Keene State College

Graduating Student Survey



Office of Institutional Research
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Introduction

Students who are readying to graduate are reminiscing about their college experiences and planning their future. This is an ideal time to ask them how their Keene State College experiences contributed to their development and prepared them for their post-graduation plans. The Graduating Student Survey was developed to provide students an opportunity to evaluate the College, its programs and services, and to assess their learning achievements.

Survey Administration

The Office of Student Affairs hosts a Commencement Fair each spring for graduating students. The Fair brings together representatives from all of the services that students may need to work with to complete their graduation preparations. Students must complete the on-line Graduating Student Survey prior to being admitted to the Fair.

In Spring 2006, 867 students completed the Graduating Student Survey prior to attending the commencement ceremonies. Of these students, 817[1] were eligible for baccalaureate degrees and 33 were eligible for Master's degrees. This report will focus on the baccalaureate students. A separate report will be prepared for the Master's degree recipients.

Student Characteristics

The 817 graduating bachelor's degree students were 58% female and 6% non-white. Their median age was 22 years. Their average cumulative grade point average was 3.09. Fifty percent were New Hampshire residents. Eighty percent entered Keene State College as first time, first year students; and 19% transferred into the College[2]. Eighteen percent of the transfer students matriculated from KSC's Continuing Education program. Students who received dual degrees made up 6% of the graduating class. A summary of student characteristics is presented in Table 1.

[1] The student counts exclude those who did not successfully complete the survey or who were not listed in the graduate degree completion files.

[2] The remaining 1% consisted of students who's earliest records identified them as 'readmits.' Datatel records were not available for these students prior to 1998.

Table 1. Graduating Student Characteristics

Characteristic	Category	Count	Percent
Gender	Female	474	58%
	Male	343	42%
Ethnicity	Non-White	45	6%
	White	772	94%
Residency	In State	407	50%
	Out of State	410	50%
Admissions Category	First Time	652	
	Transfer	157	
	Missing[1]	8	
First Generation		320	39%
Median Age = 22			
Average Cumulative GPA = 3.09			

[1] Students initially admitted prior to 1998

Time to Degree

Students who expect to complete their degree requirements before the end of the calendar year may participate in the spring commencement ceremonies. In May 2006, 478 students who participated had completed their degree requirements (58%). The student information system was queried to determine when these students were first admitted to the College and their admission status—388 (81%) of these students entered Keene State College as first-time, first-year students and 86 (18%) transferred to Keene State from another institution.

An examination of the first-time students' time to degree revealed that 325 (85%) completed their degrees in four years or less. These students resembled the larger group of graduates in age, and percentage of students who were the first in their families to attend a four-year college. They were more often female (64%) and white (97%) and had a higher cumulative grade point average (3.23).

Degrees Awarded

Students participating in the commencement ceremonies were recognized for their achievements in 754 single program areas and 63 dual program areas (Table 2). Thirty-two of the dual degrees were in Education. Twenty of the second degrees were Associates degrees in Chemical Dependency.

Table 2. Degrees by Program Area

Single Degrees	Count	Dual Degrees		Count
Applied Computer Science	19	Economics	Management	1
American Studies	1	Environmental Studies	History	1
Art	35	Education	Applied Computer Science	1
Biology	14	Education	Art	2
Chemistry	7	Education	Communications	2
Communications	52	Education	English	2
Economics	9	Education	Geography	1
English	31	Education	Individualized Major	1
Environmental Studies	9	Education	Mathematics	3
Education	68	Education	Music	3
Film	26	Education	Psychology	6
Geography	14	Education	Sociology	4
Geology	3	Education	Social Science	5
General Science	2	Education	Theatre and Dance	2
History	18	Health Science	Chemical Dependency (AS)	1
Health Science	27	Journalism	Chemical Dependency (AS)	1
Individualized Major	8	Mathematics	Applied Computer Science	1
Journalism	16	Mathematics	Mathematics	1
Mathematics	23	Modern Language	Communications	1
Management	89	Music	Music	1
Modern Language	5	Physical Education	Chemical Dependency (AS)	1
Music	11	Psychology	Chemical Dependency (AS)	11
Physical Education	25	Psychology	Management	1
Psychology	72	Psychology	Safety Studies	1
Safety Studies	56	Safety Studies	Chemical Dependency (AS)	2
Sociology	42	Safety Studies	Communications	1
Social Science	26	Safety Studies	Management	1
Theatre and Dance	13	Safety Studies	Technology Studies	1
Technology Studies	33	Sociology	Chemical Dependency (AS)	4

