

January 13, 2004

TO: Roger Barber, Deputy Commissioner of Higher Education, MUS
FROM: Karl Ulrich, Interim Chancellor, UMW
RE: Transfer Student Survey, Fall 2003

Attached is a report summarizing a survey that was distributed to all 162 students who transferred to The University of Montana-Western during fall semester 2004. Thirty-two students responded to the survey. The numbers of students with various responses to the questions are given in parentheses after the respective responses. Additional comments from the students are given at the end of the report. Please let me know if you have any questions.

Transfer Student Survey Results (162 sent, 32 returned, 20%)

University of Montana – Western
Fall 2003

1. Please indicate the program you are pursuing at UM-Western.

- BA degree
 - Environmental Sciences (1)
 - Literature and Writing
 - Preprofessional Health Sciences
 - Social Science (2)
 - Visual Arts

- BAS (Bachelor's of Applied Science) (2)

- BS Business (4)
- BS Early Childhood Education (1)
- BS Elementary Education (6)
- BS Secondary Education (9)
 - Major (Social Sci., Math, Hist, Eng, Bus, PE, IT)
 - Minor _____

- AAS Business (1)
- AAS Early Childhood Education (1)
- AAS Education Studies
- AAS Equine Studies (2)
- AAS Tourism and Recreation

- Other _____ (5-Library Recert)

2. Did you visit with an advisor to develop a plan of study?

- YES (answer questions 3 and 4) (20)
- NO (go to question 5) (12)

3. If yes, who helped you develop this plan?

- Educational Opportunity Program (EOP) staff (1)
- Linda Lucero (8)
- Cathi Love
- Faculty Member (11)
- Dean
- Other _____ (3)

4. If yes, how satisfied were you with the help you received from your advisor?

- Very Satisfied (16)
- Satisfied (3)
- Dissatisfied

Very Dissatisfied (1)

5. If no, how did you develop your plan of study at UM-Western?

- Had a friend help me. (1)
- Did not develop a plan of study. (9)
- What is a plan of study?
Developed on my own (1)

6. Did you have a transcript evaluation completed to show how your transfer credits would apply to your program (degree) at UM-Western?

- YES (26)
- NO (6)

7. If yes, how satisfied were you with the way your credits transferred to UM-Western?

- Very satisfied (7)
- Satisfied (14)
- Dissatisfied (4)
- Very Dissatisfied (3)

8. If no, why was a transcript evaluation not completed?

- I didn't send my transcripts in advance to be evaluated. (3)
- All transcripts from all previous institutions were not available to evaluate. (1)
- I was unsure of my education goals and didn't select a program of study.

9. What part of the credit transfer process do you/do you not understand? (Check all that apply)

- I understand all parts of the process, and I am very satisfied. (14)
- I don't understand why some of my credit can't be used to fulfill degree requirements. (11)
- I don't understand the part about General Education. (1)
- I don't understand the part about requirements for my program of study. (2)
- I don't understand any part and I need help. (1)

10. What services did UM-Western provide that helped make your transfer go smoothly? (Check all that apply.)

- My transcript evaluation was completed before I selected my courses. (13)
- I received a transcript evaluation worksheet that explains degree requirements. (16)
- I met with an advisor from UM-Western while still enrolled at my previous college. (5)
- My advisor at my previous college was aware of and advised me on transfer equivalency. (4)
- I used a Transfer Guide to plan my academic program. (1)
- I met with an advisor to develop a plan of study. (11)

11. What frustrations did you encounter in transferring to UM-Western? (Check all that apply.)

- I had no frustrations. (10)
- I was not able to have my transcript evaluated prior to selecting courses. (3)
- I didn't understand what courses were required for my major. (5)
- Courses from my previous school did not transfer to UM-Western (9)
- Courses from my previous school did not fulfill degree requirements at UM-Western. (6)
- Courses from my previous school did not fulfill General Education requirements at UM-Western. (2)
- I was not able to meet with an advisor prior to selecting classes. (4)

12. Are there any problems that have not been resolved related to your transferring to UM-Western?

- YES (7)
- NO (24)

13. If yes, what is the nature of the problem? (Check all that apply.)

- Transcript evaluation or course transfer (4)
- Career planning (I have not selected a major.) (1)
- Academic advising issues (1)
- Housing (on-campus)
- Housing (off-campus)
- Child Care
- Financial aid issues (3)
- Employment (I can't find a job) (1)
- Transportation

14. Do you have any additional comments regarding the services that are available for students transferring to UM-Western?

Not So Positive

- I was very disappointed in the way my courses from Lethbridge Community College didn't transfer at all. The courses I took were very general and all general studies classes.
- When I applied, I was unaware of intentions of Western going to block schedule. If I would have known this before hand I would have chosen another school. I commute from Anaconda and the block schedule would be no benefit to me because I would have to drive there every day.
- I could have been walked through [the process] a little more to make things go easier.
- It is very hard to figure out when classes are offered. The catalog says one thing then the classes aren't offered when it says. Because of this reason, Linda Lucero really had my plan of study screwed up for a while. It wouldn't have worked out at all.
- Very difficult process. I have many problems that are not being answered. Most of the help was very hard to find and I was treated poorly by employees in student affairs offices.
- The registrar's office needs to get on top of things. Was very disappointed with their organization.

- I tried on-line and it said I was registered. I found out later I was not. It was terrible and frustrating. I even had to call from a pay phone at a gas station in WI in 100 degree heat during a family vacation while my whole family waited in the car. Definitely not worth it. I hope you get the library degree program figured out. I don't want to ever take a class from Western again. I doubt as a teacher at a high school here in Billings I will ever advise anyone to go to Western. (Susan Vert)

Positive

- No. It's going good! Thanks! ☺
- This was my first on-line course [experience] and my professor Janet Duncan was outstanding. Throughout the semester I dealt with the loss of my father, aunt, uncle, and husband of a close friend. On Sept 26 I started taking Betaseron for MS and had horrible side effects. I was very sick and got behind. Then on Nov 9 I fell and broke my foot (the computer is in the basement). Janet has been very compassionate and flexible. I'm in the middle of an MS exacerbation and not able to finish the course on time. Janet is working out a plan for an incomplete.
- No, every thing is good! ☺
- Nothing other than when it comes time for me to have take the first aid class, I will make sure that those credits from my previous college didn't transfer. I am sure I sent those transcripts from Utah College of Massage Therapy.
- Compared to services at MSU-Bozeman, UMW was very helpful and informational. I talked with Linda Lucero numerous times and she not only helped me plan out what needed to be done, but also offered instruction as far as selecting an advisor, apartment searching, and such. Western's overall atmosphere is much more friendly and open compared to MSUB and I really appreciate that.
- In general, UMW faculty and staff are friendly and helpful.
- I was very satisfied with the help I received form everyone.
- I found the Internet course I took to be excellent (Mike Schulz). I learned a great deal. I hope to meet my instructor when the weather clears. I do wish the entire certification could through Western. Linda Lucero was a great help when I visited Dillon this past semester too.