

Northland Pioneer College 2008 Constituent Survey Results Analysis

In the late spring 2008/early summer 2008 semester, Accreditation Criterion #5 committee members and a representative from the college's Small Business Development Center handed out a constituent survey at various college functions such as performing arts events, Discover NPC night (event to promote the college and its programs), The Learning Cornerstone Advisory Board Meetings, Small Business Development Center client meetings, etc. We did not count the number of surveys that were actually given out. Members from the general public, students, advisory board members, faculty and staff who attended those events all participated in completing the surveys.

Question #1

How does NPC create, support, and promote, lifelong learning in your community?

Out of 59 respondents:

40 had a positive view of various programs and events offered by NPC that supported lifelong learning in their community.

19 either had no answer or no idea, which could mean there is still a significant amount of promotion and marketing NPC could do to capture additional community members.

Question #2

When is the last time you utilized NPC's resources, facilities, and events?

Currently	2
4/28/08-5/10	26 Overwhelming majority have recently utilized NPC resources.
June 08	9
Spring 08	6
Fall 08	2
First Time	1
Last Year	3
Year 2004	1
N/A	9

Question #3

What type of service/event did you utilize?

Plays, Shows or Musicals	18
Symphony Orchestra	6
Classes	6
No Answer	6
Choral Concert	5
Meetings or Seminar	5
Concert	3
Library	3
Computer Lab	3
Open House	2
TLC	2
Work	1
Camp	1
None	1

Most respondents favored Plays, Shows, Musicals, and Concerts. Classes ranked third.

Question #4

How would you rate your most recent experience? (5 being excellent, 1 being poor)

Rating

1	0
2	0
3	3
4	10
5	43
No answer	3

Majority of respondents rated their recent NPC experience as excellent!!! Question #5 may give us some indication as to why.

Question #5

Asks the respondent to please explain their most recent experience.

There were a total of :

- 41 Positive responses
- 2 Negative responses
- 17 No Answers

Within the positive responses the following key words were repeated:

Great	8 times
Love(d)	5 times
Wonderful	4 times
Enjoyed	3 times
Helpful	5 times

Question #6

Do you have any learning needs that are not being met that NPC might be able to help with?

None or not at this time	37 respondents
Cultural /Entertainment	7 respondents
Internships/apprenticeships	2 respondents
Professional Certification/Licensing	3 respondents
Employee Training	4 respondents
Other: Computer classes for pre-teens More choices in Holbrook Scrapbook Class Advertising concerts on KNNB Study Skills	5 respondents

Question #7

What can NPC do to enhance our value to you and or your family?

12 respondents gave no answer

26 respondents gave positive reinforcement answers to either encourage what we are currently doing or have done in the past.

18 respondents actually gave ideas toward ideas that we like to see NPC pursue, such as:

- Larger presentation in community
- More advanced level courses through other universities
- Lower tuition
- More classes at the centers
- Performing the national anthem at the beginning of performances.
- 4 year college
- More opportunities for children in Show Low
- More children's theatre
- More NAVIT
- Better advertisement for community interest classes
- No more silly tickets. What happened to going green?

Question #8

What is your occupation?

Professional	11
Teacher	11
Homemaker	8
Retired	8
Technical	6
Student	6
Clerical	5
Self Employed	1

Almost 40% of survey takers were professionals or teachers.

Almost 30% of survey takers were either retired or homemakers.

Surprisingly students made up only 10% of those surveyed.