

# **METROPOLITAN COMMUNITY COLLEGE**

## **STUDENT INFORMATION/SATISFACTION SURVEY FINDINGS**

**FALL QUARTER 2003**

**Planning and Institutional Advancement  
Prepared by the Office of Institutional Research**

**December, 2003**

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Executive Council

## **Student Information/Satisfaction Survey Summary Fall Quarter 2003**

During Fall Quarter 2003 the Student Information/Satisfaction Survey was administered to a stratified sample of Fall Quarter students. The stratification was based on locations, times of day and course prefix offerings. Instructors were given surveys for each of their selected classes, totaling 2,028 students to receive the survey. One thousand three hundred thirty-three (1,333) students completed and returned the surveys for a 2003 response rate of 65.7%, compared to 1,944 student surveys distributed and 1,072 student surveys completed in Fall Quarter 2002 for a response rate of 55.1%.

The respondents appear to be representative of the entire student population in terms of age, ethnicity, and gender.

Question 1 asked about students' current educational goals. There were ten choices given. The choice selected most often was to "Earn Associate Degree" (45.7%). The percentage of students seeking to earn an Associate Degree was 1.7% higher than the Fall 2002 survey percentage (44.0%).

The most frequent way in which the respondents found out about Metro (question 3) was from friends (42.5%). Out of eleven possible choices, respondents also indicated 19.5% for parents and 18.9% from TV Advertising as sources of information about Metro.

Respondents to question 4, reasons students chose to enroll at Metro, indicated cost was the largest factor (74.8%) along with class scheduling (42.6%) and closeness to home (36.6%). When asked if they would take courses at Metro if they could start over again (question 5), 96.3% said definitely or probably.

Question 6, "How satisfied are you with the overall quality of classroom instruction at Metro?," respondents indicated that they are satisfied or very satisfied (96.6%), an increase from Fall Quarter 2002-03 (96%). In addition, 94.0% of the respondents are very satisfied or satisfied with the registration process (question 7), up from 93.1% in Fall Quarter 2002-03.

Respondents to question 9 indicated that tuition is about right (91.1%).

Respondents to Question 11, addressing convenient class offerings, indicated that classes are offered at very convenient or convenient times (92.1%).

When asked when they would prefer to take classes (question 12), 52.6% of the respondents indicated that they would prefer between 8 am and 12 noon, while 45.7% indicated that they would prefer 6 pm and later.

Question 13 addressed days students would prefer to take classes and offered 18 choices to select. The top four responses indicated as preferences for taking classes were a Monday-Thursday schedule, 31.9% (34.5% in 2002), a Monday-Wednesday schedule, 25.2% (27.6% in 2002), a Tuesday-Thursday schedule, 21.5% (24.1% in 2002) and a Monday-Friday schedule, 20.3% (16.7% in 2002.)

Financial Aid questions were reassessed for the 2003-04 survey and do not correlate with questions in 2002-03 and 2001-02 surveys. Respondents to question 44, "Please indicate the reasons for your visit(s) to the Financial Aid and Veteran Services Office," were given seven reasons to choose from. The most indicated reason for visiting Financial Aid was to 'check on application process' (37.9%), followed by to "check on status of aid report" (30.0%).

## Student Information/Satisfaction Survey Results Fall Quarter 2003

**1. What are your current educational goals at Metro? (Mark all that apply)**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1332 student responses		1044 student responses		1215 student responses	
Earn Diploma	146	11.0%	125	12.0%	132	10.9%
Earn Certificate	164	12.3%	101	9.7%	93	7.7%
Take 1 or 2 Courses	66	5.0%	52	5.0%	60	4.9%
Personal Growth	291	21.8%	187	17.9%	287	23.6%
Start Career	236	17.7%	168	16.1%	239	19.7%
Earn Associate Degree	609	45.7%	459	44.0%	616	50.7%
Transfer or Earn Transfer Credit	543	40.8%	429	41.1%	489	40.2%
Take Several Courses	151	11.3%	119	11.4%	168	13.8%
Improve My Current Job Position and Technical Skills	162	12.2%	122	11.7%	203	16.7%
Fulfill a License or Professional Requirement	89	6.7%	103	9.9%	114	9.4%

**2. In general, do you feel that you are making satisfactory progress toward reaching the goal(s) you selected in question 1?**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># 2003 Responses</b>	<b>2001 %</b>
	1324 student responses		1043 student responses		Not Asked on 2001 Survey	
Definitely	907	68.5%	589	56.5%		
Probably	388	29.3%	425	40.7%		
Probably Not	24	1.8%	26	2.5%		
Definitely Not	5	.4%	3	.3%		

Scale of 4 to 1 where 4 = Definitely, 3 = Probably, 2 = Probably Not and 1 = Definitely Not

### 3. How did you find out about Metro? (Mark all that apply)

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1305 student responses		1026 student responses		1193 student responses	
Advertising in Newspaper	195	14.9%	105	10.2%	143	12.0%
Billboards	73	5.6%	Not asked on 2002 Survey		Not asked on 2001 Survey	
Web Research	102	7.8%	Not asked on 2002 Survey		Not asked on 2001 Survey	
Radio	169	13.0%	125	12.2%	154	12.9%
TV Advertising	247	18.9%	174	17.0%	192	16.1%
Teachers	177	13.6%	58	5.7%	67	5.6%
Counselors	234	17.9%	153	14.9%	164	13.7%
Friends	555	42.5%	457	44.5%	495	41.5%
Parents	254	19.5%	Not asked on 2002 Survey		Not asked on 2001 Survey	
Employer	71	5.4%	62	6.0%	68	5.7%
Other	264	20.2%	Not asked on 2002 Survey		Not asked on 2001 Survey	
Adopt A School Program	Not asked on 2003 Survey		5	.5%	5	.4%
Campus Visitation	Not asked on 2003 Survey		69	6.7%	85	7.1%
Career Day	Not asked on 2003 Survey		23	2.2%	31	2.6%
Current/Former Metro Student	Not asked on 2003 Survey		335	32.7%	438	36.7%
Items Received In The Mail	Not asked on 2003 Survey		270	26.3%	298	25.0%
Metro Representative/Employee	Not asked on 2003 Survey		66	6.4%	58	4.9%

#### Other

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>? Am an employee (3)</li> <li>? Drive by (4)</li> <li>? Former student (5)</li> <li>? Previously a student (6)</li> <li>? Spouse (5)</li> <li>? Family (8)</li> <li>? Brother (7)</li> <li>? Phone book (3)</li> <li>? Mail (9)</li> <li>? Close to home (4)</li> <li>? Mailers (7)</li> <li>? Metro Booklet</li> <li>? All of the above (2)</li> <li>? Direct mail (3)</li> <li>? Sister (5)</li> <li>? School (2)</li> <li>? Location (2)</li> <li>? UNO (2)</li> <li>? Word of mouth (3)</li> <li>? Husband (5)</li> <li>? Catalogs via U.S. mail (6)</li> <li>? Siblings (2)</li> <li>? Creighton (2)</li> <li>? Previous enrollment (2)</li> <li>? Live here (in Omaha) (4)</li> <li>? Mailings (8)</li> <li>? Myself (4)</li> <li>? Live by FOC (2)</li> <li>? Workforce Development (4)</li> <li>? High school (4)</li> <li>? All (2)</li> <li>? Just knew (2)</li> <li>? People</li> <li>? Mail in courses</li> </ul> | <ul style="list-style-type: none"> <li>• Aunt (4)</li> <li>• Have always known of existence (2)</li> <li>• Don't remember(4)</li> <li>• Walk-in (5)</li> <li>• ?</li> <li>• Class schedule</li> <li>• Right down from my home</li> <li>• Sibling is a graduate, sister-in-law is a graduate</li> <li>• Rap commercial</li> <li>• Case worker</li> <li>• Military</li> <li>• Flyer</li> <li>• Been here before</li> <li>• Already knew it was here</li> <li>• Wife</li> <li>• Sponsors</li> <li>• Daughter</li> <li>• Grow up in Nebr./Omaha, just know about it</li> <li>• Lived by it</li> <li>• Dad</li> <li>• Sent me things through the mail</li> <li>• Walk-in, took GED courses at South Campus</li> <li>• Was located next to my high school</li> <li>• To start new career due to layoff</li> <li>• Counselor</li> <li>• Methodist College</li> <li>• Relative</li> <li>• Next step</li> <li>• VA Voc Rehab</li> <li>• Military (air force)</li> <li>• Unsure</li> <li>• Grew up in neighborhood</li> <li>• VA</li> <li>• Referred by S.C.C.</li> </ul> |
|--|---|

- ? Sister went through program
  - ? Taxes
  - ? Known for along time
  - ? Internet
  - ? Speech/lecture at Millard South
  - ? Lincoln
  - ? Brother/sister
  - ? Some ninja
  - ? Wife and friends
  - ? Talked to employees of OPPD
  - ? Did not want to go to Midland!
  - ? I saw it in a building
  - ? Southeast tech counselor
  - ? Vocational Counselor
  - ? Mailings/students
  - ? Common knowledge
  - ? Offutt Aid office
  - ? Classes
  - ? When looking for employment
  - ? Friend
  - ? Course catalog sent by mail
  - ? Been coming here for many years
  - ? Common knowledge
  - ? I lived here my whole life
  - ? Had searched
  - ? Offutt AFB
  - ? Offutt AFB Education Center
  - ? Magazine
  - ? Dual enrollment agreement with Bellevue University
  - ? UNO Foreign Language suggested it would be easier
  - ? I grew up in Omaha, so I've known about Metro for a long time
- Mom
  - Called registrar
  - Live by Sarpy campus
  - Live near FOC
  - Previous student – Horticulture
  - Scholarship
  - USAF (2)
  - By living in Elkhorn
  - Friend's sister
  - Went to Elkhorn High
  - Lifelong Omaha resident
  - Former student and current interior design professional
  - Always knew about Metro
  - In the same town I lived in
  - My agency
  - Visited college
  - Scholarships
  - Cost research and course research
  - Creighton Center Services
  - Common knowledge
  - Teach here
  - Lived here my whole life
  - College book
  - Coach
  - Cannot remember
  - Booklet sent to my home
  - Alumni
  - Live right by school

**4. Please select the reasons that you chose to enroll at Metro. (Mark all that apply)**

	# of 2003 Responses		# of 2002 Responses		# of 2001 Responses	
	2003 %	2003 %	2002 %	2002 %	2001 %	2001 %
	1329 student responses		1040 student responses		1217 student responses	
Class Schedule	566	42.6%	444	42.7%	519	42.6%
Close to Home	486	36.6%	376	36.2%	519	42.6%
Close to Work	146	11.0%	105	10.1%	143	11.8%
Class Subject (Program of Study in previous surveys)	366	27.5%	251	24.1%	408	33.5%
Class Size	390	29.3%	308	29.6%	375	30.8%
Cost	994	74.8%	782	75.2%	860	70.7%
Learn New Skills	384	28.9%	271	26.1%	Not asked on 2001 Survey	
Upgrade Skills	206	15.5%	136	13.1%	Not asked on 2001 Survey	
Personal Enrichment	233	17.5%	175	16.8%	Not asked on 2001 Survey	
Social Interaction	85	6.4%	48	4.6%	Not asked on 2001 Survey	
Recreation	24	1.8%	14	1.3%	Not asked on 2001 Survey	
Availability of Financial Aid	Not asked on 2003 Survey		Not asked on 2002 Survey		164	13.5%
College Reputation	Not asked on 2003 Survey		Not asked on 2002 Survey		113	9.3%
Tuition Assistance from Employer	Not asked on 2003 Survey		Not asked on 2002 Survey		99	8.1%
Job Placement Assistance	Not asked on 2003 Survey		Not asked on 2002 Survey		42	3.5%
Other	Not asked on 2003 Survey		Not asked on 2002 Survey		96	7.9%

**5. If you could start over again, would you take courses at Metro?**

	# of 2002 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1330 student responses		1044 student responses		1216 student responses	
Definitely	838	63.0%	580	55.5%	691	56.9%
Probably	443	33.3%	394	37.7%	481	39.6%
Probably Not	43	3.2%	59	5.7%	29	2.4%
Definitely Not	6	.5%	11	1.1%	13	1.1%

Scale of 4 to 1 where 4 = Definitely, 3 = Probably, 2 = Probably Not and 1 = Definitely Not

**6. How satisfied are you with the overall quality of classroom instruction at Metro?  
If you are dissatisfied or very dissatisfied with the quality of instruction, please explain.**

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1327 student responses		1040 student responses		1219 student responses	
Very Satisfied	518	39.0%	386	37.1%	440	36.2%
Satisfied	765	57.7%	613	58.9%	738	60.7%
Dissatisfied	41	3.1%	34	3.3%	32	2.6%
Very Dissatisfied	3	.2%	7	.7%	6	.5%

