

Retention Study Survey Report – December 2015

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

Reasons you previously left NCC? (Please indicate your level of agreement with the following statements)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	Responses
My work obligations were taking too much of my time	3 30.0%	0 0.0%	2 20.0%	2 20.0%	3 30.0%	10
I had academic problems or poor grades	0 0.0%	1 10.0%	4 40.0%	3 30.0%	2 20.0%	10
I had financial problems and couldn't afford to go on	0 0.0%	0 0.0%	6 60.0%	2 20.0%	2 20.0%	10
I had problems with housing and accommodations	1 10.0%	1 10.0%	2 20.0%	3 30.0%	3 30.0%	10
I had family or personal problems that became unmanageable	1 10.0%	4 40.0%	1 10.0%	2 20.0%	2 20.0%	10
My academic goals and expectations were not realistic	0 0.0%	1 10.0%	4 40.0%	3 30.0%	2 20.0%	10
I was not academically prepared for college	1 10.0%	0 0.0%	4 40.0%	3 30.0%	2 20.0%	10
The advising help I got was not helpful	1 10.0%	0 0.0%	4 40.0%	4 40.0%	1 10.0%	10
The course times & days that were available made it difficult to attend class	3 30.0%	2 20.0%	2 20.0%	2 20.0%	1 10.0%	10
I had difficulty with the prep-level courses on math	0 0.0%	1 10.0%	2 20.0%	4 40.0%	3 30.0%	10
I had difficulty with the prep-level courses on English	0 0.0%	0 0.0%	3 30.0%	4 40.0%	3 30.0%	10

Of the following possible reasons you previously left NCC, please rank the top three?

	Score*	Overall Rank
Family or personal problems	11	1
Conflict with work schedule	9	2
Poor selection of class times & days	7	3
Housing & accommodations problems	7	4
Poor advising help	5	5
Not academically prepared	3	6
Financial difficulties	2	7
Difficulty with prep-level math courses	1	8
Unrealistic academic goals & expectations	1	9
Academic problems or poor grades	1	10
Difficulty with prep-level English courses	0	11
Total Respondents 9		

*Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is the sum of all weighted rank counts.

If there were other reasons that were more important, what were they?

Count	Comment
1	Busy lifestyle at the time, had no time for school
1	I completed my degree with honors. I had to return to school because I was going through an immigration process. (F1 category to Permanent Resident) The attorney recommended me to go back to school in order to allow time for her to work. I'm about to complete my Second associates degree and my new status has JUST BEEN APPROVED! NCC was the only school that would accept me fast with less requirements because I was student in the past.
1	I graduated with a certificate in massage therapy and decided afterwards that it wasn't what I wanted to do so I came back to pursue a degree in teaching.
1	Currently considering dropping out or changing schools due to the incompetence of a professor at NCC. I can't tolerate being held totally responsible for the poor teaching skills of those charged to educate me.
1	The teacher i had before i left discouraged me from going on. I only went back because my boss made me.
1	I left NCC because they did not have my choice of major. I came back because I switched majors and NCC was the better financial option.

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

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

What else could NCC have done better?

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

Why did you return to NCC?

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

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

Count	Response
1	Nothing, it has worked out well for me
1	Offer landscape and gardening courses
1	Offer more times for classes. Offer them on several days and at night or day rather than just one day at one time.
1	With the exception cut in the day programs for my major and the lack of science classes I am transferring elsewhere.. NCC is issue after issue... after 2 years Registrars office has yet to fix a transcript issue. It's a sloppy thrown together mess of a school. Sadly I will have to travel further now to complete school but I can't stand the disorganization anymore
1	1. Have advisors who have interest in helping to guide a student in their career path. 2. Hire professors who have success in their teaching skills and methods. 3. Listen to the students when they say a teacher does not teach well. 4. Have more of class time options to choose from.
1	Provide professors with a high degree of communication skills. The entire student body suffers when their teacher cannot properly explain fundamental sciences.

What are your current plans (check all that apply)?

Value	Percent	Count
Complete a certificate or Associate's degree and find a job	60.0%	6
Complete an Associate's degree and transfer to a 4-yr college	70.0%	7
Finish my Gen Ed courses and transfer to a 4-yr college	0.0%	0
Finish my technical courses so I can find a better job or get promoted	10.0%	1

Other Plans - Responses

Comment	Count
Left Blank	8
Start my new job and continue studying	1
Complete the applicable teacher education courses and then pursue an alternative certification	1