

# 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.

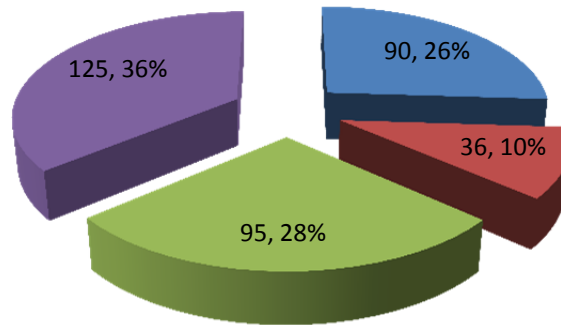
All thirty packets were completed with a total of 357 surveys returned for a 70.4 percent return. A detailed description of the student respondents is available in Appendix B.

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

How did you receive advising for this course?

	#	%
Academic Advising Center	90	26.0
Admissions Office	36	10.4
Faculty Advisor	95	27.5
Self-advised	125	36.1
BLANK	11	3.1
	357	
Answered	346	100

### Who Advised You for This Course?

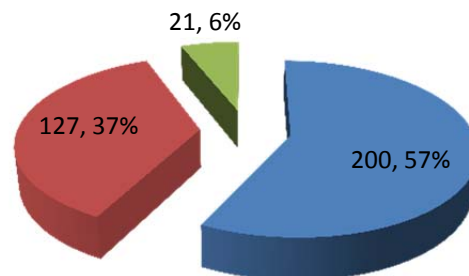


■ Academic Advising Center ■ Admissions Office ■ Faculty Advisor ■ Self-advised

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

	#	%
Good	200	57.5
Satisfactory	127	36.5
Poor	21	6.0
BLANK	9	2.5
	357	
answered	348	100

### Quality of the Advising You Received?

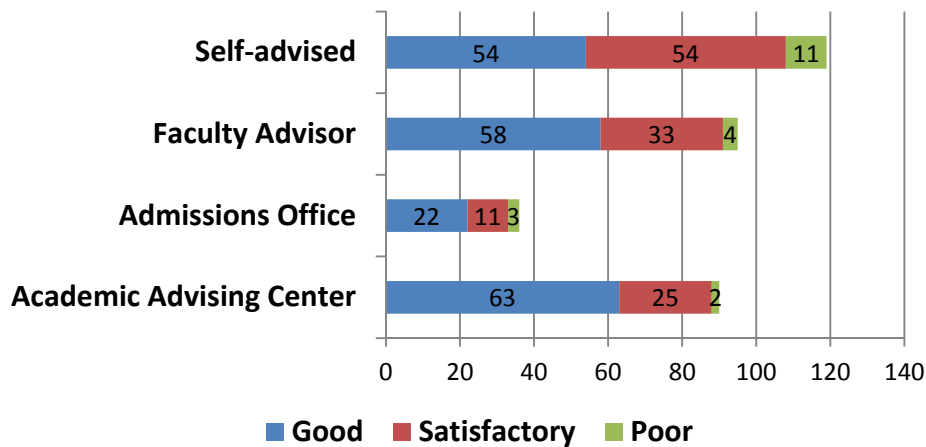


■ Good ■ Satisfactory ■ Poor

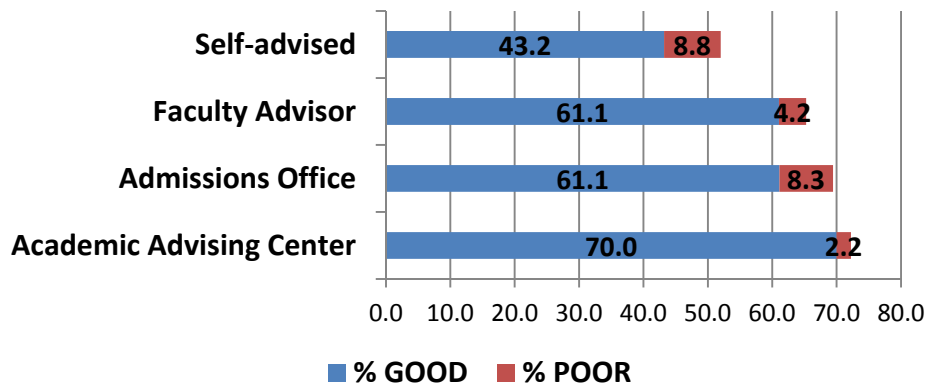
## How did you receive advising and quality of advice?

	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		

### Quality of Advice by Who?



### Quality of Advice by Who? Good vs Poor



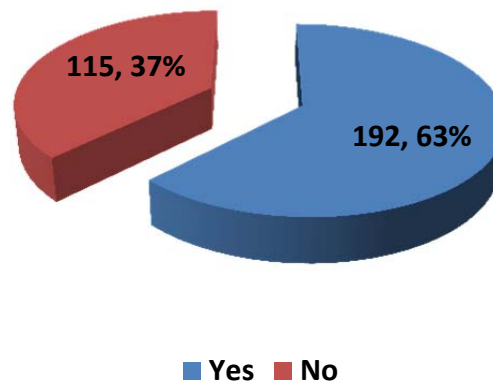
If you sought help in a subject, were your needs addressed adequately?

	#	%
Yes	192	62.5
No	115	37.5
BLANK	50	
	307	

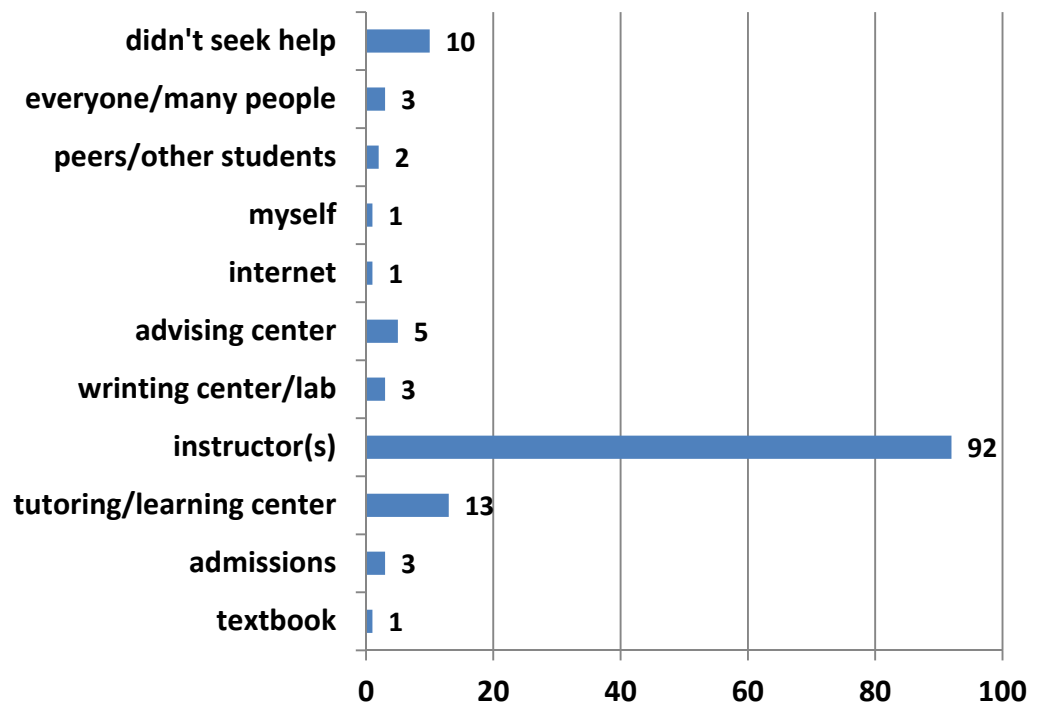
### Were Your Needs Addressed Adequately?

