University of Minnesota Focus Survey Results

1. Gender:
   - Male: 8
   - Female: 26

2. Age:
   - Avg. Age: 32.9

3. Degree Status:
   - Seeking 4-Year Degree: 70.59%
   - Seeking 2-Year Degree: 20.59%
   - Non-Degree: 5.88%
   - Other: 2.94%

4. Estimate your current Grade Point Average (GPA)?
   - Avg. GPA: 3.13

5. How many courses are you currently enrolled in?
   - Avg. No. of Current Courses: 3.82

6. How many of your current courses are you taking online?
   - Avg. No. of Current Online Courses: 1.76

7. How many online courses have you previously completed?
   - Avg. No. of Previous Online Courses: 2.55

8. How many credits have you completed in your college career?
   - Avg. No. of Completed Credits: 75.67

9. Do you plan to enroll in an online course in the future?
   - Yes: 69.70%
   - No: 6.06%
   - Undecided: 24.24%

10. Are you currently employed?
    - Yes, full-time: 42.42%
    - Yes, Part-time: 42.42%
    - No: 15.15%
**11. What are the best things about UMC?**

- Small atmosphere, technology
- Ease of registering, and the competence of the instructors and their ability to facilitate learning through distance education.
- The small class sizes and also being able to take classes online if the classes don't fit into your schedule
- The willingness of the instructor, [redacted], to do whatever is necessary to help me complete the course. The availability of this online course makes it possible to pursue my career in nutrition. This is not readily available at a local school for me so this is very convenient. I want it emphasize again the interest the instructor has taken in me. [redacted] has gone above and beyond what is expected of her I'm sure. She always responds to my e-mails promptly, in some cases the same day and late at night. I couldn't have asked for anyone better.
- Computers, teachers, students
- The campus size, the small classes, the way every teacher knows you by your first name and you can approach them with any questions and they don't have to ask you who you are all the time. Very personal. Constant internet access wherever you go. Laptops for everyone.
- Learning environment, friends, and small class rooms
- The friendly staff and students! I would say to really encourage that among your staff because it really makes a difference to a lot of the students.
- Small class size.
- The UMC online courses seemed like they were very well organized and the people I had to deal with to get set up were fantastic.
- Small sized campus. People in the One Stop know who you are and don't give you the run-around when you have questions about enrollment, financial aid, work study, graduation, etc. There are many good, highly educated, highly experienced professors here. We get homework. Many large colleges base grades solely on a handful of big tests. Lab work, assignments, and quizzes all help us learn the material better.
- I can do most of the things I need to do online. Also, I staff I have spoken with are very friendly and helpful.
- The size of the college. One gets the feel of personal attention from staff & teachers
- I have always wanted to be a Dietetic Technician or Registered Dietitian. I was happy to hear the UMC is offering this Dietetic Tech. program on-line. We live in Williston and have taken all the courses possible at WSC. I can complete this all on-line and still work full time. If I decide to go ahead for Dietitian I will not have to be away from home as long.
- I like many of UMC teachers. They are open-minded, friendly and very helpful: [redacted]
- The teachers....they are awesome!
- The thing I like the most about UMC are the people. Everyone is so helpful and generous. I also like the fact that the classes are small and the teachers are willing...
to do whatever they can to assist you. I like the size of the campus. At UMC I feel at home because of the people around me.

- I like UMC for the small class sizes, and it is very personable.
- It's a small campus so you get to know your professors.
- Quick feedback on E-mails.
- Everything. Teachers, students, parking, everyone is happy and friendly all of the time.
- The on-line courses, friendly and helpful professors who are willing to give you a little slack when you go to school and work full-time.
- student organizations
- I can earn my degree quickly and all my previous credits transferred
- Convenience of doing classes online.
- I am only taking an online course through UMC, it has been a challenge so far!
- Like having the flexibility of being able to take classes and work...
- Technology, and its size
- I like the on line classes doing classes at our own pace and time.
- I like how everyone is so helpful, especially to someone who is up there in age.
- Distance learning classes available in Warroad.