Student Satisfaction and Commitment

The spring graduating class was highly satisfied with their Keene State College education. Ninety-two percent said they were satisfied, or very satisfied, with their education. This is a notable improvement over the previous year's percentage of 84%. Similarly, this spring's class was more likely to recommend KSC to a high school student, and to choose KSC, if they had to do it over again (Table 3). This spring's survey also asked students to write about their reasons for recommending Keene State to a high school student. The rich responses to this open-ended question are presented in a later section of the report.

The distribution of students' responses to all three questions was positively correlated with how successful they felt they had performed academically and how extensively they felt that Keene State had prepared them for their post-graduation plans.

Table 3. Student Satisfaction and Commitment

Overall, how satisfied are you with your Keene State College education?	Percent Satisfied or Very Satisfied	
	2004	2005
	84%	**92%**
Would you recommend Keene State College to others?	Percent Likely or Very Likely	
	2004	2005
	83%	**88%**
If you had to do it over again, would you choose Keene State College?	Percent Likely or Very Likely	
	2004	2005
	62%	**70%**

Student Effort and Success

Graduating students were asked questions about their academic success, their preparedness for their post-graduation plans and their study habits. The distributions of student responses to these questions are displayed in Figures 1 through 3.

Students' perception of their academic success was positively correlated with their actual cumulative grade point average, their sense of preparation for their post-graduation plans, and being female. The hours they reported studying were positively correlated with their cumulative grade point average, their age, and also being female.

The spring 2005 graduating student survey did not ask students about their perceived knowledge growth, or their opinions about the effectiveness of the academic and non-academic environments (these questions were asked on the questionnaire for the National Study of Student Engagement which was also administered in spring 2005). An area of opportunity for faculty and staff will be to revisit the questions that have been asked in the past and re-tool them for consistency with the positive changes that are occurring within the Keene State College community.

Figure 1. How would you describe your academic success at Keene State College?

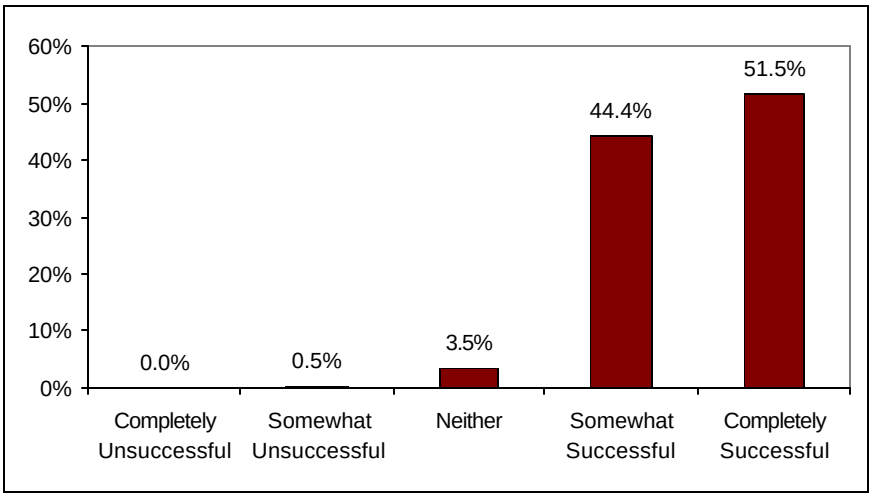


Figure 2. How many hours per week, on average, do you spend studying or preparing assignments?