If adequately met, who helped you with your subject needs?

	tally	%
textbook	1	0.8
admissions	3	2.4
tutoring/learning center	13	10.5
instructor(s)	92	74.2
writing center/lab	3	2.4
advising center	5	4.0
internet	1	0.8
myself	1	0.8
peers/other students	2	1.6
everyone/many people	3	2.4
didn't seek help	10	
N/A	9	



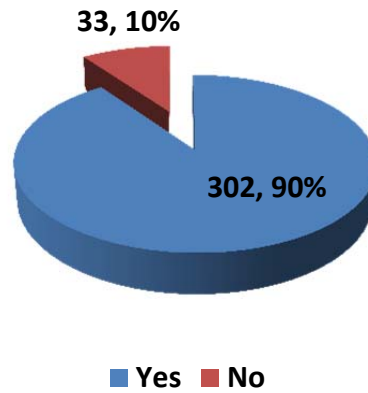
### Who Helped with Your Subject Needs?



Do you feel you have been supported by your faculty throughout your progression through your program?

	#	%
Yes	302	90.1
No	33	9.9
BLANK	22	
	357	
Answered	335	100

### Supported by your faculty throughout your progression through your program?



If no, why not?

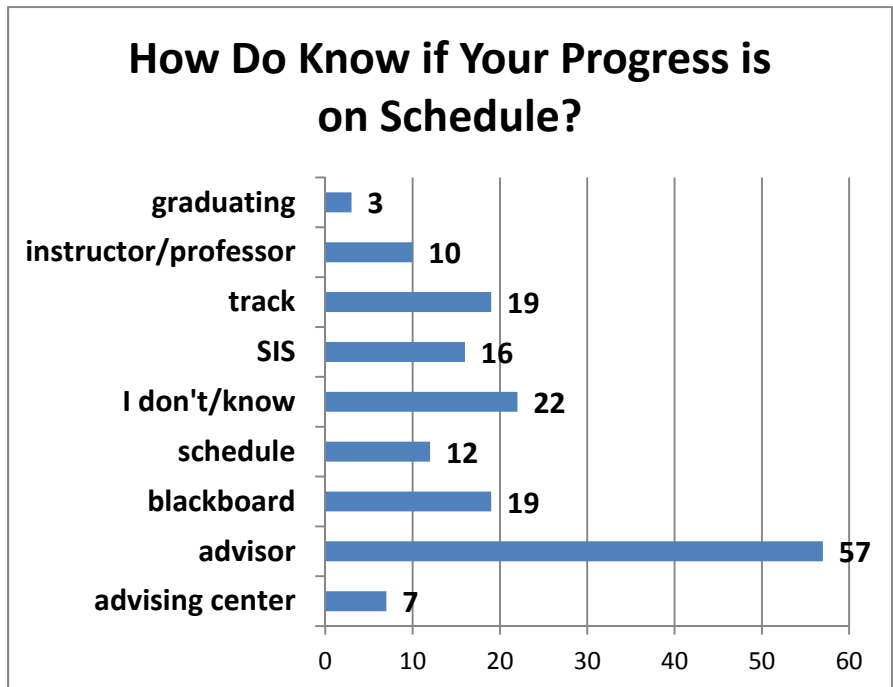
	#
No advisor/never met advisor	5
No/poor communication	2
Not helpful/people don't care/not concerned	5
Specific instructor related comment	2
Financial aid related	1
Didn't go for help	1

(Individual responses are listed in Appendix C.1)

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

Keyword used	#	%
advising center	7	2.9
advisor	57	23.7
blackboard	19	7.9
schedule	12	5.0
I don't/know	22	9.1
SIS	16	6.6
track	19	7.9
instructor/professor	10	4.1
graduating	3	1.2
	165	
total responses	241	

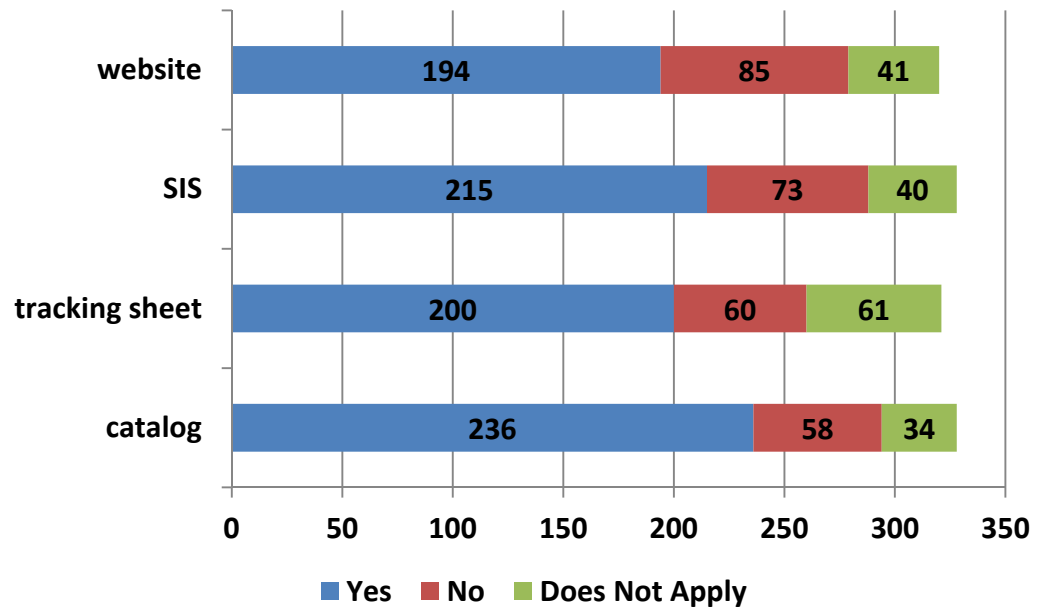
(Individual responses are listed in Appendix C.2)



**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**

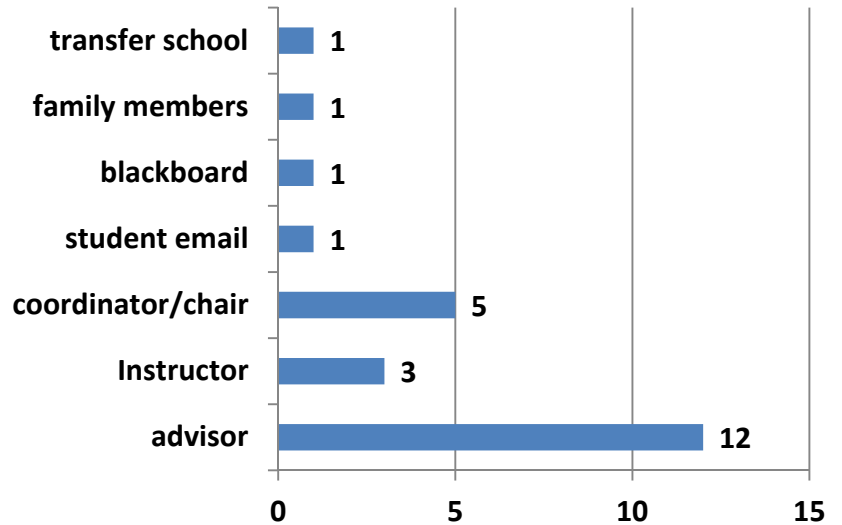


What other planning resource did you use?

