

Northland Pioneer College

Revealing Institutional Strengths and Challenges Survey

Summary of Fall 2023 Survey Results

~Prepared by the Office of Institutional Effectiveness~

In Fall 2023 Northland Pioneer College contracted Percontor, a survey vendor, to conduct the *Revealing Institutional Strengths and Challenges Survey* (RISC). The RISC survey asks students about the problems they face in college focusing on “more than 80 specific areas colleges can act to improve student success, including... functional areas that excel in helping students succeed in college” (<https://risc.college>).

The RISC Survey provides detailed, actionable data about student success, using the latest advances in survey research and computing. Survey results identify where college students experience obstacles and identify campus offices that excel in helping students succeed. The survey has four main sections: demographics, challenges to student success, student-office interactions, and overall views of the institution. Data collection included a mixed-methods approach using both closed-ended Likert scale responses and open-ended responses.

The following are the results from Fall 2023 for Northland Pioneer College (NPC):

Demographics

The survey was distributed to 2,568 NPC students. 417 responses were collected, yielding a 16.2% response rate. Of the 417 respondents, 68% identified as female. 53% of respondents identified as White and 37% identified as Native American. 36% of respondents were 18 years of age or younger and 17% were 45 years of age or older. 70% of respondents were part-time students, and 44% of respondents have completed at least 16 credit hours.

Challenges to Student Success

The three (3) top categories identified by respondents as major challenges to their success as students at NPC were: *Work and Personal Issues (58%), Success in Courses (53%), and Academic Support Services (34%)*. Each primary category was broken down into sub-challenge categories to identify specifics concerning each of the primary challenge categories.

Challenges to Student Success			
Primary Challenge	Sub-Challenge	NPC%	Respondent Suggested Improvements
Work and Personal Issues		58%	
	Family	36%	Providing childcare
	Work	33%	Increase in night class options
	Health/Disability	21%	Increasing instructor knowledge
Success in Courses		53%	
	Online Classes	31%	Increased online instructor presence
	Developmental Courses	21%	Improving instructional study materials
	College-Level Work	19%	College level study skills courses
Academic Support Services		34%	
	Registering for Courses	17%	Varying meeting days/times for courses
	Academic Advising	11%	Improve advisor/student communication
	Tutoring	9%	Improve tutor effectiveness/availability