12. What needs to be improved at UMC?

- constantly rising tuition, lack of communication sometimes
- Your bookstore quite frankly is horrid. Distance education students rely heavily on every department at that college to assist us in completing what it is for us to be able to successfully take our courses. Every time I've dealt with billing or financial aid, the service has been tremendous, if some one doesn't have the answer they find it and go out of their way to get the answer to me. Every single semester including this semester now totaling 5, I have had ordering issues with the bookstore. I leave messages, none returned. I order books, am told they're being shipped, only to find out weeks later they haven't left the shelf. I've brought this issue to light before, and it hasn't changed. If I had the time to research a different outlet to obtain my books I would, but in the same note I expect someone to rectify the situation on that end so that this is not an ongoing problem. I live on the entire opposite end of the state, I can't just hop in the car and drive over to pick up my books. Fix the dang bookstore procedures, or change personnel cause it's difficult starting a semester every time not having the proper materials in hand until weeks after classes have started, it's ridiculous. Also as a distance ed student I don't care to know about every on campus meeting regarding the dorcas society, or that someone left their lights on in lot B, row 13. You can streamline the technology to not include us in those emails, and you should use it.
- I have not done enough work in the course to make a fair judgment in this area yet. The only thing I have a problem with is the tuition. My company is paying for it and I have to wait on them. I have to wait until I get the check from them and they are not always timely. This is slowing down the process.
- the summer online sessions
- It could stand to be a little cheaper!!
- Need to improve more on diversity. Like international students
- Getting better ITV teachers
- My online class started on September 30, 2004. I didn't get access to MyWebCT till 2 weeks later. Extension classes at Hennepin Technical College for the Bachelor of Manufacturing Management program need to be available during the day. I work afternoon shift (3p.m.-11p.m.)
- The way that the students are treated. We are human beings...not just your "customers". If there is a problem with a student, the corresponding staff should do everything possible to help to correct this problem.
- I am not sure what needs to be improved. The workload seemed heavy because you were not in school having lecture time. Maybe the time frame to complete could be longer. Like UND' distance ed.
- Attitudes and customer service in the business office. Some of the people in the Academic Assistance Center interrupt you when studying, hard to concentrate up there with constant questions from the staff up there. More heat in the classrooms in DH.
- The bookstore needs better response time.
- I have nothing to offer.
- Nothing at this time
- I do not like ITV class. I feel I am being cheated. I think teacher's presence is very important.
- Technical support services Bookstore friendliness and workability
- I think that UMC needs to increase their number of majors. This way the enrollment will increase and so will the amount of money that is coming into the university.
- More selection in electives, it is very, very narrowed.
- People always say that your email should be your main form of communication but half the teachers never email you back.
- In short the tools UMC is using need to be updated. For both my present courses I was required to download a program to run on my computer. I run a Japanese operating system (Windows 98 SP). Japanese OS's use a two bit character system (English OS's use a one bit character system). While the program runs on my computer it does not display the full contents. The reason for this is that in the version of the program being used (Authorware 5.x) large system font settings cause the Property inspector controls to be cut off. However, in Authorware 7.x (the current version) this is no longer a problem.
- When the students talk, the staff needs to really be aware of what is going on. I have heard many negative things about the Microeconomics teacher and I have had , but not I would not recommend anyone to take the course from him. Everyone says that if you have never had you are considered lucky. I would say that it is great to only have negative feedback for 2 teachers!
- NA
- help students and care about student, most of the faculty and upper administration doesn't care about the students, and yet they wonder why enrollment is dropping
There seem to be a lot of extra fees for services that those of us taking online classes at a distance pay.

I would have liked to receive a paper copy of what would be helpful in accessing the class online. Finding everything about the class has taken much longer than actually attending a physical class.

Maybe try to add a few more courses to your online studies- to be able to get a whole degree online would be just awesome!

More programs are needed. more students should be recruited

Better instructions, more teacher involvement.

Expansion of the on-line education program.

I don't see anything at this time.