	#	%
advisor	12	37.5
Instructor	3	9.4
coordinator/chair	5	15.6
student email	1	3.1
blackboard	1	3.1
family members	1	3.1
transfer school	1	3.1
negative comments	4	12.5
N/A	4	12.5
Total responses	32	

(Individual responses are listed in Appendix C.3)

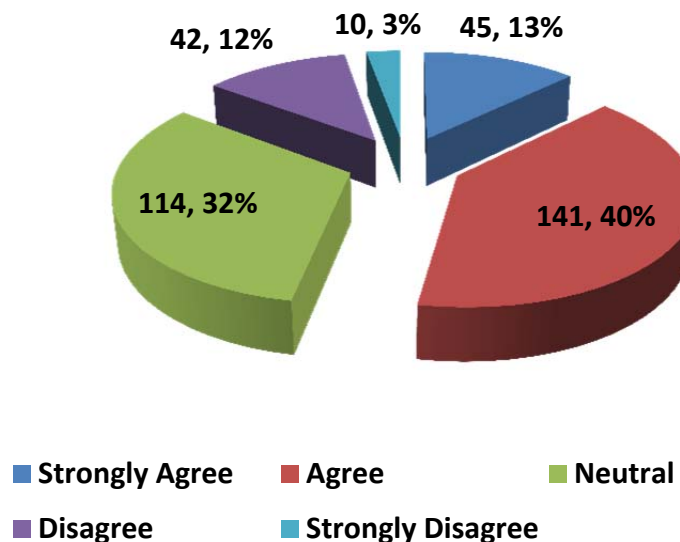
### What other planning resource did you use?



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	5	12.8
Agree	141	40.1
Neutral	114	32.4
Disagree	42	11.9
Strongly Disagree	10	2.8
BLANK	5	
	357	
Answered	352	100

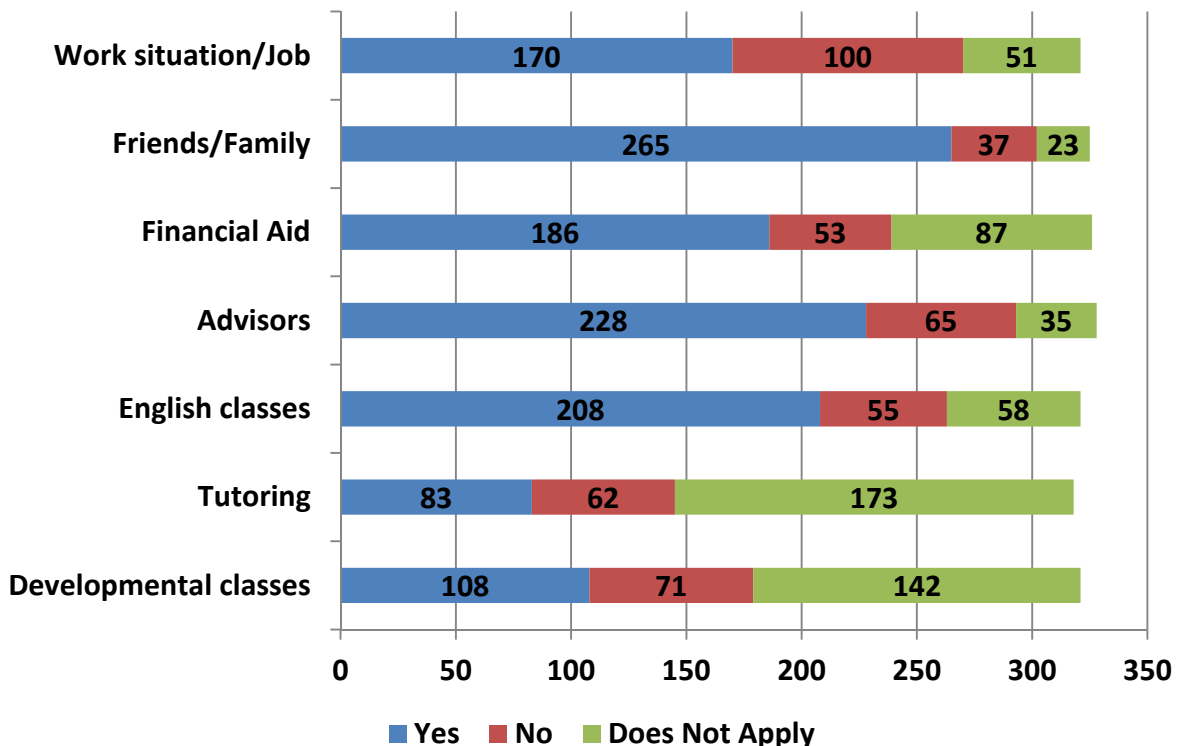
### Students' opinions of statement



Do you believe any of the following have helped you become successful at NCC?

	Yes	No	Does Not Apply	BLANK		Answered
Developmental classes	108	71	142	36	357	321
Tutoring	83	62	173	38	356	318
English classes	208	55	58	36	357	321
Advisors	228	65	35	29	357	328
Financial Aid	186	53	87	31	357	326
Friends/Family	265	37	23	32	357	325
Work situation/Job	170	100	51	36	357	321
Percent	Yes	No	Does Not Apply			
Developmental classes	33.6	22.1	44.2			
Tutoring	26.1	19.5	54.4			
English classes	64.8	17.1	18.1			
Advisors	69.5	19.8	10.7			
Financial Aid	57.1	16.3	26.7			
Friends/Family	81.5	11.4	7.1			
Work situation/Job	53.0	31.2	15.9			

### What Has Helped You Become Successful at NCC?

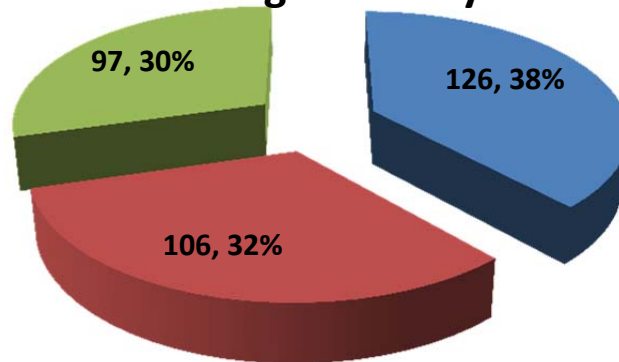




What would be the best way in the future to send you important college and course information?