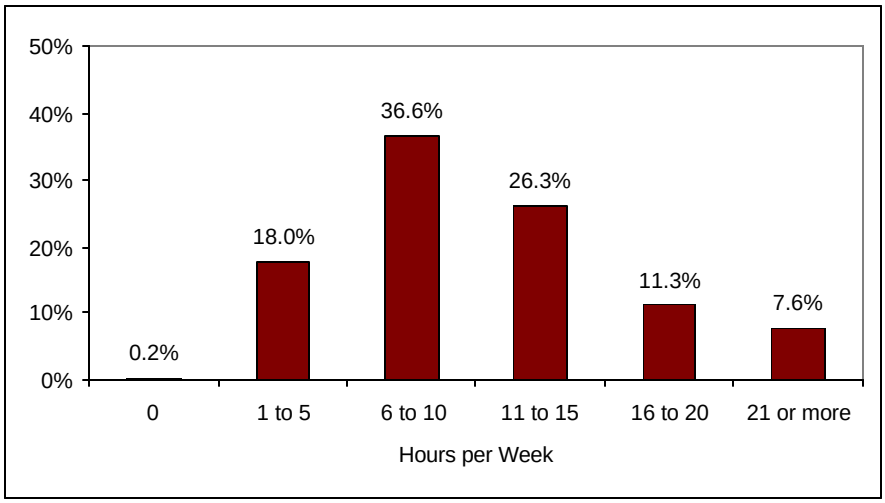
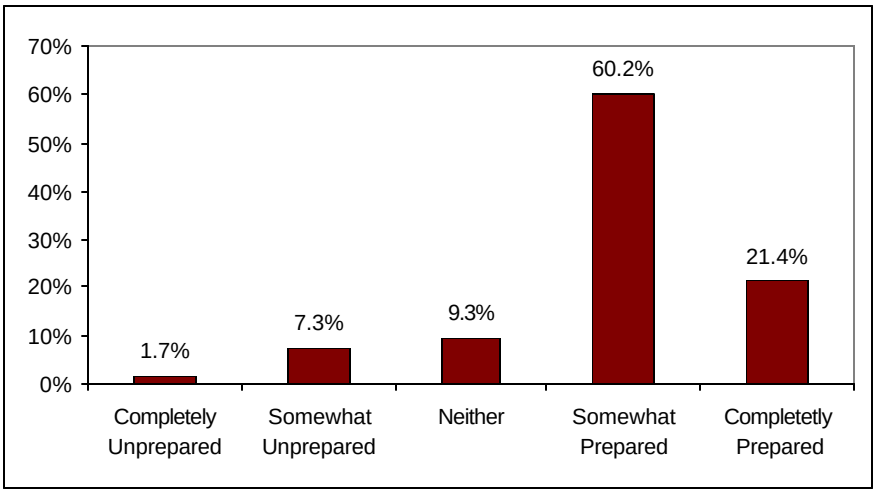


Figure 3. How prepared do you feel for your post-graduation plans, as a result of your program of study at Keene State College?



Mason Library

Keene State's spring 2006 participation in the National Study of Student Engagement, which covered questions about academic and non-academic growth and experiences, provided an alternative opportunity to ask students in-depth questions about a particular aspect of the College. All facilities and services were invited to participate. Irene Herold, Director of the Mason Library stepped forward and volunteered to work with the Office of Institutional Research and the Community Research Center, to develop a set of questions that would probe what motivated students' use of the Mason Library.

In the first phase of this study, two students from the Community Research Center were hired to conduct a series of student focus groups. The focus group work provided a contextually rich description of what motivated students to use the library and how students connected their library use to their academic success. The focus group discussions revealed aspects of library use that have not previously been explored and provided the basis for the questions that were asked on the survey.

The typical graduating student reported spending one to five hours per week studying in the library and felt that access to the library had made 'some' contribution to his or her academic success (based on the median values of the distributions presented in Figures 4 and 5). Students' agreement with the reasons for using the Mason Library clustered into four conceptual areas (Table 4). Students agreed or strongly agreed most often with the reasons for library use that were related to individual study (75%), followed by access to resources (66%), group work (45%), and passing the time (13%). The first three categorical reasons were all positively correlated with students' overall satisfaction with Keene State, their willingness to recommend Keene State to a high school student, and the likelihood that they would choose Keene State if they had to do it all over again. And, although the item groups did not correlate with students' cumulative grade point average, use of the library for individual study did correlate positively with students' perceived level of academic success. A future project will be to examine the direct and indirect links between library use and academic success.