13. What are you most disappointed in at UMC?

- Lack of choice and cost
- See # 12
- Nothing at this time.
- online classes, especially over the summer
- I'm never disappointed about UMC.
- I am very disappointed in the sporting area.
- The service charge fee you have to pay to go to UMC. Like this summer I had to pay $90 for a service charge for my internship...for what????? I never used anything at UMC, I wasn't even around UMC the whole summer.
- No day extension classes at HTC for the Bachelor of Manufacturing Management program.
- The tenure professors and staff. They need to be checked up on more than what is currently being done. They also need to be held responsible for serious mistakes that are being made. For instance, when [redacted] keeps giving out Plagiarism to students with no solid proof. HE NEEDS TO DO HIS JOB!
- The only disappointment was that I had to withdraw for a time being
- Food Services is going downhill... specialty lines at lunch are cut down. Walking outside because of Bede reconstruction. I don't see the new chancellor around campus, every once in a while at games, but not around campus.
- Lack of personal contact in twin cities area.
- Nothing.
- Nothing at this time
- a teacher who does not understand or ignore student's needs, is not willing cooperate, cheat on students' records, ignore or avoid any kind of communication, or just drop the subject without further comments
- Delay responses, useless responses from ITC at times, leaving the problem in my own lap!
- I don't have any disappointments as of yet.
- I was very disappointed with ca1010. I think in any class you take the learning objectives should be clearly outlined for you. Here it is the 4th week of a 5 week class and I still have no idea of what the class is about.
• Due to what I outlined in #12 I have not been able to move forward in my studies. My professor says I need to change settings on my computer. I have changed every setting I can but have not been able to fix the problem. The problem is with the version of Authorware.
• I really have none.
• NA
• help students and care about student, most of the faculty and upper administration doesn't care about the students, and yet they wonder why enrollment is dropping
• Extra fees.
• I also thought I would receive a physical bill which I did not. I would not recommend to anyone returning back to school, like me, to take an internet course; unless it did not need a computer savvy person to take the course.
• The majority of the students tend to be stuck up and a little self centered...
• Teachers/students relationship
• Instructions not always clear on what they want you to do. And teacher don't respond quickly enough, so you always end up behind.
• I am very proud of going to UMC.

14. How could UMC more effectively recruit students?
• Offer many more unique majors and better housing, scholarships
• Not sure. I guess make sure distance education students are treated fairly and equally, after all, we do pay a higher tuition rate than the on-campus students.
• highlight the new changes with construction and programs
• Get their name out there more. Maybe get a commercial on TV about the college like Mayville State has. The sports teams could be a little better (i.e. the football team) so that people would want to come play for us.
• By improving on sporting activity. And by adding more majors.
• More advertising in the twin cities area.
• Stop lying about the programs and start telling the truth.
• Advertise more
• Play up the experienced professors and technology advantage. Have the chancellor extend more welcomes
• Have a presence at high schools and technical colleges.
• On-line education.
• offer variety of programs
• Lower tuition.
• I think that if there were more majors; people would be more willing to come and take a look at the school.
• I think an effective way to recruit students would be to offer more programs. Many students have to attend larger universities because the degree they need is not given here.
• I would need to know more about the school to give a good response. In general the school needs to define its target market (region of the US, academic admittance standards, etc), define its competitors, and then approach its target
market in a way that differentiates itself from its competitors. (That's marketing 101.)

- I think that word of mouth is great. Having students that really like the school go and talk about the school would also be great. I went to Red River and didn't know anything about UMC. I would definitely go and talk to high school students and talk about the school. I also went to UND and would strongly suggest Crookston over UND. I think that people in Grand Forks think that the drive is too far to UMC, but when you take into consideration the time it takes to get to UND, fight for a parking spot, and walk in below zero weather for a long distance. I love going to school at UMC.
- NA
- well for one, maybe offer scholarships to people other than athletes, because face it, our football team sucks, and they are getting more scholarship money than anyone else
- Many people do not know that you can take so many classes at a distance.
- If parents are looking for their high school students, then you would have to make sure everything is easy to access without taking a lot of time to figure out. I have been looking at a lot of schools on the web for my daughter as she graduates this spring.
- By trying to appeal more to those who come from less advantaged families
- Introduce more commonly know programs Reach out to high school students from their campuses More promotions is needed
- I have no idea what you have done before.
- Promote online courses more