	#	%
College email	126	38.3
Personal email	106	32.2
Text message	97	29.5
BLANK	26	
	355	
Answered	329	

**Picking Best Way**

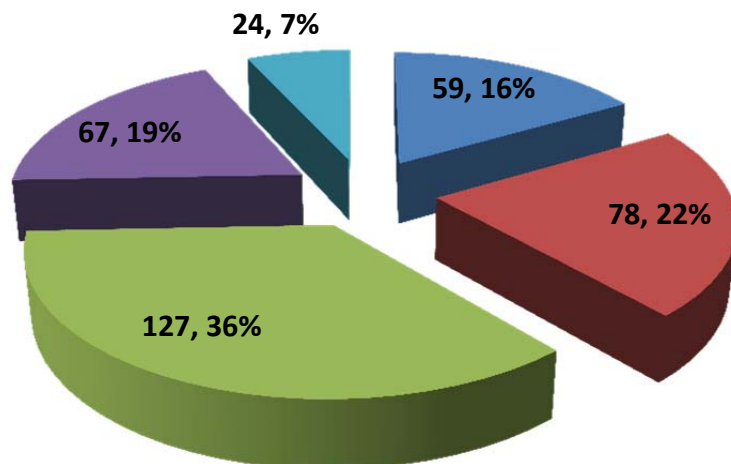


■ College email ■ Personal email ■ Text message

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	59	16.6
Often	78	22.0
Occasionally	127	35.8
Rarely	67	18.9
Never	24	6.8
BLANK	2	0.6
	357	
answered	355	100

**How often have you interacted with someone from a culture different from yours?**



■ Very Often ■ Often ■ Occasionally ■ Rarely ■ Never

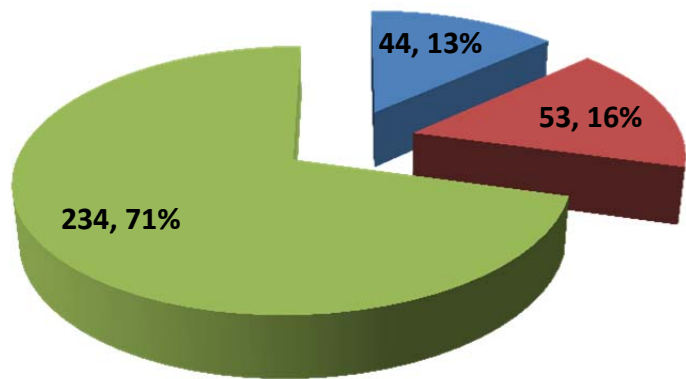
If you participated in extra-curricular activities at NCC, were they related to a class or your field of study?

	#	%
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?

Why did you not participate in any?

	#
didn't have time/no time/too busy	12
I work/have a job	9
scheduling prevents me	2
none were of interest	2
too focused on school	2
didn't know about them	2
other	2



■ Yes ■ No ■ Did not participate in any

#### Individual comments of students responding No

automotive is a hobby. extra-curricular but not a career I want  
 basketball  
 basketball  
 gainz club  
 Gainz club doesn't have a major gainzs  
 I was on the crosscountry team but it got cancelled  
 It's a world language club  
 no time  
 offered to volunteer in psych classes  
 the clubs don't fit accounting

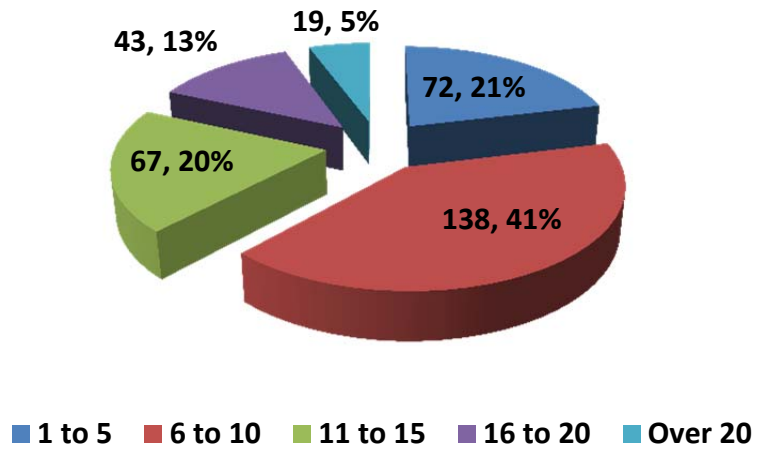
#### Individual comments of students responding Yes

Auto club  
 massage club

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	

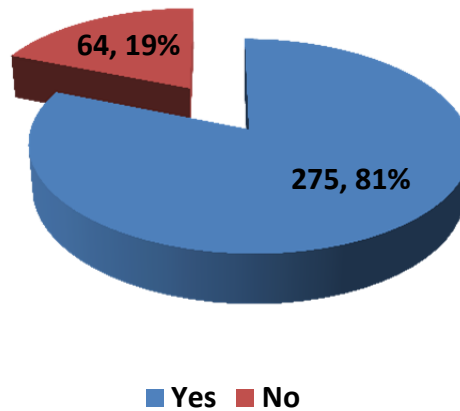
**Number of Courses Taken at NCC**



Would you consider taking 15 credits or more if NCC provided an incentive like a tuition discount?

	#	%
Yes	275	81.1
No	64	18.9
BLANK	18	
	357	
answered	339	

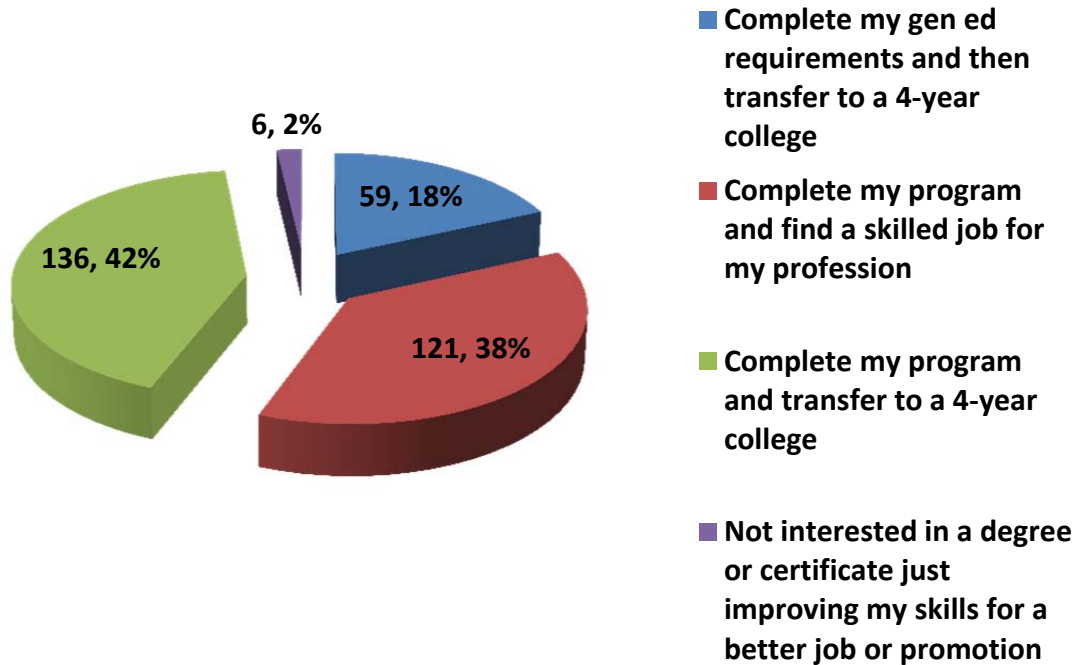
**Take 15 credits or more with an incentive**



Which of the following best describes your goal at NCC?

