

DCC Project Submission Form

Analyst: Dawn Perkowski N. Showers _____ (Survey calls) Date: 9-14-09

Project Type: Calling: Data Entry/Check: Proofing: Other/Misc: _____

Project Title: Non-Returning Student Survey 2009

Survey Calling Only:

Requested Project Launch Date (Calling to Begin): _____

Requested Project Completion Date (Calling Ends): _____

Project Specifications: _____

Desired N=: _____ Sample Size: _____ Final N =: _____

Testing Required: Yes ___ No ___

Pre-Project Required: Yes ___ No ___

Data Entry & Check Only

Data Entry Required: Yes ___ No ___

Requested Data Entry Completion Date: _____

Actual Date of Completion: 9/14/09

Proofing Only

Type of Proofing: proof numbers against SPSS output Requested Completion Date: by 9-16-09

DCC Timeline Use Only

Timeline Survey Calling:

Actual Launch Date: _____ (Date calling began)

Actual Completion Date: _____ (Date project was completed)

Actual Data Entry Completion Date: _____

Data Tech's Assigned (Proofing/Data Entry): _____, _____, _____, _____

Number of Interviewers used per shift on said project:

Dayshift: # _____ Afternoon/Evening: # _____ N=Achieved: _____

Return to project manager upon project completion.

Analyst, initial work returned to you: _____, Date: 9/14/09, R. Krawford: _____, L. Wallace: [Signature]

Executive Summary

Students of Oakland Community College (OCC) who have not registered for classes in four consecutive semesters and who have not earned a degree or certificate are polled to determine the major reasons for not returning. Survey questions cover various subjects, including reasons for not returning to OCC, employment status, and educational goals. Those students who transferred to other schools were asked about their satisfaction with transfer procedures and academic preparation *here at OCC.*

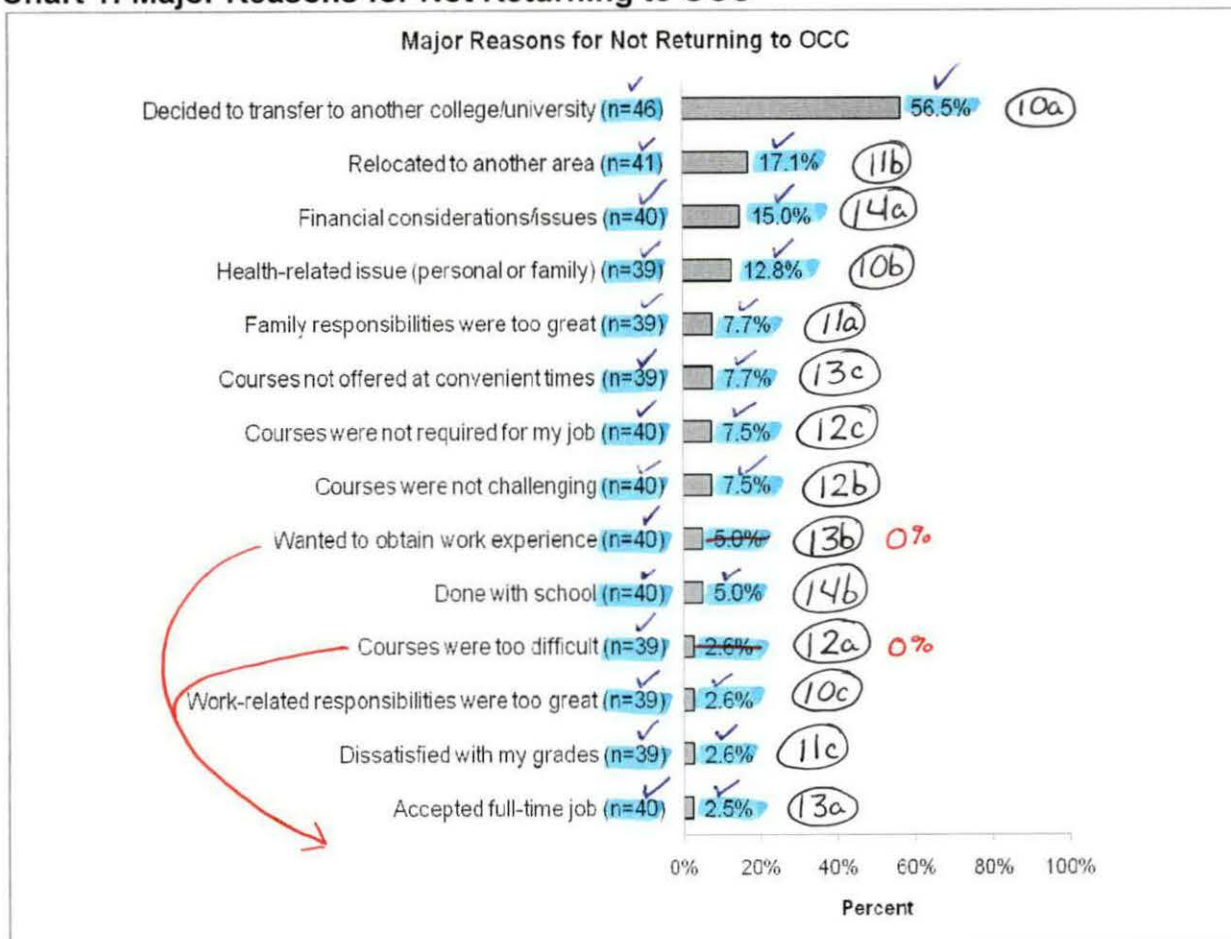
For 2009, ⁵³²~~524~~ ^(A1) non-returning students were surveyed. Their results are indicated as follows:

- Over fifty-six percent (^{56.5%}) of respondents (ⁿ⁼⁴⁶) stated that their major reason for not returning to OCC was 'decided to transfer to another college or university.' Originally, ^{35.6%} of respondents (ⁿ⁼²³⁶) stated their educational goal was 'to complete courses to transfer to another institution WITHOUT obtaining an OCC degree or certificate.' *523? (see p. 6)* (10a)
- One-third (^{33.2%}) of respondents (ⁿ⁼¹⁷³) stated that they were attending another college or university. Oakland University (ⁿ⁼³⁵) was the most reported current school attended. *19a+86* (17a)
- Almost ninety percent (^{87.2}~~87.4%~~) stated that they were satisfied with the number of credits accepted by other colleges or universities when transferring. *312* (21b)
- Almost sixty percent (^{58.2%}) stated that their program of study at OCC was not related to their employment. (9a)
- When asked if they would return to OCC, over fifty-seven percent (^{57.4%}~~57.4%~~) of non-returning students (ⁿ⁼²³⁵) responded they 'definitely would return.' *eight* *58.2* (9c)

references are set-up as
page number + letter (i.e.
19a = page 19, first item).
hope this isn't confusing!

!!
😊

Chart 1: Major Reasons for Not Returning to OCC



- Over fifty-six (56.5%) of respondents (n=46) stated they 'decided to transfer to another college/university.'
- There were 17.1% of respondents (n=41) that replied 'relocated to another area' as the major reason for not returning to OCC.

Table 1: Reasons for Not Returning to OCC (All Responses)

	Major Reason	Minor Reason	Not a Reason	
Decided to transfer to another college/university (n=46)	56.5%	4.3 - 4.9%	37.0%	10a
Relocated to another area (n=41)	17.1%	0.0%	80.5%	11b
Financial considerations/issues (n=40)	15.0%	5.0%	77.5%	14a
Health-related issue (personal or family) (n=39)	12.8%	0.0%	84.6%	10b
Family responsibilities were too great (n=39)	7.7%	7.7%	82.1%	11a
Courses not offered at convenient times (n=39)	7.7%	10.3%	76.9%	13c
Courses were not required for my job (n=40)	7.5%	5.0%	82.5%	12c
Courses were not challenging (n=40)	7.5%	5.0%	82.5%	12b
Wanted to obtain work experience (n=40)	0.0%	5.0%	90.0%	13b
Done with school (n=40)	5.0%	2.5%	87.5%	14b
Courses were too difficult (n=39)	0.0%	2.6%	94.9%	12a
Work-related responsibilities were too great (n=39)	2.6%	2.6%	92.3%	10c
Dissatisfied with my grades (n=39)	2.6%	7.7%	87.2%	11c
Accepted full-time job (n=40)	2.5%	5.0%	87.5%	13a

Table 2: School Currently Attending

School Currently Attending	#
Oakland University	✓ 35 (19a) + (B6)
Wayne State University	✓ 19 (20a)
University of Detroit- Mercy	✓ 12 (19b) + (B9)
Eastern Michigan University	✓ 8 (18a) + (B2)
University of Michigan- Dearborn	✓ 7 (19d)
Western Michigan University	✓ 6 (20c)
Central Michigan University	✓ 5 (17b)
Michigan State University	✓ 5 (18d)
Walsh College	✓ 5 (20b)
Henry Ford Community College	✓ 3 (18b)
University of Michigan- Ann Arbor	✓ 3 (19c)
Lawrence Technological University	✓ 2 (18c)
Saginaw Valley State University	2

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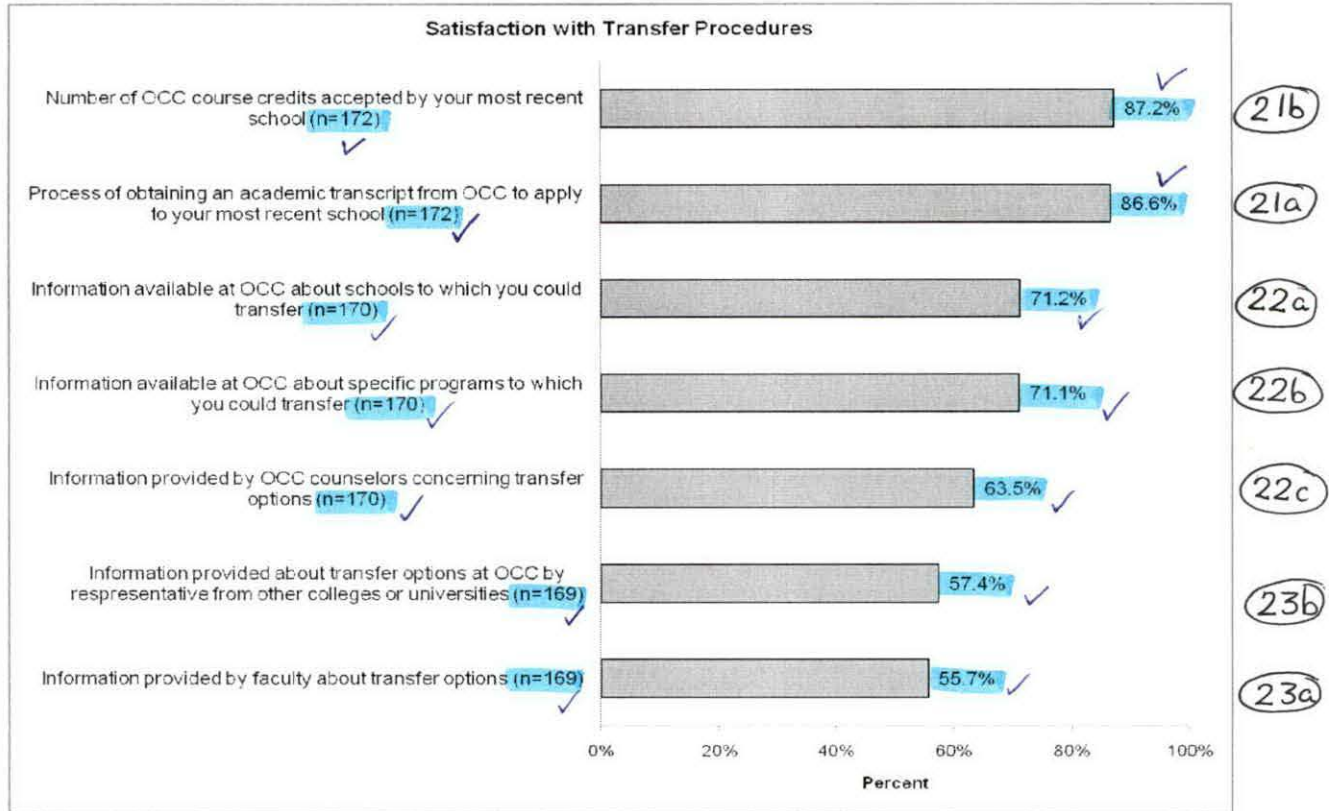
- There were 173 (17a) respondents that stated they were attending another college or university (33.2%), ✓
- Oakland University was the highest reported current school attended (n=35) (19a + B6) with Wayne State University following (n=19). (20a) ✓

Table 3: 'Other' school currently attending

'Other' school currently attending	#
Macomb Community College	✓ 13 (B5)
Baker College	✓ 10 (B1)
Schoolcraft Community College	✓ 8 (B8)
Wayne County Community College	✓ 5 (B11)
Grand Valley State University	✓ 3 (B4)
College for Creative Studies	✓ 2 (B10)
Ferris State University	✓ 2 (B3)
Saginaw Valley State University	✓ 2 (B7)

- The schools listed above are those documented by respondents when asked to report an 'other' school they are attending. These eight 'other' schools were those that were reported more than once.

Chart 2: Satisfaction with Transfer Procedures



- 'Somewhat satisfied' and 'very satisfied' were combined to measure satisfaction.
- Over eighty-seven percent (87.2%) of respondents (n=172) stated satisfaction in reference to the number of OCC credits that were accepted at their most recent school. (21b)
- Over eighty-six percent (86.6%) of respondents (n=172) were satisfied when asked about the 'process of obtaining an academic transcript from OCC to apply to your most recent school'. (21a)

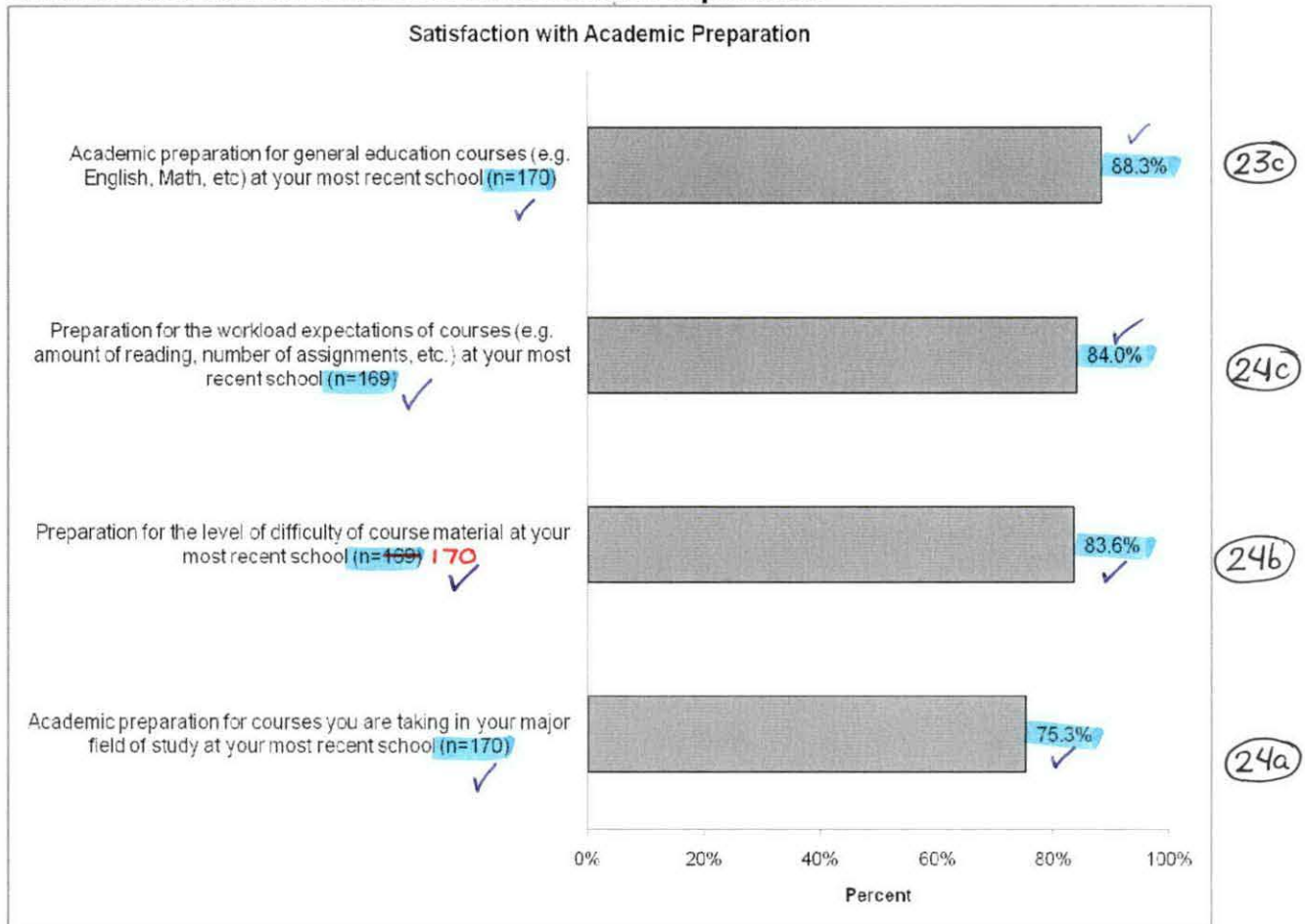
Table 4: Satisfaction with Transfer Procedures (All Responses)

	Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	Handwritten Label
Information provided by OCC counselors concerning transfer options (n=73) 170	5.3%	2.4%	23.5%	40.0%	22c
Information provided by faculty about transfer options (n=65) 169	3.0%	3.6%	23.7%	37.9% 32.0%	23a
Information provided about transfer options at OCC by representative from other colleges or universities (n=68) 169	2.4%	1.2%	21.3%	36.1%	23b
Process of obtaining an academic transcript from OCC to apply to your most recent school (n=97) 172	2.3%	4.1%	24.4%	62.2%	21a
Information available at OCC about specific programs to which you could transfer (n=72) 170	1.8%	1.2%	27.6%	43.5%	22b
Number of OCC course credits accepted by your most recent school (n=95) 172	1.7%	1.7%	23.8%	63.4%	21b
Information available at OCC about schools to which you could transfer (n=78) 170	1.2%	2.9%	24.7%	46.5%	22a

- Almost eight percent (7.7%) of respondents (n=73) were 'very dissatisfied' or 'somewhat dissatisfied' with the information counselors provided concerning transfer options.

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Chart 3: Satisfaction with OCC's Academic Preparation

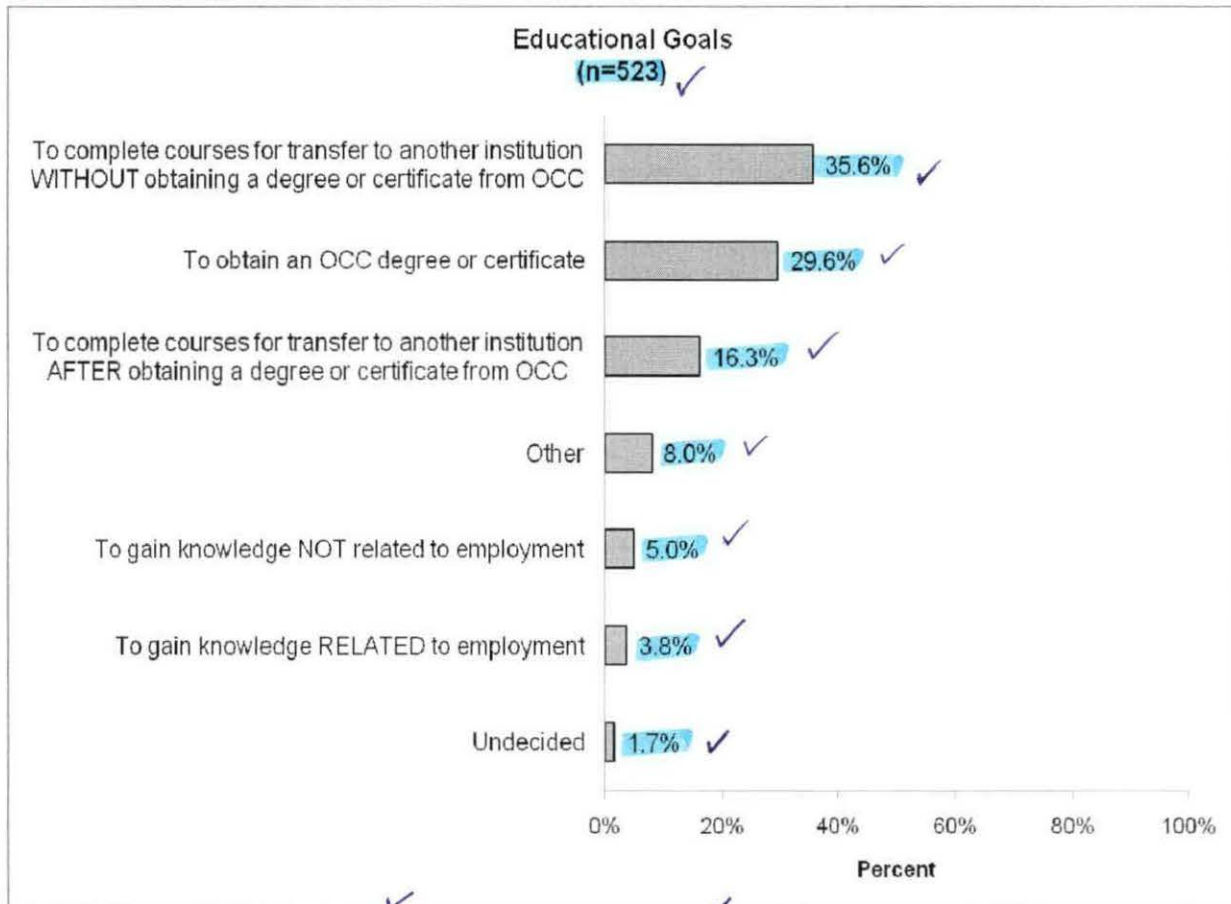


- 'Somewhat satisfied' and 'very satisfied' were combined to measure satisfaction.
- There were over eighty-eight percent (88.3%) of respondents (n=170) that reported satisfaction in reference to their preparation for general education courses. (23c)
- Eighty-four percent (84.0%) of respondents (n=169) stated they were satisfied with the 'preparation for the workload expectations of courses.' (24c)

Table 5: Satisfaction with OCC's Academic Preparation (All Responses)

	Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	
Preparation for the workload expectations of courses (e.g. amount of reading, number of assignments, etc.) at your most recent school (n=92) 169	3.0%	4.7%	40.8%	43.2%	(24c)
Academic preparation for general education courses (e.g. English, Math, etc.) at your most recent school (n=90) 170	1.2%	1.2%	31.8%	56.5%	(23c)
Academic preparation for courses you are taking in your major field of study at your most recent school (n=89) 170	1.2%	5.9%	32.9%	42.4%	(24a)
Preparation for the level of difficulty of course material at your most recent school (n=93) 170	.6%	7.1%	41.8%	41.8%	(24b)

Chart 4: Educational Goal

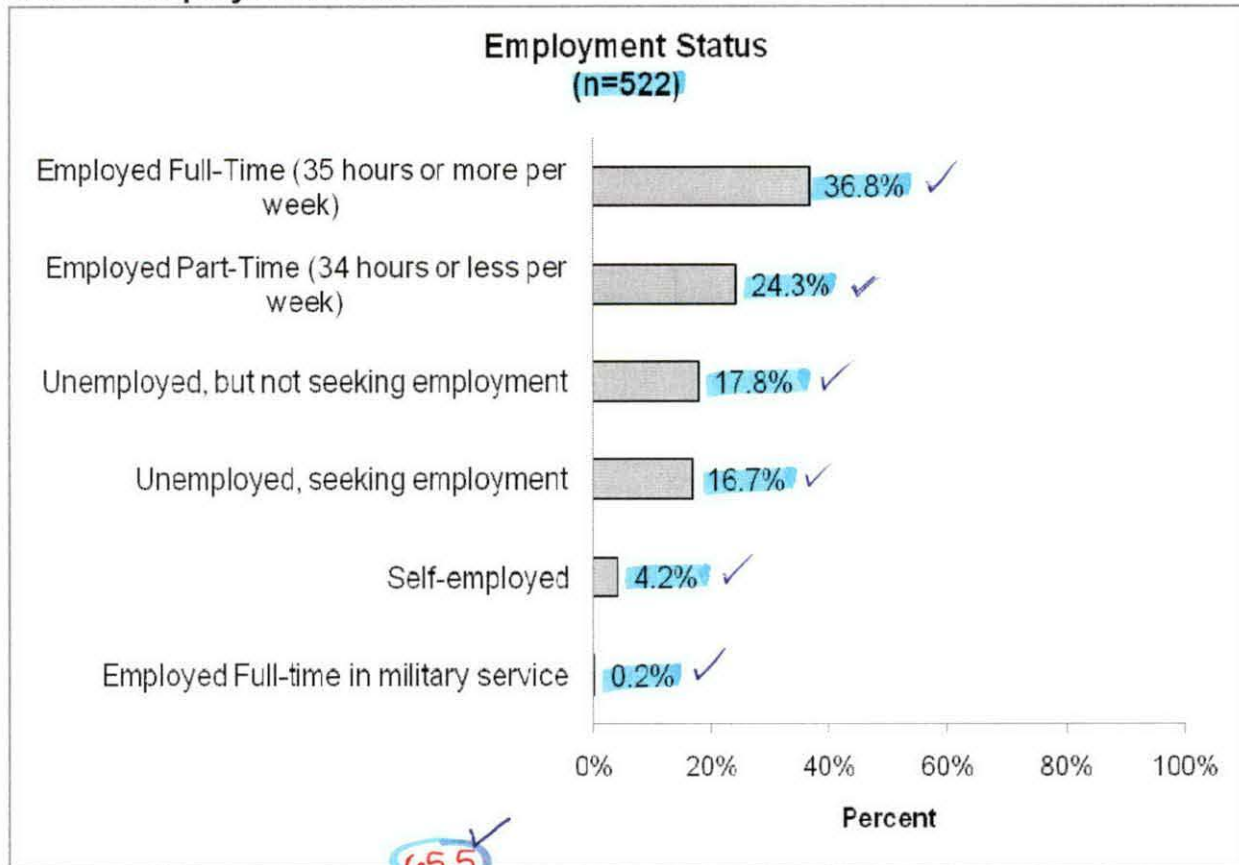


6a

- Over one-third (35.6%) of respondents (n=523) stated they planned to take courses to transfer WITHOUT obtaining an OCC degree or certificate.
- Almost thirty percent (29.6%) documented their educational goal as 'to obtain an OCC degree or certificate'.

6a

Chart 5: Employment Status



8a

- Over sixty percent (~~61.1%~~ **65.5%**) of the respondents (n=522) were employed, with **36.8%** being employed full-time, **24.3%** being employed part-time, and **4.2%** being self-employed.

Table 6: Reported Salary

Respondents were asked to provide their yearly salary before deductions. Text responses (e.g. 20K) were converted to numerical values.

Mean	\$ 33495.46 ✓
Median	\$ 25,000.00 ✓
Mode	\$ 10,000.00* ✓

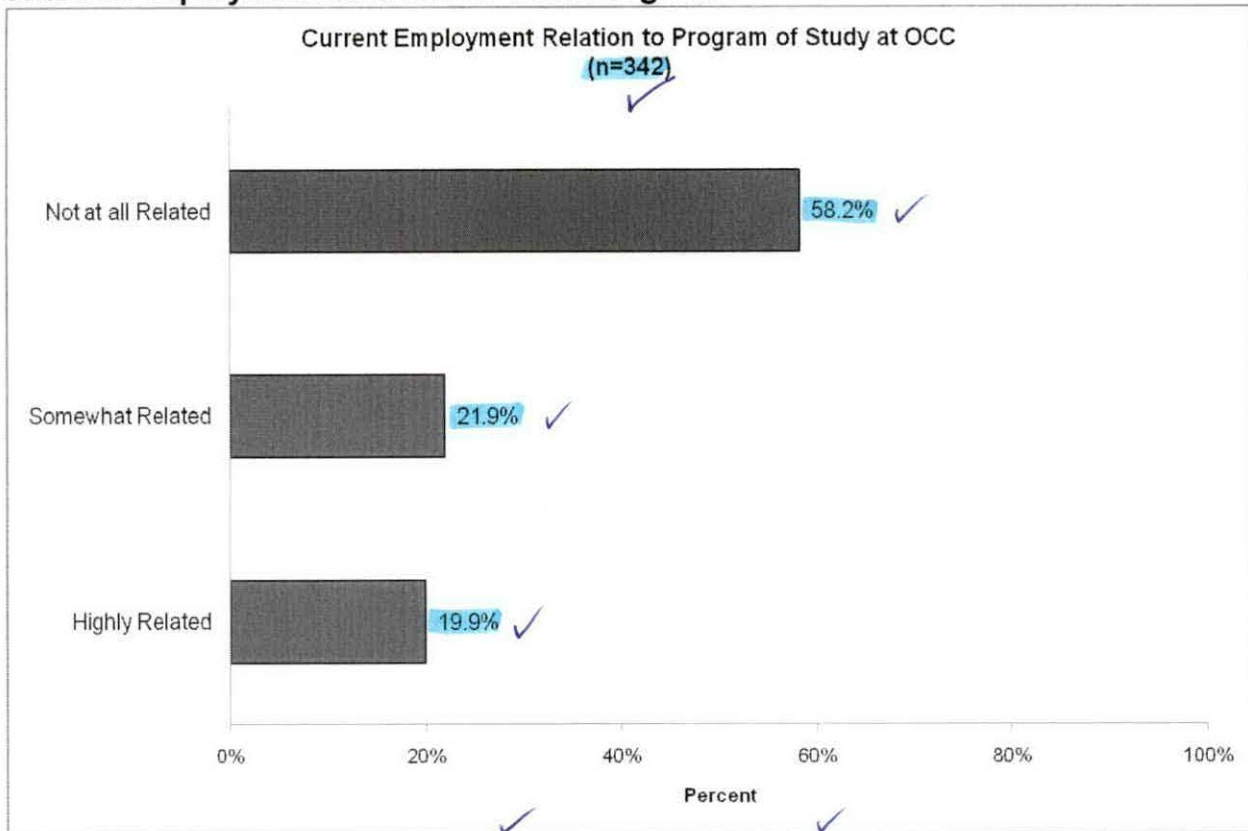
45a

- Multiple modes existed: **\$10,000** and **\$30,000**.
- The lowest reported income was **\$10** with the highest being **\$376,000**.