15. What made you choose to attend UMC?

- Friends attended
- Ease of enrollment due to past hx of student records and past classes through UMC.
- The small size, friendly place, just fell in love with the area
- I visited the Food Expo at a National Dietary Manager's Association. I spoke with the ladies there and obtained all the information at that time.
- double majoring and being done in 4 yrs. computers, smaller campus and wanted to graduate in the U of M system instead of the UW system. (originally from wi)
- I loved the campus, the size of the campus, the friendly faculty, they had the program I wanted to be in, the fact that everyone got their own laptop and had internet access all the time.
- Small campus, good location and good business program
- The Hotel/Rest program and the friendly people.
- Ease of transferring credits.
- I was told that there was a much better program up there. After being here for 3 years, I know that this program is very far behind other colleges...and very much over-priced.
- location and the program
- My major, technology, small size
They had the degree program I was looking for.
- Degree offered; on-line classes
- The Dietetic Technician program on-line
- job re-location of my husband
- My first inquiry was with [redacted] He was so helpful and supportive, I couldn't wait to start! I liked the way UMC worked with my existing credits.
- The main reason I came to UMC was to play basketball. Some other reasons are the fact that the classes and campus are small and the people are so friendly. It just felt right!!
- I went here PSEO, and just decided to stay, had my major and I like it.
- I like that it is a small campus. I like that it is close to my family.
- University of Minnesota related.
- I had heard of someone that had gone to UMC. She didn't say much, but she loved the school, so I thought I would try it out.
- The program I needed for the associate's degree in dietetics was offered through UMC.
- I was duped by a nice tour guide, then once I got in, I can't transfer without losing credits
- Had the program I was interested in and I could take it by distance learning.
- The college I am attending does not offer a 3 cr nutrition course, it was listed on the sheet, and I know a student from Cokato who attends UMC; also, I thought the U of M affiliate would satisfy the course to be a "good" class.
- I wanted a reputable school and found one that offered the major I am interested in...Horticulture
- Convenient size Advanced Technology Cheaper tuition
- They had the only program on line at the time for me.
- I choose UMC because of the availability to be able to take on-line courses. Because I work full time and the distance that I live from any college, being able to take classes on-line is the only way that I can work towards my goal of a 4 year degree.
- The degree that I am interested in.
- Near by location

16. If you could change one thing about UMC, what would it be?
- Cost
- See # 12
- An extension of the school in the area I live in. Preferable make courses for nutrition more available.
- Firing some of the 10 year teachers. They teach classes that they are not even certified in and its a joke...especially if we are in the big ten system
- I'd get rid of the cow barns right next to the campus so that it didn't always smell like cow crap outside.
- Lower tuition prices.
- Add day extension classes for the Bachelor of Manufacturing Management program at HTC Eden Prairie.
- Attitudes.
- cheaper
- Snap my fingers to have Bede completed.
- More of the required classes offered each semester.
- Nothing to offer
- Nothing at this time
- Improve communications in business offices and timeliness of their responses.
- I would increase the number of majors.
- I would add more bs degrees and masters programs.
- The E-mail system. Although I am an online student who will probably never set foot on campus I have to receive every E-mail about car lights left on in the parking lot, on campus entertainment, and how to change my printer settings. All I really need to do is communicate with my professor and make sure the school receives my payment.
- When enough students talk negatively about a teacher I would like to see changes made. There is not much negativity around here and I understand that not everything can always be perfect, but that would be the change that I would make.
- NA
- Drop the cost, its cheaper to go to UND!
- Extra fees.
- As for this on-line class, I would have preferred someone to call with all the questions I have had regarding where to find my class info using the UMC web site, and other info I have had to take hours finding out, other than another student who had figured some things out and told me.
- Its location- Crookston is such a small town that the opportunity to find work is almost non-existent.
- None
- To have more classes available on-line.
- nothing