Scale of 4 to 1 where 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied

**Explanation**

- ? Most instructors are helpful, when I question individually. (PHS)
- ? My human service teachers are very efficient. (WW/TA)
- ? I have an instructor that knows his/her stuff, but does not know how to teach it. This makes the class so much harder. (WW/TA)
- ? Some instructors are very poor! You need to police them better! (WW/TA)
- ? Instructor use too much Power Point instruction in computer class, need more hands on. (WW/TA)
- ? N/A taking online & telecourse only. (WW/TA)
- ? I feel that certain instructors are more understanding about their students' personal life & responsibilities than others. (SOC)
- ? The Auto Lab doesn't have the tools or materials we need at that time we need them. (SOC)
- ? Low level of instruction. (SOC)
- ? There are some instructors that are difficult to learn from (understand). (SOC)
- ? I only had one teacher that made up his/her own rules and the learning process. (SOC)
- ? Some of these classes are a joke. Why take MCT for ENG102 when you still have to use a computer for Eng101. Why not require it before Eng101? Hmmm...money? (SOC)
- ? I believe there can be more real world/business applications, assignments and instruction. (SOC)
- ? Some classes are too basic and too focused on fundamentals we should already know – Eng. 101. (SOC)
- ? Don't really know about that. (SOC)
- ? I think that the teachers are teaching the classes very well. (SOC)
- ? For the most part, the instructors I had know what they are talking about. (Math115) is a little unorganized. (SOC)
- ? My MCT 103 teacher has poor English and doesn't enunciate. I can't understand a single word she says. (SOC)
- ? Not comfortable. Too cold, too hot, plain rooms – they need to be more cozy, inviting and interesting. (SOC)
- ? Teachers are very personal and friendly. They want you to succeed. (SOC)
- ? Not enough reading in books, too many notes. (SOC)
- ? I would like more classes offered in science/math. (FOC)
- ? Some instructors need some people skills. (FOC)
- ? [Name withheld] is not a good teacher. A good scientist perhaps, but she has no business teaching at a college. (FOC)
- ? It depends on the teacher. (FOC)
- ? It really depends on the instructor. I've been quite satisfied except for one. (FOC)
- ? Completely unsatisfied with some of the instructors. Completely unsatisfied with grading criteria. (FOC)
- ? Some classes don't seem to be very informative at all. (FOC)
- ? Some instructors have been very helpful but others are not that interested in truly teaching. (FOC)

- ? Teacher commitment low. (FOC)
- ? Some classes are good – others not. It seems that attendance earns a good grade rather than content or knowledge – curriculum needs to be more like College – less like high school. (FOC)
- ? I feel some of the horticulture courses should/could be more difficult and more in depth. Example: residential/adv. Landscaping, the I.D. class. (FOC)
- ? He doesn't explain it very well, can't understand him, doesn't acknowledge our misunderstandings. (FOC)
- ? I'm concerned that a class I need is not being offered at a location I can get to by bus. (FOC)
- ? Instructors are either completely competent or completely not. (FOC)
- ? Satisfied. Some teachers are very good, others are not very professional. (FOC)
- ? There needs to be more help in the math center and more tutors for math. (FOC)
- ? I feel I don't get the full over-all education that I would get if I would go to a university. It's just a lot of info in a short amount of time. (FOC)
- ? I feel somewhat concerned that I will have to take additional classes when I transfer to a 4 year institution. I realize that not all classes transfer, but have I really mastered the subjects I received A's in. Sometimes things seem too easy. (FOC)
- ? The instructors seem to have vast amounts of knowledge, but are ineffective in instruction/teaching methods. (FOC)
- ? The instructors explain exactly what we need to know for what we need to do. (FOC)
- ? Some instructors don't have much knowledge. (FOC)
- ? Too simple. Feel like I want more in most every class I take. Let out early all the time – could learn more if did not. (FOC)
- ? I'm going for Associate in Registered Nursing and I have all my prerequisites finished, but, can't start classes until my transcript is present. (FOC)
- ? I feel I am doing well with my classes, I feel they need to be more in-depth. We could be learning more. (FOC)
- ? Need more instructors for the sign language program so the one full time teacher is not overworked and can focus more on classes. (FOC)
- ? Some of the teachers are very unorganized. (FOC)
- ? I feel that some GCA instructors could be more aggressive with course work. I do enjoy the smaller classes. I would like projects to be more challenging. I would also like to learn more about printing aspects while in the GCA program, or I suppose I could enroll in the printing department and learn that way. (EVC)
- ? I dislike teaching myself all the material . . . I thought that I paid tuition to be taught and not told what chapter we are on. (EVC)
- ? I am fully satisfied. I didn't find anything bad. (EVC)
- ? Some teachers have the knowledge but not the skills or style to teach the knowledge; thankfully I've only had a few of these so far, but have heard of other instructors with this problem from other students. (EVC)
- ? I have had good instructors. (EVC)
- ? The only thing that dissatisfies me is the vector/raster classes. The work load is too much and there is not enough personal instruction. I think they both should be 2 classes. (EVC)
- ? Dissatisfied with the way instructors teach a couple classes. (EVC)
- ? My math class was weak. (EVC)
- ? Can not pay for registration online so three times my class schedule was dropped. (EVC)
- ? It seems almost all the teachers are using the classrooms as nothing more than a political podium to shove their views down our throats. I shouldn't be paying to deal with this crap. It is a waste of my time and my money to have to listen to political crap that isn't remotely in relation to what we should be learning. (EVC)
- ? Teachers here are sometimes vague on what they expect. (EVC)
- ? This semester is great, but my BIO 260 instructor last semester at South Campus left something to be desired. (EVC)
- ? Teachers are good. Lab packets are confusing. (EVC)
- ? Need hands on to grasp the material content. (EVC)
- ? Instructors are well eloquent in their fact. (EVC)
- ? The transfer programs need to be updated. Counselors here signed me up for all the wrong classes to transfer. Now I have tons of electives. (EVC)
- ? I think the medical terminology classes I had could have been more challenging. I think my A & P class could have been more challenging. (SRP)
- ? Medical terminology instructor has less knowledge and experience than the majority of the class. Tends to focus on trivial information. (SRP)
- ? Upset because I need to take one class in the evening, you don't offer it in the evening. You do have it offered during the day at least five times though. (SRP)

## 7. How satisfied are you with Metro's process to register for classes?

If you are dissatisfied or very dissatisfied with Metro's registration process, please explain.

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1326 student responses		1042 student responses		1209 student responses	
Very Satisfied	472	35.6%	363	34.8%	415	34.3%
Satisfied	775	58.4%	608	58.4%	725	60.0%
Dissatisfied	71	5.4%	57	5.5%	60	5.0%
Very Dissatisfied	8	.6%	14	1.3%	9	.7%

### Explanation

- ? Need to make online registration easier to use. (PHS)
- ? Advisor's help. (PHS)
- ? Very friendly and helpful. (OFT)
- ? There was much confusion and a good deal of misinformation from some registering people when I attempted to register. (FRC)
- ? The multi-location bureaucracy is a gigantic hassle. (FRC)
- ? The first 3 times I went in, they insisted the class I'm currently enrolled in did not exist. (FRC)
- ? One incident (out of several) – I was disenrolled for a course even though I informed and it was confirmed by the registration person that I had a grant to cover tuition. Wasted several hours of my time and caused unneeded anxiety. (WW/TA)
- ? I like the fact that I can register for classes by telephone. (WW/TA)
- ? On-line is hard, but the phone works well. (WW/TA)
- ? Counselors should have more night hours. (WW/TA)
- ? Too slow. (SOC)
- ? Winter class offerings seem to be very limited. (SOC)
- ? Need to offer more science classes. (SOC)
- ? I had to wait 45 minutes to talk to a counselor when I should have been able to register over the phone when I called in but was denied and told to talk to an advisor. (SOC)
- ? In person or over the phone was fine, however I experienced several problems with enrolling on line. Information was not up to date. (SOC)
- ? Needed credit but they gave me non credit. (SOC)
- ? They've messed my enrollment up 2x's. (SOC)
- ? I think you should be able to register for more than 3 classes over the phone. (SOC)
- ? Some counselors don't seem to know what is going on. (SOC)
- ? Not at all. (SOC)
- ? Not enough open classes. (SOC)
- ? First week of registration each quarter is very busy. Maybe we could split the week by alphabet each day. (SOC)
- ? Need to have priorities for people to finish classes for their degrees. (SOC)
- ? Web registration is terrible and elusive. (SOC)
- ? They wouldn't let us take more than 18 credits of classes and sometimes you have to talk to an advisor to enroll in a certain class. (SOC)
- ? Some courses that I need to take are not available at the hours I need. I can not attend school more than 3 days a week. (SOC)
- ? Hard to get a class that works with the time of day, not enough morning classes. (SOC)
- ? Some teachers assign a lot of busy work. (SOC)
- ? Need a payment plan, most of us are broke. (SOC)
- ? Web registration very unreliable, certain campuses create frustration when attempting to register, pay for courses, and obtain a class schedule. (SOC)
- ? Classes fill up fast. (SOC)
- ? Not thorough enough – individuals via phone do not process information correctly. (SOC)
- ? Online services not "user friendly." (SOC)
- ? Extend payment due dates and not cancel classes please. (SOC)
- ? Respiratory program is set up so it will take a student 3 years to complete associate degree. (SOC)
- ? Well, I am not completely satisfied because when I registered for this quarter they must have forgotten to "send" my schedule to the school, because I was screwed out of this quarter, because of someone's carelessness. (SOC)
- ? Classes fill up too fast, you don't get an advisor to help unless you make an appointment and by then everything is full. Plus those ladies have no clue. (SOC)

- ? There should be separate advisors for each type of program in medical, business. (SOC)
- ? Web registration was terrible. (SOC)
- ? It's hard to register on line, kind of confusing. (SRP)
- ? Metro needs more people to work on the first day of registration, it is very hard to get through on the e-phone, very inconvenient especially if you work day shift. (SRP)
- ? Put hold on your account, no delay on the payment. (SRP)
- ? Have to register in person if a class has a pre-requisite, process different at different campuses. (SRP)
- ? Felt that the counselors and financial aid workers at South don't work toward the goals that Metro has established. (SRP)
- ? It does not mean you will have the class. Too many cancellations! (SRP)
- ? During registration time it would be very helpful if there were more counselors available for longer hours on the initial week. (FOC)
- ? Waiting list too long (to start major class). (FOC)
- ? It is very hard to get in to see an enrollment counselor. When you are new student you don't know how the system works at the new school. (FOC)
- ? Wish there could be a person we could speak with and not just over the phone or seeing a counselor. (FOC)
- ? Student Services is always very helpful. (FOC)
- ? I was on a list to get into a class. A date was given to me to pay for the class. I came to pay on that date and I was removed from that class. I had to change my entire schedule because of it. (FOC)
- ? Always classes are filled with students who will drop classes and one has to wait too long to register next time. (FOC)
- ? It's difficult for some to get computer access. (FOC)
- ? I can't get all the classes I need in a quarter. (FOC)
- ? All of the other colleges offer online registration. (FOC)
- ? Even though it takes a long time to see an advisor. (FOC)
- ? I would be borderline satisfied/dissatisfied due to availability of classes and flexible class schedules. (FOC)
- ? Counselors don't know what you need to enroll in. (FOC)
- ? I would like to be able to register online and am very dissatisfied with having my classes cancelled because this class is only offered once or twice a year (or every 2 years!) eg. \*Fruit Trees. (FOC)
- ? I go to the Offutt office to enroll and to seek help. (FOC)
- ? Process could be quicker. (FOC)
- ? Classes fill up too soon. (FOC)
- ? Wish classes were offered at all quarters. (FOC)
- ? It is very hard to get in certain critical classes even if you register at 7:31 on line. (FOC)
- ? My login ID and password don't work. (FOC)
- ? Maybe if people enrolled by letter of last name or by Social Security Number, the offices wouldn't be so crowded. (FOC)
- ? The advisors didn't give much help on choosing classes that would help my transfer credits. (FOC)
- ? It is easy and well explained. (FOC)
- ? Many classes get full too quickly, and can't take the classes that students want. (FOC)
- ? The long waiting period for nursing program. (FOC)
- ? The process is easy but assignment of instructors is often late – I want to know who is teaching it when I register. Class cancellation is not uncommon, especially at Fort Omaha or South campuses which are more convenient for me. (EVC)
- ? You can't register for co-registration classes yourself – it takes time to try and find an advisor to override it. (EVC)
- ? This might be because I don't have an advisor to help me. (EVC)
- ? I am a transfer student from UNO, the process to register online is much worse than expected. UNO has a great system! (EVC)
- ? Registration began at 7:30 – I was here at 7:25 and was the 75<sup>th</sup> person in line – has to be a better process. (EVC)
- ? Need to be able to make appointments. (EVC)
- ? Maybe Student Services should open up earlier to avoid missing classes or being shut out of classes. (EVC)
- ? The winter quarters Layout II class was full by noon on the first day of registration, now there are 10 people on the wait list – open up another class! (EVC)
- ? The first time I registered my schedule screwed up and I was dropped from my classes. (EVC)
- ? It's pretty vague. (EVC)
- ? Waiting in line for 3 hours to register is BS. It should be worked out to be a little faster. (EVC)
- ? Web enrollment was unclear. Phone enrollment not convenient. (EVC)

- ? I have had a number of classes where I was told to register at the campus, then told I need to call registration – waste of time. (EVC)
- ? Nobody has advised me to do anything. (EVC)
- ? 1<sup>st</sup> day of registration – phone lines are busy, can't speak to advisor, computer system says you need pre-requisites when you don't, takes 30-45 minutes to see an advisor. (EVC)
- ? You have to get in on the first day, otherwise it is hopeless. (EVC)
- ? Need to take science course. (EVC)
- ? Ability to sign up early, and counselors help you to look for the best class. (EVC)
- ? Registration is fast and easy. (EVC)
- ? If you want to take more than 12 hours you have to see an advisor and it's walk-in only, so the counselors don't even know what they are doing. (EVC)
- ? Need more people working phones/computers when registering – process too long to wait not very handy. (EVC)
- ? It is stressful trying to get here at 7:00 am to make sure you get into a class – especially if you have to bring a two year old with you. (EVC)
- ? Each time registration comes around the web site to register is down and its nearly impossible to register by phone. (EVC)
- ? Class times are limited in some areas, or a certain campuses, Elkhorn Biology sections A+P/Chemistry. (EVC)

## 8. How satisfied are you with Metro's academic advising?

If you are dissatisfied or very dissatisfied with Metro's academic advising, please explain.