46a

45a

Chart 6: Employment Relation to OCC Program

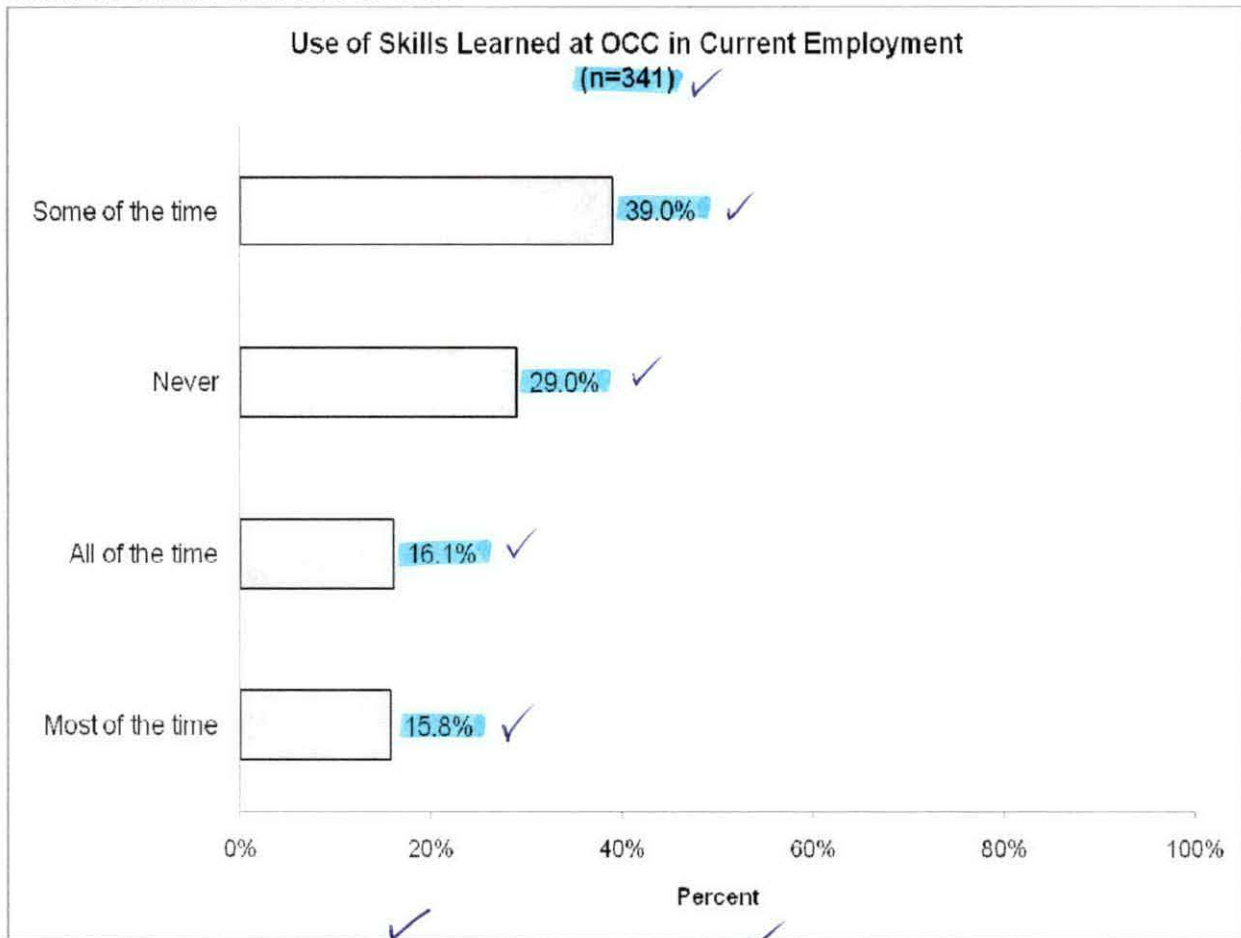


9a

- Over fifty-eight percent (58.2%) of respondents (n=342) stated that their current employment is 'not at all related' to their program of study at OCC.

9a

Chart 7: Skills Learned at OCC

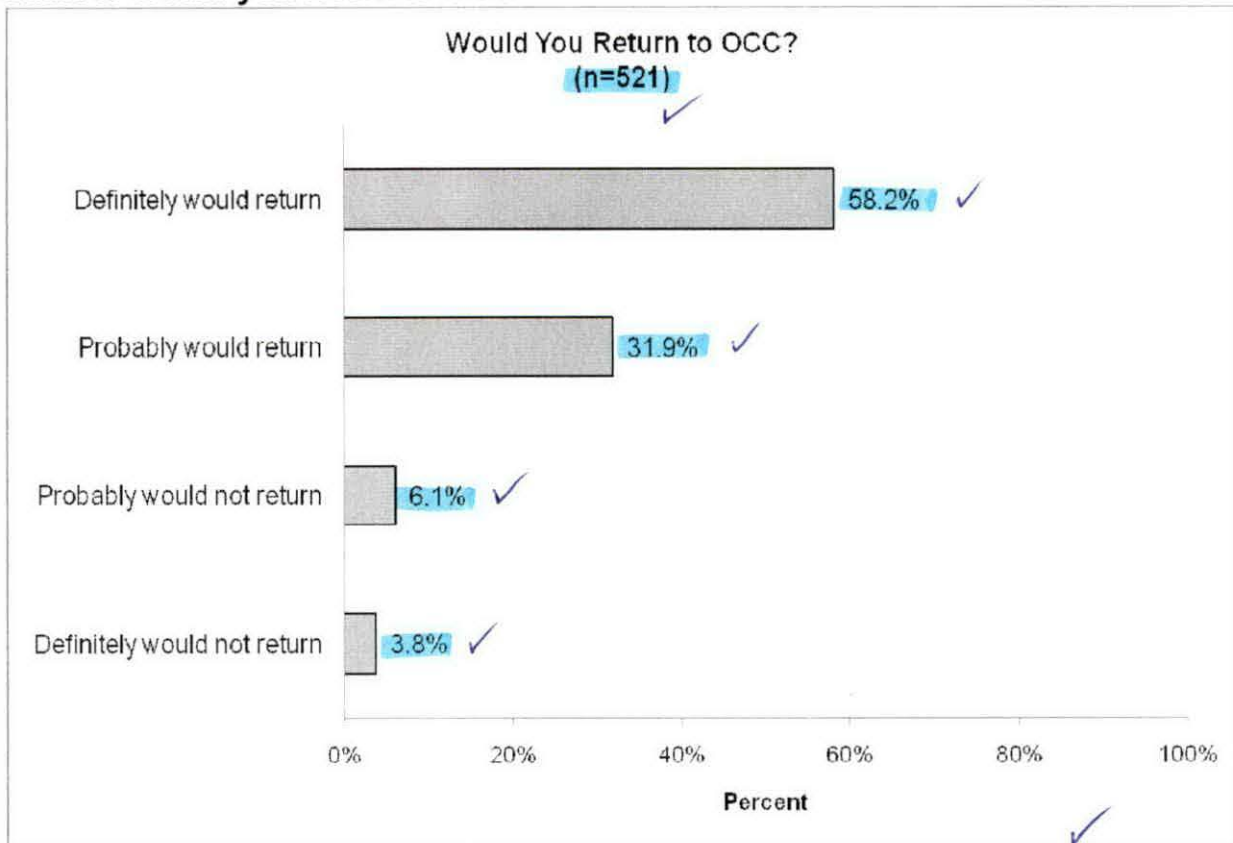


96

- Over two-thirds (68.0%) of respondents (n=341) that they use the skills learned at OCC in current employment 'never' or only 'some of the time'.

96

Chart 8: Would you return to OCC



- When asked if they had to do it all over again, almost sixty percent (58.2%) of respondents (n=521) reported that they 'definitely would return' to OCC.

Appendix A: Other Reasons for Not Attending OCC

The following is a list of all responses from non-returning students that listed 'other' as a reason for not attending OCC. These responses have not been edited for grammar and are the exact responses from the phone or write-in survey. Individual names have been removed from the respondent comments.

The comments have been broken down in to the categories of positive, negative, and other reasons for not attending OCC.

Positive Comments:

- No (8 cases). ✓

Negative Comments:

- ✓ • Did not feel the professor cared about the students learning the class material (anatomy class) - not challenging - did not feel it was a good learning experience. However, the Medical Terminology was a great class and still use this information.
- ✓ • Did not for the professors at OCC - too many students per teacher.
- ✓ • I had to transfer to OU to save my credits. I feel OCC cheated me!
- ✓ • Professors were not qualified to teach the courses he had
- ✓ • School (Highland Lakes) was too far and classes offered at "bad "times. Otherwise I liked it.
- ✓ • Teachers are crap.
- ✓ • The classes are not offered or full
- ✓ • The program needs to be improved
- ✓ • Too many campus police. Felt paranoid.
- ✓ • Tried to accuse me of paying something that I did not. They try to take money from students that are trying to get education
- ✓ • Unprofessional behavior from your staff members
- ✓ • Waiting list for the nursing program
- ✓ • Waiting to get into program
- ✓ • When I finished my pre-reqs for nursing, I found out that Nursing had instituted a minimum GPA of 3.51. Mine was 3.49. There was no required GPA when I started. I felt that I should have been 'grandfathered' but no one would listen to me. I had to sa

Other Comments:

- ✓ • Attending Grand Valley
- ✓ • Attending Schoolcraft College
- ✓ • Because I chose a different profession - Cosmetology
- ✓ • Going to a school with shorter semester and smaller classes
- ✓ • I decided to transfer to cosmetology school.
- ✓ • I liked another culinary program better than OCC.
- ✓ • It was
- ✓ • I would rather have the prestige of a 4 year university
- ✓ • Just wanted to learn English and computer skills
- ✓ • Just wanted to stay in school while in transition with family.
- ✓ • Moved out of state (2 cases)
- ✓ • Moved to Ohio
- ✓ • Moving to Germany
- ✓ • Returning to Japan
- ✓ • Son had classes at same time and time conflict in class schedule I had to drop my class. I may return someday for culinary classes.
- ✓ • The requirements for the career path I wanted were changed and I could not afford to go back and meet those requirements.
- ✓ • Took too long to finish program
- ✓ • Transportation
- ✓ • Wanted to get away from living at home and experience living in a different type of college environment.

Appendix B: Problems/Concerns

The following are comments provided by respondents regarding problems or concerns (academic or administrative) they encountered while attending OCC. Responses have not been edited and are the exact responses given. Individual names have been removed from the respondent comments.

The comments have been broken down in to the categories of positive, negative, and other problems/concerns.

Positive Comments:

- ✓ • All okay
- ✓ • Basically, positive experience
- ✓ • I liked attending OCC and will definitely return.
- ✓ • No - positive experience
- ✓ • No, enjoyed experience

Negative Comments:

- ✓ • 7 years behind on their graphic design.
- ✓ • Appeal letter process was a problem. It was a confusing process. Paying money to the school was a problem as well. Misinformed about the payment options available.
- ✓ • Assistants did much of the work and professors were not approachable. Many students felt this way in particular for the Intro Chemistry class - Professor ****
- ✓ • At the Royal Oak campus the night time teachers were so hard to understand I had to drop several classes.
- ✓ • Being denied in the nursing program, I tried to contact the dean the dean has never replied to my letter that I wrote
- ✓ • Classes were too fast -paced and teacher I wanted (listed in schedule of classes) was NOT who turned up in class to teach. She was terrible and the class stunk.
- ✓ • Concern was group work when other students only valued individual work and would not cooperate. I received no teacher evaluations during my time @ OCC.
- ✓ • Counselors misinformed him about classes to take
- ✓ • Counselors were not that well. School should work on system of payment for the classes.
- ✓ • Counseling was not as useful as she hoped for. They just handed her a pamphlet without explanation. Not very helpful.
- ✓ • Did not get good direction as far as counseling went

- ✓ • Didn't care for the math class setup. You needed 85% to pass when passing grade is lower than b-. Didn't care for math teachers.
- ✓ • Dropped a class & went through proper process, said wasn't going through the right process. Never resolved it. Even though I had everything I needed. Disappointing & unprofessional. Need to take things more seriously
- ✓ • English teacher was a jerk. I was in a lower English class & he treated us like we were jerks. We called him **** or something like that.
- ✓ • Had real bad experience at Orchard Ridge with an Anatomy professor, Dr **** who was rude and abusive to the whole class after a Mayo Clinic type test that was not a part of our curriculum. He should not be teaching anywhere.
- ✓ • Hard to get into nursing program, long waiting period, based only on grade point average!
- ✓ • Her psychology professor was very rude and made her and others feel uncomfortable about race. She also didn't find a person that could guide her about obtaining her teaching degree in Spanish. She will be going to Oakland Univer.
- ✓ • Horrible teachers, couldn't understand a word the teachers was saying, accent was too thick.
- ✓ • I had transcript problems, due to a name change from maiden name to my married name. It took an inordinate length of time to straighten out.
- ✓ • I am trying to get financial aid information and it seems to be difficult to get answers. No one seems to know anything about the program.
- ✓ • I am very upset that after finishing my classes and earning a certificate I could not receive the certificate unless I paid \$25. Since I had paid for the instruction, it would seem to be that you earned the certificate and should receive this witho
- ✓ • I asked for help from a professor. The professor said no. I went to the department and they said no as well. So I dropped the class which cost me money.
- ✓ • I could not register at Royal Oak because I worked 40 hours and ever y time I took the time I arrived at 6pm they said they were not seeing any more students. This happened so often I just gave up on registering. Hours should be more considerate of fu
- ✓ • I didn't realize I would have to wait 2 years to get into the nursing program and then I'd have to go full time. I would have to work because otherwise I wouldn't have any money.
- ✓ • I felt that OCC was cold and uncaring about my situation. I would have had the GPS required but I was caring for my dying grandmother. They didn't care.
- ✓ • I found the teacher of Microsoft Office at Auburn Hills very difficult to understand and did not like her method of teaching.
- ✓ • I had a BA degree but needed some classes for my Master's and was told at registration that I was "all set to go." At enrollment I was told I needed a waiver, even though they had my diploma. By the time I got the waiver, my class was filled up. Their res

move

- move* ✓ • I had to go to MCC to complete my degree (BS Nursing) because you (OCC) didn't offer Lifespan Psychology which was a requirement.
- ✓ • I had two teachers who did not speak English clearly. These classes were very difficult for me and I had a hard time with these classes as did many other students. I believe they were good teachers but communication was very bad.
- move* ✓ • I haven't been to school in 20 years and the classes seemed too fast paced. I would like to have more classes each week not just one 4 hour class.
- ✓ • I was charged for transcripts and others and other schools I attended didn't and the counselor I saw at Royal Oak was ill prepared for my questions I need answered.
- ✓ • I was told that I did not need a micro-biology lab in relation to another class, but I did need this class. Not having the class limited my options to transfer as only two colleges do not require this class...
- ✓ • I was trying to register at OCC for an art or ceramics class, they insisted that I take an English course before I could register for an art class. I am 66 and retired every time I had to come to some 19 yr old child and have them help me get over th
- ✓ • I was unhappy with my culinary arts instructor when he gave me a failed rather than an incomplete after hearing the reasons that I had to drop the class. Not a good way to keep good relations for an older adult to eventually return to OCC!
- move* ✓ • Interior design courses not offered often enough so I HAD to transfer or sit out a year & hope I could get into the class next year.
- ✓ • It was hard to skip the first level of Spanish, even though he already had a degree. The process to get placed out of beginning Spanish was challenging.
- move* ✓ • Lack of available of advanced associate nursing program
- ✓ • Last teacher was hardly there
- ✓ • Most of the professors are basing the learning process on books more so than experience.
- ✓ • Mislead about test scores.
- ✓ • Only problem was taking care of grandmother. Even when I had documentation of emergency surgery and letter of approval from my teacher, the office would not make an exception 4 test re-take. I left OCC for Schoolcraft.
- ✓ • Parking problem - not enough spaces for all the students!
- ✓ • Parking was bad
- ✓ • Previous - distance, "bad" class times & too long to wait for nursing program.
- ✓ • financial info as I was under age and had to be 24 to get financial aid - OCC did not help
- ✓ • *combine* Problem with getting financial aid - no contact with parents so could not get info to get me at all - ~~was resolved~~