17. If the UMC Chancellor asked for your advice, what would you tell him?

- I would tell him to start recruiting students from smaller, more rural towns where Ag, NatR, and Equine majors will be more appreciated.
- See # 12
- Devise a way to simplify payment of tuition, books and materials needed for courses when the company a student works for is paying the bill. That is my situation and I'm sure there are others like me who can't afford to pay up front and have to wait on corporate procedures.
- smile when he walks down the halls....be a tad bit more personal
- Depends on what he wanted advice about.
- We need more international students
- Be yourself, and do what needs to be done to make this college a better one.
- Expand the extension classes offered by UMC such as Aviation Management.
- Stop talking and start listening.
• Keep up the good relations with students and make the more classes available online at different times.
• He needs to smile more, get to know the students better. We're what gives him a career to go to every day.
• I have had a great experience with UM Crookston and I will encourage other to attend.
• Give your people credit & recognition. They are doing a wonderful job.
• Nothing at this time
• you are doing a great job
• Spread the word. UMC has an awesome online and on campus program. Let it be more known. I have shared with him recently and greatly appreciated his timely response and concern. I have taken online classes from another university and there is no comparison! UMC is the best!
• I would tell him that we need to get more programs and majors at the university. This will help the campus grow.
• For one Chancellor, you never see him so how would you know who he is. I would say that he better not take away computers, because that is the best thing UMC has going for it, and stop competing with other Universities of Minnesota.
• same as above
• I would say that I don't know enough about the school to offer an opinion. However, if the Chancellor would like to hire me as an advisor I would consider the offer.
• Same as #16.
• I would sit and talk to him for hours on things that can be done, programs to be implemented and jobs that need to be cut.
• I am not sure what the answer is. I think a paper copy with some info regarding how to access different things on your web site would have helped a lot. Now I am behind in my class and it has really given me a bad experience taking an online class.
• To add a fitness center.
• If UMC needs more students, it is essential for UMC to consider more programs like Nursing, Engineering and Political Science.
• Being able to take classes on-line has opened an opportunity for me to be able to complete a 4 year degree that would not be otherwise available. UMC prides itself on being a "technology" advanced school. By expanding the on-line program UMC can not only prove that these words have meaning but can also help to place UMC at the forefront of education for this region. UMC is a very excellent and respected college. By expanding and enhancing the on-line program UMC can place itself in a very enviable position. On-line education can open the doors to opportunities to many people that otherwise would not be able to continue their education. By making higher education available to more individuals can help to provide for a better educated work force. This in turn can help to entice more businesses to locate in this region, creating a stronger economy for our communities.
• I don't think he would ask me for any advice.
18. **What additional courses would you be interested in taking online?**

- Perhaps a composition type course
- Hmm, Nothing I can think of at the moment.
- All courses related to attaining higher degree in nutrition.
- not sure yet
- I'm done this semester so I am not interested in taking anymore online courses other than the ones I'm currently enrolled in right now.
- Business curses
- Anything offered would be considered.
- None... I'm going to graduate after this semester
- Possibly MBA classes.
- Unknown
- All of the Dietetic Technician Courses
- More HRI courses
- Sign language (don't know if that's possible, but it worked great to do Speech online) Science or health related, so nurses could use for licensure requirements. (Microbiology was an excellent example. Loved the on campus weekend.)
- Not sure.
- Any electives would be great, if I have to take them I would love them online. More business courses.
- I think you should only take classes online that you already have a basic knowledge of. If you are bad at math you should be in the classroom so you can be sure you are retaining the information. I plan on taking my language courses online.
- Unless the technical aspects are fixed, none. If they are fixed, accounting.
- Anything from
- Just to finish my degree at this time but once I've had a break I might be interested in taking a course now and then if I can take it on-line!
- not sure
- I will be taking most of my degree online/distance learning.
- I hope I do not have to take an on line course again.
- not sure
- undecided
- I would like to be able to complete my degree in Business Management on-line. I am soon getting to the point of having completing classes that I need that are currently available on-line. I will then need to make a very difficult decision. Do I give up my goal of a four year degree or do I transfer to another college that does offer what I need on-line. I do not have the option of quitting my job to continue my education. Taking classes on-line offers to me the best of two worlds, continuing my education while still remaining employed.
- I haven't looked into all of the courses that can be taken
- MBA
19. **Please describe your online learning experience at UMC**