	# of 2003 Responses	% of 2003	# of 2002 Responses	% of 2002	# of 2001 Responses	% of 2001
	1292 student responses		1072 student responses		1207 student responses	
Very Satisfied	260	20.1%	163	15.2%	182	15.1%
Satisfied	926	71.7%	613	57.2%	728	60.3%
Dissatisfied	91	7.0%	84	7.8%	89	7.4%
Very Dissatisfied	15	1.2%	26	2.4%	23	1.9%
Have Not Seen an Adviser	Not asked on 2003 Survey		186	17.4%	185	15.3%

### Explanation

- ? N/A (PHS)
- ? It's very hard to get in to see advisors & usually requires long waits. (FRC)
- ? Have we had any? – No! (FRC)
- ? (Name withheld) & (name withheld) had to serve as my advisors. (WW/TA)
- ? Didn't have much to say. Haven't been given any direction. (WW/TA)
- ? The advisors at FOC are morons & treat the students like crap. (WW/TA)
- ? Unable to get a clear cut answer from anyone. (WW/TA)
- ? Not enough advisors for students, & schedules for advising are limited. (SOC)
- ? Not a consistent message. (SOC)
- ? I haven't encountered any "advising", they just sign off on my classes. They seem annoyed when I ask them a question. (SOC)
- ? (Name withheld) is great!!! He/she really do the one-on-one thing to help get you ready. (SOC)
- ? Been told many different things about transferring by different counselors. (SOC)
- ? Do not know, have not had to deal with them. (SOC)
- ? Take too long to reach or see an academic advisor. (SOC)
- ? Counselors don't know enough about transfer credits. (SOC)
- ? I signed up to take English Comp – I was told that I would need a counselor to approve it. I spoke with one on the phone and she/he have me the approval. For some reason I didn't end up taking the class. I tried to sign up to take it for winter. I went in and spoke with a (name withheld) out at South. He/she is saying that I have to take the placement test. The ones giving the advising are not consistent. I've taken English from another college which did not transfer. (SOC)
- ? I would like counselors assigned to individuals. (SOC)
- ? Not at all. (SOC)
- ? I don't have a particular person that would advise me every time – always have to wait or come back later to talk. (SOC)

- ? Didn't use it. (SOC)
- ? The advisors tell me different things, so I have to check with other sources to find out how things really are. It is frustrating to get the wrong information. (SOC)
- ? The people who helped me couldn't answer many of my questions. (SOC)
- ? Not used. (SOC)
- ? Advisor doesn't seem to know what is required. I was told by the advisor that I needed to take a class that the instructor said was not needed. (SOC)
- ? Most of the advisors don't even know what or how to advise a student on his/her career choice. It's the student who has to do the pushing to get somewhere. (SOC)
- ? Have not used an advisor so far. (SRP)
- ? Advisors should instruct students to take science courses at beginning rather than all at the end of your degree program. (SRP)
- ? Don't give enough information; not really helpful. (SRP)
- ? I think, only speaking on South campus, that I have been misinformed on numerous occasions and the laziness of the staff. (SRP)
- ? N/A – didn't receive any academic advise. (OFT)
- ? Have not utilized. (FOC)
- ? You have to wait too long to see an advisor, 30 minutes to 45 minutes. (FOC)
- ? See answer to question 7 above: "It is very hard to get in to see an enrollment counselor. When you are a new student you don't know how the system works at the new school." (FOC)
- ? I do not feel that relations with other schools, as far as credit transfers, are acceptable. (FOC)
- ? N/A didn't request any. (FOC)
- ? Again, depending on one advisor who helps, some of the advisors are extremely helpful, but others are here to get a paycheck. (FOC)
- ? I have a lower GPA and the advisors point it out and make me feel uncomfortable to go talk to them. It makes me not want to come back. (FOC)
- ? Any time I spoke with a counselor, I knew more than they did. It was frustrating. (FOC)
- ? As this is a college, I understand that I am in charge, but I don't think the counselors know what they're talking about. (FOC)
- ? Not with all of the advisors. I have met with advisers that didn't seem to want to take the time to help. (FOC)
- ? Never get a straight answer and I feel that I do a better job advising myself. (FOC)
- ? Horticulture should have better advising for class scheduling. (FOC)
- ? No one has attempted to direct me in the right way. (FOC)
- ? Don't think the counselors were much help. (FOC)
- ? I have no academic advising. (FOC)
- ? They are not as professional as they should be. They should allow appointments to be made. (FOC)
- ? It seems to me that the advisors are very uninformed, and do not have the answers to my questions. (FOC)
- ? Seems like some advisors do not know anything. (FOC)
- ? Never used it. (FOC)
- ? If you go to a counselor to get registered you may end up on the wrong path. (FOC)
- ? I have no advisor to confer with. (FOC)
- ? Many of them don't seem to know what they are talking about. (FOC)
- ? I have been to several different advisors, all told me different – was so confused --- finally my instructor helped me. (FOC)
- ? Not the Student Services Counselors, but the Culinary Arts Advisors (names withheld). (FOC)
- ? I was told to take all my general education classes right from the start, and it caused me to lose interest in my classes because I'm not learning what I'm here to learn. (FOC)
- ? Because they don't understand why a person has a problem in math. (FOC)
- ? I have transferred 4 years of university credits and I still have to meet with an advisor to get my English classes accepted – waiting to see an advisor takes a great deal of time. (FOC)
- ? Some counselors expect us to know what we need. (FOC)
- ? The counselors are not knowledgeable about classes – their requirements – or how to further education or career. (FOC)
- ? I did not feel the counselors were knowledgeable about course requirements and that they were not prepared due to their lack of understanding regarding Horticulture. I also do not feel that they were interested in the horticulture program offered here. (FOC)
- ? Never tried it. (FOC)

- ? It's sometimes difficult to meet with an advisor – when working and taking classes, it would be easier if they would allow appointments. (FOC)
- ? I referred someone to Metro and they had a poor experience. She had a strong desire to go to college and the advisor created an environment that she felt was discouraging. (FOC)
- ? Not helpful. (FOC)
- ? Experienced advisors know well, but some new advisors can't answer what they are supposed to do. (FOC)
- ? I choose Architectural Drafting and was enrolled in mechanical drafting and have to retake AutoCAD I and II over for architecture. (FOC)
- ? More classes offered in Fremont Center and more on Saturday/Sunday. (FOC)
- ? Bring down price of books. \$85 for a used math book =crazy. (FOC)
- ? I didn't find my advisor very helpful. She seemed impatient. (FOC)
- ? Sometimes it can be confusing. (FOC)
- ? Advisors don't explain anything. (FOC)
- ? They don't know anything, total waste of my time when I talked to an advisor. (FOC)
- ? They don't really advise you because they don't really know the course work or have taken the course work. (FOC)
- ? I feel that they're not really trying to help me. (FOC)
- ? I always have to wait a long time to see someone. (FOC)
- ? What advising? (SRP)
- ? Hard to meet with people on such a tight time schedule. (EVC)
- ? Some counselors don't seem to have any idea what is going on. (EVC)
- ? For EIG you have to talk to an EIG teacher or you won't get the right classes – advisors don't know the EIG program well. (EVC)
- ? Haven't really used it. (EVC)
- ? I am not even assigned an advisor. Shouldn't every student have an advisor? (EVC)
- ? I don't think they always help a person explore all their options. You have to be very direct and know what you want, but if you're unsure of what's available, you may not know what questions to ask or where to go. (EVC)
- ? The first time coming. The women was rude and acted like I was taking too much time and asking too many questions. (EVC)
- ? Not much input given to students from advisors. (EVC)
- ? Most made no effort to help you. (EVC)
- ? Not much knowledge on transfer courses. (EVC)
- ? Some better than others, but, just back to school after 20 years out. I needed more assistance. (EVC)
- ? I was advised to take classes I ended up not being prepared for. (EVC)
- ? My advisors told me to enroll in classes I did not need. (EVC)
- ? I have only received minimal help from the advisors, and they don't seem to care. I felt like I was wasting their time. (EVC)
- ? They should tell students about the testing out option if they feel they don't need a class, for ex: BIO to take A & P. (EVC)
- ? Haven't used them. (EVC)
- ? They need to know more about the different programs. (EVC)
- ? Never met an advisor that was helpful. (EVC)
- ? I have no interest, as sometimes advising from advisors can be misleading (i.e. makes you take irrelevant classes). (EVC)
- ? I seriously think that it's a prerequisite to be an idiot to work here. (EVC)
- ? Not very willing to help me, it's like I'm asking for too much for them to help me decide what classes I should take. (EVC)

**9. Tuition and fees at Metro are:**

	<b># of 2003 Responses</b>	<b>% of 2003</b>	<b># of 2002 Responses</b>	<b>% of 2002</b>	<b># of 2001 Responses</b>	<b>% of 2001</b>
	1322 student responses		1039 student responses		1204 student responses	
Too Low	9	.7%	6	.6%	8	.7%
About Right	1204	91.1%	934	89.9%	1101	91.4%
Too High	109	8.2%	99	9.5%	95	7.9%

**Scale of 3 to 1 where 3 = Too Low, 2 = About Right and 1 = Too High**

10. In general, do you find the content of your class(es) is presented in a clear fashion?

	# of 2003 Responses	% of 2003	# of 2002 Responses	% of 2002	# of 2001 Responses	% of 2001
	1323 student responses		1035 student responses		1201 student responses	
Very Clear	351	26.5%	242	23.4%	275	22.9%
Clear	927	70.1%	741	71.6%	884	73.6%
Unclear	42	3.2%	47	4.5%	41	3.4%
Very Unclear	3	.2%	5	.5%	1	.1%

Scale of 4 to 1 where 4 = Very Clear, 3 = Clear, 2 = Unclear and 1 = Very Unclear

11. In general, are classes offered at times that are convenient for you?

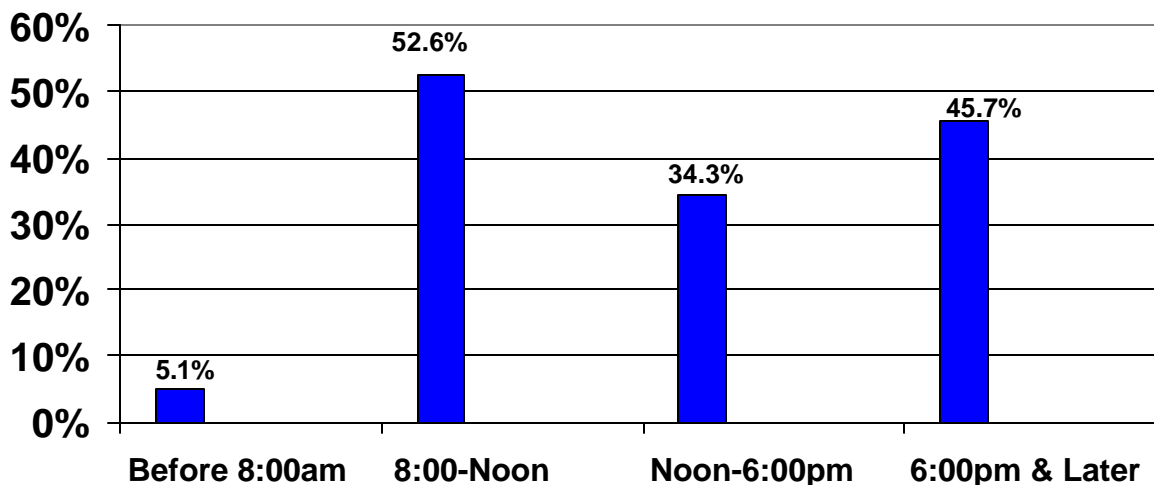
	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1322 student responses		1041 student responses		Not asked on 2001 Survey	
Very Convenient	319	24.1%	240	23.1%		
Convenient	899	68.0%	726	69.7%		
Inconvenient	97	7.3%	64	6.1%		
Very Inconvenient	7	.6%	11	1.1%		

Scale of 4 to 1 where 4 = Very Convenient, 3 = Convenient, 2 = Inconvenient and 1 = Very Inconvenient

12. At what times during the day would you prefer to take classes? (Mark all that apply)

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1323 student responses		688 student responses		Not asked on 2001 Survey	
Before 8 AM	68	5.1%	9	1.3%		
Between 8 AM and 12 Noon	696	52.6%	290	42.2%		
Between 12 Noon and 6 PM	454	34.3%	138	20.1%		
6 PM and later	604	45.7%	251	36.5%		