	#	%
Complete my gen ed requirements and then transfer to a 4-year college	59	18.3
Complete my program and find a skilled job for my profession	121	37.6
Complete my program and transfer to a 4-year college	136	42.2
Not interested in a degree or certificate just improving my skills for a better job or promotion	6	1.9
BLANK	35	
	357	
Answered	322	

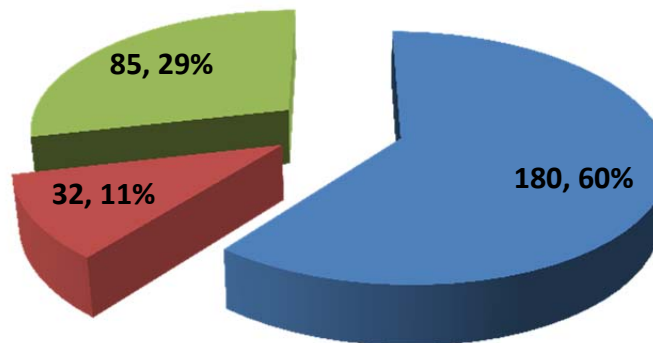
## Which of the following best describes your goal at NCC?



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

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

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



■ 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

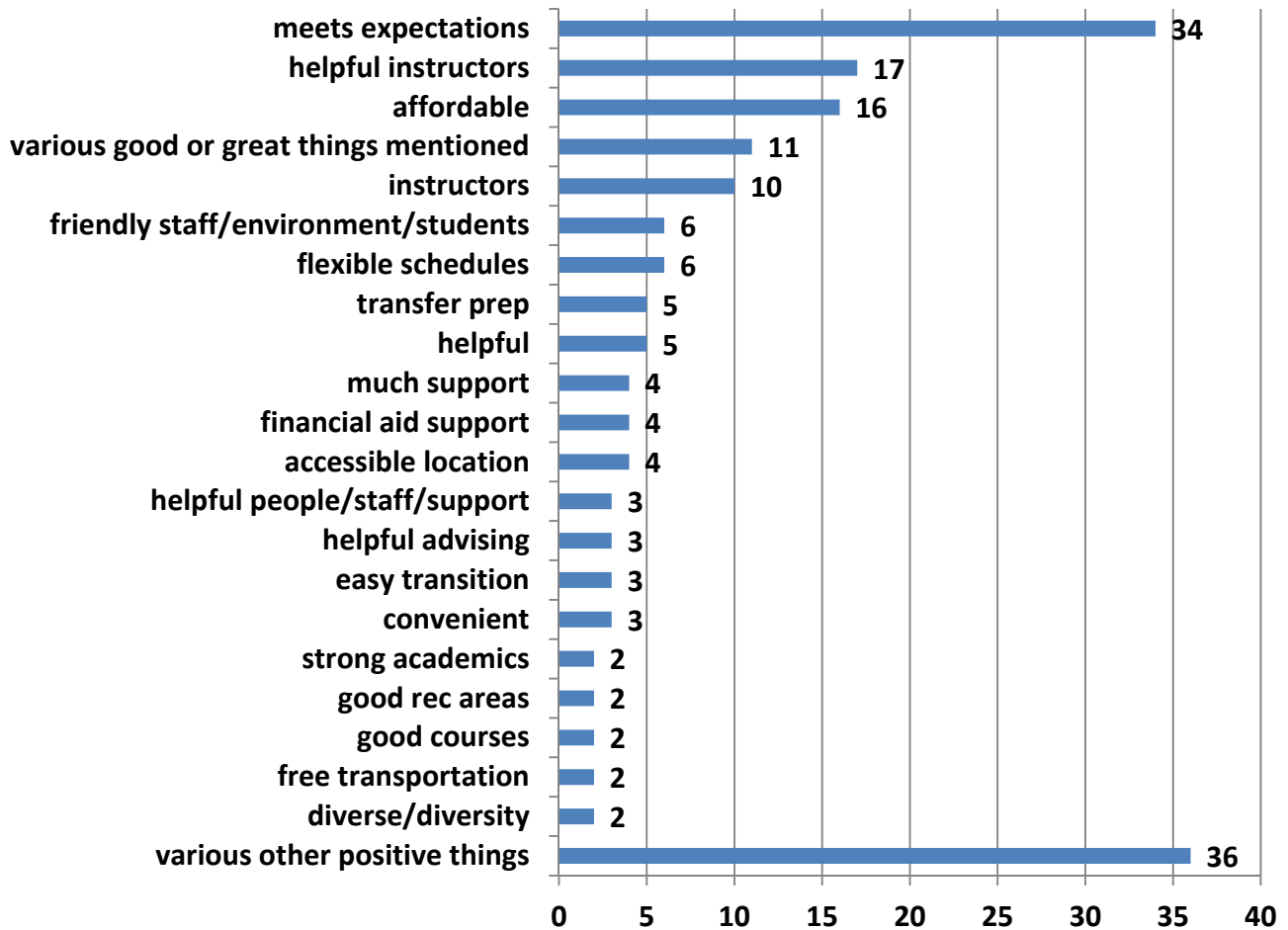
## In what ways does NCC meet, not meet, or exceed your expectations?

<b>Positive Comments</b>	<b>#</b>		<b>#</b>
financial aid support	4		4
diverse/diversity	2	much support	4
free transportation	2	helpful	5
good courses	2	transfer prep	5
good rec areas	2	flexible schedules	6
strong academics	2	friendly staff/environment/students	6
convenient	3	instructors	10
easy transition	3	various good or great things mentioned	11
helpful advising	3	affordable	16
helpful people/staff/support	3	helpful instructors	17
accessible location	4	meets expectations	34
		various other positive things	36

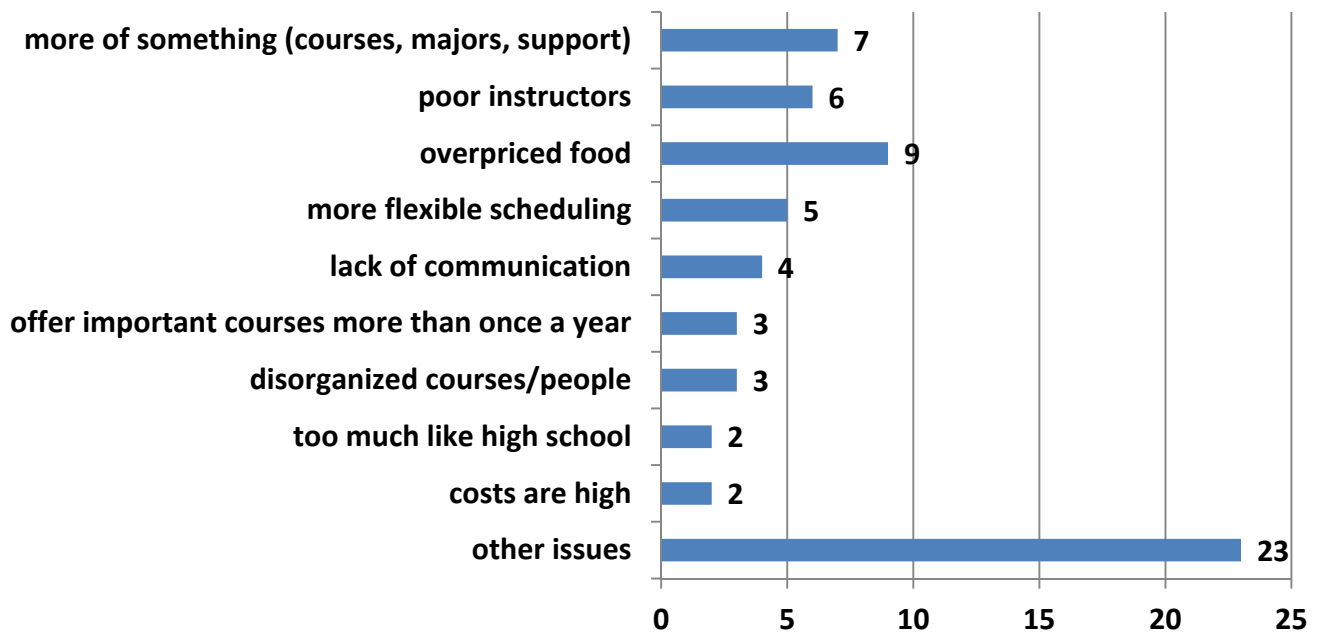
(Individual responses are listed in Appendix C.4)