- I don't like it at all. It is confusing and oftentimes the links don't work.
- Good except #12. Gotten my point yet?
- Excellent thus far.
- It sucked! The teacher was bad at getting abcj to us for info and never kept us up to date with what was going on. not only that...I got blamed for my computer not working and not getting stuff submitted on time...got a terrible grade then
- Very good experience.
- I think it is great I am liking it.
- ok
- Took 2 weeks after class started to get MyWebCT up and running.
- Very good...much better than some of the classes I've taken in the classroom.
- Good... I was scared at first, but the instructor was very helpful and informative at the beginning of the semester. The class material was easy to understand in the format he chose.
- So far so good.
- It has been pleasant. The group activities seem weird at first, but it works out.
- Not sure yet
- Great
- Except for the frustrations of technical problems, I have thoroughly enjoyed my online experience. The teachers have been so patient and done a great job. I feel I have gained enormous knowledge. Thank you.
- So far my online learning experience has been very good. I really enjoyed the online class that I took and I learned a lot.
- I love my online course, the teachers are very flexible, and I love the ability to do it on my own.
- My online experience thus far has been great. [Redacted] is excellent with feedback and always gives prompt email responses to my questions.
- I have outlined this well enough in my other answers.
- I have only had [Redacted] and [Redacted] is very helpful and encouraging. She is a great asset to UMC.
- Terrific!
- not bad, need more help with webct, the people who are supposed to be helping student s have problems with it, I went in for help between classes morning noon and night, and could never find anyone to help, I finally had to drop chemistry cause I couldn't get any help from anyone with the webct, someone was dropping the ball there.
- Things have gone well for me. Courses seem to be well outlined and self explanatory, and when not e-mail works well to communicate.
- I would only recommend it to a computer savvy person. I feel like a number, not a personal experience, no communication.
- Harder than I could have imagined...
- No complain
- Some of it has been enjoyable, and a lot of it has been very frustrating getting responses back in a timely manner.
- It has been great. By studying on my own, I have spent more time comprehending the information presented and have found that I have had a better retention of that information. Being an older student that has been in the workplace for many years, it has been very interesting to take what I have learned from the classes and apply it to real world setting. I have set a goal for myself to complete a degree and being able to take classes on-line have been a very rewarding experience.
- I like the online experience mainly because I work full time and I am able to work on it after I am done with work.
- 1st class, needed extra time to understand how every thing works.

20. **What could we do to improve your online learning experience?**

- Make things easier to figure out-direction clearer and links more accurate
- Get me the materials I need as adjuncts in learning in a timely manner without me having to hound people to get them to do their job. (i.e. See # 12)
- Nothing at this time.
- change it in some way, not sure how
- I'm not sure.
- I think it is good for now
- Get MyWebCT working before class starts. More personal contact to let the student know what is needed for the class they are taking on-line, and also what is expected of them.
- It is good...not much improvement needed.
- Just make sure that you're not getting behind the in-class instruction so that you don't have to cram everything in at the end. Having more of a set schedule to get things done moves the work along.
- Allow students to work ahead and finish the class early.
- Offer video conferencing (as more people get video on their computers)
- Not sure yet
- Improve technical support. There should be more non traditional hours of support available. Most online students are working and do class work during evening/weekend hours.
- I can't think of anything that could be improved.
- I think it has been fine just the way it is.
- I will make no requests other than the school update its system and do something about all the intraschool spam. (For on campus students it may not be spam but for someone taking courses from Japan, it is definitely spam.)
- Nothing.
- Nothing I can think of at this time.
- maybe have a short course for maybe just a couple of classes to get people used to how to do an online course, and make it required for all UMC students who are taking one for the first time, its hard to get help, the AAC is good in theory, but it seems like everyone up there is chasing their tail, or trying to pawn you off on someone else who "knows more about that then I do"
• Make it more computer friendly. I have been in college the last two years and had to look at info for almost all of my classes, I thought I would not have the problems I have had trying to figure out this class.
• How about having the courses up and running before the first day so us new students have a few days to familiarize ourselves with the system.
• N/a
• More descriptive of time of events, when stuff is due, a calendar of when quizzes, tests or term papers are due. Some classes are very good at this and other really need help.
• Nothing, I just have to utilize the computer more so I can be faster, and more effective in all walks of life.
• It would be nice to know if there are specific times that that assignments or tests are due.

