itasca	Mesabi	Rainy River	Vermilion
Survey Respondents	787	55	45	122	251	151	77	86
Respondents Making Written Comments	48 6.1%	2 3.6%	3 6.7%	8 6.6%	5 2.0%	12 7.9%	2 2.6%	16 18.6%
Number of Comments	48	2	3	8	5	12	2	16
Atmosphere, Attitudes	4 8.3			1 12.5		1 8.3		2 12.5
Better Programs Elsewhere	6 12.5			3 37.5				3 18.8
Campus Facilities	2 4.2			1 12.5			1 50.0	
Can't Find a Job	2 4.2							2 12.5
Class Offerings	2 4.2		2 66.7					
Counseling	1 2.1					1 8.3		
Dissatisfied	8 16.7			1 12.5	2 40.0	2 16.7		3 18.8
Location	3 6.3		1 33.3				1 50.0	1 6.3
No Opinion, Unsure	1 2.1				1 20.0			
Prejudice and Discrimination	1 2.1				1 20.0			
Schedule	1 2.1					1 8.3		
Too Long (Burnout)	1 2.1					1 8.3		
Transferrability	2 4.2	1 50.0		1 12.5				
Would Attend 4-year College	14 29.2	1 50.0		1 12.5	1 20.0	6 50.0		5 31.3

*These percentages are based on the number of comments made by the respondents. Some respondents did not comment while others offered multiple comments.