<b>Negative Comments</b>	<b>#</b>		<b>#</b>
costs are high	2	lack of communication	4
too much like high school	2	more flexible scheduling	5
café food overpriced	3	overpriced food	6
disorganized courses/people	3	poor instructors	6
offer important courses more than once a year	3	more of something (courses, majors, support)	7
		various other issues	23

## Comments Interpreted as Positive



## Comments Interpreted as Negative



## 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<br>① | Personal email<br>② | Text message<br>③ |
|--------------------|---------------------|-------------------|

How did you receive advising for this course?

- |                                  |                        |                      |                   |
|----------------------------------|------------------------|----------------------|-------------------|
| Academic Advising<br>Center<br>① | Admissions Office<br>② | Faculty Advisor<br>③ | Self-advised<br>④ |
|----------------------------------|------------------------|----------------------|-------------------|

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

- |           |                   |           |
|-----------|-------------------|-----------|
| Good<br>① | Satisfactory<br>② | Poor<br>③ |
|-----------|-------------------|-----------|

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

- |          |         |
|----------|---------|
| Yes<br>① | No<br>② |
|----------|---------|

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<br>① | Agree<br>② | Neutral<br>③ | Disagree<br>④ | Strongly Disagree<br>⑤ |
|---------------------|------------|--------------|---------------|------------------------|

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<br>① | No<br>② | Does Not Apply<br>③ |
|-------------------------|----------|---------|---------------------|
| Course catalog          | ①        | ②       | ③                   |
| Advising tracking sheet | ①        | ②       | ③                   |
| SIS                     | ①        | ②       | ③                   |
| NCC website             | ①        | ②       | ③                   |

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<br>① | Often<br>② | Occasionally<br>③ | Rarely<br>④ | Never<br>⑤ |
|-----------------|------------|-------------------|-------------|------------|

Do you feel you have been supported by your faculty throughout your progression through your program?

Yes  
 Y

No  
 N

If no, why not?

Do you believe any of the following have helped you become successful at NCC?

	Yes	No	Does Not Apply
Developmental classes	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Tutoring	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
English classes	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Advisors	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Financial Aid	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Friends/Family	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
Work situation/Job	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3

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

Yes  
 1

No  
 2

Did not participate  
in any  
 3

Why not?

How many courses have you taken at NCC?

1 to 5  
 1

6 to 10  
 2

11 to 15  
 3

16 to 20  
 4

Over 20  
 5

Would you consider taking 15 credits or more if NCC provided an incentive like a tuition discount?

Y Yes

N No

What is your major?

Which of the following best describes your goal at NCC?

1 Complete my program and find a skilled job for my profession.

2 Complete my program and transfer to a 4-year college.

3 Complete my gen. ed. requirements and then transfer to a 4-year college.

4 Not interested in a degree or certificate, just improving my skills for a better job or promotion.

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

Yes  
 1

No  
 2

Not sure  
 3

Why not?

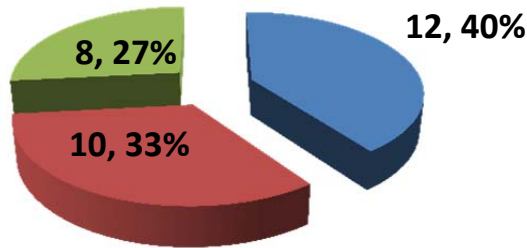
In what ways does NCC meet, not meet, or exceed your expectations? Please explain.



## Appendix B

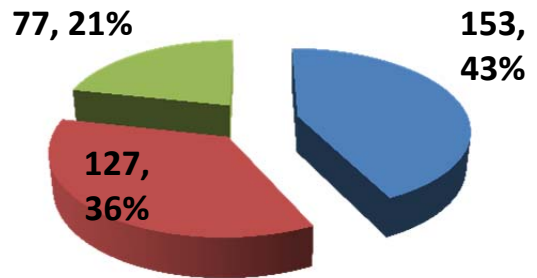
The following charts demonstrate that the returns were representative of the College's class offerings.

### Number of Sampled Classes by Session



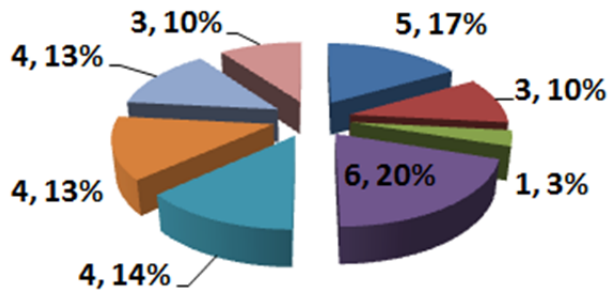
■ Morning ■ Afternoon ■ Evening

### Student Responses by Session



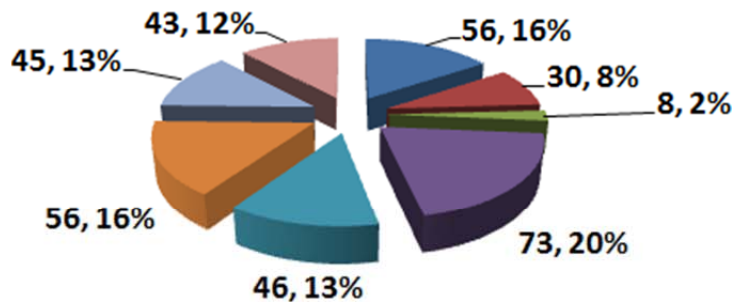
■ Morning ■ Afternoon ■ Evening

### Number of Sampled Classes by Department



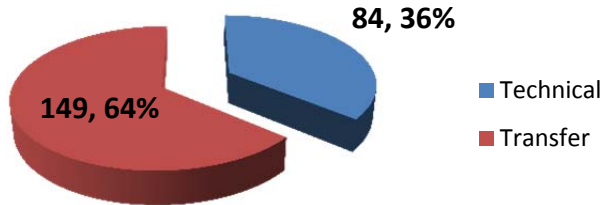
■ Business & Technology  
 ■ Education and Applied & Behavioral Sciences  
 ■ ESOL & World Languages  
 ■ Humanities & Communication  
 ■ Mathematics  
 ■ Social Sciences  
 ■ Science, Technology & Engineering  
 ■ Transportation Technologies