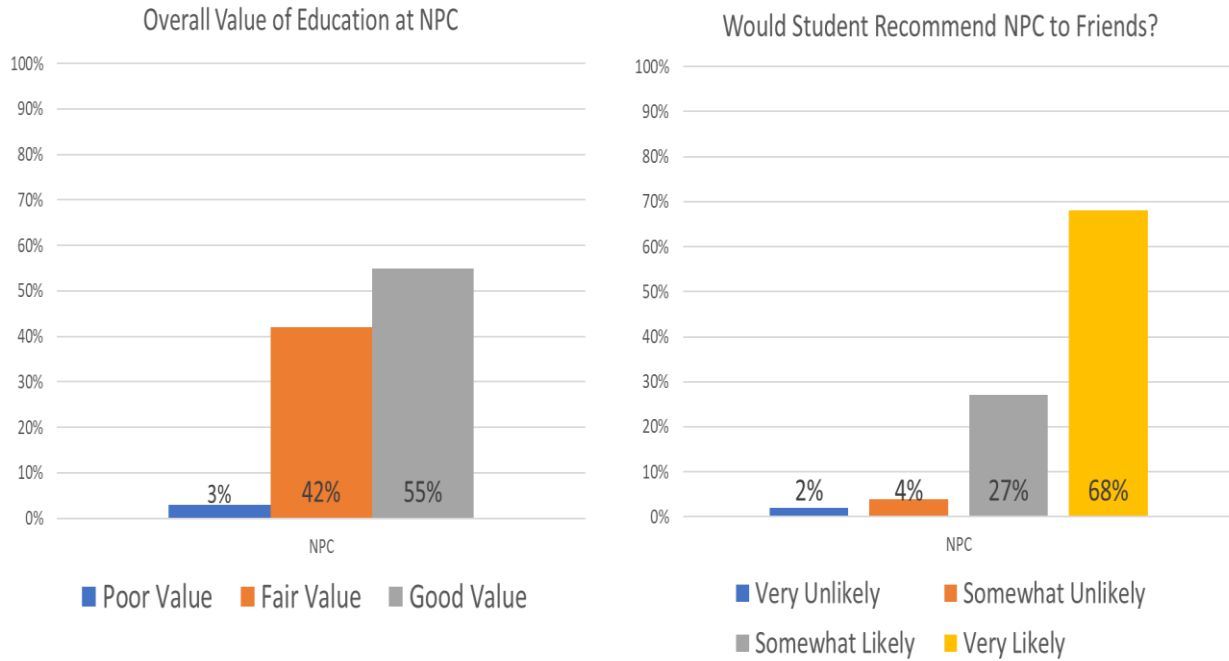
Student-Office Interaction

Respondents were asked which campus offices they accessed most frequently and to rate their experiences interacting with the staff of those offices in areas of availability of the office staff, the amount of concern the staff demonstrated when addressing the students' issue, and how effective the staff was at addressing the students' issue.

- The top 5 offices identified as being accessed by the students were the campus/center front office (58%), advising (44%), financial aid (27%), records & registration (26%), and the business office (17%).
- Respondents reported varying levels of experiences when interacting with staff at different offices:
 - "Very available": 49% -82%
 - "Very concerned": 51% -67%
 - "Very effective": 56%-74%

Student Views

Students were asked if they would recommend NPC to a friend, whether NPC is a good value, and how well NPC is helping them meet their enrollment goals. 97% of respondents indicated that they received at least a fair value of their education at NPC. 95% of respondents would recommend NPC to their friends.



When considering respondent enrollment goals, there were three (3) predominant categories: *Increase Job and Career Opportunities*, *Prepare for 4-year Degree*, and *Self-Improvement*. In general, four out of 10 respondents commented that NPC is helping them “very well” in meeting their enrollment goals.

STATEMENTS OF GOAL ACCOMPLISHMENT AT NPC			
Purpose of taking courses at NPC...	NPC %	How well is education at NPC... (%Very Well)	
Increase job and career opportunities	44	44	“Attending at NPC has helped me in many ways...as a Early Childhood Educator...”
Prepare for 4-year degree	37	45	Having this college experience has prepared me for a 4 year university/college...”
Self-improvement	18	45	“...I am learning new things and maintaining academic knowledge while challenging myself mentally. ...I am bettering society...”

Finally, respondents were given three open-response questions: “What is NPC’s greatest strength?”, “If NPC could change one thing to increase student success, what should it change?”, and “Overall, Do you feel you belong at NPC? Why or Why not?”.

72% of respondents identified areas of NPC's greatest strengths. The top three (3) strengths were:

- Positive Instructor and Staff Support (21%)
- Support Services and Resources (16%)
- Accessibility (13%)

66% of survey respondents provided suggested improvements to help support student success. The top three (3) suggestions included:

- Improving Resources and Services (17%) in the areas of advising, financial aid, housing, and tutoring
- Improving Course Structure (16%) in areas of course content, course modality, and class/lab technologies
- Additional Programs (8%) to include expanding choices for areas of study and increasing the number of bachelor programs offered through NPC

66% of survey respondents reflected on whether they feel they belong at NPC.

- 69% of those who responded indicated they felt a sense of belonging at NPC. The top reasons given included NPC's welcoming and supportive environment, positive instructor interactions/experiences, and having academic/career goals supported.

In conclusion, the RISC survey has provided some great insights into areas of improvement and areas of strength at NPC. The data will be stored as college-wide student feedback baseline data. The RiSC survey administration is currently funded by the Title III-NSANTI (Native American Serving Nontribal Institutions) grant. NPC will continue to conduct this survey to our students every Spring and Fall semester for at least the next 3 years.