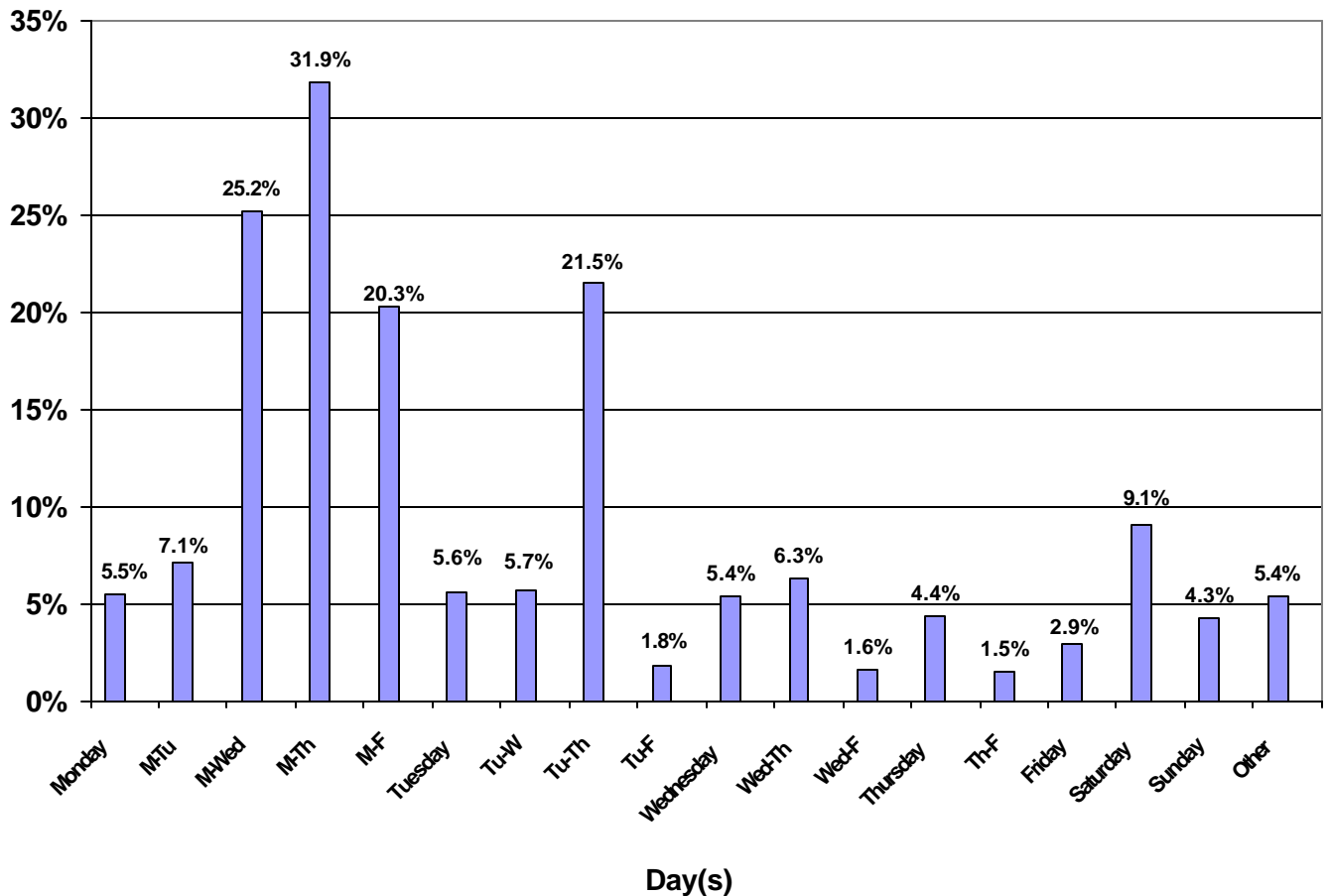
### Times for Classes



**13. On what days during the week would you prefer to take classes? (Mark all that apply)**

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1308 student responses		1021 student responses		Not asked on 2001 Survey	
Monday only	72	5.5%	80	7.8%		
Monday – Tuesday	93	7.1%	104	10.2%		
Monday – Wednesday	330	25.2%	282	27.6%		
Monday – Thursday	417	31.9%	352	34.5%		
Monday - Friday	265	20.3%	171	16.7%		
Tuesday only	73	5.6%	69	6.8%		
Tuesday – Wednesday	75	5.7%	66	6.5%		
Tuesday – Thursday	281	21.5%	246	24.1%		
Tuesday – Friday	24	1.8%	19	1.9%		
Wednesday only	71	5.4%	76	7.4%		
Wednesday – Thursday	82	6.3%	74	7.2%		
Wednesday – Friday	21	1.6%	30	2.9%		
Thursday only	57	4.4%	72	7.1%		
Thursday – Friday	19	1.5%	35	3.4%		
Friday only	38	2.9%	48	4.7%		
Saturday only	119	9.1%	86	8.4%		
Sunday only	56	4.3%	40	3.9%		
Other	71	5.4%	37	3.6%		

**Day Preference**



**Question 13: Other**

- ? Weekends (3)
  - ? Saturday and Sunday (6)
  - ? Saturday (5)
  - ? Any day is fine/okay (2)
  - ? Anytime other than weekends (2)
  - ? Monday-Friday (2)
  - ? Any (4)
  - ? Saturday morning (2)
  - ? Monday-Wednesday-Friday (2)
  - ? Any except Saturday and Sunday (3)
  - ? Doesn't matter (5)
  - ? Monday and Wednesday
  - ? Tuesdays and Wednesdays
  - ? N/A
  - ? Monday-Wednesday-Thursday
  - ? Current schedule is OK
  - ? Depends on work schedules
  - ? Online
  - ? All days except Sundays
  - ? Tuesday, Wednesday and Thursday
  - ? Intensive – full days >3 hours every several weeks
  - ? Monday-Tuesday-Wednesday-Thursday-Saturday
  - ? Any day/time that I can schedule around work
  - ? Monday-Sunday
  - ? Whenever I don't have to work in
  - ? Whenever it's convenient to me through telecourses and online classes
  - ? I think that the beginning language classes ought to meet more often than 2xs a week
  - ? The fewer the better since I work full time and have to rearrange my work schedule every semester to accommodate my class schedule
- 1
  - Friday afternoon
  - Monday to Saturday plus Saturday
  - Saturday, Sunday, Monday
  - Any in the evening is fine
  - Not weekends, but any other day
  - Online
  - Telecourse/Web
  - Evenings only on weekdays
  - Any two days of the week
  - Monday-Wednesday-Saturday
  - Any weekday
  - Sunday through Saturday
  - Internet/Telecourse
  - Monday-Wednesday-Friday-Saturday
  - Evenings
  - Monday through Thursday
  - No preference
  - Depends on my other schedules
  - Weekdays and nights
  - Any all day except Sunday
  - Whatever time is fine
  - Any but Saturday!
  - Evenings and Saturdays and Sundays
  - Thursday

**14. In general, the number of students in my class(es) is:**

	# of 2003 Responses	% of 2003	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1325 student responses		1041 student responses		1210 student responses	
Too Many	37	2.8%	47	4.5%	45	3.7%
About Right	1273	96.1%	982	94.3%	1154	95.4%
Too Few	15	1.1%	12	1.2%	11	.9%

Scale of 3 to 1 where 3 = Too Many, 2 = About Right and 1 = Too Few

**15. Would you recommend to a family member that he/she take courses at Metro?**

	# of 2003 Responses	% of 2003	# of 2002 Responses	% of 2002	# of 2001 Responses	% of 2001
	1328 student responses		1041 student responses		1209 student responses	
Strongly Yes	746	56.2%	531	51.0%	692	57.2%
Somewhat Yes	551	41.5%	480	46.1%	490	40.6%
Somewhat No	25	1.9%	21	2.0%	22	1.8%
Strongly No	6	.4%	9	.9%	5	.4%

Scale of 4 to 1 where 4 = Strongly Yes, 3 = Somewhat Yes, 2 = Somewhat No and 1 = Strongly No

**16. Do you feel that your class(es) at Metro have helped you to better understand both the differences and commonalities among people of different cultural backgrounds?**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1308 student responses		1032 student responses		1195 student responses	
Strongly Yes	266	20.3%	177	17.1%	238	19.9%
Somewhat Yes	769	58.8%	600	58.1%	668	55.9%
Somewhat No	231	17.7%	207	20.1%	231	19.3%
Strongly No	42	3.2%	48	4.7%	58	4.9%

Scale of 4 to 1 where 4 = Strongly Yes, 3 = Somewhat Yes, 2 = Somewhat No and 1 = Strongly No

**17. Metro FACULTY treat me with respect.**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1328 student responses		1037 student responses		1211 student responses	
Strongly Agree	489	36.8%	313	30.2%	455	37.6%
Agree	823	62.0%	700	67.5%	740	61.1%
Disagree	14	1.0%	18	1.7%	15	1.2%
Strongly Disagree	2	.2%	6	.6%	1	.1%

Scale of 4 to 1 where 4 = Strongly Agree, 3 = Agree, 2 = Disagree, and 1 = Strongly Disagree

**18. Metro STAFF treat me with respect.**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1324 student responses		1038 student responses		1207 student responses	
Strongly Agree	429	32.4%	262	25.2%	370	30.7%
Agree	843	63.7%	724	69.7%	790	65.4%
Disagree	47	3.5%	39	3.8%	42	3.5%
Strongly Disagree	5	.4%	13	1.3%	5	.4%

Scale of 4 to 1 where 4 = Strongly Agree, 3 = Agree, 2 = Disagree, and 1 = Strongly Disagree

**19. I have the opportunity to discuss coursework with faculty outside of class.**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1320 student responses		1031 student responses		1199 student responses	
Strongly Agree	335	25.4%	246	23.9%	270	22.5%
Agree	880	66.6%	684	66.3%	832	69.4%
Disagree	100	7.6%	95	9.2%	85	7.1%
Strongly Disagree	5	.4%	6	.6%	12	1.0%

Scale of 4 to 1 where 4 = Strongly Agree, 3 = Agree, 2 = Disagree, and 1 = Strongly Disagree

**20. Faculty are concerned with me as an individual.**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1316 student responses		1030 student responses		1192 student responses	
Strongly Agree	252	19.1%	155	15.0%	207	17.4%
Agree	885	67.3%	700	68.0%	833	69.9%
Disagree	158	12.0%	165	16.0%	146	12.2%
Strongly Disagree	21	1.6%	10	1.0%	6	.5%

Scale of 4 to 1 where 4 = Strongly Agree, 3 = Agree, 2 = Disagree, and 1 = Strongly Disagree

**21. I feel safe when I am on any of Metro's campuses.**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1319 student responses		1035 student responses		1205 student responses	
Strongly Agree	362	27.4%	243	23.5%	336	27.9%
Agree	873	66.2%	718	69.4%	808	67.1%
Disagree	79	6.0%	65	6.3%	54	4.4%
Strongly Disagree	5	.4%	9	.8%	7	.6%

Scale of 4 to 1 where 4 = Strongly Agree, 3 = Agree, 2 = Disagree, and 1 = Strongly Disagree

**22. Metro is meeting my educational needs.**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1327 student responses		1037 student responses		1209 student responses	
Strongly Agree	377	28.4%	246	23.7%	305	25.2%
Agree	911	68.7%	739	71.3%	860	71.1%
Disagree	36	2.7%	42	4.1%	40	3.4%
Strongly Disagree	3	.2%	10	.9%	4	.3%

Scale of 4 to 1 where 4 = Strongly Agree, 3 = Agree, 2 = Disagree, and 1 = Strongly Disagree

**23. I feel comfortable talking to my instructors.**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1327 student responses		1035 student responses		1208 student responses	
Strongly Agree	431	32.5%	291	28.1%	381	31.5%
Agree	853	64.2%	694	67.1%	785	65.0%
Disagree	38	2.9%	46	4.4%	37	3.1%
Strongly Disagree	5	.4%	4	.4%	5	.4%

Scale of 4 to 1 where 4 = Strongly Agree, 3 = Agree, 2 = Disagree, and 1 = Strongly Disagree

**24. When I have a question about the content of a course I may want to take, it is easy to get information about that course.**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1323 student responses		1036 student responses		1198 student responses	
Strongly Agree	302	22.8%	183	17.7%	238	19.8%
Agree	908	68.6%	745	71.9%	822	68.6%
Disagree	104	7.9%	92	8.9%	130	10.9%
Strongly Disagree	9	.7%	16	1.5%	8	.7%

**Scale of 4 to 1 where 4 = Strongly Agree, 3 = Agree, 2 = Disagree, and 1 = Strongly Disagree**

## Demographic Information

25. Select the range of credit hours for which you are currently enrolled.

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1322 student responses		1034 student responses		1208 student responses	
1 - 6 hours	280	21.2%	194	18.8%	264	21.9%
6.5 - 11.5 hours	316	23.9%	267	25.8%	336	27.8%
12 - 17.5 hours	612	46.3%	463	44.8%	527	43.6%
18 - 21 hours	87	6.6%	92	8.9%	68	5.6%
More than 21 hours	27	2.0%	18	1.7%	13	1.1%

26. For how many quarters have you attended Metro?

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1325 student responses		1036 student responses		1214 student responses	
This is my first quarter	350	26.4%	317	30.6%	367	30.2%
2 - 3 quarters	299	22.6%	223	21.5%	228	18.8%
4 - 5 quarters	260	19.6%	226	21.8%	259	21.3%
6 - 7 quarters	173	13.1%	120	11.6%	121	10.0%
8 or more quarters	243	18.3%	150	14.5%	239	19.7%