Figure 4. How many hours per week do you spend in the library studying or preparing course work?

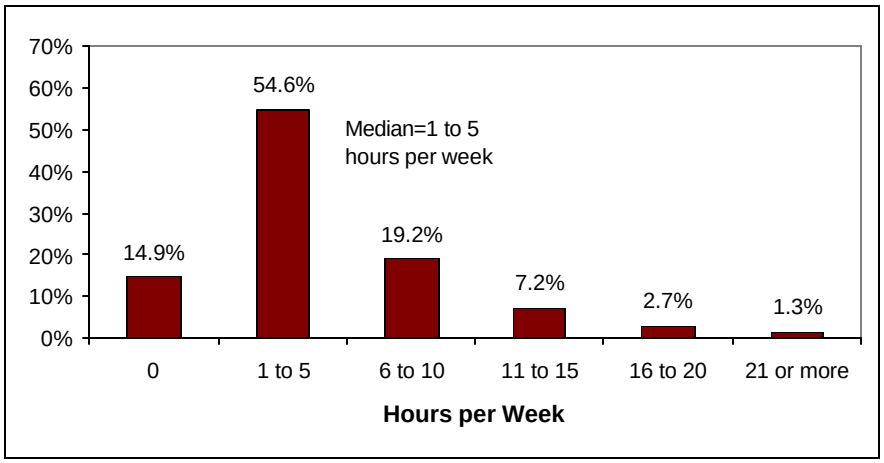


Figure 5. How extensively has your use of the Mason Library contributed to your academic success?

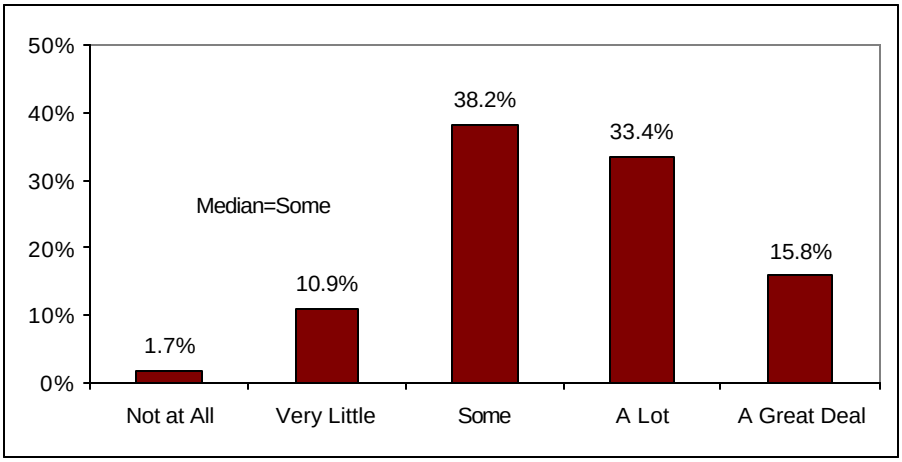


Table 4 Students' Reasons for using the Mason Library

Reasons	Disagree or Strongly Disagree	Not Sure	Agree or Strongly Agree
Individual Study			
Complete assignments	8.8%	9.3%	81.9%
Surroundings comfortable	5.9%	13.6%	80.5%
Quiet place to study	15.2%	13.5%	71.4%
Surroundings motivate me	15.3%	19.6%	65.1%
		Average	74.7%
Access to Library Resources			
Do research	2.7%	5.3%	92.0%
Use technology	6.1%	5.6%	88.2%
Online materials	6.1%	8.1%	85.8%
Consult reference librarians	30.7%	21.1%	48.2%
Read up on news	35.1%	22.6%	42.2%
Use media	37.7%	23.3%	39.0%
		Average	65.9%
Group Work			
Study with peers	17.4%	14.6%	68.1%
Study with groups	30.0%	30.5%	39.5%
Meet friends	53.9%	19.1%	27.1%
		Average:	44.9%
Pass Time			
To rest	63.8%	16.6%	19.6%
Hang Out	69.0%	17.5%	13.5%
To eat	77.1%	16.0%	6.9%
		Average	13.3%

Students' Post-Graduation Plans

Students were asked what their employment status would be, immediately following graduation from KSC. Fifty-seven percent said that they were looking for work (Table 5). This is not surprising, given results from recent alumni surveys, that show that the majority of students find employment anywhere from six months to one year after graduation.