### Student Responses by Department



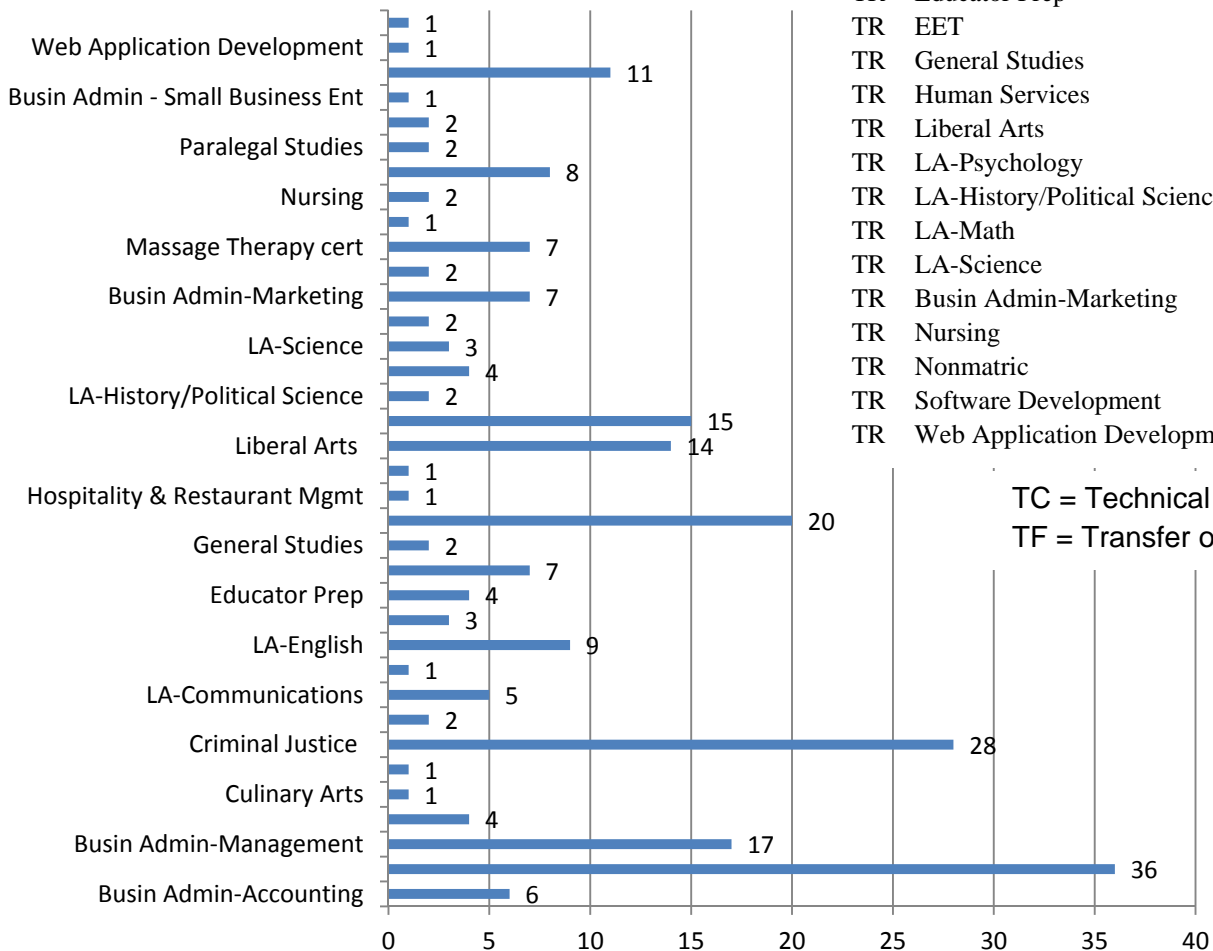
■ Business & Technology  
 ■ Education and Applied & Behavioral Sciences  
 ■ ESOL & World Languages  
 ■ Humanities & Communication  
 ■ Mathematics  
 ■ Social Sciences  
 ■ Science, Technology & Engineering  
 ■ Transportation Technologies

## 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

C.2 Individual responses on how do you know if your progress toward the completion of your program is on schedule??

progress on schedule
check blackboard
talking to my course advisor
I am passing
good progress
I am doing well in my classes
SIS
SIS
I don't
I ask a program instructor
schedule
by looking at the syllabus
I don't
when I signed up for next year fall classes
because I'm graduating in 2 weeks
advisor
I have faith in my advisors in my scheduling
by talking to advisors
teacher
blackboard
took all classes I was told I needed to graduate
I routinely asked my professors, filled out/checked off required courses list to be on track for graduation
teachers kept us updated

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
the instructor has emailed me on my progress
my advisor
student information system
emails from program advisor
IDK
SIS
I've had to search myself
<name> shot me an email on my progress and what I need left to graduate
emails from dinwoodie and advising center
My NCC or advisor
emails from <name>, SIS
SIS
progress for my major + professors/advisors help
If I'm not failing any classes, and being a full-time student all the time and taking all my needed class and none that I don't and registering early
My completion of my program is not on schedule because a lot of classes conflict with my schedule, there are not a lot of class options and I have to wait for classes to be offered
I meet with the advisor to schedule every semester
I am able to review each class I have taken
I look at the academic schedule I wrote up
I don't know where I stand but my program advisor has volunteered to meet with me
through various meetings with my faculty advisor

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
blackboard
blackboard
lots of reading
program advisor send progress updates by email with list of courses and whether they were completed
check, double check, ask advisor
I have to wait for my advisor to get back to me with appointment times
I have routine meetings with my advisor <name> and she made sure everything was all set for me to graduate
blackboard
checking w/ advisor and online logging in SIS
I'm transferring out
I'm passing

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
by what courses are available in each fall/spring or summer semesters. need more summer or fall options
I have an advising tracking sheet to keep me on schedule
I don't
I can check with my advisor
I have no idea
advising
Some classes that are required get dropped because of inadequate enrollment & it's not fair for students currently enrolled
<name> keeps everyone in the loop. If she feels like you may need help or that you're doing wonderfully, she lets you know
my course work is challenging but not overwhelming and I know what classes I need and have registered for
my head of program took time to go over it with us
I don't. Teachers don't use blackboard. I have no idea how I'm doing academically in any class
my advisor/SIS
meet w/ advisor & talk
blackboard
<name> is helping me make sure I'm taking the required courses
based on the itinerary of your program of study. community college should not take more than 2 years
if I pass or fail the class
tracking my credits
my registration counselor
I'm not sure
checking the courses that I have already completed with good grades
through track/record keeping
I'm taking non matriculate classes
check w/ someone in academic advising
I keep track by the list of required classes for my associate degree
by looking at my student account
by checking in with director of dept during registration time
meet with a counselor/admissions
I look at the programs course schedule to see what I should take next. bring ECE day classes back!!
program director informs students when the student acts
keep track
I don't
I don't
professor toward my major helps me with registration
by heading down to visit a teacher and ask about the requirements
keeping track of the syllabus
blackboard/prof
I don't
not sure

blackboard
I know from my advisor
I'm on my own schedule, taking classes along the way when I have time
There needs to be more 8 week courses available for working adults
unknown
I don't
I meet w/ my academic advisor
go to advising
academic advising center
advising center
I talk to my advisor
through the academic advising center
you don't. advising needs to be more clear
academic advising
the way the classes are fit into 2 years for each major
I'm uncertain of how I can check the progression of the completion of my program
advisors told me
blackboard, grade center
by asking my advisor
SIS and blackboard, academic advising was also helpful
I keep track
by completing courses as they appear on my major
mid-term grade
we are told what credits we need to graduate
I only know because I'm at the end. I had to keep up with it myself
grades and the amount of classes I've taken and need to take
look at it on the school's SIS system
The advising tracking sheet
Blackboard
I passed a class
Blackboard
A little voice in my head told me
I don't. Blackboard grades weren't kept up to date
I just know
I'm about to graduate