27. What is the highest level of education you have attained? (Mark only one)

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1266 student responses		1175 student responses		1219 student responses	
No Award	23	1.8%	10	1.1%	16	1.3%
GED	40	3.2%	30	3.2%	40	3.3%
High School Diploma	330	26.1%	297	31.2%	340	27.9%
Some Community College	424	33.5%	285	30.0%	375	30.8%
Some 4-year College	189	14.9%	158	16.6%	189	15.6%
College Certificate	27	2.1%	23	2.4%	48	3.9%
Associate Degree	69	5.5%	46	4.8%	76	6.2%
Bachelor's Degree	127	10.0%	76	8.0%	104	8.5%
Graduate Degree	37	2.9%	26	2.7%	31	2.5%

28. Before now, how many years has it been since you attended any educational institution?

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1320 student responses		1032 student responses		1210 student responses	
0 Years	586	44.4%	464	45.0%	516	42.6%
1 to 3 Years	332	25.2%	270	26.2%	305	25.2%
4 to 6 Years	118	8.9%	112	10.8%	123	10.2%
7 to 10 Years	83	6.3%	66	6.4%	104	8.6%
More than 10 years	201	15.2%	120	11.6%	162	13.4%

**29. What is your gender?**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1308 student responses		1027 student responses		1169 student responses	
Male	583	44.6%	412	40.1%	452	38.7%
Female	725	55.4%	65	59.9%	717	61.3%

**30. What is your current age?**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1326 student responses		1034 student responses		1202 student responses	
19 or Younger	248	18.7%	210	20.3%	221	18.4%
20 - 29	637	48.0%	533	51.5%	541	45.0%
30 - 39	193	14.6%	156	15.1%	250	20.8%
40 - 49	157	11.8%	98	9.5%	146	12.1%
50 - 59	77	5.8%	26	2.5%	42	3.5%
60 - 69	10	.8%	7	.7%	2	.2%
70 or greater	4	.3%	4	.4%	2001 listed as 60 and over	

**31. Do you consider yourself to be: (Mark as many as apply)**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1318 student responses		1027 student responses		1195 student responses	
Disabled	39	3.0%	25	2.4%	40	3.3%
Economically Disadvantaged	194	14.7%	161	15.7%	151	12.6%
Academically Disadvantaged	42	3.2%	43	4.2%	44	3.7%
Not Fluent in English	33	2.5%	39	3.8%	44	3.7%
None of These	1048	79.5%	796	77.5%	945	79.1%

**32. Have either of your parents ever attended a college or university?**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1307 student responses		1023 student responses		1179 student responses	
Yes	847	64.8%	658	64.3%	701	59.5%
No	460	35.2%	365	35.7%	478	40.5%

**33. What is your current marital status?**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1325 student responses		1029 student responses		1208 student responses	
Single	847	63.9%	668	64.9%	712	58.9%
Married	379	28.6%	294	28.6%	384	31.8%
Separated	18	1.3%	9	.9%	18	1.5%
Divorced	71	5.4%	54	5.2%	87	7.2%
Widowed	10	.8%	4	.4%	7	.6%

**34. Do you consider yourself a single head of a household?**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1314 student responses		1014 student responses		1182 student responses	
Yes	478	36.4%	352	34.7%	430	36.4%
No	836	63.6%	662	65.3%	752	63.6%

**35. What is your current employment status? (Mark only one)**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1324 student responses		665 student responses		1203 student responses	
Working less than 20 hrs./wk.	169	12.8%	0	0.0%	135	11.2%
20 hours but less than 40 hrs./wk.	397	30.0%	355	53.4%	365	30.3%
40 or more hrs./wk.	508	38.3%	132	19.9%	504	42.0%
Not Employed But Seeking Work	128	9.7%	100	15.0%	77	6.4%
Not Employed, Not Seeking Work	122	9.2%	78	11.7%	122	10.1%

**36. What is your current ZIP code?**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1300 student responses		408 student responses		1183 student responses	
Dodge County	41	3.2%	26	6.4%	37	3.1%
Sarpy County	296	22.8%	110	27.0%	269	22.75
Washington County	21	1.6%	14	3.4%	21	1.8%
Douglas County Total	830	63.8%	236	57.8%	780	65.9%
North Omaha/North Douglas	279	21.5%	57	14.0%	312	26.4%
Douglas/South Omaha	133	10.2%	22	5.4%	119	10.1%
Douglas/Southwest Omaha	264	20.3%	88	21.6%	202	17.1%
Douglas/West Omaha	120	9.2%	50	12.3%	118	10.0%
Other Douglas	34	2.6%	19	4.7%	29	2.5%
Out of Service Area	112	8.6%	22	5.4%	76	6.4%

### 37. What is your ethnicity?

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1300 student responses		1031 student responses		1183 student responses	
Asian or Pacific Islander	47	3.7%	49	4.7%	48	4.1%
White Non-Hispanic	1037	79.8%	771	74.8%	877	74.1%
American Indian/Alaskan Native	9	.7%	15	1.5%	19	1.6%
Black Non-Hispanic	111	8.5%	110	10.7%	145	12.3%
Latin American/Hispanic/Chicano	50	3.8%	50	4.8%	55	4.6%
Other/Not Reported	46	3.5%	36	3.5%	39	3.3%

#### Other

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>? Caucasian (2)</li> <li>? White (2)</li> <li>? American (9)</li> <li>? African (4)</li> <li>? Mixed (3)</li> <li>? 43% African American, 57% White</li> <li>? Anonymous</li> <li>? Irish and Polack</li> <li>? It doesn't matter</li> <li>? MUH</li> <li>? African American</li> <li>? Irish</li> <li>? Bipedal hominid</li> <li>? White/Hispanic</li> </ul> | <ul style="list-style-type: none"> <li>• Japanese, Mexican, Caucasian, German</li> <li>• Irish/German/French</li> <li>• Native American</li> <li>• Pakistani</li> <li>• Does it matter?</li> <li>• American/European</li> <li>• Samoan</li> <li>• Irrelevant</li> <li>• Sudanese</li> <li>• Africa</li> <li>• Black American</li> <li>• In America, should it matter?</li> <li>• Human</li> </ul> |
|--|---|

### 38. To which of the following media do you have access? (Mark all that apply)

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1320 student responses		1025 student responses		1201 student responses	
Cable TV	1097	83.1%	864	84.3%	1034	86.1%
VCR	1193	90.4%	937	91.4%	1114	92.8%
Computer	1207	91.4%	926	90.3%	1089	90.7%
E-mail	1140	86.4%	877	85.6%	1036	86.3%
Internet	1163	88.1%	881	86.0%	1044	86.9%

### 39. Please indicate below the types of financial assistance you are receiving. (Mark All That Apply)

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1235 student responses		Not asked on 2002 Survey		Not asked on 2001 Survey	
Grant	284	23.0%				
Loan	126	10.2%				
Work Study	39	3.2%				
Scholarship	95	7.7%				
Veterans Educational Benefits	84	6.8%				
Applied but did not receive aid	96	7.8%				
Did not apply for financial aid this year (Please go to question 46)	662	53.6%				

40. Did you receive information from the Financial Aid and Veteran Services office?  
If you answered no to Question 40, then go to Question 46.

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	#of 2001 Responses	2001 %
	728 student responses		Not asked on 2002 Survey		Not asked on 2001 Survey	
Yes	379	52.1%				
No	349	47.9%				

41. Did you read the written information that you received from the Financial Aid and Veteran Services Office?

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	#of 2001 Responses	2001 %
	521 student responses		Not asked on 2002 Survey		Not asked on 2001 Survey	
Yes	360	69.1%				
No	63	12.1%				
Did not receive written information	98	18.8%				

42. If yes to Question 41, please rate the written information that you received from the Financial Aid Office.

	Very Good		Good		Satisfactory		Unsatisfactory		Very Unsatisfactory		Does Not Apply	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>2003</b>	Percentage based on (a) 417 responses (b) 409 responses (c) 407 responses to this question											
(a-2003) Easy to Understand	94	22.5%	164	39.3%	99	23.7%	21	5.0%	10	2.4%	29	7.1%
(b-2003) Useful	95	23.2%	159	38.9%	100	24.4%	19	4.7%	7	1.7%	29	7.1%
(c-2003) Adequate	85	20.9%	169	41.5%	99	24.3%	15	3.7%	10	2.5%	29	7.1%
<b>2002</b>	Not asked on 2002 Survey											
(a-2002) Easy to Understand												
(b-2002) Useful												
(c-2002) Adequate	Not asked on 2001 Survey											
<b>2001</b>												
(a-2001) Easy to Understand												
(b-2001) Useful	Not asked on 2001 Survey											
(c-2001) Adequate												

Scale of 6 to 1 where 6 = Very Good, 5 = Good, 4 = Satisfactory, 3 = Very Unsatisfactory, 2 = Unsatisfactory and 1 = Does Not Apply

**Comments**

- ? Financial Aid is a slow process. (PHS)
- ? Some contents could have been explained better. (FRC)
- ? Need to communicate (Fin. Aid dept.) with the other departments. (WW/TA)
- ? I reference the information all the time, I'm glad I have it. (WW/TA)
- ? I feel that any student who does not receive financial help from their parents should receive more financial aid. (WW/TA)
- ? Adequate. (SOC)

- ? I'm having problems getting help to file financial aid!! (SOC)
- ? Dropping classes/appealing is a joke. (SOC)
- ? Financial Aid office within Metro's system is very educational and useful. (SOC)
- ? Financial aid takes too long and no scholarships for single white moms. (SOC)
- ? Took to 3<sup>rd</sup> party for help. (SRP)
- ? Did not know that loan apps weren't even started until grants have been exhausted. Not good in my opinion. (SRP)
- ? None (SOC)
- ? I applied for financial aid in July and I still don't have anything! (FOC)
- ? I feel that it is unfair that when your parents make just enough money, and I can't get financial aid! (FOC)
- ? (Name withheld) is the best and very helpful. (FOC)
- ? Financial Aid here sucks. (FOC)
- ? Free school, Yes! (EVC)
- ? Offer more scholarships.(EVC)
- ? They don't communicate class prerequisites. (EVC)
- ? Seems like papers get lost, and items do not get explained to students. (EVC)
- ? There are things not outlined very well as to what's available, how much and when available when applying for loans. (EVC)

**43. If yes to question 40, please indicate the reasons for your telephone call(s) to the Financial Aid and Veteran Services Office. (Mark All That Apply)**

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	388 student responses		Not asked on 2002 Survey		Not asked on 2001 Survey	
Did not call the Financial Aid and Veterans Services Office	137	20.2%				
Check on application process	147	21.7%				
Request forms	89	22.9%				
Check on status of aid report	120	30.9%				
Discuss award package or denial	64	16.5%				
Seek information on work-study employment	32	8.2%				
Seek information on student loans	88	22.7%				

**Please rate the quality of telephone service received:**

	Very Good		Good		Satisfactory		Unsatisfactory		Very Unsatisfactory		Does Not Apply	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>2003</b>	<b>Percentage based on (a) 413 responses (b) 409 responses (c) 408 responses to this question</b>											
(a-2003) Courteous	107	25.9%	156	37.8%	61	14.8%	12	2.9%	5	1.2%	72	17.4%
(b-2003) Knowledgeable	101	24.7%	146	35.7%	66	16.1%	17	4.2%	6	1.5%	73	17.8%
(c-2003) Helpful	100	24.5%	143	35.1%	67	16.4%	18	4.4%	7	1.7%	73	17.9%
<b>2002</b>	<b>Not asked on 2002 Survey</b>											
(a-2002) Courteous												
(b-2002) Knowledgeable												
(c-2002) Helpful	<b>Not asked on 2001 Survey</b>											
<b>2001</b>												
(a-2001) Courteous												
(b-2001) Knowledgeable	<b>Not asked on 2001 Survey</b>											
(c-2001) Helpful												

Scale of 6 to 1 where 6 = Very Good, 5 = Good, 4 = Satisfactory, 3 = Very Unsatisfactory, 2 = Unsatisfactory and 1 = Does Not Appl

**Comments**

- ? Receptionists at Fort Omaha are rude at times & never put people in the order they arrive. (FRC)
- ? Nice staff. (WW/TA)
- ? They've always been helpful & answered all questions. (WW/TA)
- ? This was at the Fort Omaha Campus. (SOC)
- ? The guy/lady in the office is rude. (SOC)
- ? Need more financial aid officers. (SOC)
- ? \_\_\_\_\_ man/woman at South Financial Aid office is an inconsiderate \_\_\_\_\_. (SOC)
- ? I think over the phone is hard on the Fin. Aid. Dept. (SOC)
- ? Financial Aid counselor was very stressed, not very courteous. (SOC)
- ? The guy/lady at the financial aid office was disrespectful. I had to have my father talk to him/her because he/she would not answer my question. (SOC)
- ? The South Omaha man/woman was rude, disrespectful and because of him/her I had to miss a semester of classes. (RHS)
- ? They are rude and \_\_\_\_\_. (FOC)

**44. Please indicate the reasons for your visit(s) to the Financial Aid and Veteran Services Office. (Mark All That Apply)**

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	443 student responses		Not asked on 2002 Survey		Not asked on 2001 Survey	
Did not visit the Financial Aid and Veteran Services Office	127	28.7%				
Check on application process	168	37.9%				
Request forms	145	32.7%				
Check on status of aid report	133	30.0%				
Discuss award package or denial	84	19.0%				
Seek information on work-study employment	33	7.4%				
Seek information on student loans	104	23.5%				