Table 5. Graduating Students' Employment Status

Immediate Employment Status	Count	Percent
Looking for work	466	57%
Not looking for work	67	8%
Employed full-time	193	24%
Employed part-time	91	11%

A little over half of the students who would be employed (53%) said that they would be working in New Hampshire. An additional 41% reported that they would be working in New England[3]. Sixty-one percent reported that they would be working in a field related to their major field of study. Table 6 displays the distribution of these students by program area.

Table 6. Employed Students Working in Positions Related to their Major Field of Study

Department	Degrees	Department	Degrees
Applied Computer Science	5	Health Science	8
American Studies	1	Individualized Study	3
Art	4	Journalism	2
Biology	2	Mathematics	9
Chemistry	1	Management	29
Communications	14	Modern Language	1
Economics	2	Music	1
English	1	Physical Education	7
Environmental Studies	2	Psychology	17
Education	14	Safety Studies	17
Film	3	Sociology	10
Geography	4	Social Sciences	4
General Science	1	Theatre & Dance	3
History	2	Technical Studies	8

[3] New England state included Connecticut, Maine, Massachusetts, New York, Rhode Island and Vermont

One hundred and fifty-five students reported that they were going on to graduate (or professional) school immediately following graduation. These students graduated from the programs listed in Table 7.

Table 7. Programs of Students Going on to Graduate or Professional School

Department	Degrees	Department	Degrees
Applied Computer Science	2	Health Science	10
American Studies	1	Individualized Study	1
Art	2	Journalism	2
Biology	4	Mathematics	4
Chemistry	4	Management	10
Communications	4	Music	4
Economics	2	Physical Education	6
English	6	Psychology	33
Education	21	Safety Studies	4
Environmental Studies	2	Sociology	13
Geography	2	Social Sciences	5
History	5	Technical Studies	4

Graduating Students' Responses to Open-Ended Questions

The Spring 2005 Graduating Student Survey prompted students to respond to three open-ended questions:

> Why would you recommend KSC to a high school student?
>
> What student services, programs or activities were most important to your success at KSC?
>
> If you could change one thing at KSC, what would it be?

The remaining sections of this report present content analyses of students' thoughtful responses to these questions. Please note that there was some overlap in the topic areas that students addressed in their responses to the three questions. For example, faculty were discussed as a reason for recommending KSC, as a reason that KSC was important to students' success, and as an aspect that could use some improvement.

Students' words and phrases are authentic, however, egregious spelling errors were been corrected.

Why would you recommend KSC to a high school student?

The 2005 graduating class was asked to explain why they would recommend Keene State College to a high school student. Seventy-three percent of the students who completed the survey took the time to respond to the question. After analyzing and typing the responses, it was found that the students provided 1098 topic specific reasons for their recommendations. Table 8 summarizes their reasons and the number of times they occurred. The remainder of the section presents the reasons that students provided. The students' comments are, for the most part, presented as they were written. Some of their egregious spelling errors were cleaned up, but their grammar was not.