- ✓ • Really bad problem with a professor. Tried to talk to the department head but nothing *was resolved*.
- ✓ • Records Department lost a drop record which I had written out - I was unhappy and argued with the records department employee and was escorted to the Dean's Office.
- ✓ • Registered for classes but there wasn't enough people in them and he needed them to transfer, the classes at his campus were cancelled.
- ✓ • Registration dept: I felt I was just a number. They were very unhelpful and didn't really care if I registered or not. Financial Aid Dept: They had a very poor attitude and were not service oriented, like Baker is. At Baker, you got real help and guiden
- ✓ • School didn't make the payment for class.
- ✓ • She already has a bachelor's degree, but she was never able to register for classes at a higher level
- ✓ • She had health issues while attending and when she reached out to her professors they were not helpful. They seemed as if they did not care and were not interested in helping her. Also did not get much help regarding transfer options.
- ✓ • Some teacher (chemistry) had other language as a first language and she was difficult to understand (Polish). Ms. **** (chemistry) made students feel bad. Only 12 students left at end of term. Unable to learn in that environment.
- ✓ • Some teachers were not well qualified. Some were forced to teach courses that were not in their field.
- ✓ • Students were not always kind to me as a Latin person.
- ✓ • Teacher ran the class like elementary school. Marked down on homework for being late for example
- ✓ • Teacher stopped coming half way thru (Italian class) so we had to transfer to another teacher. We weren't in same place as other class. What a MESS!!
- ✓ • The Business Law teacher at Royal Oak never, never returned my calls or my 15+ emails, inquiring about my status in the class which concerned me because of my intention to transfer to Walsh.
- ✓ • The financial aid office @ Royal Oak was not helpful, bad attitude and would not return my calls. I called Orchard Ridge out of desperation & they were wonderful. They knew their stuff & had a friendly attitude.
- ✓ • The instructors she had didn't care about making sure the students learned or not
- ✓ • They wouldn't give me financial aid
- ✓ • Too far
- ✓ • Too long to enter the nursing program
- ✓ • Trouble keeping up in classes

- ✓ • Very bad teacher - English 106 in 2000 - the person should not be teaching
- ✓ • Waiting list for nursing program
- ✓ • Yes - last semester trying to register, said he was 2 minutes late and would not let him register
- ✓ • Yes -impossible to get into anatomy classes, always full

Other Problems/Concerns:

- ✓ • Chemin
- ✓ • Couldn't get class dropped in the time I had to do it.
- ✓ • Financial aid
- ✓ • Funding
- ✓ • Had two teachers for English, didn't like it
- ✓ • I did not feel the courses I took were challenging enough for the serious student.
- ✓ • I didn't understand where everything was (the buildings)
- ✓ • I had a crazy math teacher...don't remember her name.
- ✓ • I wish that OCC offered this degree.
- ✓ • I wish you guys were a 4 year college
- ✓ • No (146 cases)
- ✓ • No - high school student
- ✓ • No - however it would be beneficial for nurses to have continuing educational classes either in a workshop or short semester format - this would help in keeping your registered nurse license -have 30 hours of continuing education to keep registered.
- ✓ • None (9 cases)
- ✓ • None...I just didn't apply myself.
- ✓ • Nope
- ✓ • Not really
- ✓ • Not that I can think.
- ✓ • Other than being on academic suspension, no problems.
- ✓ • The change of address I needed papers

Appendix C: Additional Comments

Below are the additional comments provided by respondents. Responses have not been edited and are the exact responses given. Individual names have been removed from the respondent comments.

The comments have been broken down in to the categories of positive, negative, and other additional comments.

Positive Comments:

- ✓ • A good experience.
- ✓ • A good one
- ✓ • A lot of good experiences, a some really really good teachers
- ✓ • Affordable & close to home
- ✓ • All the teachers were very nice and very professional.
- ✓ • Best college that he has attended, very happy
- ✓ • Can't wait to come back
- ✓ • Class sizes were good, and teachers were easy to communicate with
- ✓ • Clean campus
- ✓ • Enjoyable (2 cases)
- ✓ • Enjoyed every minute it of my stay there.
- ✓ • Enjoyed it
- ✓ • Enjoyed it, instructors good.
- ✓ • Enjoyed it. Plan on returning to nursing program.
- ✓ • Everything else good
- ✓ • Experience has been positive.
- ✓ • Gem of a college
- ✓ • good experience, diversity
- ✓ • Good experience (3 cases)
- ✓ • Good, coming back
- ✓ • Great
- ✓ • Great experience.
- ✓ • Great experience. Affordable, and close, and staff was great.

- ✓ • Great school! Wonderful program in place regarding English.
- ✓ • Great set-up and liked the school. Auburn Hills campus was where I attended classes..
- ✓ • Great she recommends it to friends
- ✓ • Great started school.
- ✓ • Great, recommend it
- ✓ • Great!
- ✓ • Had a great experience at OCC. The professors were right there for you and I would recommend OCC to everybody.
- ✓ • I am planning on returning when I can.
- ✓ • I enjoyed it and was very happy with it.
- ✓ • I enjoyed my time @ OCC.
- ✓ • I enjoyed the experience -
- ✓ • I found school convenient for me and enjoyed the open classes and was a pretty positive experience.
- ✓ • I had a wonderful experience at OCC.
- ✓ • I had a very good experience there.
- ✓ • I like OCC very much and that's why I plan on returning.
- ✓ • I liked it. It was great
- ✓ • I liked OCC and would recommend to anyone - I wish I had started at OCC right out of high school.
- ✓ • I liked the environment at Royal Oak campus and plan to return for summer classes.
- ✓ • I love OCC and had a great time attending there.
- ✓ • I loved it at OCC.
- ✓ • I loved it! whatever they're doing they should continue
- ✓ • I loved the school and the teacher, and would return in a heartbeat.
- ✓ • I never had a problem with administrative and thought teachers were very good.
- ✓ • I really like the small classes and the relationship possible with the teacher.
- ✓ • I really liked OCC and even recommended it to my brother.
- ✓ • I think it is a good school.
- ✓ • I think it's a great school with great classes.

move

- ✓ • I think the accounting department at Royal Oak is fabulous, especially Professor **** as well as the accounting tutors. I hope it won't change. OCC is a wonderful school.
- ✓ • I think the Art Department is excellent - better than at some 4 year colleges.
- ✓ • I thought a Mr. **** was an excellent business teacher at the Auburn Hills campus.
- ✓ • I was very happy with the school
- ~~Great school!~~
- ✓ • Impressed that the school had a great program.
- ✓ • It is very good and explain anything you asked....staff members were very knowledgeable and were very cooperative.
- ✓ • It was a good experience - only had to attend to update credentials.
- ✓ • It was great
- ✓ • It was good (3 cases)
- ✓ • It was easy and straight forward and liked OCC
- ✓ • It was awesome. Study groups and tutors were very helpful.
- ✓ • It was an awesome experience and enjoyed every minute.
- ✓ • It was a very good school i really liked it
- ✓ • It was a very good experience. It's a well run school.
- ✓ • It was a very convenient school for me
- ✓ • It was very good experience....it is hard to learn English...
- ✓ • It was very positive experience and photo dept was great.
- ✓ • It was wonderful
- ✓ • It's a great community college.
- ✓ • It's a great school and I hope to come back in the near future.
- ✓ • It's a great value and a great way to transition to a university setting.
- ✓ • Like OCC and is great college.
- ✓ • Like OCC because of small classes. It's a good stepping stone and good for the budget.
- ✓ • Liked the friendliness and openness of the people I met at OCC and probably coming back.
- ✓ • Liked the Southfield campus because of campus. Enjoyed going to the school
- ✓ • Liked working with people at OCC, people were great

- ✓ • Love OCC and my instructors were top notch.
- ✓ • Loved OCC.
- ✓ • Loved the teachers, loved the school and all he personnel and the price.
- ✓ • My experience was positive.
- ✓ • No - good experience
- ✓ • No - excellent history teacher, Mr. **** & Mr. ****
- ✓ • No - I liked it - would come back - Stress happens only at registration.
- ✓ • No - was pretty satisfied
- ✓ • No liked it and hopes come back
- ✓ • No, enjoyed culinary program
- ✓ • No, it was good
- ✓ • No, very good school
- ✓ • OCC is an excellent college, your ease of registration is phenomenal, you guys are just great
- ✓ • OCC was a great school to transition from high school to a university setting.
- ✓ • OCC was very helpful in transferring credits to Western.
- ✓ • Otherwise good.
- ✓ • Overall it's been a very positive experience. The teachers are good and had good interactions with my fellow students.
- ✓ • Professors are all very helpful & welcoming. Always easy to get help & very motivational while in class & with future.
- ✓ • Really a very positive experience. I went to 2 other University and OCC was a GREAT value
- ✓ • Really like OCC. It was a good experience.
- ✓ • Teachers were really good and I liked the teacher-student ratio.
- ✓ • Teachers were really there for the students. Very helpful and worked around schedules to reach the students.
- ✓ • The courses and teachers at OCC are every bit as good as at OU.
- ✓ • The school has fantastic teachers, and much help is available. One of the best schools in Oakland County.
- ✓ • The teachers really cared, were thorough and very good. It was a very pleasant experience.

- ✓ • Very good, I liked it. Answers answered.
- ✓ • Very good (2 cases)
- ✓ • Very happy.
- ✓ • Wants to return and do better, thinks it is a great school
- ✓ • Was great
- ✓ • Wonderful experience, and my oldest son to attend
- ✓ • Wonderful school. Very organized, and professional.

Negative Comments:

- ✓ • Expectations were very high - the ratio of students to professors was not acceptable...too many students without an opportunity to spend time with the teachers when there were questions.
- ✓ • Had one professor that taught environmental science and he was very inappropriate, sexual references used.
- ✓ • I am upset that I earned a certificate for my completion of classes and then could not get the certificate without paying an extra \$25. Since the classes were paid for and completed, I believe there should not be any cost for the certification.
- ✓ • I do have problem with advisors. They are on a different page and don't tell us what we need to know, esp. nursing.
- ✓ • I don't think that many of the people that work at OCC - Orchard Ridge are very nice. They were extremely rude. They are not helpful. This includes the Financial Aid Department. They are not helpful. I am very unhappy.
- ✓ • I paid top dollar because I'm not a resident and it was not efficient. I'm not at schoolcraft and they make it easier for me to register and take classes. They should straighten out the registration problems.
- ✓ • I recently tried to get transcript printed for a last-minute scholarship I received. Royal Oak would not give me an official one. I even offered to pay extra. However, Macomb and Michigan State gave me transcripts with no problem.
- ✓ • No- just snotty office people.
- ✓ • Should have more opening for different programs
- ✓ • Some programs are very difficult to get in. I didn't like that some programs, I needed to take exams.
- ✓ • The math teacher at Auburn Hts I didn't think was too good.
- ✓ • Went to art school previously, art classes were very elementary.

Other Additional Comments:

- ✓ • A counselor told her the wrong class to take and she took a more difficult class than necessary.
- ✓ • Basic experiences were good...just that counselors and instructors do not always take into consideration personal situations of adult students.
- ✓ • Classes were easy and convenient however not enough options in the field I wanted so will plan to attend another campus rather than Royal Oak
- ✓ • Good except for financial aid.
- ✓ • Great school. Just one bad teacher that made her drop the class.
- ✓ • He will be returning
- ✓ • Helped me to transfer to a 4-year college
- ✓ • Her program has some duplication on some of the material, within some of the courses.
- ✓ • I thought that the Royal Oak campus was too much like a glorified high school
 - atmosphere, but Orchard Ridge was more like a college atmosphere and I like it better.
- ✓ • I found the students at OCC very aloof and not very outgoing.
- ✓ • I lost my Pell grant so I can't come back.
- ✓ • I miss the low tuition
- ✓ • I went for a year and I plan to return
- ✓ • I wish there was a medical billing class @ OCC. Maybe it could be online and run, say, 40 weeks straight.
- ✓ • It is hard to get into the nursing program
- ✓ • No (126 cases)
- ✓ • No, except I wish there had been more girls.
- ✓ • No, it would just be more of the same.
- ✓ • None
- ✓ • One course that would do really well would be overview of all the different kinds of jobs you can get with an art degree & what you do to get a good job.
- ✓ • Only 20 (out of 52) credits were accepted by Lawrence Tech. That was a disappointment!!
- ✓ • Parking is a problem. Experience was great though.

- ✓ • Problem with book price situation....too much. There are classes I didn't take because the books were too expensive.
- ✓ • Response was "can't help you" even though they said I was all set.
- ✓ • Registration
- ✓ • The sign language program needs to be looked at
- ✓ • The school should be a little more student oriented than faculty oriented
- ✓ • Was going to come back this summer, but her class filled up so is going somewhere else
- ✓ • We need more internships
- ✓ • Wish there was an open gym at the college.

Frequencies

[DataSet1] I:\Recurring Phone Surveys\Non Returning Student\NRS 2009\Data\NRS 2009 Results with Comment Themes.sav

Statistics

		Now, I'd like you to think back and tell me your reason for attending OCC. What was your educational goal/primary reason for attending OCC? (SELECT ONLY ONE)	Other reason (please explain)?	The next several questions are about your current employment status. What is your current employment status? Are you...	To what extent is your current job related to the degree/certificate program in which you were enrolled at OCC?	What is your YEARLY salary before deductions? Please do not include overtime. This information, when combined with information from others in your field of study, will provide valuable information for students who are considering study in your field.
N	Valid	523	532	522	342	218
	Missing	9	0	10	190	314

AI

Statistics

		How often would you say you use the skills learned at OCC in your current employment?	Next, I'd like to ask you a few questions regarding your educational goals. Please consider your decision to enroll at OCC. If you had to do it all over again, which of the following best describes the choice you would make regarding meeting your	Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Decided to transfer to another	Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Health-related issue (personal or family)	Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Work-related responsibilities were too great
N	Valid	341	521	46	39	39
	Missing	191	11	486	493	493

Statistics

		Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Family responsibilities were too great	Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Relocated to another area	Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Dissatisfied with my grades	Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Courses were too difficult	Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Courses were not challenging
N	Valid	39	41	39	39	40
	Missing	493	491	493	493	492

Statistics

		Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Courses were not required for my job	Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Accepted full-time job	Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Wanted to obtain work experience	Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Courses not offered at convenient times	Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Financial consideration s/issues
N	Valid	40	40	40	39	40
	Missing	492	492	492	493	492

Statistics

		Our records indicate that you are not currently a student at OCC for the Winter 2009 term. Is this correct?	Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Done with school	Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Other	List of Other Reasons	Any other reasons why you are NOT attending OCC?
N	Valid	530	40	34	532	532
	Missing	2	492	498	0	0

Statistics

		Are you currently attending another college or university?	What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Central Michigan	What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Eastern Michigan	What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Henry Ford Community	What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Lawrence
N	Valid	521	16	18	15	14
	Missing	11	516	514	517	518

Statistics

		What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Michigan State	What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Oakland University	What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - University of	What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - University of	What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - University of
N	Valid	17	40	21	15	19
	Missing	515	492	511	517	513

Statistics

		What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - University of	What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Wayne State	What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Walsh College	What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Western Michigan	What is the name of the school you are currently attending? (CHECK ALL THAT APPLY) (INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL) YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Other
N	Valid	12	29	16	18	74
	Missing	520	503	516	514	458

Statistics

		Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Process of obtaining an academic transcript from OCC to apply to you	Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Number of OCC course credits accepted by your most recent school	Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Information available at OCC about schools to which you could	Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Information available at OCC about specific programs to which you	Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Information provided by OCC counselors about transfer options.
N	Valid	172	172	170	170	170
	Missing	360	360	362	362	362