**Please rate the quality of the office visit:**

	Very Good		Good		Satisfactory		Unsatisfactory		Very Unsatisfactory		Does Not Apply	
	#	%	#	%	#	%	#	%	#	%	#	%
2003	<b>Percentage based on (a) 420 responses (b) 415 responses (c) 417 responses to this question</b>											
(a-2003) Courteous	111	26.4%	176	42.0%	57	13.6%	19	4.5%	6	1.4%	51	12.1%
(b-2003) Knowledgeable	108	26.0%	166	40.0%	66	15.9%	18	4.3%	6	1.5%	51	12.3%
(c-2003) Helpful	110	26.4%	161	38.6%	70	16.8%	18	4.3%	6	1.4%	52	12.5%
<b>2002</b>	<b>Not asked on 2002 Survey</b>											
(a-2002) Courteous												
(b-2002) Knowledgeable												
(c-2002) Helpful	<b>Not asked on 2001 Survey</b>											
<b>2001</b>												
(a-2001) Courteous												
(b-2001) Knowledgeable												
(c-2001) Helpful												

Scale of 6 to 1 where 6 = Very Good, 5 = Good, 4 = Satisfactory, 3 = Very Unsatisfactory, 2 = Unsatisfactory and 1 = Does Not Apply

**45. If you answered yes to question 40, overall, how would you rate the following:**

	Very Good		Good		Satisfactory		Unsatisfactory		Very Unsatisfactory		Does Not Apply	
	#	%	#	%	#	%	#	%	#	%	#	%
<b>2003</b>	Percentage based on (a) 406 responses				(b) 404 responses							
(a-2003) Procedures	115	28.3%	139	34.2%	83	20.4%	23	5.7%	8	2.0%	38	9.4%
(b-2003) Personnel	111	27.5%	141	34.9%	82	20.3%	19	4.7%	10	2.5%	41	10.1%
<b>2002</b>	<b>Not asked on 2002 Survey</b>											
(a-2002) Procedures												
(b-2002) Personnel												
<b>2001</b>	<b>Not asked on 2001 Survey</b>											
(a-2001) Procedures												
(b-2001) Personnel												

Scale of 6 to 1 where 6 = Very Good, 5 = Good, 4 = Satisfactory, 3 = Very Unsatisfactory, 2 = Unsatisfactory and 1 = Does Not Apply

**Comments**

- ? Time consuming. (OFT)
- ? 45b – Fort campus. (PHS)
- ? Once got suspended because my teacher didn't report my grade on time. (SOC)
- ? I was given forms and told to read them. No personal comments or questions were allowed. I felt turned away and lost. (SOC)
- ? The phone financial aid man/woman was great, the South Omaha staff person was awful and didn't care if I attended or not. (RHS)
- ? I have always felt as if I was bothering the staff. (SRP)
- ? Everyone was nice. (SRP)
- ? SOC very rude! (SRP)
- ? Not enough communication between offices. (FOC)
- ? The two ladies at Fort are awesome, had a bad time once with a financial aid advisor that was a \_\_\_\_\_, very \_\_\_\_\_ and rude. Kept answering phone while I was in his/her office. (EVC)
- ? No, great job. (EVC)

**46. Select the range for your annual household income:**

	# of 2003 Responses	2003 %	# of 2002 Responses	2002 %	# of 2001 Responses	2001 %
	1225 student responses		967 student responses		1131 student responses	
0 - 7,499	163	13.3%	134	13.8%	112	9.9%
7,500 - 14,499	172	14.0%	135	14.0%	140	12.4%
14,500 - 21,499	135	11.0%	114	11.8%	144	12.7%
21,500 - 28,499	127	10.4%	90	9.3%	116	10.2%
28,500 - 35,499	104	8.5%	92	9.5%	124	10.9%
35,500 - 42,499	99	8.1%	85	8.8%	90	8.0%
42,500 - 49,499	68	5.5%	55	5.7%	54	4.8%
49,500 - 56,499	61	5.0%	59	6.1%	81	7.2%
56,500 - 63,499	72	5.9%	48	5.0%	69	6.1%
63,500 or more	224	18.3%	155	16.0%	201	17.8%

**47. How many people depend on the income in Question 46? (Mark only one)**

	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	1173 student responses		1012 student responses		1181 student responses	
Myself	357	30.4%	294	29.1%	316	26.7%
Two	256	21.8%	229	22.6%	288	24.4%
Three	205	17.5%	187	18.5%	230	19.5%
Four	207	17.6%	168	16.6%	190	16.1%
Five or More	148	12.7%	134	13.2%	157	13.3%

**The following question was asked on the 2001 and 2002 surveys, but was not included in the 2003 survey.**

**How satisfied are you with the financial aid you have received while attending Metro?**

<b>Response</b>	<b># of 2003 Responses</b>	<b>2003 %</b>	<b># of 2002 Responses</b>	<b>2002 %</b>	<b># of 2001 Responses</b>	<b>2001 %</b>
	Not asked on 2003 Survey		1072 student responses		1193 student responses	
Very Satisfied			166	15.5%	179	15.0%
Satisfied			177	16.5%	246	20.6%
Unsatisfied			39	3.6%	54	4.6%
Very Unsatisfied			36	3.4%	24	2.0%
Have Not Received			654	61.0%	690	57.8%

**The following question was asked on the 2001 survey, but was not included in the 2002 or 2003 surveys.**

**If you had a choice, would you prefer to take classes on a semester system or a quarter system?**

	<b># of 2001 Responses</b>	<b>2001 %</b>
	1208 student responses	
Semester System	225	18.6%
Quarter System	721	59.7%
No Opinion/Do Not Care	262	21.7%

#### 48. Is there anything that Metro should do to improve your Metro educational experience?

- ? None (OFT)
- ? Offer certificate class at all campuses. Fort Omaha Has the classes I need to obtain a certificate, but I cannot drive the distance. (OFT)
- ? Have more chemistry classes. (OFT)
- ? Offer more evening classes. A problem I run into is that when I register for classes, there are only about two evening classes. This makes it difficult to attend more classes when a majority of classes are offered on the same evenings. (OFT)
- ? Offer more weekend courses or courses in evenings. (OFT)
- ? All seems to be good so far. (OFT)
- ? No (OFT)
- ? Classes required for pre-professional health programs should be made more easily accessible to those working full-time jobs. Offer more challenging science classes, i.e. Organic Chemistry, at night more often. (OFT)
- ? More course offerings. (PHS)
- ? Make scholarship information more accessible for students. Make it more easily seen. (FRC)
- ? Build a campus so I don't have to drive to Elkhorn or Omaha! (FRC)
- ? Not that I can think of at this time. (FRC)
- ? Proof read question #47. (FRC)
- ? Book prices are extremely high and if a book is in good condition you should be able to sell it back for more than half of what you paid. (FRC)
- ? No (FRC)
- ? Doing great. (FRC)
- ? Metro is great!!! (FRC)
- ? No, this school is way cheaper than most colleges, it gives many people a chance to learn. (FRC)
- ? More detail & communication is needed between departments – organizational skills. I have come to being able to predict what will go wrong with paperwork – on more than one occasion, delays caused by errors in registration or financial aid have threatened my game plan for my UNL education. (WW/TA)
- ? Offer more criminal justice classes at the Fremont campus. (At least the distance learning)! (WW/TA)
- ? Child care at South Campus. (WW/TA)
- ? Re-evaluate the criteria used for accepting transfer credits from 4 year universities. I will not complete my education at Metro because you wouldn't accept credits from my attendance at a 4 year university! (WW/TA)
- ? Some of the instructors could be more friendly or able not to bring personal problems into the classroom. Also, if there are disruptive students, remove them. (WW/TA)
- ? Offer classes more than 1 per quarter. (WW/TA)
- ? Keep the costs of tuition and books low. Get more info out on scholarships to the students. I enjoy going/taking classes at Metro. (WW/TA)
- ? I am very impressed with the Internet courses I am currently taking. This is my first experience with internet courses and the self-discipline it takes gives me great satisfaction. I am learning so much! (WW/TA)
- ? Since I am taking only one online course, several of these questions did not apply. However, I have been impressed with the quality of the course structure and content, and with the instructor's knowledge. (WW/TA)
- ? No, happy with everything so far! (WW/TA)
- ? The advisors at FOC suck. They are rude and have no idea what they are talking about. You need a better way to monitor your instructors. Some of them are very unfair and dishonest. Need more evening classes in ART. (WW/TA)
- ? Offer courses more than once a year. Get security at Sarpy Center. Get a schedule of classes for the year so students can plan education better, in some cases if course is only offered 1 a year, and you miss it you have to wait a year to finish your degree (WW/TA)
- ? More classes from 3:00 p.m. to 5:00 p.m. (WW/TA)
- ? Take Algebra out of nursing prerequisites. (WW/TA)
- ? Offer more telecourse and/or online courses. My experience at Metro has always been great!! Keep up the good work!!
- ? N/A (WW/TA)
- ? Have more classes offered at the Fremont center. We need more Criminal Justice classes offered out there – using the DED classroom more. (WW/TA)
- ? No, I love the online classes & dual enrollment. Metro has helped me out a great deal! (WW/TA)

- ? Like I said previously, I feel that most instructors are understanding when it comes to your personal life & responsibilities, but I feel that some of my instructors are not sensitive to my other classes/responsibilities & personal responsibilities along with attendance which is very high. I may miss a couple (2) classes per quarter due to illness or work. (Name withheld) denied me my one retake on a test because I missed 1 day. I feel he/she wasn't understanding towards my situation and had he/she granted me my one free retake I would have scored higher in Human Growth and Development. I spoke with the dean. Nothing was done. My major concern was his/her attitude towards me when I asked for the retake of the quiz. I felt like every time I asked him/her a question he/she cut his/her answers very short, making me feel that he/she has a bias towards me. I felt very uncomfortable asking him/her questions, due to his/her previous responses. (WW/TA)
- ? I am currently enrolled in Business Math, my teacher said he/she is a student at UNO and this is his/her first time teaching a class. Often time he/she is confusing, give wrong answers and information about assignments and incorrect information. He/She told me that since I had not taken the first math before taking business math, I was on my own. I felt as though he was telling me that he did not have time to assist me. I felt his/her attitude was very negative. I felt as though he/she had already assumed I would fail the class. This really made me feel as though I was at a disadvantage from the start. I get no help other than the math center and other classmates, who feel that the teacher is confusing and not too sure of what he/she is doing. I think this kind of attitude can do great harm. (WW/TA)
- ? More financial aid officers & more available work study & Apartment Guides or areas for Metro students & Work/employment info for students. (SOC)
- ? No (SOC) -- 27
- ? A larger variety of evening and Saturday classes. (SOC)
- ? Some help in understanding Electronic circuits who need help and help with other courses. (SOC)
- ? Increase security in parking lot. (SOC)
- ? Let us bring our cars in for repairs. (SOC)
- ? Have the tools and supplies we need ahead of time, so we don't sit with nothing to do. (SOC)
- ? Give me some money. (SOC)
- ? No, it fulfills my academic goals perfectly. Thank you. (SOC)
- ? Training period in companies. (SOC)
- ? Make it easier to get into certain programs. I mean allow more seats in certain areas such as the nursing. This is why I can't graduate from here, I have to transfer somewhere too expensive. (SOC)
- ? More classes offered at a variety of times. Enlarge the nursing program. You are forcing us to go private nursing skills. The community needs nurses! (SOC)
- ? Great job...wish I would have known about the transfer classes 15 years ago. (SOC)
- ? Books are priced to high, and at the end of summer none of my books from 4 classes would be bought back. (SOC)
- ? Open campus earlier, offer earlier classes. Offer more food options in the commons, have healthier snacks in the vending machines, make it possible to sign up for greater than 12 credits over the phone. (SOC)
- ? More Saturday classes. (SOC)
- ? Have the bookstore open more on the weekends. (SOC)
- ? Basically anything. (SOC)
- ? Get to the kids in high school about the different programs you have to offer. (SOC)
- ? Possibly look into providing childcare velocity. (SOC)
- ? Start offering four year Bachelor's degrees in Criminal Justice and other programs. Stop making us take classes I will never use or learn from like Human Relations. Its just a repeat of SOC101 and Psychology 101. (SOC)
- ? No, thanks for having me!!! (SOC)
- ? To soon to determine, currently Metro is meeting my educational needs. (SOC)
- ? Better parking. (SOC)
- ? It is tough to go to the financial aid office and be treated rude and given a run around, then to have a parent call and be treated the same way is total crap. (SOC)
- ? Improve the Fremont location, expand it. (SOC)
- ? More financial aid and aid officers job counseling for student without a degree. (SOC)
- ? More criminal justice classes. More diversified offerings, such as in the humanities. (SOC)
- ? Offer more learning center and library time to students. It is needed for research on papers. I'd like hours like 7a - 12a some people don't get off work until late. Thank you for asking. (SOC)
- ? More classes at the Fremont center. (SOC)
- ? Have financial aid for middle-class income students who are trying to return to a school after 10+ years. (SOC)
- ? Sit in on classrooms where students complain, teacher is not teaching much or being rude - (Name withheld). (SOC)
- ? Have activity relating to subject content. American National Gov students: set up voter registration booth. (SOC)