Table 8. Graduating Students' Reasons for Recommending Keene State College to a high school student

Reason	Count	Percent
Small Size	229	21%
Faculty Interaction	73	7%
Student Interaction	35	3%
Perfect Size	21	2%
Convenience	12	1%
Atmosphere	150	14%
Comfortable and Friendly	57	5%
Community	25	2%
Academics	125	11%
Challenging	30	3%
Holistic	30	3%
Course Variety and Depth	30	3%
Academic Advise	14	1%
Faculty	109	10%
Helpful	28	3%
Caring	12	1%
General Descriptors	104	9%
Beautiful Campus	75	7%
Location	70	6%
Major Programs	49	4%
Facilities and Resources	41	4%
Friendships	36	3%
Activities and Organizations	28	3%
Would Not Recommend	28	3%
Affordability	27	2%
Student Services and Staff	19	2%
Athletics	8	1%

Small Size (229)

One out of every five graduating student identified *"small size"* as the top reason to recommend KSC to a high school student. They enjoyed the *"small town"* feel of the city of Keene, thought that it had *a "wonderful rural feel to it,"* and *"most importantly"* considered Keene *"a college town"* They enjoyed the small campus and described it a *"small quiet environment"* and a *"friendly campus with lots of opportunity."* The *"small school atmosphere,"* was described as *"welcoming"; "like a community within a community,"* and as *"a small school with large school ambitions"*.

Faculty Interaction (73): By far the biggest benefit of small classrooms for students was the increased opportunity for faculty interaction The *"perfect size"* of KSC presented students with *"the advantage of one on one interaction with professors."* They felt that the *"professors know you by name, not just a number on their roster sheet"*. The students also felt these *"intimate classes,"* allowed them to have a *"better chance to really learn the material, "gain a strong relationship with the professors,"* creating a distinct feeling that *"The professors are here to help you succeed."*

Student Interaction (35): Students also enjoyed the opportunities to *"become close to other kids in your field."* Students believed the size of KSC provided *"lots of opportunities to meet people and to succeed,"* and felt that a *"small school is such a plus. . . you see familiar faces around campus"*; *"it's very easy to meet lots of interesting people while studying and taking classes"*; and, *"because it is a small school where I was able to get to know my profs and peers, it was easy to become an active member in the community."*

Perfect Size (21): Several students described the city and the college as being *"perfect"* in size: *"The town surrounding Keene State is not too big, but there is still a lot to do"*; and, *"The college population is not too big but also not too small."* The perfect sized classrooms were described as *"comfortable"* and, the campus was seen as not so small that *"everyone knows your business."*

Convenience (12): Students appreciated the *"convenience"* of the campus and the surrounding city, saying: *"I love Keene because it is a small town and everything that you need is in walking distance"*; *"it's good for students who do not have a car. . . you can easily walk to most places that you need to get to"*; and, *"the college and the surrounding town are very pedestrian friendly."* Students also related the safety of the environment to its convenience: *"it's a safe environment, and you can walk anywhere in Keene"*; and, *"its in a safe area and has lots to offer."*

Atmosphere (150)

Many students used adjectives such as *"good"*, *"great"*, *"nice"* and *"positive"* to describe the *"atmosphere"* and the *"environment"* of Keene State: *"it is such a good atmosphere to surround yourself with. . . walk down Appian way on a beautiful day outside and find someone who isn't smiling. . . impossible"; "the atmosphere is great"*; *"great campus, great people"; "nice environment"; "when I graduated high school I was planning on going to another New England college but changed my mind after coming to tour and visit Keene, there's an atmosphere of positivity here unlike anywhere else;* and, it *"provided a safe place to meet new people and grow socially."*

Comfortable and Friendly (57): Graduating students enjoyed the *"comfortable", "relaxed"* and *"friendly"* atmosphere of the college: The comfortable and *"supportive"* learning environment made it easy for students to *"get help with anything you may need. . . people are always willing to make new friends and help anyone who looks like they might need a friend"*; and to *"grow as a person and a student".* The *"perfect, laid-back atmosphere"* was not stressful for students and they felt they were not *"too pressured from outside influences"*. The *"friendly and comfortable school"* felt like a *"home away from home"*; and eased students" transition to the College: *"it is very friendly and easy to come into not knowing many people"*; *"it is easy to make connections with peers, staff, and faculty";* and, *"it's a fun and friendly place to get an education."*

Community (25): Twenty-five graduating students used the word *"community"*, which included *"faculty and students"*, to describe the environment at KSC: *"it's a very close-knit school that cares about the future education of each student"; "it is a wonderful campus with many events and activities that promote a nice student community"*; and *"Keene State College is a community and student based college. . . we aren't just students, we are family"*.