Statistics

		Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Information provided by faculty about transfer options.	Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Information provided about transfer options at OCC by representative s	Using the same scale, please tell me your degree of satisfaction or satisfaction with how well OCC prepared you academically for your current school. - Academic preparation for general education courses (eg. English, Math) at your most recent	Using the same scale, please tell me your degree of satisfaction or satisfaction with how well OCC prepared you academically for your current school. - Academic preparation for courses you are taking in your major field of study at your most recent	Using the same scale, please tell me your degree of satisfaction or satisfaction with how well OCC prepared you academically for your current school. - Preparation for the level of difficulty of course material at your most recent school.
N	Valid	169	169	170	170	170
	Missing	363	363	362	362	362

Statistics

	Using the same scale, please tell me your degree of satisfaction or satisfaction with how well OCC prepared you academically for your current school. - Preparation for the workload expectations of courses (eg. amount of reading, number of	What is your area of study at this school?	Are there any problems or concerns you encountered while attending (academic or administrative) OCC?	Is there anything else you would like to tell us about your experience at OCC?
N	Valid	169	532	532
	Missing	363	0	0

Frequency Table

Now, I'd like you to think back and tell me your reason for attending OCC. What was your educational goal/primary reason for attending OCC? (SELECT ONLY ONE)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	To complete courses for transfer to another institution WITHOUT obtaining a degree or certificate from OCC	186	35.0	35.6	35.6
	To complete courses for transfer to another institution AFTER obtaining a degree or certificate from OCC	85	16.0	16.3	51.8
	To obtain an OCC degree or certificate	155	29.1	29.6	81.5
	To gain knowledge RELATED to employment	20	3.8	3.8	85.3
	To gain knowledge NOT related to employment	26	4.9	5.0	90.2
	Undecided	9	1.7	1.7	92.0
	Other	42	7.9	8.0	100.0
	Total	523	98.3	100.0	
Missing	System	9	1.7		
Total		532	100.0		

(6a)

Other reason (please explain)?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	491	92.3	92.3	92.3
All of the above	1	.2	.2	92.5
Credits to join military	1	.2	.2	92.7
Dual enrollment from high school.	1	.2	.2	92.9
english	1	.2	.2	93.0
Enjoyment and other personal interests	1	.2	.2	93.2
ESL classes	1	.2	.2	93.4
GET NECESSARY CREDITS FOR A DEGREE ELSEWHERE	1	.2	.2	93.6
Guest student	1	.2	.2	93.8
Had B.S. from Wayne but needed to add courses before going into Nursing	1	.2	.2	94.0
I went back OCC to motivate my sister to go into nursing	1	.2	.2	94.2
In the Nursing program, I just have to wait to get in.	1	.2	.2	94.4
It was near my house and it was cheap.	1	.2	.2	94.5
Just came to learn English	1	.2	.2	94.7
just to take some classes	1	.2	.2	94.9
Just wanted to take courses	1	.2	.2	95.1
Just wanted to take some general classes.	1	.2	.2	95.3
Just wanted to take some general courses	1	.2	.2	95.5
Learn English	1	.2	.2	95.7
Needed 6 hours for teaching certificate	1	.2	.2	95.9
Personal enjoyment	2	.4	.4	96.2
Personal enjoyment and growth	1	.2	.2	96.4
Personal enrichment	2	.4	.4	96.8
renew teaching certificate.	1	.2	.2	97.0
Retired, just wanted to take a class	1	.2	.2	97.2
Taking classes for fun	1	.2	.2	97.4
Taking classes for teaching certificate renewal.	1	.2	.2	97.6
taking spanish	1	.2	.2	97.7

Other reason (please explain)?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid To gain more knowledge	1	.2	.2	97.9
To gain more knowledge for my satisfaction	1	.2	.2	98.1
To get into occ's nursing program.	1	.2	.2	98.3
To improve my Spanish	1	.2	.2	98.5
To learn to speak English	1	.2	.2	98.7
to renew teaching certificate	1	.2	.2	98.9
Wanted to learn English	1	.2	.2	99.1
Wanted to learn more about culinary program.	1	.2	.2	99.2
Wanted to stay in school	1	.2	.2	99.4
Wanted to take pottery classes	1	.2	.2	99.6
Was a high school student	1	.2	.2	99.8
was going to go into nursing program	1	.2	.2	100.0
Total	532	100.0	100.0	

The next several questions are about your current employment status.What is your current employment status? Are you...

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Self-employed	22	4.1	4.2	4.2
Employed Full-time (35 hours or more per week)	192	36.1	36.8	41.0
Employed Part-time (34 hours or less per week)	127	23.9	24.3	65.3
Employed Full-time in military service	1	.2	.2	65.5
Unemployed, seeking employment	87	16.4	16.7	82.2
Unemployed, but not seeking employment	93	17.5	17.8	100.0
Total	522	98.1	100.0	
Missing System	10	1.9		
Total	532	100.0		

80

To what extent is your current job related to the degree/certificate program in which you were enrolled at OCC?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all related	199	37.4	58.2	58.2
	Somewhat related	75	14.1	21.9	80.1
	Highly related	68	12.8	19.9	100.0
	Total	342	64.3	100.0	
Missing	System	190	35.7		
Total		532	100.0		

9a

How often would you say you use the skills learned at OCC in your current employment?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	99	18.6	29.0	29.0
	Some of the time	133	25.0	39.0	68.0
	Most of the time	54	10.2	15.8	83.9
	All of the time	55	10.3	16.1	100.0
	Total	341	64.1	100.0	
Missing	System	191	35.9		
Total		532	100.0		

68

9b

Next, I'd like to ask you a few questions regarding your educational goals. Please consider your decision to enroll at OCC. If you had to do it all over again, which of the following best describes the choice you would make regarding meeting your

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Definitely would not return	20	3.8	3.8	3.8
	Probably would not return	32	6.0	6.1	10.0
	Probably would return	166	31.2	31.9	41.8
	Definitely would return	303	57.0	58.2	100.0
	Total	521	97.9	100.0	
Missing	System	11	2.1		
Total		532	100.0		

9c

Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Decided to transfer to another

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Reason	26	4.9	56.5	56.5
	Minor Reason	2	.4	4.3	60.9
	Not a Reason	17	3.2	37.0	97.8
	Don't Know	1	.2	2.2	100.0
	Total	46	8.6	100.0	
Missing	System	486	91.4		
Total		532	100.0		

10a

Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Health-related issue (personal or family)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Reason	5	.9	12.8	12.8
	Not a Reason	33	6.2	84.6	97.4
	Don't Know	1	.2	2.6	100.0
	Total	39	7.3	100.0	
Missing	System	493	92.7		
Total		532	100.0		

10b

Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Work-related responsibilities were too great

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Reason	1	.2	2.6	2.6
	Minor Reason	1	.2	2.6	5.1
	Not a Reason	36	6.8	92.3	97.4
	Don't Know	1	.2	2.6	100.0
	Total	39	7.3	100.0	
Missing	System	493	92.7		
Total		532	100.0		

10c

Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Family responsibilities were too great

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Reason	3	.6	7.7	7.7
	Minor Reason	3	.6	7.7	15.4
	Not a Reason	32	6.0	82.1	97.4
	Don't Know	1	.2	2.6	100.0
	Total	39	7.3	100.0	
Missing	System	493	92.7		
Total		532	100.0		

11a

Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Relocated to another area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Reason	7	1.3	17.1	17.1
	Not a Reason	33	6.2	80.5	97.6
	Don't Know	1	.2	2.4	100.0
	Total	41	7.7	100.0	
Missing	System	491	92.3		
Total		532	100.0		

11b

Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Dissatisfied with my grades

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Reason	1	.2	2.6	2.6
	Minor Reason	3	.6	7.7	10.3
	Not a Reason	34	6.4	87.2	97.4
	Don't Know	1	.2	2.6	100.0
	Total	39	7.3	100.0	
Missing	System	493	92.7		
Total		532	100.0		

11c

Now, I'm going to read you a number of reasons why students might leave college. Please tell me if the reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Courses were too difficult

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Minor Reason	1	.2	2.6	2.6
	Not a Reason	37	7.0	94.9	97.4
	Don't Know	1	.2	2.6	100.0
	Total	39	7.3	100.0	
Missing	System	493	92.7		
Total		532	100.0		

12a

Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Courses were not challenging

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Reason	3	.6	7.5	7.5
	Minor Reason	2	.4	5.0	12.5
	Not a Reason	33	6.2	82.5	95.0
	Don't Know	2	.4	5.0	100.0
	Total	40	7.5	100.0	
Missing	System	492	92.5		
Total		532	100.0		

12b

Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Courses were not required for my job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Reason	3	.6	7.5	7.5
	Minor Reason	2	.4	5.0	12.5
	Not a Reason	33	6.2	82.5	95.0
	Don't Know	2	.4	5.0	100.0
	Total	40	7.5	100.0	
Missing	System	492	92.5		
Total		532	100.0		

12c

Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Accepted full-time job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Reason	1	.2	2.5	2.5
	Minor Reason	2	.4	5.0	7.5
	Not a Reason	35	6.6	87.5	95.0
	Don't Know	2	.4	5.0	100.0
	Total	40	7.5	100.0	
Missing	System	492	92.5		
Total		532	100.0		

13a

Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Wanted to obtain work experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Minor Reason	2	.4	5.0	5.0
	Not a Reason	36	6.8	90.0	95.0
	Don't Know	2	.4	5.0	100.0
	Total	40	7.5	100.0	
Missing	System	492	92.5		
Total		532	100.0		

13b

Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Courses not offered at convenient times

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Reason	3	.6	7.7	7.7
	Minor Reason	4	.8	10.3	17.9
	Not a Reason	30	5.6	76.9	94.9
	Don't Know	2	.4	5.1	100.0
	Total	39	7.3	100.0	
Missing	System	493	92.7		
Total		532	100.0		

13c

Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Financial considerations/issues

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Reason	6	1.1	15.0	15.0
	Minor Reason	2	.4	5.0	20.0
	Not a Reason	31	5.8	77.5	97.5
	Don't Know	1	.2	2.5	100.0
	Total	40	7.5	100.0	
Missing	System	492	92.5		
Total		532	100.0		

(14a)

Our records indicate that you are not currently a student at OCC for the Winter 2009 term. Is this correct?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	524	98.5	98.9	98.9
	No	6	1.1	1.1	100.0
	Total	530	99.6	100.0	
Missing	System	2	.4		
Total		532	100.0		

Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Done with school

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Reason	2	.4	5.0	5.0
	Minor Reason	1	.2	2.5	7.5
	Not a Reason	35	6.6	87.5	95.0
	Don't Know	2	.4	5.0	100.0
	Total	40	7.5	100.0	
Missing	System	492	92.5		
Total		532	100.0		

(14b)

Continuing on, please tell me if the following reasons were a major reason, a minor reason, or not a reason in your decision NOT to return to OCC? - Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Major Reason	16	3.0	47.1	47.1
	Minor Reason	1	.2	2.9	50.0
	Not a Reason	15	2.8	44.1	94.1
	Don't Know	2	.4	5.9	100.0
	Total	34	6.4	100.0	
Missing	System	498	93.6		
Total		532	100.0		

List of Other Reasons

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	505	94.9	94.9	94.9
✓ WANTED GET AWAY FROM LIVING AT HOME AND EXPERIENCE LIVING IN A DIFFERENT TYPE OF COLLEGE ENVIROMENT.	1	.2	.2	95.1
✓ Attending Grand Valley	1	.2	.2	95.3
✓ Did not feel the professor cared about the students learning the class material (anatomy class) - not challenging - did not feel it was a good learning experience. However, the Medical Terminology was a great class and still use this information.	1	.2	.2	95.5
✓ Did not for the professors at OCC - too many students per teacher.	1	.2	.2	95.7
✓ I decided to transfer to cosmetology school.	1	.2	.2	95.9
✓ I liked another culinary program better than OCC.	1	.2	.2	96.1
✓ i would rather have the prestige of a 4 year university	1	.2	.2	96.2
✓ IT WAS	1	.2	.2	96.4
✓ JUST WANTED TO LEARN ENGLISH AND COMPUTER SKILLS	1	.2	.2	96.6
✓ Moved out of state	2	.4	.4	97.0
✓ Moved to Ohio	1	.2	.2	97.2
✓ Moving to Germany	1	.2	.2	97.4
✓ No	1	.2	.2	97.6

add to Q12

List of Other Reasons

add to
Q12

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ Not necessary	1	.2	.2	97.7
✓ Professors were not qualified to teach the courses he had	1	.2	.2	97.9
✓ School (Highland Lakes) was too far and classes offered at "bad "times. Otherwise I liked it.	1	.2	.2	98.1
✓ Son had classes at same time and time conflict in class schedule I had to drop my class. I may return someday for culinary classes.	1	.2	.2	98.3
✓ teachers are crap.	1	.2	.2	98.5
✓ THE REQUIREMENTS FOR THE CAREER PATH I WANTED WERE CHANGED AND I COULD NOT AFFORD TO GO BACK AND MEET THOSE REQUIREMENTS	1	.2	.2	98.7
✓ to many campus police. felt parinoided.	1	.2	.2	98.9
✓ Took to long to finish program	1	.2	.2	99.1
✓ Transportation	1	.2	.2	99.2
✓ tried to accuse me of paying something that i did not. they try to take money from students that are trying to get education	1	.2	.2	99.4
✓ unprofessional behavior from your staff members	1	.2	.2	99.6
✓ Waiting to get into program	1	.2	.2	99.8
✓ When I finished my pre-reqs for nusring, I found out that Nursing had instituted a minimum GPS of 3.51. Mine was 3.49. There was no required GPS when I started. I felt that I should have been 'grandfathered' but no one would listen to me. I had to sa	1	.2	.2	100.0
Total	532	100.0	100.0	

Any other reasons why you are NOT attending OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	517	97.2	97.2	97.2
✓ Attending Schoolcraft College	1	.2	.2	97.4
✓ Because I chose a different profession - Cosmetology	1	.2	.2	97.6
✓ going to a school with shorter semester and smaller classes	1	.2	.2	97.7
✓ I had to transfer to OU to save my credits. I feel OCC cheated me!	1	.2	.2	97.9
✓ Just wanted to stay in school while in transition with family.	1	.2	.2	98.1
✓ No	3	.6	.6	98.7
✓ NO	3	.6	.6	99.2
✓ RETURNING TO JAPAN	1	.2	.2	99.4
✓ the classes are not offered or full	1	.2	.2	99.6
✓ the program needs to be improved	1	.2	.2	99.8
✓ waiting list for the nursing program	1	.2	.2	100.0
Total	532	100.0	100.0	

Are you currently attending another college or university?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	173	32.5	33.2	33.2
No	348	65.4	66.8	100.0
Total	521	97.9	100.0	
Missing System	11	2.1		
Total	532	100.0		

(17a)

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Central Michigan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	5	.9	31.3	31.3
No	11	2.1	68.8	100.0
Total	16	3.0	100.0	
Missing System	516	97.0		
Total	532	100.0		

(17b)

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Eastern Michigan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	6	1.1	33.3	33.3
No	12	2.3	66.7	100.0
Total	18	3.4	100.0	
Missing System	514	96.6		
Total	532	100.0		

(18a)

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Henry Ford Community

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	3	.6	20.0	20.0
No	12	2.3	80.0	100.0
Total	15	2.8	100.0	
Missing System	517	97.2		
Total	532	100.0		

(18b)

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Lawrence

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	2	.4	14.3	14.3
No	12	2.3	85.7	100.0
Total	14	2.6	100.0	
Missing System	518	97.4		
Total	532	100.0		

(18c)

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Michigan State

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	5	.9	29.4	29.4
No	12	2.3	70.6	100.0
Total	17	3.2	100.0	
Missing System	515	96.8		
Total	532	100.0		