- ? Metro has been improving. I believe the direction that this school is headed is a good one. They only need to keep moving forward. (SOC)
- ? Offer international students more opportunities to get more degrees from Metro. (SOC)
- ? I think Metro is great! (SOC)
- ? Bring real business leaders, entrepreneurs in and partner with teachers so that subjects are taught with current updated practices and procedures that happen in the real world. (SOC)
- ? Provide daycare services, bookstore prices are too high. (SOC)
- ? Offer more classes at the Sarpy Center location. (SOC)
- ? More night classes for Business. (SOC)
- ? I believe going to a semester system would be better for me, for overall transfer reasons and longer times in class means a longer time to learn so we can move slower through the book/course work. (SOC)
- ? Make scholarship information more accessible for students that are having hardships. I would really enjoy having more 8 am classes. South Metro parking space sucks. There was nothing wrong with the old parking. (SOC)
- ? Parking. (SOC)
- ? No, I am satisfied. (SOC)
- ? Been good so far! (SOC)
- ? I think Metro does a good job. (SOC)
- ? The tuition is great, parking is free – I went to Lincoln for 3 years and paying almost \$600 for 1 year of parking is crazy!! Metro is a great place to learn and get your degree/certificate. (SOC)
- ? Increase loan amounts!! (SOC)
- ? More class availability. (SOC)
- ? No, I'm happy with most everything. (SOC)
- ? Honors classes?? (SOC)
- ? All of the classes aren't offered in the evening – Electronic filing and document processing (ex), offer more variety of classes in 3 – 5pm range. (SOC)
- ? Would be nice if more classes with accounting degree be offered at Sarpy campus. (SOC)
- ? I don't think so (SOC)
- ? I think is not thing that they can do from now. (SOC)
- ? Earlier class – 8 am, offer more classes each quarter – some of us do not take quarters off. (SOC)
- ? Classes should start at 6:30 some people have to work. (SOC)
- ? Because I have a family of 4 children and myself as a single parent. I feel that this program is great but it is a overload and hard to take care of a family and cram a lot of these classes. I think it would be great if it could be full time but cut one or two classes during the quarter. (SOC)
- ? Make more science classes available. (SOC)
- ? Offer more classes on Saturday for those who have families and work full time. (SOC)
- ? No comments. (SOC)
- ? Need more night classes. (SOC)
- ? KENO, free air fare, school pub (bar). (SOC)
- ? I would [like] more Saturday and/or Sunday class times. (SOC)
- ? Make Micro Computer Fundamentals a class you can test out of. I think Building Maintenance program should include more types of print reading beside Mechanical Print reading. (SOC)
- ? You are all doing fine. (SOC)
- ? Articulate the hours with the University of Northern Iowa and Upper Iowa University so an Industrial Tech Teaching Certificate can be earned. (SOC)
- ? No, They are doing an excellent job. (SOC)
- ? No, Metro is just fine. (SOC)
- ? Book costs are too high! Look into other possibilities for less expensive book prices. (SOC)
- ? Make some classes available more than one night a week. (SOC)
- ? I don't feel I need to answer this demographic survey. The first part is OK, my personal information is just that, personal. (SOC)
- ? More classes for electricians. (SOC)
- ? Offer a great variety of classes. (SOC)
- ? All satisfactory. (SOC)
- ? Give scholarships to international students also. They come from a 3<sup>rd</sup> world county too, but they can definitely do better than most native students who are getting scholarships. Thank you!! (SOC)
- ? Not at this time. (SOC)
- ? Update some of the equipment and training procedures. Find out which instructors have job burn out. (SOC)
- ? Have electrical apprenticeship program. Find students contractor mentors. (SOC)

- ? Some of the classes are not what I expected. But they were good classes. (SOC)
- ? Nothing. Everything fits my needs. (SOC)
- ? Separate students that do not speak English as a primary language. In some classes, the language barrier is so intense that the rest of the class is falling behind. (SOC)
- ? Nothing, it is a great college! (SOC)
- ? N/A (SOC)
- ? More tutors. Books changing from session to session. (SOC)
- ? Yes – offer more location options for classes, eg., small engine repair. (SOC)
- ? More hands on in class room classes (SOC)
- ? Need an advanced class in Small Gas Engines. (Name withheld) is a fantastic teacher – willing to take his/her time to help you understand. (SOC)
- ? Become a four year institution. (SOC)
- ? Provide more interior design classes closer to South Omaha. (SOC)
- ? More informed advisors!! (SOC)
- ? Offer more interior design courses in the evening at South and Fort Omaha campuses. (SOC)
- ? Have more interior design classes offered at South Omaha, Sarpy or Fort Omaha campus. (SOC)
- ? Nope (SOC) -- 2
- ? Make sure instructors speak English well. (SOC)
- ? Put handicap signs in front of the yellow ‘van accessible’ spots. I parked my bike there once and got a huge fine. I wasn’t too happy about that. Okay, that is all. Have a nice day!! (SOC)
- ? More comfortable work environment (more color). More hands on/interactive homework. (SOC)
- ? Have more counselors in the student services section during enrollment time. (SOC)
- ? No, good work! (SOC)
- ? Make sure the teachers offer enough info about what is expected in the class. More detailed syllabus for my English class. (SOC)
- ? I am taking a graphics art class and have found myself falling behind even though I am working very hard. I have no access to that software at College, and can’t make it back on campus later. It would be nice to have more time or fewer projects for the class since I usually put in 6 hours a week for a 4..5 hour class and am still way behind. (SOC)
- ? Not sure at the moment. (SOC)
- ? Yes, it’s help improve for myself more educational experience and good campus. (SOC)
- ? Dissatisfied with respiratory care program length. (SOC)
- ? RE #11: except when someone screws up your schedule. (SOC)
- ? Not really with education, but maybe looking into daycare/child care options for campus. (SOC)
- ? Have two nursing programs instead of one so that it doesn’t take 6 years to get a two year degree. (SOC)
- ? More classes on the same subject. Need to have choices in time schedule and instructors. (SOC)
- ? Ship-Shape (SOC)
- ? ESL program does not have enough courses and it is too slow. (SOC)
- ? Fix your sign language program – tell [name withheld] to be helpful not overbearing. (SOC)
- ? Provide more classes at 3:00 or afternoon ones. (SOC)
- ? Offer more upper level math courses during the day. (SOC)
- ? More weekend classes. (SOC)
- ? Nothing (SOC)
- ? Make ALL classes more convenient for working students. Teachers need to be more tolerant of working students and older students. (SOC)
- ? No, good job. Way better than UNO. (SOC)
- ? More parking/nice commons area – out side (South). (SOC)
- ? Add more parking. (SOC)
- ? More class options in the evening. More parking – maybe a parking garage? (SOC)
- ? More class time. (SOC)
- ? Book prices could be more reasonable. (SOC)
- ? Offer each class every quarter , or more of the classes that fill up quicker. (SOC)
- ? Have more services, such as drop in appointments at the Sarpy Center. (SOC)
- ? No (RHS)
- ? More organized bookstores – the bookstore staff was horrible this year. Gave students wrong books to purchase, said books were in stock that were not, etc. Lots of problems with the bookstore! (RHS)
- ? Walk through – slowed down – layman’s terms. (RHS)
- ? Make sure all teachers are teachers, not employees. (RHS)

- ? Better subs in business courses. (SRP)
- ? No (SRP) -- 9
- ? No substitutes. (SRP)
- ? None (SRP)
- ? Improve skills of staff at Sarpy Student Center, very rude and disrespectful. (SRP)
- ? More class times at the Sarpy Campus. (SRP)
- ? Some teachers aren't thorough enough. Please take time to have them explain in further detail. (SRP)
- ? Should offer a wider range of certificates or degrees in the medical field. More classes should be offered at night. (SRP)
- ? Metro should introduce more weekend classes and have more classes, keeping in mind the working hours (average 9 am – 5 pm) and have more morning classes, especially in the winter. (SRP)
- ? I wish they offered more programs of study. (SRP)
- ? More coding classes. (SRP)
- ? Offer more German language classes in the mornings, either at Sarpy or Elkhorn (SRP)
- ? Allow me to receive more assistance (financial) for a longer period of time. Do not hold me hostage on obtaining financial assistance over 144.0 credit hours, when 125.0 hours were 15 years ago and not on financial assistance. (SRP)
- ? Lower the cost; more advertising from the staff/advisor; need more information from them. (SRP)
- ? Metro is great. (SRP)
- ? International student tuition should be lowered. (SRP)
- ? I'm very pleased with Metro's procedures. I can't think of anything else that Metro should do to help students with their goals. Metro (to me) seems to be covering all grounds. (SRP)
- ? Financial aid, counselors, need to be nicer. (SRP)
- ? Offer the CAN classes at night and offer more night classes and don't move classes to high schools. (SRP)
- ? I think the only thing I'm unhappy with is the financial aid office, no common courtesy or respect, nonetheless they seem unknowledgeable. (SRP)
- ? Make sure the instructors aren't doing too much. In all of my classes, the instructors are very busy and have a hard time finding time for students. (SRP)
- ? The student loan applications should be submitted at the same time as the grant applications so that we don't have to wait so long. (SRP)
- ? Better food in the vending machines. (SRP)
- ? Get on-line courses approved for VA Voc-Rehab! (SRP)
- ? I would like to see a better receipt for tuition costs, i.e. a receipt that itemizes tuition costs and technology fees all on one page. (SRP)
- ? Improve class availability for upper level computer courses. (SRP)
- ? Have the teachers recognize that not everyone has been doing this for years. Have retakes of tests. Not gear classes just for more advanced students. (SPR)
- ? It is important that instructors speak English. (SRP)
- ? Although difficult due to ever changing technology, restructure the curriculum to meet the needs of not only organizations in the Metro area, but to national organizations. More programming/database classes in IS/Networking and more marketing/business classes required. (SRP)
- ? More hands on lab work, real work scenarios. (SRP)
- ? Like what? (SRP)
- ? Have better teachers. (SRP)
- ? Give away free computers to economically disadvantaged. Make information on tutoring – tell about, how to receive, etc. (SRP)
- ? In general, no, keep doing what you are now. (SRP)
- ? The educational experience has been wonderful so far. Parking, especially at the Fort campus, needs some improvement. (SRP)
- ? No, it's cheap, that's all that matters. (SRP)
- ? Include book in tuition – that's only because the government pays my tuition. (SRP)
- ? The bookstore (specifically at the Fort campus) is a horrific experience each and every quarter; the service provided is extremely poor and they are disrespectful. (FOC)
- ? Classes between 1 pm to 5 pm – cannot work mornings and cannot work evenings when classes are offered at this time. [Also] re #10: except summer – 5 weeks too short. (FOC)
- ? Offer more classes on AP and math for all quarters, the classes are always full. (FOC)
- ? Shorten the waiting list to start your class major. (FOC)
- ? Shorten night hours 6-8 instead of 6-10. (FOC)

- ? Get rid of [name withheld]. Everyone in the class is confused and she won't help. (FOC)
- ? Offer more classes per quarter for horticulture. Offer the same during the day as night. Offer turf grass management more often and at night. I work all day and have to take night classes. (FOC)
- ? No (FOC) -- 19
- ? None at this time. Outstanding course. Thanks (FOC)
- ? Process financial aid quicker. (FOC)
- ? Offer more night classes. (FOC)
- ? Improve the social skills of the instructors, specifically at the Fort Omaha campus. (FOC)
- ? Cover smoking area. (FOC)
- ? There should be tougher qualifications or higher standards for teachers. Some put very little effort into their work and it shows. (FOC)
- ? Offer organic and sustainable horticulture/agriculture experienced staff. (FOC)
- ? You need to expect students to perform to their highest expectation. Make the curriculum/content tougher. (FOC)
- ? Offer more class time. Don't schedule classes with conflicting classes. RE #11: need afternoon classes too. Who wants to come to the Fort campus for a 6 pm – 10 pm class. Yuck! RE #18: they treat students with ambivalence. RE #21: Not at night at Fort. (FOC)
- ? Allow independent students to not use their parent's income, if they don't live with them. (FOC)
- ? This was one of the worst professors I have ever had. (FOC)
- ? Parking space (FOC)
- ? They need more parking. (FOC)
- ? Not that I can think of. (FOC)
- ? I would like to see classes that start at 4:00 in the afternoon. (FOC)
- ? Transferring credits to a major university. (FOC)
- ? Nothing, but keep the same ability of services offered. (FOC)
- ? The advisors should try to help the students out more if they're undecided about what major to take. Some of the teachers here are teaching too many classes at a time and get stressed out. They tend to let that stress out on the students. They are always in a hurry. Some teachers teach the classes too fast. If the student doesn't get it the first time, its oh-well. (FOC)
- ? Better financial aid help (not necessarily money), but helping people know all that is needed so they aren't waiting for a check that never comes. (FOC)
- ? Make Medical Terminology accessible to North and South campus. (FOC)
- ? Don't offer classes only 2 quarters out of a year. Some people plan ahead and then realize the course they're dependent on is not offered and then lose insurance coverage (19 years and up), if covered on parent's insurance. (FOC)
- ? Depends on the class (RE #10). (FOC)
- ? Get bus service between campuses and/or set up web communications so classes can be taken remotely. Fix the internet classes so they work properly with dial-up. The HTML is so bloated that it is nearly impossible to use dial-up. Test students to see if they actually need certain class. MCT 103 and MCT 108 are a complete waste of time and money for me, but they are requirements. (FOC)
- ? More handicap parking. (FOC)
- ? Put a campus in Bellevue. (FOC)
- ? Find more parking. (FOC)
- ? Better fire drill procedure. (FOC)
- ? More music classes. Offering musical production classes. Business classes. (FOC)
- ? Provide more options (times available) for classes in am. (FOC)
- ? Out of state tuition should not be effective until a 50 mile radius. Within that 50 miles should get local tuition, especially if it is only 15 miles. (FOC)
- ? There aren't enough recreational activities, intramural sports leagues, and stuff like that. (FOC)
- ? Cheaper books or better buy-back prices. (FOC)
- ? Fix question #47 to refer to #46, not #44. (FOC)
- ? Nothing I can think of right now. (FOC)
- ? More advanced classes. (FOC)
- ? More physics and calc courses during day. (FOC)
- ? Offer more financial aid and more scholarships for future teachers. (FOC)
- ? Offer classes closer to home. (Sarpy-more) (FOC)
- ? Try to get the Associate Degree in early childhood to transfer to UNO. (FOC)

