

STUDENT FEEDBACK: ACHIEVING THE DREAM

Summary of Major Issues

12-14-05

**** denotes those issues raised most frequently**

**Course Availability & Scheduling

This is an area of major concern and frustration for students. Classes are not offered at times when students need them, or are only offered once a year, or are canceled when they are needed for graduation. Limited class offerings are cited as slowing down student progress toward degrees and certificates.

Some students indicated that they wanted more efficient scheduling practices in order to make fewer trips to campus, or to have a consistent class schedule from quarter to quarter in order to plan work and family schedules accordingly. Some comments reflected the students' desire to have more of a role in choosing how and when courses are offered. There were a number of requests for more online offerings.

**Quality of Learning Experience

While students consistently cited small class size and as one of the College's strengths and many commented that some instructors are excellent, they also were quick to point out that there are some very poor quality instructors. Students voiced some frustration about situations in which poor quality learning experience is brought to the attention of a person in authority, yet nothing happens. Students felt that poor learning experiences were a waste of their money. Some students felt that faculty expectations were not realistic. Students also commented about some faculty members being rude or disrespectful. Some felt that faculty evaluations need to occur more frequently, be administered on a regular basis, and that the results need to be taken seriously by the institution.

**Financial Aid

Students cited concerns with a few specific Financial Aid Office policies and practices, but many were more general and just said things like, "financial aid needs some improvement." Some feedback pointed out customer service issues. Many students cited money or finances as a reason that students leave the College. Many students expressed the need for more information about all available financial resources (not just federal and state aid) to include scholarships and external or community funding sources.

**Advising/Academic Planning

Students cited dissatisfaction with not having a consistent advisor, not being able to get needed answers, lack of follow up from advisors when contacted, uncertainty about how to plan their academic experience, and inconsistency of information received. These issues, in combination with the course availability and scheduling challenges listed above, were cited very frequently as barriers to student success.

Program Quality

Some students spoke of quality issues with specific academic programs. Specific concerns were mentioned about some academic program directors. There were a number of concerns voiced about a “student-hostile” culture in the Associate Degree Nursing program. Students also felt that lack of enough hands-on opportunity to learn a skill thoroughly, coupled with unrealistic faculty expectations for student learning, set ADN students up for failure.

Wait Lists

Students saw the practice of using waiting lists for limited enrollment programs as a barrier to success. There was also disappointment with the length of the wait to enter a chosen program, along with annoyance at the mixed marketing message that is perceived.

Transfer of Credits

Transfer was cited as an issue by many students. Some feedback expressed concern that NC State credits do not transfer well, while another gap was pointed out in the area of locating accurate and timely information about transfer options.

Interesting suggestions:

- Require STNA prior to the Nursing program.
- ADN students want to cluster their nursing labs and lectures to minimize number of days of attendance. Allow as many students as necessary to schedule for any given lab time and then adjust faculty staffing in those labs as necessary.
- Provide child care services to students in the evening.