(18d)

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Oakland University

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	31	5.8	77.5	77.5
No	9	1.7	22.5	100.0
Total	40	7.5	100.0	
Missing System	492	92.5		
Total	532	100.0		

(19a)

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - University of Detroit-Mercy

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	9	1.7	42.9	42.9
No	12	2.3	57.1	100.0
Total	21	3.9	100.0	
Missing System	511	96.1		
Total	532	100.0		

(19b)

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - University of MI-AA

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	3	.6	20.0	20.0
No	12	2.3	80.0	100.0
Total	15	2.8	100.0	
Missing System	517	97.2		
Total	532	100.0		

(19c)

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - University of MI- Dearborn

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	7	1.3	36.8	36.8
No	12	2.3	63.2	100.0
Total	19	3.6	100.0	
Missing System	513	96.4		
Total	532	100.0		

(19d)

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - University of

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	12	2.3	100.0	100.0
Missing System	520	97.7		
Total	532	100.0		

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Wayne State

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	19	3.6	65.5	65.5
No	10	1.9	34.5	100.0
Total	29	5.5	100.0	
Missing System	503	94.5		
Total	532	100.0		

(20a)

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Walsh College

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	5	.9	31.3	31.3
No	11	2.1	68.8	100.0
Total	16	3.0	100.0	
Missing System	516	97.0		
Total	532	100.0		

(20b)

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Western Michigan

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	6	1.1	33.3	33.3
No	12	2.3	66.7	100.0
Total	18	3.4	100.0	
Missing System	514	96.6		
Total	532	100.0		

(20c)

What is the name of the school you are currently attending? (CHECK ALL THAT APPLY)(INTERVIEWER: IF THEIR SCHOOL IS NOT LISTED BELOW, THE NEXT QUESTION PROVIDES SPACE FOR OTHER SCHOOL)YOU MUST CLICK NEXT TO PROCEED WITH SURVEY - Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	65	12.2	87.8	87.8
	No	9	1.7	12.2	100.0
	Total	74	13.9	100.0	
Missing	System	458	86.1		
Total		532	100.0		

Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Process of obtaining an academic transcript from OCC to apply to you

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	4	.8	2.3	2.3
	Somewhat Dissatisfied	7	1.3	4.1	6.4
	Somewhat Satisfied	42	7.9	24.4	30.8
	Very Satisfied	107	20.1	62.2	93.0
	Does Not Apply	12	2.3	7.0	100.0
	Total		172	32.3	100.0
Missing	System	360	67.7		
Total		532	100.0		

21a

Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Number of OCC course credits accepted by your most recent school

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	.6	1.7	1.7
	Somewhat Dissatisfied	3	.6	1.7	3.5
	Somewhat Satisfied	41	7.7	23.8	27.3
	Very Satisfied	109	20.5	63.4	90.7
	Does Not Apply	16	3.0	9.3	100.0
	Total		172	32.3	100.0
Missing	System	360	67.7		
Total		532	100.0		

21b

Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Information available at OCC about schools to which you could

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	2	.4	1.2	1.2
	Somewhat Dissatisfied	5	.9	2.9	4.1
	Somewhat Satisfied	42	7.9	24.7	28.8
	Very Satisfied	79	14.8	46.5	75.3
	Does Not Apply	42	7.9	24.7	100.0
	Total	170	32.0	100.0	
Missing	System	362	68.0		
Total		532	100.0		

22a

Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Information available at OCC about specific programs to which you

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	.6	1.8	1.8
	Somewhat Dissatisfied	2	.4	1.2	2.9
	Somewhat Satisfied	47	8.8	27.6	30.6
	Very Satisfied	74	13.9	43.5	74.1
	Does Not Apply	44	8.3	25.9	100.0
	Total	170	32.0	100.0	
Missing	System	362	68.0		
Total		532	100.0		

22b

Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Information provided by OCC counselors about transfer options.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	9	1.7	5.3	5.3
	Somewhat Dissatisfied	4	.8	2.4	7.7
	Somewhat Satisfied	40	7.5	23.5	31.2
	Very Satisfied	68	12.8	40.0	71.2
	Does Not Apply	49	9.2	28.8	100.0
	Total	170	32.0	100.0	
Missing	System	362	68.0		
Total		532	100.0		

22c

Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Information provided by faculty about transfer options.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	5	.9	3.0	3.0
	Somewhat Dissatisfied	6	1.1	3.6	6.5
	Somewhat Satisfied	40	7.5	23.7	30.2
	Very Satisfied	54	10.2	32.0	62.1
	Does Not Apply	64	12.0	37.9	100.0
	Total	169	31.8	100.0	
Missing	System	363	68.2		
Total		532	100.0		

23a

Using the scale very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied please tell me your level of satisfaction with the transfer procedures from OCC. - Information provided about transfer options at OCC by representatives

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	4	.8	2.4	2.4
	Somewhat Dissatisfied	2	.4	1.2	3.6
	Somewhat Satisfied	36	6.8	21.3	24.9
	Very Satisfied	61	11.5	36.1	60.9
	Does Not Apply	66	12.4	39.1	100.0
	Total	169	31.8	100.0	
Missing	System	363	68.2		
Total		532	100.0		

23b

Using the same scale, please tell me your degree of satisfaction or satisfaction with how well OCC prepared you academically for your current school. - Academic preparation for general education courses (eg. English, Math) at your most recent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	2	.4	1.2	1.2
	Somewhat Dissatisfied	2	.4	1.2	2.4
	Somewhat Satisfied	54	10.2	31.8	34.1
	Very Satisfied	96	18.0	56.5	90.6
	Does Not Apply	16	3.0	9.4	100.0
	Total	170	32.0	100.0	
Missing	System	362	68.0		
Total		532	100.0		

23c

Using the same scale, please tell me your degree of satisfaction or satisfaction with how well OCC prepared you academically for your current school. - Academic preparation for courses you are taking in your major field of study at your most recent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	2	.4	1.2	1.2
	Somewhat Dissatisfied	10	1.9	5.9	7.1
	Somewhat Satisfied	56	10.5	32.9	40.0
	Very Satisfied	72	13.5	42.4	82.4
	Does Not Apply	30	5.6	17.6	100.0
	Total	170	32.0	100.0	
Missing	System	362	68.0		
Total		532	100.0		

(24a)

Using the same scale, please tell me your degree of satisfaction or satisfaction with how well OCC prepared you academically for your current school. - Preparation for the level of difficulty of course material at your most recent school.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.2	.6	.6
	Somewhat Dissatisfied	12	2.3	7.1	7.6
	Somewhat Satisfied	71	13.3	41.8	49.4
	Very Satisfied	71	13.3	41.8	91.2
	Does Not Apply	15	2.8	8.8	100.0
	Total	170	32.0	100.0	
Missing	System	362	68.0		
Total		532	100.0		

(24b)

Using the same scale, please tell me your degree of satisfaction or satisfaction with how well OCC prepared you academically for your current school. - Preparation for the workload expectations of courses (eg. amount of reading, number of

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	5	.9	3.0	3.0
	Somewhat Dissatisfied	8	1.5	4.7	7.7
	Somewhat Satisfied	69	13.0	40.8	48.5
	Very Satisfied	73	13.7	43.2	91.7
	Does Not Apply	14	2.6	8.3	100.0
	Total	169	31.8	100.0	
Missing	System	363	68.2		
Total		532	100.0		

(24c)

What is your area of study at this school?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	364	68.4	68.4	68.4
Accounting	5	.9	.9	69.4
Accounting, Nursing	1	.2	.2	69.5
Adminstration	1	.2	.2	69.7
Aesthetic Program	1	.2	.2	69.9
Animal Science	1	.2	.2	70.1
Anthropology	1	.2	.2	70.3
Art	1	.2	.2	70.5
Automotive Tech	1	.2	.2	70.7
Biochemistry	1	.2	.2	70.9
Biology	2	.4	.4	71.2
Biomedical Science	1	.2	.2	71.4
Business	15	2.8	2.8	74.2
Business Administration	6	1.1	1.1	75.4
Business Finance	1	.2	.2	75.6
Business Information Technology	1	.2	.2	75.8
Business Management	2	.4	.4	76.1
Chemical Engineering	1	.2	.2	76.3
Civil Engineering	1	.2	.2	76.5
Communications	1	.2	.2	76.7
Computer Aided Drafting and Design	1	.2	.2	76.9
Computer Science	2	.4	.4	77.3
Construction Management	1	.2	.2	77.4
Cosmotology	1	.2	.2	77.6
Counseling	2	.4	.4	78.0
Creative Writing	1	.2	.2	78.2
Culinary Arts	1	.2	.2	78.4
Culinary Arts, Businees	1	.2	.2	78.6
Dental Hygiene	4	.8	.8	79.3
Design	1	.2	.2	79.5
Dietetic	1	.2	.2	79.7
Early Childcare	1	.2	.2	79.9
Education	6	1.1	1.1	81.0
Electrical Engineering	1	.2	.2	81.2
Elementary Education	2	.4	.4	81.6
Emergency Medical	1	.2	.2	81.8
Engineering	1	.2	.2	82.0

What is your area of study at this school?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid English	3	.6	.6	82.5
English Literature	1	.2	.2	82.7
Environmental Science	1	.2	.2	82.9
Exercise Physiology	1	.2	.2	83.1
Film and Video Production	1	.2	.2	83.3
Finance	1	.2	.2	83.5
Fine Art Design	1	.2	.2	83.6
General Science	1	.2	.2	83.8
General Studies	3	.6	.6	84.4
Graphic Design	3	.6	.6	85.0
Health Information Technology	2	.4	.4	85.3
History	2	.4	.4	85.7
Hospitality	1	.2	.2	85.9
Human Resources	3	.6	.6	86.5
Information Technology	2	.4	.4	86.8
Integrated Studies	2	.4	.4	87.2
Interior Design	1	.2	.2	87.4
Journalism	2	.4	.4	87.8
Law School	1	.2	.2	88.0
Liberal Arts	1	.2	.2	88.2
Management	2	.4	.4	88.5
Marketing	3	.6	.6	89.1
Math, History, Teaching	1	.2	.2	89.3
Media Arts	1	.2	.2	89.5
Medical	1	.2	.2	89.7
Music	1	.2	.2	89.8
Music Recording Technology	1	.2	.2	90.0
Nursing	24	4.5	4.5	94.5
Oriental Medicine and Accupuncture	1	.2	.2	94.7
Outdoor Recreation Leadership	1	.2	.2	94.9
Paralegal	1	.2	.2	95.1
Phlebotomy Technician	2	.4	.4	95.5
Photography	1	.2	.2	95.7
Physics, Math	1	.2	.2	95.9
Pre-Dental	1	.2	.2	96.1
Pre-Law	1	.2	.2	96.2

What is your area of study at this school?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Pre-Medicine	1	.2	.2	96.4
Psychology	7	1.3	1.3	97.7
Public Administration	1	.2	.2	97.9
Recording Arts	1	.2	.2	98.1
Science	2	.4	.4	98.5
Social Work	1	.2	.2	98.7
Special Education	1	.2	.2	98.9
Supply Chain Management	1	.2	.2	99.1
Surgical Tech	1	.2	.2	99.2
Teaching	1	.2	.2	99.4
Technology Management	1	.2	.2	99.6
Transportation Design	1	.2	.2	99.8
Veterinary Medicine	1	.2	.2	100.0
Total	532	100.0	100.0	

Are there any problems or concerns you encountered while attending (academic or administrative) OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	447	84.0	84.0	84.0
✓ 7years behind on there graphic design.	1	.2	.2	84.2
✓ All okay	1	.2	.2	84.4
✓ Appeal letter process was a problem. It was a confusing process. Paying money to the school was a problem as well. Misinformed about the payment options available.	1	.2	.2	84.6
✓ Assistants did much of the work and professors were not approachable. Many students felt this way in particular for the Intro Chemistry class Professor Murrow	1	.2	.2	84.8
✓ Basically, positive experience	1	.2	.2	85.0
✓ being denied in the nursing program, i tried to contact the dean the dean has never replied to my letter that i wrote	1	.2	.2	85.2
chemin	1	.2	.2	85.3

Frequencies

[DataSet1] I:\Recurring Phone Surveys\Non Returning Student\NRS 2009\Data\NRS 2009 Results.sav

Statistics

		Are there any problems or concerns you encountered while attending (academic or administrative) OCC?	Is there anything else you would like to tell us about your experience at OCC?
N	Valid	532	532
	Missing	0	0

Frequency Table

Are there any problems or concerns you encountered while attending (academic or administrative) OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	285	53.6	53.6	53.6
✓ I FOUND THE THE TEACHER OF MICROSOFT OFFICE AT AUBURN HILL VERY DIFFICULT TO UNDERSTAND AND DID NOT LIKE HER METHOD OF TEACHING.	1	.2	.2	53.8
✓ . Only problem was taking care of grandmother. Even when I had documetation of emergency surgery and letter of approval from my teacher, the office would not make an exception 4 test re-take. I left OCC for Schoolcraft.	1	.2	.2	53.9
✓ 7years behind on there graphic design.	1	.2	.2	54.1
✓ All okay	1	.2	.2	54.3
✓ Appeal letter process was a problem. It was a confusing process. Paying money to the school was a problem as well. Misinformed about the payment options available.	1	.2	.2	54.5

Are there any problems or concerns you encountered while attending (academic or administrative) OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ Assistants did much of the work and professors were not approachable. Many students felt this way in particular for the Intro Chemistry class - Professor Murrow	1	.2	.2	54.7
✓ AT THE ROYAL OAK CAMPUS THE NITE TIME TEACHERS WERE SO HARD TO UNDERSTAND I HAD TO DROP SEVERAL CLASSES.	1	.2	.2	54.9
✓ Basically, positive experience	1	.2	.2	55.1
✓ being denied in the nursing program, i tried to contact the dean the dean has never replied to my letter that i wrote	1	.2	.2	55.3
✓ chemin	1	.2	.2	55.5
✓ Classes were too fast - paced and teacher I wanted (listed in schedule of classes) was NOT who turned up in class to teach. She was terrible and the class stunk.	1	.2	.2	55.6
✓ Concern was group work when other students only valued individual work and would not cooperate. I received no teacher evaluations during my time @ OCC.	1	.2	.2	55.8
✓ couldnt get class droped in the time i had to do it.	1	.2	.2	56.0
✓ counselors misinformed him about classes to take	1	.2	.2	56.2
✓ Counselors were not that well. School should work on system of payment for the classes.	1	.2	.2	56.4
✓ Couseling was not as useful as she hoped for. They just handed her a pamphlet without explanation. Not very helpful.	1	.2	.2	56.6
✓ Did not get good direction as far as counseling went	1	.2	.2	56.8

Are there any problems or concerns you encountered while attending (academic or administrative) OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ didnt care for the math class setup. you needed 85% to pass when passing grade is lower then b-. didnt care for math teachers.	1	.2	.2	57.0
✓ dropped a class & went threw proper process,said wasnt going threw the right process. never resolved it. even though i had everything i needed. disapointing & unprofessional. need to take things more seriously	1	.2	.2	57.1
✓ English teacher was a jerk. I was in a lower English class & he treated us like we were jerks. We called him CJ or something like that.	1	.2	.2	57.3
✓ financial aid	1	.2	.2	57.5
✓ funding	1	.2	.2	57.7
✓ Had real bad experience at Orchard Ridge with an Anatomy professor,Dr Allen Bidol who was rude and abusive to the whole class after a Mayo Clinic type test that was not a part of our curriculum. He should not be teaching anywhere.	1	.2	.2	57.9
✓ Had two teachers for English, didn't like it	1	.2	.2	58.1
✓ Hard to get into nursing program, long waiting period, based only on grade point average!	1	.2	.2	58.3
✓ Her psychology professor was very rude and made her and others feel uncomfortable about race. She also didn't find a person that could guide her about obtaining her teaching degree in Spanish. She will be going to Oakland Univer.	1	.2	.2	58.5
✓ horrible teachers,couldnt understand a word the teachers was saying, accent was to thick.	1	.2	.2	58.6