- ? Have the bookstore open on Friday the week before classes start! Maybe have the bookstore have a table set up outside the first couple days of class and have the line form there. They could take list and check inventory outside and have your order ready inside to pick up. Anything to make getting books easier the first few days. Also, a list should be sent with your enrollment confirmation telling you where parking is available. This was my first time at Fort Omaha campus and I didn't know what the options were. Beautiful, well maintained campus! (FOC)
- ? Lower the cost of books, give more money for book buy back. (FOC)
- ? More parking. (FOC)
- ? Offer some classes more often, so people don't have to wait for a class to graduate. (FOC)
- ? Fire (name withheld) (FOC)
- ? Metro is good. I appreciate how you help me out. (FOC)
- ? More field trips or speakers from local companies. (FOC)
- ? ATM (FOC)
- ? Financial Aid Department. People that filed months after I did have already received aid or at least have been contacted. I have not. All information I have received I practically had to beat out of them. (FOC)
- ? Try to understand peoples situation and not punish them because they have a block. (FOC)
- ? ATM's/more pay phones on campus. As a member of the horticulture studies program, I think this campus could be better utilized by horticulture department/gardens and shrub beds are messy and unkempt, 30<sup>th</sup> street is full of weeds. This is not a good reflection on Metro or its Horticulture Department. There is very little variety or originality on grounds. (FOC)
- ? Reduce the cost of text books. (FOC)
- ? Metro is meeting or exceeding all of my needs. (FOC)
- ? No, keep on doing what you are doing. (FOC)
- ? Offer a wider range of classes at the EVC such as construction related courses. (FOC)
- ? Field, athletic teams. (FOC)
- ? Parking (FOC)
- ? Enforce no-smoking in front of the building. Reinforce safety issues. Large ethnic groups gathering in front of the main entrance of building 10. Foul language being screamed throughout halls, dinning hall, parking lot and in classroom – from students and instructors!!!! (FOC)
- ? Offer classes at Elkhorn that you have to drive all the way down to Fort Omaha for. (FOC)
- ? Field trips to job sites. (FOC)
- ? Try to get students more social with each other. More interaction between students in class and have teachers at least TRY to learn students names. (FOC)
- ? Have an education major without having to transfer. (FOC)
- ? Teachers should care more about students. They are kind of cold and distant. (FOC)
- ? Some classes have too much information or are poorly planned for the amount of information – some classes are offered only once a year, some faculty are very poor instructors – they may be knowledgeable but cannot impart this in an organized manner. (FOC)
- ? Don't grade too easy. (FOC)
- ? They are offered conveniently – of which you can't get in, and inconveniently – but available. (question #11) (FOC)
- ? None, I like this place. (FOC)
- ? Nope (FOC) -- 2
- ? Become more strict with students coming to class late and leaving early. (FOC)
- ? Plan the future class schedule offered more precisely. (FOC)
- ? Not enough communication within offices. (question #44) (FOC)
- ? Guide instructors on basic methods for teaching to be sure they have the best methods to help students learn. (FOC)
- ? I don't know, maybe you should take a poll like this - Duh. (FOC)
- ? More night classes. (FOC)
- ? Try to keep the surveys to a minimum – I've done this in both classes. (FOC)
- ? None (FOC) -- 3
- ? Please discontinue attendance requirements. This is not a daycare. It should be the student's responsibility to arrive and not a requirement in the course. Furthermore, students that are forced to attend, but do not want to be in class, can be disruptive. (FOC)
- ? Only dealt with (name withheld), she is awesome. (FOC)
- ? Offer consecutive courses without a break. For instance, some science courses are offered one term, but the consecutive class isn't available the following term. (FOC)

- ? There is nothing. (FOC)
- ? I am much concerned about how to improve speaking, reading, and computer skills in order for me to have access to internet, typing skills and how to process information using computer. (FOC)
- ? No, everything is good. (FOC)
- ? On campus housing, (FOC)
- ? Don't like having to wait 2 years to begin the nursing classes because of waiting list. (FOC)
- ? Do more follow-up on instructors. My answer to a lot of the questions were hard to answer because I have had either very good instructor or VERY POOR instructor. Do more observation. (FOC)
- ? Make science classes more challenging. (FOC)
- ? Maybe wider range of classes. (FOC)
- ? I am displeased with the lack of access to the pop machines on the weekend at the Fort Omaha Campus. There are always functions in the cafeteria ,closing it to students. How about moving the pop machines somewhere else. (FOC)
- ? Begin classes a couple hours later for people who work nights. (FOC)
- ? Provide career services. Stronger job placement. (FOC)
- ? More professionalism – using class time, more lecture, more just more, interested in learning. (FOC)
- ? Offer class between 12:00 noon to 6:00PM. (FOC)
- ? I would like to be able to talk to someone that knows the course work that I am taking when I sign up for classes. (FOC)
- ? Certification program is well designed. (FOC)
- ? Add more computer classes. (FOC)
- ? 8 person (FOC)
- ? People who deserve financial aid should get it and not have it be given to people who don't earn it. The financial aid here is unfair. (FOC)
- ? Hire more instructors for the sign language certificate program and associate degree. (FOC)
- ? Day care facilities. (EVC)
- ? Lower requirements of general education. (EVC)
- ? Don't make prerequisites to the next class in your program, because, then you can only take a certain number of credit each year. More food places, B-ball court. (EVC)
- ? Smaller classes. Schedule classes in the same degree at different times so students are able to take all the classes they need in a reasonable time. (EVC)
- ? Work with advisors for the EIG programs. (EVC)
- ? Lower tuition (EVC)
- ? More language courses. (EVC)
- ? Have more classes at night at South Campus. (EVC)
- ? Offer classes at more times and variety of days, time of day, etc. Better inform students of scholarships and/or contests to win \$ for tuition. (EVC)
- ? Teachers know name of students. (EVC)
- ? I think that the beginning language classes ought to meet more often than 2 days a week. (Question #13) (EVC)
- ? It is difficult to speak to the professors when their office is on the other side of town. Many, but not all, professors do not seem to teach at the college level. (Open book tests, etc.) (EVC)
- ? No, It's great. One thing, make the school bigger. (EVC)
- ? More night classes. (EVC)
- ? No (EVC) -- 22
- ? Nope! It's awesome. (EVC)
- ? Nope (EVC) -- 3
- ? Have photography lab closer to Iowa – perhaps Omaha campus. (EVC)
- ? Not sure – don't think so. (EVC)
- ? Lower cost of books. Improve registering process. (EVC)
- ? Not at this time. (EVC)
- ? I would like to see more GCA classes offered. It's a real race on registration day to see if you get the classes you want. (EVC)
- ? Metro overall has been great! (EVC)
- ? Your financial advisors could be a little more friendly – they seem very put out and annoyed. I had to go to 3 different advisors before I got someone with a mature attitude. You have some people here who need a different job – they seem unhappy. (EVC)
- ? Nothing, I am completely satisfied with this college. (EVC)
- ? Nothing (EVC)

- ? I don't know (EVC)
- ? Not really (EVC)
- ? Make class times when you can go class to class instead of having a class that is right after yours start 15 minutes before you get out. (Set times) 7-8:30, 8:35-10:00, 10:05 11:30, etc. ( Line UNO) (EVC)
- ? Teach me how to study (EVC)
- ? No, I'm a veterinarian – graduated KSU-CUM in 2000 – wouldn't have made it without Metro the 1<sup>st</sup> couple of years. (EVC)
- ? Offer more variety of transfer classes that meet UNO's ethnic studies and international division requirements. For example more women's literature, black history, intro to comp, religion (EVC)
- ? Better if they offer physical-lab and other also. (EVC)
- ? Not sure (EVC)
- ? Hours to meet with an advisor – bookstore – career center. Being a full-time worker – it's hard to meet someone because their hours are during the day. I always have to use my lunch time hours in order to meet someone. (EVC)
- ? More variety of Saturday classes and an in house daycare would greatly help. (EVC)
- ? Security personnel need to patrol parking lots and buildings – not just sit at a computer for hours each evening. (EVC)
- ? Have a more central location (EVC)
- ? Elkhorn campus is best – cleanest, most comfortable. (EVC)
- ? I think there should be a specific person who works with Metro that should sit and listen to at least most of the teachers and classes. Some of the teachers (I can name 2) do not care about the students and if they are learning or not. (EVC)
- ? More classes the other campuses offer. (EVC)
- ? Improve sports. (EVC)
- ? Better close availability. (EVC)
- ? None (EVC) -- 2
- ? Give more variety on the classes, more options on the times of day. (EVC)
- ? They should offer more help with the costly books, like a book exchange. Especially since this year all my classes required new books, it was expensive. Everything else is wonderful. (EVC)
- ? No, it's all good. (EVC)
- ? Not that I can think of right now. (EVC)
- ? No, but maybe look more carefully at part-time teachers. (EVC)
- ? No comments, keep on truckin'!!! (EVC)
- ? Help me to make it possible to receive financial aid. I am 27. I have applied before and have been let down. To me personally, I find this amusing that I make too much money. If that is so then why do I hardly live off \$100 month to month. (EVC)
- ? The financial aid services people at SOC were less than helpful. Had to see them several times before I had finally filled out all the paper work needed. (EVC)
- ? EIG 203.1A and 201-1A feels like every lesson out of a tutorial to learn the program. I taught myself Adobe a year ago from a tutorial book and learned more than these classes. Guess I expected more. Timeliness, if the goal was to teach the program, should just give students the tutorial booklet, read as many chapters at night, come back to class and apply those chapters somehow. Currently how it's taught is extremely frustrating to just convey to students how to use the program. (EVC)
- ? In my interior design class I feel we could/should be getting more information in class. (EVC)
- ? A camera in the audio room so everybody can see what goes on with mixing board. More EIG computers. Field trips. School dances. (EVC)
- ? Tell Veteran's Affairs to hurry up with my paperwork. I'm going broke, I need my money. (EVC)
- ? Offer more educational degree requirement courses that transfer to UNO. (EVC)
- ? No Too cold in building. (EVC)
- ? Get some better teachers. (EVC)
- ? Lower cost of classes. I'm poor. (EVC)
- ? Teachers should be more clear on expectations and be more understanding. (EVC)
- ? I'm still leaving the system. (EVC)
- ? Doing a good job. (EVC)
- ? Get advisors with better attitudes and revise all the lab packets. (EVC)
- ? More openings on RN programs for nursing. (EVC)
- ? Faster financial aid and set up classes on a tentative schedule for all your time here so you know exactly what you have to get done. (EVC)

- ? Allow students to test out of courses not required for their educational program. (EVC)
- ? Have more night classes. (EVC)
- ? I think there needs to be an actual bill/tuition that gets sent out with reply envelope. I really had to search to see when tuition was due and how much I owed. (EVC)
- ? Have more classes in nursing program, so more students can join. (EVC)
- ? Let credits from a private 4-year college transfer in!!!! I had 45 credits from Morning Side College in Sioux City, IA and 4.5 transferred!!!! GRRRR!!!! (EVC)
- ? Not that I am aware of. (EVC)
- ? More surveys. (EVC)
- ? Offer art/photography classes at more than one campus. (EVC)
- ? Knowledge of less popular classes, more EIG 200+ classes offered. (EVC)
- ? Make it free (EVC)
- ? I am very disappointed with the bookstore – I think we should be allowed to know the name of our books so we can look to other sources for them. They do not disclose this info and charge much more than most. I know students who haven't attended because of the book cost. It is very unethical of the school to not allow us this information. (EVC)
- ? Need to offer more current computer classes. You're usually a couple years behind in offering classes in new computer technologies. Computer professionals need to take classes in new technologies soon after they come out. (EVC)
- ? They need to update transfer credit programs, also help the faculty to become more knowledgeable. One thing I love about Metro is the math labs. Thank you for that. I never got a chance to write a review on (instructors name withheld) but she is the worst teacher I have ever had in my 4 years of going here. She announced my grade in front of the whole class and basically made me feel like an idiot. She is very, very rude. (EVC)
- ? Financial Aid worker needs to cheer up. (EVC)
- ? Nothing is really out of whack during my educational learning process here. But there is always room for improvement from these questionnaires. (EVC)
- ? Cafeteria would be nice. (EVC)
- ? There should be a way to file a complaint against an instructor. There are select instructors at Metro that aren't improving the reputation of Metro. (EVC)
- ? Allow more people in the health programs. (EVC)
- ? More socialization events for students, international students and resident students. (EVC)
- ? Lower tuition. (EVC)
- ? Give more reasonable rates for international students. ??? I feel that it is discrimination toward foreign students to have such a high cost of studies compared to resident students. (EVC)