C.3 Individual responses on what other helpful planning resources were helpful toward the completion of your program?

teacher
instructor
my advisor helped me plan all my courses
auto program has set schedule & teachers helped w/ other classes
would help if you published on the website the fall '16 catalog b/c gets annoying having to search the cat. search thing
academic advisor
advisor
student email
academic advisor
this school is a hot mess. The website is too confusing



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

C.4 Individual responses to what ways does NCC meet, not meet, or exceed your expectations?

able to take classes and transfer to 4 yr college and they work with veterans
academic support, financial aid support
affordability, flexible class schedule, but lacking many night classes for summer semester
after I started at NCC and been registering for the first time I was/am very appreciative of how supportive and genuinely helpful every staff member is
again, need more 8 week courses available
all professors were more than helpful
biology program could use more organization
blackboard is useless. pick better teachers
cafe food can be a bit overpriced for a comm college student; food can also be kind of bland and unappealing
cheap, reliable tuition
cheap, reliable tuition
cheaper cafeteria
CJ courses being night time classes. Have 2 kids so it's tricky
classes need to be offered year round b/c if not then a student can't take the class and therefore has to wait for a class to be offered. there also needs to be more class time options to pick from because of time conflicts
classes were affordable but effective
clean cut school; great program; too many classes to complete my major
convenient
convenient and connect to the college
convenient schedule of classes that works for me

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
encouraged me to do my best. friendly staff
English classes are the best because the teachers push the students
everyone does their own thing and that's cool
everything is done online, there is almost no hands on work
exceeds expectations - professors are totally capable
excellent job
faculty is always willing to help out
financial aid helps a lot. it has great professor and I am learning. I feel great about it
Financial Aid is sometimes hard to get a hold of; costs are often high compared to Middlesex
flexible schedules/night classes
food is over priced
for the most part, you meet my expectations
friendly atmosphere provided from professors, financial aid, registration office, and fellow students
gives me gen eds
good faculty and allows interaction
gotten my degree in my field
great curriculum; professors are helpful when they can be
great professors, interesting classes and perfect location
great teacher but poor student activities in general
Had a very difficult time with communication and the financial office. was informed about why my financial aid was delayed and was also promised follow-up and never received any
having Honda students pay for their internships is ridiculous
having to pay for Honda internship. very expensive cafe prices, could just go to 7/11 for half the prices. some faculty can be rude, don't know names
help is there when I need it
helps achieve gen ed requirements to transfer
I do well learning here. I just feel like my questions don't get answered in a timely manner & the attendance policy is ridiculous
I don't care enough to actually answer this question.
I feel that there is a lack of organization and communication when it comes to all of the diff NCC SIS web sites email etc.
I found networking opportunities more than I expected, the advisors are great but some teachers do not meet expectations
I get what I pay for
I like NCC, need free coffee
I love the dual enrollment program
I seem to have all the assistance I need
I think the culture is great at NCC, diversity within the students & everyone is friendly + welcoming
I think there are too many unnecessary classes that are required to get my degree. Feels like they only want my money
I was happy with my learning here. the professor are amazing. they have been so helpful and are great teachers. I love the atmosphere
I was taught well by great teachers. meets expectations
I wish there were more advanced majors/more majors in general, such as tech writing certificate/program

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 chosen field
Meet. help from employees. not meet- NA. exceed- more individual help than many other colleges
meet. I learned a lot from every class
meets
meets
meets all expectations

meets in every way
meets my hand on with smaller classes, cheaper classes, advising to help me meet my goals, does not meet when advising does not know when classes are available and don't look it up and guess
meets: good teachers & classes
meets; good teachers & resources
met my expectations
my expectations have been met with the classes I have taken
NCC does not communicate important information with its students
NCC has met the cheap cost and easy scheduling I wanted
NCC has provided me with some of the best instructors I've ever had. they are willing to go above and beyond for the students. with that being said, I have also had unsatisfactory teachers but the good outweighing the bad
NCC is mostly textbook based, rather than hands on learning
NCC is similar to high school from what I have seen so far. The advisor was not as helpful as I had hoped, but I may have had incorrect expectations of what they would know/be able to help with
NCC isn't much different from previous schooling, so it's more comfortable for me and easier to adjust. all the pressuring for college made me almost afraid of the unknown obstacle in my life, so it's nice to have the relief. it's also better in monetary sense to go to comm college rather than the typical 4yr college path. a bonus was the ID working as a bus pass. Free transportation.
NCC meets my expectations in terms of the staff and the scheduling. I am satisfied with the college, it meets most of my expectations
NCC meets my expectations to the fullest. the classes were enjoyable & the teachers were amazing
NCC meets my expectations w/ the flexible schedule available
NCC needs to evaluate their staff (professors) more often
NCC offers tutoring, scholarships and opportunity to test in and out of classes
need better gen ed teachers
need better help at fin aid, not just give us paper telling to do so on our own. We go there for help or I would just go online myself
need more schedule flexibility specifically for CJ classes
no basketball
none
not meet. I wanted more out of the school, the teachers have a variety of teaching methods, too different all the time, hard to adjust
not meet. teachers aren't readily available or work around my schedule
people are very friendly
professional staff, helpful professors and a better program option for some people
professors are often times more helpful/knowledgeable than the advising staff. Otherwise, it's a great place and consistently meet my expectations
provides me a clear goal of when I can achieve my degree in software dev
quality of instruction
recreation areas
relaxed laid back. expensive food (sandwiches). nice people
school is beautiful, people can be helpful
seeing that college was a lot less scary and stressful than people made it to be relieved a lot of pressure for me. also this school is obviously cheaper than 4yr college making it a lot more sensible to go to. beginning at a 4yr school is kind of pointless when taking gen eds for the first 2 years. also the ID works as a bus pass. Free transportation
should have tuition discounts, bookstore open more, cafe for night students, vending machines often empty at night (classes)

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.
there aren't enough options for classes offered morning to midday. some classes I've needed are hybrids and those are awful
there is a lot of help from staff and administration. however at my 2nd year there was not enough qualified professor for the class that I need most of the professor for acting and they are not passion about teaching
they are really laid back & willing to help & no question to them is stupid
they barely accept any credits from other schools
they have a really good Honda PACT program
they meet my expectations by helping me through my classes any way that I need
this semester has been a disaster in course organization but the school is fine
this was a strong building block into moving on to bigger and better things in the future
too expensive, just like every other school in America
it's a basic community college education equal to the price it costs
very close from home; love the advising center
very independent school, everything must be done on your own with little or no help
very welcoming and willing to help
were met
would prefer more evening classes to meet required courses in major, to graduate in timely manner
would like for a bill reminder or alert to be sent to email. got surprised last yr w/ how busy I was. also, food prices in cafe can be kind of high, espec for something like a parfait
Yes
Yes, it meets because the AC works very well