Are there any problems or concerns you encountered while attending (academic or administrative) OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ I HAD TRANSCRIPT PROBLEMS,DUE TO A NAME CHANGE FROM MAIDEN NAME TO MY MARRIED NAME. IT TOOK AN INORDINATE LENGTH OF TIME TO STRAIGHTEN IT OUT.	1	.2	.2	58.8
✓ I am trying to get financial aid information and it seems to be difficult to get answers. No one seems to know anything about the program.	1	.2	.2	59.0
✓ I am very upset that after finishing my classes and earning a certificate I could not receive the certificate unless I paid \$25. Since I had paid for the instruction, it would seem to be that you earned the certificate and should receive this witho	1	.2	.2	59.2
✓ I asked for help from a professor. The professor said no. I went to the department and they said no as well. So I dropped the class which cost me money.	1	.2	.2	59.4
✓ I COULD NOT REGISTER AT ROYAL OAK BECAUSE I WORKED 40 HOURS AND EVERY TIME I TOOK THE TIME I ARRIVED AT 6PM THE SAID THEY WERE NOT SEEING ANY MORE STUDENTS. THIS HAPPENED SO OFTEN I JUST GAVE UP ON REGISTERING. HOURS SHOULD BE MORE CONSIDERATE OF FU	1	.2	.2	59.6
✓ I did not feel the courses I took were challenging enough for the serious student.	1	.2	.2	59.8
✓ I didn't realize I would have to wait 2 years to get into the nursing program and then I'd have to go full time. I would have to work because otherwise I wouldn't have any money.	1	.2	.2	60.0
✓ I didn't understand where everything was (the buildings)	1	.2	.2	60.2

Are there any problems or concerns you encountered while attending (academic or administrative) OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ I felt that OCC was cold and uncaring about my situation. I would have had the GPS required but I was caring for my dying grandmother. They didn't care.	1	.2	.2	60.3
✓ I HAD A BA DEGREE BUT NEEDED SOME CLASSES FOR MY MASTERS AND WAS TOLD AT REGISTRATION THAT I WAS "ALL SET TO GO". AT ENROLLMENT I WAS TOLD I NEEDED A WAIVER, EVEN THOUGH THEY HAD MY DIPLOMA. BY THE TIME I GOT THE WAIVER, MY CLASS WAS FILLED UP. THEIR RES	1	.2	.2	60.5
✓ I had a crazy math teacher...don't remember her name.	1	.2	.2	60.7
✓ I had to go to MCC to complete my degree (BS Nursing) because you (OCC) didn't offer Lifespan Psychology which was a requirement.	1	.2	.2	60.9
✓ I had two teachers who did not speak English clearly. These classes were very difficult for me and I had a hard time with these classes as did many other students. I believe they were good teachers but communication was very bad.	1	.2	.2	61.1
✓ I haven't been to school in 20 years and the classes seemed too fast paced. I would like to have more classes each week not just one 4 hour class.	1	.2	.2	61.3
✓ I liked attending OCC and will definitely return.	1	.2	.2	61.5
✓ I WAS CHARGED FOR TRANSCRIPTS AND OTHER SCHOOLS I ATTENDED DIDN'T AND THE COUNSELOR I SAW AT ROYAL OAK WAS ILL PREPARED FOR MY QUESTIONS I NEED ANSWERED	1	.2	.2	61.7

Are there any problems or concerns you encountered while attending (academic or administrative) OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ I was told that I did not need a mico-biology lab in relation to another class, but I did need this class. Not having the class limited my options to transfer as only two colleges do not require this class...	1	.2	.2	61.8
✓ i was trying to register at occ for an art or ceramics class, they insisted that i take an english course before i could register for an art class. i am 66 and retired everytime i hade to come to some 19 yr old child and have them help me get over th	1	.2	.2	62.0
✓ I was unhappy with my culinary arts instructor when he gave me a failed rather than an incomplete after hearing the reasons that I had to drop the class. Not a good way to keep good relations for an older adult to eventually return to OCC!	1	.2	.2	62.2
✓ I wish that OCC offered this degree.	1	.2	.2	62.4
✓ i wish you guys were a 4 year college	1	.2	.2	62.6
✓ Interior design courses not offered often enough so I HAD to transfer or sit out a year & hope I could get into the class next year.	1	.2	.2	62.8
✓ It was hard to skip the first level of spanish, even though he already had a degree. The process to get placed out of beginning spanish was challenging.	1	.2	.2	63.0
✓ Lack of available of advanced associate nursing program	1	.2	.2	63.2
✓ Last teacher was hardly there	1	.2	.2	63.3
✓ Mislead about test scores.	1	.2	.2	63.5
✓ Most of the professors are basing the learning process on books more so than experience.	1	.2	.2	63.7

Are there any problems or concerns you encountered while attending (academic or administrative) OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ no	56	10.5	10.5	74.2
✓ No	43	8.1	8.1	82.3
✓ NO	46	8.6	8.6	91.0
✓ No - high school student	1	.2	.2	91.2
✓ No - however it would be beneficial for nurses to have continuing educational classes either in a workshop or short semester format - this would help in keeping your registered nurse license - have 30 hours of continuing education to keep registered.	1	.2	.2	91.4
No - problem with one teacher.	1	.2	.2	91.5
✓ No - positive experience	1	.2	.2	91.7
No concerns	1	.2	.2	91.9
✓ no, enjoyed experience	1	.2	.2	92.1
✓ none	3	.6	.6	92.7
✓ None	6	1.1	1.1	93.8
✓ None...I just didn't apply myself.	1	.2	.2	94.0
✓ Nope	1	.2	.2	94.2
✓ not really	1	.2	.2	94.4
✓ Not that I can think.	1	.2	.2	94.5
✓ Other than being on academic suspension, no problems.	1	.2	.2	94.7
✓ Parking problem - not enough spaces for all the students!	1	.2	.2	94.9
✓ parking was bad	1	.2	.2	95.1
✓ Previous - distance, "bad" class times & too long to wait for nursing program.	1	.2	.2	95.3
✓ Problem with getting financial aid - no contact with parents so could not get info to get financial info as I was under age and had to be 24 to get financial aid - OCC did not help me at all -	1	.2	.2	95.5
✓ Really bad problem with a professor. Tried to talk to the department head but nothing was resolved	1	.2	.2	95.7

Are there any problems or concerns you encountered while attending (academic or administrative) OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ Records Department lost a drop record which I had written out - I was unhappy and argued with the records department employee and was escorted to the Dean's Office.	1	.2	.2	95.9
✓ registered for classes but there wasn't enough people in them and he needed them to transfer, the classes at his campus were cancelled.	1	.2	.2	96.1
✓ REGISTRATION DEPT: I FELT I WAS JUST A NUMBER.THEY WERE VERY UNHELPFUL AND DIDN'T REALLY CARE IF I REGISTERED OR NOT. FINANCIAL AID DEPT: THEY HAD A VERY POOR ATTITUDE AND WERE NOT SERVICE ORIENTED, LIKE BAKER IS. AT BAKER YOU GOT REAL HELP AND GUIDEN	1	.2	.2	96.2
✓ school didnt make the payment for class.	1	.2	.2	96.4
✓ she already has a bachelors degree, but she was never able to register for classes at a higher level	1	.2	.2	96.6
✓ She Had health issues while attending and when she reached out to her professors they were not helpful. They seemed as if they did not care and were not interested in helping her. Also did not get much help regarding transfer options.	1	.2	.2	96.8
✓ Some teacher(chemistry) had other language as a first language and she was difficult to understand (Polish). Ms. Berman (chemistry) made students feel bad. Only 12 students left at end of term. Unable to learn in that environment.	1	.2	.2	97.0

Are there any problems or concerns you encountered while attending (academic or administrative) OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ Some teachers were not well qualified. Some were forced to teach courses that were not in their field.	1	.2	.2	97.2
✓ Students were not always kind to me as a Latin person.	1	.2	.2	97.4
✓ teacher ran the class like elementary school. marked down on homework for being late for example	1	.2	.2	97.6
✓ Teacher stopped coming half way thru (Italian class) so we had to transfer to another teacher. We weren't in same palce as other class. What a MESS!!	1	.2	.2	97.7
✓ THE BUSINESS LAW TEACHER AT ROYAL OAK NEVER, NEVER RETURNED MY CALLS OR MY 15+EMAILS, INQUIRING ABOUT MY STATUS IN THE CLASS WHICH CONCERNED ME BECAUSE OF MY INTENTION TO TRANSFER TO WALSH.	1	.2	.2	97.9
✓ the change of address i needed papers	1	.2	.2	98.1
✓ The financial aid office @ Royal Oak was not helpful, bad attitude and would not return my calls. I called Orchard Ridge out of desperation & they were wonderful. They knew their stuff & had a friendly attitude.	1	.2	.2	98.3
✓ The instructors she had didn't care about making sure the students learned or not	1	.2	.2	98.5
✓ THEY WOULDN'T GIVE ME FINANCIAL AID	1	.2	.2	98.7
✓ too far	1	.2	.2	98.9
✓ Too long to enter the nursing program	1	.2	.2	99.1
✓ Trouble keeping up in classes	1	.2	.2	99.2

Are there any problems or concerns you encountered while attending (academic or administrative) OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ Very bad teacher - English 106 in 2000 - the person should not be teaching	1	.2	.2	99.4
✓ waiting list for nursing program	1	.2	.2	99.6
✓ Yes - last semester trying to register, said he was 2 minutes late and would not let him register	1	.2	.2	99.8
✓ yes -impossible to get into anatomy classes, always full	1	.2	.2	100.0
Total	532	100.0	100.0	

Is there anything else you would like to tell us about your experience at OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	250	47.0	47.0	47.0
✓ A counselor told her the wrong class to take and she took a more difficult class than necessary.	1	.2	.2	47.2
✓ A GOOD EXPERIENCE.	1	.2	.2	47.4
✓ a good one	1	.2	.2	47.6
✓ A LOT OF GOOD EXPERIENCES, A SOME REALLY GOOD TEACHERS	1	.2	.2	47.7
✓ affordable & close to home	1	.2	.2	47.9
✓ ALL THE TEACHERS WERE VERY NICE AND VERY PROFESSIONAL.	1	.2	.2	48.1
✓ Basic experiences were good...just that counselors and instructors do not always take into consideration personal situations of adult students.	1	.2	.2	48.3
✓ Best college that he has attended, very happy	1	.2	.2	48.5
✓ CAN'T WAIT TO COME BACK	1	.2	.2	48.7
✓ class sizes were good, and teachers were easy to communicate with	1	.2	.2	48.9

Is there anything else you would like to tell us about your experience at OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ Classes were easy and convenient however not enough options in the field I wanted so will plan to attend another campus rather than Royal Oak	1	.2	.2	49.1
✓ clean campus	1	.2	.2	49.2
✓ enjoyable	2	.4	.4	49.6
✓ ENJOYED EVERY MINUTE IT OF MY STAY THERE.	1	.2	.2	49.8
✓ enjoyed it	1	.2	.2	50.0
✓ Enjoyed it, instructors good.	1	.2	.2	50.2
✓ Enjoyed it. Plan on returning to nursing program.	1	.2	.2	50.4
✓ everything else good	1	.2	.2	50.6
✓ Expectations were very high - the ratio of students to professors was not acceptable...too many students without an opportunity to spend time with the teachers when there were questions.	1	.2	.2	50.8
✓ Experience has been postive.	1	.2	.2	50.9
✓ Gem of a college	1	.2	.2	51.1
✓ Good except for financial aid.	1	.2	.2	51.3
✓ good experience	1	.2	.2	51.5
✓ Good Experience	1	.2	.2	51.7
✓ good experience, diversity	1	.2	.2	51.9
✓ Good experience.	1	.2	.2	52.1
✓ good, coming back	1	.2	.2	52.3
✓ great	1	.2	.2	52.4
✓ Great Experience.	1	.2	.2	52.6
✓ Great experience.	1	.2	.2	52.8
✓ Affordable, and close, and staff was great.				
✓ great school!	1	.2	.2	53.0
✓ Great school! Wonderful program in place regarding english.	1	.2	.2	53.2
✓ Great school. Just one bad teacher that made her drop the class.	1	.2	.2	53.4

Is there anything else you would like to tell us about your experience at OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ Great set-up and liked the school. Auburn Hills campus was where I attended classes..	1	.2	.2	53.6
✓ great she recommends it to friends	1	.2	.2	53.8
✓ GREAT STARTER SCHOOL.	1	.2	.2	53.9
✓ great, recomend it	1	.2	.2	54.1
✓ Great!	1	.2	.2	54.3
✓ Had a great experience at OCC. The professors were right there f or you and I would recommend OCC to everyb ody.	1	.2	.2	54.5
✓ Had one professor that taught enviromental science and he was very inappropriate, sexual references used.	1	.2	.2	54.7
✓ he will be returniing	1	.2	.2	54.9
✓ Helped me to transfer to a 4-year college	1	.2	.2	55.1
✓ Her program has some duplication on some of the material, within some of the courses.	1	.2	.2	55.3
✓ I THOUGHT THAT THE ROYAL OAK CAMPUS WAS TOO MUCH LIKE A GLORIFIED HIGH SCHOOL ATMOSPHERE, BUT ORCHARD RIDGE WAS MORE LIKE A COLLEGE ATMOSPHERE AND I LIKE IT BETTER.	1	.2	.2	55.5
✓ I AM PLANNING ON RETURNING WHEN I CAN.	1	.2	.2	55.6
✓ I am upset that I earned a certificate for my completion of classes and then could not get the certificate without paying an extra \$25. Since the classes were paid for and completed, I believe there should not be any cost for the certification.	1	.2	.2	55.8
✓ I do have problem with advisors. They are on a different page page and don't tell us what we need to know occ nursing	1	.2	.2	56.0

Is there anything else you would like to tell us about your experience at OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ I don't think that many of the people that work at OCC - Orchard Ridge are very nice. They were extremely rude. They are not helpful. This includes the Financial Aid Department. They are not helpful. I am very unhappy.	1	.2	.2	56.2
✓ I enjoyed it and was very happy with it.	1	.2	.2	56.4
✓ I enjoyed my time @ OCC.	1	.2	.2	56.6
✓ I enjoyed the experience -	1	.2	.2	56.8
✓ I found school convenient for me and enjoyed the open classes and was a pretty positive experience.	1	.2	.2	57.0
✓ I FOUND THE STUDENTS AT OCC VERY ALOOF AND NOT VERY OUT GOING.	1	.2	.2	57.1
✓ I HAD A WONDERFUL EXPERIENCE AT OCC.	1	.2	.2	57.3
✓ I HAD A VERY GOOD EXPERIENCE THERE.	1	.2	.2	57.5
✓ I LIKE OCC VERY MUCH AND THAT'S WHY I PLAN ON RETURNING.	1	.2	.2	57.7
✓ I LIKED IT. IT WAS GREAT	1	.2	.2	57.9
✓ I liked OCC and would recommend to anyone - I wish I had started at OCC right out of high school.	1	.2	.2	58.1
✓ I liked the environment at Royal Oak campus and plan to return for summer classes.	1	.2	.2	58.3
✓ I lost my Pell grant so I can't come back.	1	.2	.2	58.5
✓ I LOVE OCC AND HAD A GREAT TIME ATTENDING THERE.	1	.2	.2	58.6
✓ I LOVED IT AT OCC.	1	.2	.2	58.8
✓ i loved it! whatever they're doing they should continue	1	.2	.2	59.0
✓ I LOVED THE SCHOOL AND THE TEACHER,AND WOULD RETURN IN A HEARTBEAT.	1	.2	.2	59.2
✓ I miss the low tuition	1	.2	.2	59.4