Academics (125)

Challenging (30): While a few graduating students talked about the academic environment at KSC as *"good"* (7), or *"great"* (7), a larger number described it as *"challenging"*. These students said: *"Keene State creates an atmosphere where we are encouraged to excel academically"*; *"the classes are interesting"*; *"the academic programs are very strong"*; *"the work is challenging but completable"; "the environment is challenging yet inviting"*; and *"when you are in your area of study, you really do learn a lot."* Students felt that Keene State *"is what you make of it with regards to academic success"* and that the academics "*completely changed my awareness and goals."* One graduating student described the senior year as *"the most rewarding year I've ever had in an educational*

institution."

Holistic (30): Thirty students described KSC holistically. These students reflected on their academic and personal growth in a balanced educational environment, saying: *"KSC is a wonderfully balanced place to grow: academically, socially, and personally"*; *"KSC has a great campus life with many activities to choose from, whether you are looking for social or academic activities"*; and *"KSC provides many opportunities to engage in a well-rounded education."* These students felt that *"there's many opportunities to help an individual coming out of high school grow socially and academically"*; *"most people could find their 'niche' here"*; *"KSC is a good liberal arts school to find what it is that you want to do";* and, that *"the high expectations and support make for a worthwhile educational journey."* They wanted to tell high school students that Keene State *"has so much to offer and will be a life changing experience, allowing you to grow, meet fantastic friends and learn how to be a better citizen"*; and that it *"is a great college to get an education and meet new people. . . it has allowed me go grow as a person."* One final student summarized the holistic, balanced view, saying: *"I would recommend KSC to a high school student because I was given a place to grow and explore my academic interests. I never heard 'no' from a teacher when I expressed that I wanted to study something; only "how can I help?" In addition, with all the programs on campus and social activities I was able to develop a better sense of my own self while creating friendships that will last forever."*

Course Variety and Depth (30): Graduating students commended the depth and variety of the courses offered at KSC. They were appreciative of the *"many options"*; *"wide array of classes"*; and the *"variety of degree programs that can take you to the next level."* The program variety provides students with *"a full, comprehensive selection of courses to prepare young adults"*; *"a diverse range of educational experiences"*; *"many paths to choose from"*; and, *"a wide variety of majors to help you sort out what types of things you want to study."*

Academic Advice (14): A number of students offered their high school students advice about how to be academically successful at KSC: *"if you put in the required effort, you can receive a high quality, personalized education at KSC"* ; *"if you apply yourself you can get a sufficient education and be prepared for the future. . . the important thing is be yourself, although it can be hard some times when people get caught up in what's going on around them, stay true to yourself"*; *"the environment is challenging yet inviting. Keene State is what you make of it; the people are very nice and you can do and be anything you wanna be as long as u put effort into it. . . everything takes hard work and KSC has the right environment for every individual no matter what your background is."*

Faculty (109)

Helpful (28): The 2005 graduating class praised the Keene State College faculty, using general adjectives such as: *"amazing"*, *"excellent"*, *"passionate*", *"motivated"*, *"accommodating"*, "*personable*", *"flexible"*, *"gifted"*, *"good"*, and *"great"*. The quality that students praised most often was the faculty's helpfulness. Students appreciated that their instructors were: *"always willing to talk with you after class and give you addition advice or help"*; *"available to help you and to get to know you personally"*; *"easy go talk to"* and, *"willing to help you on your way to success."* Students sensed that *"the professors are here for the students because they love what they do."* Students advised high school students that *"if you take the time to talk to your professors you will find people willing to get to know you and help you in your future"*, and *"if you are a dedicated/focused student the faculty is really willing to help you get where you want to be."* One student encapsulated this quality, saying: *"Many of my professors were friendly and helpful with students, inside and outside the classroom. Some professors even urge you to come to them with non-academic issues. They are very involved with your education, which makes students feel as if their instructors really do care."*