21. Where would you look or how would you like to receive information about online learning at UMC?
• Brochures and pamphlets, information from advisors.
• Newspaper's, magazines
• On your site.
• hand book or something
• I'd look at the UMC website.
• on the umc homepage
• UMC Website is fine.
• I look in the class schedule.
• Through the UMC website
• I would look at the schools website.
• The internet; affiliated colleges (I discovered the program via RCTC).
• Not sure yet
• Newspapers, TV, NOT Popups!, brochures, online search.
• Possibly e-mail, it is sort of hard to find, have to search for it.
• In the mail.
• I don't need any more information. I found UMC by searching the following key words in Google: "University of Minnesota" "On line learning".
• At the UMC website.
• Catalog of classes available mailed or on the internet separate and easy to access.
• doesn't matter where you look every office gives you the run around, I had to find another student to help get me going, oh yeah by the way, that doesn't build a lot of school pride when a lot of us have to do that
• You could e-mail.
• Please do not send me any information.
• internet
• Helpdesk
• On-line at the UMC web page, e-mail or even local media (ex. newspapers)
• e-mail
22. Please provide any additional comments or feedback below:

- Don't just ignore one student's complaints, actually take them and use them to improve. If you think that I'm blowing my comments regarding question # 12 out of line, I challenge you as a facility to develop a feedback tool for distance ed students and have it in direct relationship to us being able to obtain our books and dealings with the bookstore. I think you will be astonished at the number of complaints. I'm not saying that the complaints will outweigh the positive comments, but the # of complaints will be far higher than you may anticipate. Fix the Email system too.
- No additional comments.
- Would like to see UMC merchandise offered on-line.
- UMC has to start producing what they "sell" to students. A lot of the programs are going to start loosing students and will start having a hard time recruiting new students. Watch the Equine program...it is going downhill fast. And with NDSU starting a great program, students are going to start going there instead of UMC.
- I wish the general public would give online students more credit. Sometimes they seem to brush it off as if it's not the same as on campus classes. If anything it's harder. It requires a great deal of discipline and perseverance.
- NA
- maybe you should do a little more for students going here, then trying to get new recruits, keep students in this school, not just new enrolments, improve student life on campus and it will reflect out, I won't tell any of my siblings to go to school here, I haven't been impressed, but you know what, if I was, I would really brag this school up.
- You can contact me if you want, but I am not asking to be contacted by providing my name!
- I would like to encourage UMC to take a serious look at the expansion of the on-line programming available. I know that there are many people like myself that would like to obtain a higher level of education, but because of distance, family responsibilities and financial reasons must also work. On-line education can provide the opportunity to achieve a degree which in turn opens doors to new exciting careers and a stronger financial future.
- none at this time, I am too new

Students that would like to be contacted regarding their comments:

- [Name]
- [Name]
- [Name]
- [Name]
- [Name]
- [Name]
- [Name]
- [Name]
- [Name]
- [Name]
University of Minnesota Focus Survey

1. Gender: 
2. Age: 
3. Degree Status: 
4. Estimate your current Grade Point Average (GPA)? 

5. How many courses are you currently enrolled in? 
6. How many of your current courses are you taking online? 
7. How many online courses have you previously completed? 
8. How many credits have you completed in your college career? 
9. Do you plan to enroll in an online course in the future? 
10. Are you currently employed? 

11. What are the best things about UMC? 

12. What needs to be improved at UMC? 

13. What are you most disappointed in at UMC?
14. How could UMC more effectively recruit students?

15. What made you choose to attend UMC?

16. If you could change one thing about UMC, what would it be?

17. If the UMC Chancellor asked for your advice, what would you tell him?

18. What additional courses would you be interested in taking online?

19. Please describe your online learning experience at UMC
20. What could we do to improve your online learning experience?

21. Where would you look or how would you like to receive information about online learning at UMC?

22. Please provide any additional comments or feedback below:

Your information is submitted anonymously and will be kept confidential. If you would like to be contacted about your comments and concerns, please complete the information below.

Name: ___________________________  E-mail: ___________________________

Would you be willing to share your UMC experience for marketing and planning purposes?  □ Yes  □ No

Send Survey Now  Clear Form

Thanks!
Center for Adult Learning
University of Minnesota, Crookston