Is there anything else you would like to tell us about your experience at OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ I never had a problem with administrative and thought teachers were very good.	1	.2	.2	59.6
✓ i paid top dollar because im not a resident and it was not efficient. im not at schoolcraft and they make it easier for me to register and take classes. they should straighten out the registration problems.	1	.2	.2	59.8
✓ I REALLY LIKE THE SMALL CLASSES AND THE RELATIONSHIP POSSIBLE WITH THE TEACHER.	1	.2	.2	60.0
✓ I REALLY LIKED OCC AND EVEN RECOMMENDED IT TO MY BROTHER.	1	.2	.2	60.2
✓ I recently tried to get transcript printed for a last-minute scholarship I received. Royal Oak would not give me an official one. I even offered to pay extra. However, Macomb and Michigan State gave me transcripts with no problem.	1	.2	.2	60.3
✓ I think it is a good school.	1	.2	.2	60.5
✓ I think it's a great school with great classes.	1	.2	.2	60.7
✓ I THINK THE ACCOUNTING DEPARTMENT AT ROYAL OAK IS FABULOUS, ESPECIALLY PROFESSOR NEIMER AS WELL AS THE ACCOUNTING TUTORS. I HOPE IT WON'T CHANGE. OCC IS A WONDERFUL SCHOOL.	1	.2	.2	60.9
✓ I think the Art Department is excellent - better than at some 4 year colleges.	1	.2	.2	61.1
✓ I THOUGHT A MR VINCE WAS AN EXCELLENT BUSINESS TEACHER AT THE AUBURN HILLS CAMPUS.	1	.2	.2	61.3
✓ i was very happy with the school	1	.2	.2	61.5
✓ I went for a year and i plan to return	1	.2	.2	61.7

Is there anything else you would like to tell us about your experience at OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ I wish there was a medical billing class @ OCC. Maybe it could be online and run, say, 40 weeks straight.	1	.2	.2	61.8
✓ impressed that the school had a great program.	1	.2	.2	62.0
✓ it is hard to get into the nursing program	1	.2	.2	62.2
✓ It is very good and explaining anything you asked....staff members were very knowledgeable and were very cooperative.	1	.2	.2	62.4
✓ It was a good experience - only had to attend to update credentials.	1	.2	.2	62.6
✓ it was a very convenient school for me	1	.2	.2	62.8
✓ IT WAS A VERY GOOD EXPERIENCE. IT'S A WELL RUN SCHOOL.	1	.2	.2	63.0
✓ it was a very good school i really liked it	1	.2	.2	63.2
✓ IT WAS AN AWSOME EXPERIENCE AND ENJOYED EVERY MINUTE.	1	.2	.2	63.3
✓ It was awesome. Study groups and tutors were very helpful.	1	.2	.2	63.5
✓ It was easy and straight forward and liked OCC	1	.2	.2	63.7
✓ it was good	2	.4	.4	64.1
✓ It was good.	1	.2	.2	64.3
✓ It was great	1	.2	.2	64.5
✓ It was very good experience....it is hard to learn English...	1	.2	.2	64.7
✓ IT WAS VERY POSITIVE EXPERIENCE AND PHOTO DEPT WAS GREAT.	1	.2	.2	64.8
✓ it was wonderful	1	.2	.2	65.0
✓ IT'S A GREAT COMMUNITY COLLEGE.	1	.2	.2	65.2
✓ IT'S A GREAT SCHOOL AND I HOPE TO COME BACK IN THE NEAR FUTURE.	1	.2	.2	65.4

Is there anything else you would like to tell us about your experience at OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ IT'S A GREAT VALUE AND A GREAT WAY TO TRANSITION TO A UNIVERSITY SETTING.	1	.2	.2	65.6
✓ LIKE OCC AND IS GREAT COLLEGE	1	.2	.2	65.8
✓ LIKE OCC BECAUSE OF SMALL CLASSES. IT'S A GOOD STEPPING STONE AND GOOD FOR THE BUDGET	1	.2	.2	66.0
✓ LIKED THE FRIENDLINESS AND OPENESS OF THE PEOPLE I MET AT OCC AND PROBABLY COMMING BACK.	1	.2	.2	66.2
✓ Liked the southfield campus because of campus. Enjoyed going to the school	1	.2	.2	66.4
✓ Liked working with people at OCC, people were great	1	.2	.2	66.5
✓ LOVE OCC AND MY INSTRUCTORS WERE TOP NOTCH.	1	.2	.2	66.7
✓ LOVED OCC.	1	.2	.2	66.9
✓ LOVED THE TEACHERS, LOVED THE SCHOOL AND ALL THE PERSONNEL AND THE PRICE.	1	.2	.2	67.1
✓ My experience was positive.	1	.2	.2	67.3
✓ no	38	7.1	7.1	74.4
✓ No	43	8.1	8.1	82.5
✓ NO	45	8.5	8.5	91.0
✓ no - excellent history teacher, Mr. Bollbach & Mr. Reif	1	.2	.2	91.2
✓ no - good experience	1	.2	.2	91.4
✓ No - I liked it - would come back - Stress happens only at registration.	1	.2	.2	91.5
✓ No - was pretty satisfied	1	.2	.2	91.7
✓ no liked it and hopes come back	1	.2	.2	91.9
✓ No- just snotty office people.	1	.2	.2	92.1
✓ no, enjoyed culinary program	1	.2	.2	92.3

Is there anything else you would like to tell us about your experience at OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ No, except I wish there had been more girls.	1	.2	.2	92.5
✓ no, it was good	1	.2	.2	92.7
✓ No, it would just be more of the same.	1	.2	.2	92.9
✓ no, very good school	1	.2	.2	93.0
✓ None	1	.2	.2	93.2
✓ OCC is an excellent college, your ease of registration is phenomenal, you guys are just great	1	.2	.2	93.4
✓ OCC WAS A GREAT SCHOOL TO TRANSITION FROM HIGH SCHOOL TO A UNIVERSITY SETTING.	1	.2	.2	93.6
✓ OCC was very helpful in transferring credits to Western.	1	.2	.2	93.8
✓ one course that would do really well would be overview of all the different kinds of jobs you can get with an art degree & what you do to get a good job.	1	.2	.2	94.0
✓ Only 20 (out of 52) credits were accepted by Lawrence Tech. That was a dissapointment!!	1	.2	.2	94.2
✓ Otherwise good.	1	.2	.2	94.4
✓ OVER ALL IT'S BEEN A VERY POSITIVE EXPERIENCE. THE TEACHERS ARE GOOD AND HAD GOOD INTERACTIOS WITH MY FELLOW STUDENTS.	1	.2	.2	94.5
✓ parking is a problem. experience was great though.	1	.2	.2	94.7
✓ Problem with book price situation....too much. There are classes I didn't take because the books were too expensive.	1	.2	.2	94.9
✓ professors are all very helpful & welcoming. Always easy to get help & very motivationale while in class & with future.	1	.2	.2	95.1

Is there anything else you would like to tell us about your experience at OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ Really a very positive experienc. I went to 2 other University and OCC was a GREAT value	1	.2	.2	95.3
✓ REALLY LIKE OCC.IT WAS A GOOD EXPERIENCE.	1	.2	.2	95.5
✓ registration	1	.2	.2	95.7
✓ RESPONSE WAS "CAN'T HELP YOU" EVEN THOUGH THEY SAID I WAS ALL SET.	1	.2	.2	95.9
✓ Should have more opening for different programs	1	.2	.2	96.1
✓ Some programs are very difficult to get in. I didn't like that some programs, I needed to take exams.	1	.2	.2	96.2
✓ TEACHERS WERE REALLY GOOD AND I LIKED THE TEACHER-STUDENT RATIO.	1	.2	.2	96.4
✓ Teachers were really there for the students. Very helpful and worked around schedules to reach the students.	1	.2	.2	96.6
✓ THE COURSES AND TEACHERS AT OCC ARE EVERY BIT AS GOOD AS AT OU	1	.2	.2	96.8
✓ THE MATH TEACHER AT AUBURN HTS I DIDN'T THINK WAS TOO GOOD.	1	.2	.2	97.0
✓ The school has fantastic teachers, and much help is available.One of the best schools in Oakland county.	1	.2	.2	97.2
✓ The school should be a little more student oriented than faculty oriented	1	.2	.2	97.4
✓ the sign language program needs to be looked at	1	.2	.2	97.6
✓ THE TEACHERS REALLY CARED,WERE THOROUGH AND VERY GOOD. IT WAS A VERY PLEASANT EXPERIENCE.	1	.2	.2	97.7
✓ Very good	1	.2	.2	97.9

Is there anything else you would like to tell us about your experience at OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ✓ Very good, I liked it. Answers answered.	1	.2	.2	98.1
✓ Very good.	1	.2	.2	98.3
✓ Very happy.	1	.2	.2	98.5
✓ Wants to return and do better, thinks it is a great school	1	.2	.2	98.7
✓ Was going to come back this summer, but her class filled up so is going somewhere else	1	.2	.2	98.9
✓ was great	1	.2	.2	99.1
✓ we need more internships	1	.2	.2	99.2
✓ Went to art school previously, art classes were very elementary.	1	.2	.2	99.4
✓ Wish there was an open gym at the college.	1	.2	.2	99.6
✓ WONDERFUL EXPERIENCE, AND MY OLDEST SON TO ATTEND	1	.2	.2	99.8
✓ wonderful school. very organized, and professional.	1	.2	.2	100.0
Total	532	100.0	100.0	

Is there anything else you would like to tell us about your experience at OCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid wonderful school. very organized, and professional.	1	.2	.2	100.0
Total	532	100.0	100.0	

Frequencies

[DataSet1] I:\Recurring Phone Surveys\Non Returning Student\NRS 2009\Data\NRS 2009 Results with Comment Themes.sav

Statistics

What is your YEARLY salary before deductions? Please do not include overtime. This information, when combined with information from others in your field of study, will provide valuable information for students who are considering study in your field.

N	Valid	218
	Missing	314
Mean		33495.46
Median		25000.00
Mode		10000 ^a
Minimum		10
Maximum		376000

45a

a. Multiple modes exist. The smallest value is shown

What is your YEARLY salary before deductions? Please do not include overtime. This information, when combined with information from others in your field of study, will provide valuable information for students who are considering study in your field.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 10	1	.2	.5	.5
900	1	.2	.5	.9
1000	1	.2	.5	1.4
2000	2	.4	.9	2.3
3000	1	.2	.5	2.8
5000	2	.4	.9	3.7
5200	1	.2	.5	4.1
6000	2	.4	.9	5.0
7000	3	.6	1.4	6.4
7500	1	.2	.5	6.9
8000	4	.8	1.8	8.7
10000	20	3.8	9.2	17.9
11000	1	.2	.5	18.3
12000	5	.9	2.3	20.6
15000	13	2.4	6.0	26.6
16000	3	.6	1.4	28.0
17000	3	.6	1.4	29.4
18000	8	1.5	3.7	33.0
19000	2	.4	.9	33.9
20000	19	3.6	8.7	42.7
21000	1	.2	.5	43.1
22000	1	.2	.5	43.6
22500	1	.2	.5	44.0
23000	2	.4	.9	45.0
24000	1	.2	.5	45.4
25000	13	2.4	6.0	51.4
26000	3	.6	1.4	52.8
27000	3	.6	1.4	54.1
28000	3	.6	1.4	55.5
30000	20	3.8	9.2	64.7
32000	2	.4	.9	65.6
35000	15	2.8	6.9	72.5
38000	4	.8	1.8	74.3
40000	11	2.1	5.0	79.4
42000	2	.4	.9	80.3
43000	1	.2	.5	80.7
44000	1	.2	.5	81.2

46a

What is your YEARLY salary before deductions? Please do not include overtime. This information, when combined with information from others in your field of study, will provide valuable information for students who are considering study in your field.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	45000	6	1.1	2.8	83.9
	45500	1	.2	.5	84.4
	47000	1	.2	.5	84.9
	50000	8	1.5	3.7	88.5
	52000	2	.4	.9	89.4
	57500	1	.2	.5	89.9
	60000	3	.6	1.4	91.3
	62000	1	.2	.5	91.7
	65000	2	.4	.9	92.7
	68000	1	.2	.5	93.1
	70000	3	.6	1.4	94.5
	75000	2	.4	.9	95.4
	80000	2	.4	.9	96.3
	85000	1	.2	.5	96.8
	90000	1	.2	.5	97.2
	123000	1	.2	.5	97.7
	124900	1	.2	.5	98.2
	140000	1	.2	.5	98.6
	300000	2	.4	.9	99.5
	376000	1	.2	.5	100.0
	Total	218	41.0	100.0	
Missing	0	14	2.6		
	System	300	56.4		
	Total	314	59.0		
Total		532	100.0		

Frequencies

[DataSet1] I:\Recurring Phone Surveys\Non Returning Student\NRS 2009\Data\NRS 2009 Results with Comment Themes.sav

Statistics

(Interviewer: If respondent stated 'other' school attending, please enter here.)
Other school attending

N	Valid	532
	Missing	0

(Interviewer: If respondent stated 'other' school attending, please enter here.)Other school attending

B1
B2
B3
B4
B5
B6

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	451	84.8	84.8	84.8
Baker College	10	1.9	1.9	86.7
Carneige Institute	1	.2	.2	86.8
Cleary College	1	.2	.2	87.0
College for Creative Studies	2	.4	.4	87.4
Colorado Mountain College	1	.2	.2	87.6
Cosmotology Institute	1	.2	.2	87.8
Davenport	1	.2	.2	88.0
Douglas J Aveda Institute	1	.2	.2	88.2
Eastern Michigan University	2	.4	.4	88.5
Ferris State University	2	.4	.4	88.9
Grand Valley State University	3	.6	.6	89.5
Greenville Technical College	1	.2	.2	89.7
Hartland Community College	1	.2	.2	89.8
Lane College	1	.2	.2	90.0
Loyola Univeristy	1	.2	.2	90.2
Macomb Community College	13	2.4	2.4	92.7
Madonna University	1	.2	.2	92.9
MIAT (Michigan Institute of Aviation & Technology)	1	.2	.2	93.0
Michigan College of Beauty	1	.2	.2	93.2
Oakland University	4	.8	.8	94.0

(Interviewer: If respondent stated 'other' school attending, please enter here.)Other school attending

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Pacific College of Oriental Medicine	1	.2	.2	94.2
	Penn Foster (online)	1	.2	.2	94.4
(B7)	Saginaw Valley State University	2	.4	.4	94.7
	San Juan, NM (online)	1	.2	.2	94.9
(B8)	Schoolcraft Community College	8	1.5	1.5	96.4
	Sull-Sail University	1	.2	.2	96.6
	University o Toledo	1	.2	.2	96.8
	University of Arizona	1	.2	.2	97.0
(B9)	University of Detroit Mercy	3	.6	.6	97.6
	University of Illinois	1	.2	.2	97.7
	University Of North Carolina-Greensborough	1	.2	.2	97.9
	University of Phoenix	1	.2	.2	98.1
	University of Rochester-NY	1	.2	.2	98.3
	University of Utah	1	.2	.2	98.5
	Washtenaw Community College	1	.2	.2	98.7
	Waubonees Community College	1	.2	.2	98.9
(B11)	Wayne County Community College	5	.9	.9	99.8
	Wheaton College	1	.2	.2	100.0
	Total	532	100.0	100.0	