

University of La Verne

EXIT SURVEY of NON-RETURNING STUDENTS

The University of La Verne is conducting a survey of students who did not return to continue their studies at the University of La Verne. We would like to know the reasons and use the information to improve our teaching and services. Your responses will be confidential and used only in summary form. You may skip questions, discontinue at any point or decline to take the survey altogether. If you have any questions regarding this survey, please contact Dr. Yingxia Cao, Director of Institutional Research at (909) 593-3511 ext. 4235 (email: ycao@laverne.edu).

Section A: Demographic Information

Date survey completed: _____

- 1. Gender: a. Woman, b. Man, c. Other
2. Ethnic background:
3. Status at time of entry: a. Main Campus first-time freshman, b. Main Campus transfer student, c. CAPA (College Accelerated Program for Adults – Main campus only), d. Regional Campus student; Please name location: (e.g. High Desert, Inland Empire, Central Coast, etc)
4. At time of entry, University of La Verne was your: a. First choice, b. Second Choice, c. Third Choice, d. Other, Specify:
5. Mark all the personnel you sought advice from before making the decision not to return to La Verne: a. Academic advisors, b. Faculty other than academic advisor, c. Program or department chair, d. Regional Center Director, e. Registrar, f. Financial aid staff, g. Learning Enhancement Center counselor, h. Resident advisor, i. Student life staff, j. Did not consult any of the above, k. Other, please specify:

Section B: Campus Climate

Please indicate the degree to which you agree or disagree with each of these statements by placing the appropriate number on the space next to each item according to the following choices:

1 = Disagree Strongly; 2 = Disagree; 3 = Agree; 4 = Agree Strongly; N/A=Not Applicable

Course Design

- 1. I found the course assignments interesting and motivating.
2. I was satisfied with the use of technology in the courses.
3. The selection of courses met my needs.

Faculty

- 4. The instructors' teaching techniques helped me learn the subject matter of courses.
5. The instructors' were accessible/approachable, either in person, by telephone or on-line.
6. I found grading by instructors somewhat harsh and unfair.
7. I believe the education I received at La Verne was worth the money I spent.
8. Faculty provided me with timely feedback about my academic work.
9. The instructors were competent about the subject in which they were teaching.

Campus Support Services

- _____ 10. I found my academic advisors accessible/approachable.
- _____ 11. My academic advisor was knowledgeable about procedures and requirements.
- _____ 12. My academic advisor helped me set academic and career goals.
- _____ 13. Personnel in the offices of Financial Aid were helpful.
- _____ 14. Personnel in the offices of Student Accounts were helpful.
- _____ 15. Personnel in the offices of Registrar were helpful in solving my issues.
- _____ 16. The registration process was user friendly.
- _____ 17. Residence Hall/Student Life staff were helpful.
- _____ 18. Admissions officers were responsive to my needs.
- _____ 19. The library staff was helpful.
- _____ 20. I received adequate help from Student Health Services/Counseling Services
- _____ 21. I received adequate computer and technical support when I needed.
- _____ 22. I was satisfied with the way my grievances were addressed.
- _____ 23. Financial aid awards were announced to students in a timely manner to be helpful with planning.

Learning Environment

- _____ 25. Facilities were up to the standards I expected (e.g. computers, library, classrooms).
- _____ 26. I felt uncomfortable because of my racial/ethnic or religious background.
- _____ 27. I received the individualized attention I expected.
- _____ 28. Attending La Verne was convenient for me in terms of location, scheduling, etc.

Section C: Reasons for departure

29. Please rank the top three reasons: 1 = most important

- _____ a. Health problems
- _____ b. Cannot afford tuition – not enough financial aid/loans
- _____ c. Family care obligations
- _____ d. Academic difficulties – grades
- _____ e. Major not available
- _____ f. Work commitments
- _____ g. Military service
- _____ h. Transfer to a better known school
- _____ i. Other, Specify: _____

30. Please mark all your plans that apply, if any:

- _____ a. Concentrate on work
- _____ b. Look for work
- _____ b. Return to La Verne after a while
- _____ c. Study at another institution; Please name if known: _____
- _____ e. Other, Please specify: _____

31. While at La Verne, what barriers or difficulties did you encounter?