Caring (12): Some of the graduating students were also grateful that the faculty cared about them (12 responses). They wrote: *"the professors. . . genuinely want their students to succeed"*; *"I know how invested my teachers were in my education and that made it more important to me"*; *"teachers seem understanding to your learning styles"*; and, *"there are many dedicated professors that encourage your growth and learning as a student."*

General (104)

Graduating students described Keene State as *"fun"* (32), *"great"* (29), and *"good"* (18). *"Fun"* was used most often to describe students' experiences: *"it was also a fun school to attend and I can't really see myself having attended another school"*; *"I had a good time here"*; *"I had a blast, it is a fun school... lots of girls"*; *"Its a fun place to learn"*; and, *"the social life is a lot of fun."* The students who described the College as great, said: *"Its a great place to be!"*; *"it is a great place for to get an education"*; and, *"I would recommend this school to any high school student because I had such great success here."* Similarly, students stated that Keene State *"is a good school overall"*, *"was a good experience"*, and is *"good if the student is motivated."*

Beautiful Campus (75)

Forty graduating students described the Keene State campus, and the areas surrounding it as *"beautiful"*. Other words that were used included *"inviting"*, *"lovely"*, *"pretty"*, *"amazing"*, *"wonderful"*, *"pleasing"*, *"scenic"* and *"clean"*. Students went on to say: *"for starters it's campus is amazing. I knew I wanted to come here the second I stepped on campus. The way the campus is set up, with Appian Way, is a nice way to unify all the different buildings Once I got here I realized it helps to create a community atmosphere on campus"*; and, *"the college is aesthetically pleasing and not hard to navigate."* Students who described the campus as beautiful, also said: *"it is a comfortable place to be"*; *"with all the new construction it is really looking updated"*; and, *"it was motivating to look outside and see a well kept campus."*

Location (70)

This group of graduating students would recommend Keene State College to a high school student because of its location. They felt that Keene was *"an all around good area to live in"*, *"a great college town"*, *"a nice surrounding town"*, *"a very quiet and cute town to live in"*, and *"a very pleasant place to be."* Eleven students appreciated the convenience of the city and the recreational and employment opportunities that were available: *"the city of Keene itself provides alot of fun"*; *"its close to the ski mtns"*; *"the recreation is outstanding"*; *"it has a great bar scene"*; *"it's within reasonable distance to shopping"*; *"there are a lot of restaurants and possible places for employment"*; and, *"everything's nearby."* Others felt that the area was *"friendly"*: *"the town of Keene is amazing. . . the people here are so nice and willing to talk with you"*; and, *"Keene is a great city with great atmosphere for success and you meet a lot of nice people along the way."* Several graduates from New Hampshire appreciated that Keene was *"close to home"*; that it was *"local for NH graduates"*; and that, *"it is a school close to my high school that offers a good amount of educational selections."*

Major Programs (49)

These students addressed the quality of their major program of study.

<u>Education (28):</u> Graduating students said: *"they prepared me well for my future in the education field"*; *"if you want to teach general elementary or secondary, the training seems great"*; *"if they want to get into the education field, it's a good place to attend"*; *"if you are searching for the field of Education KSC is a very rich and inviting school. The faculty is awesome and class sizes are manageable"*; *"I would recommend KSC to a high school student if*

he or she wanted a degree in teaching. I feel that most of my high-level courses were very beneficial to me." One student who was less enthusiastic about recommending education said: *"only if they were going into elementary education or early child hood. esec program is great for that but needs more for secondary and other esec programs. el ed and early child hood is where this school is strongest."*

Safety Studies (5): Graduating students said that Keene State was *"a Great college for Safety Studies"*. One student recommended the Safety Studies program because, after enrolling in another program, s/he *"did not like the program very much so I switched and am glad I did."*

Communications (2): One student said that Keene State had a *"decent communication program"*. The second student said: *"I love the communication department, but just wish the facilities were a little nicer and not in rooms with white bare walls."*

Film Studies (2): These students were divided. One said s/he would recommend Keene State College to a high school student *"if they wanted a good film program."* The other student would not recommend the program, stating: *"I wouldn't to a film student interested in production."*

Management (2): These students were divided about the quality of the Management program. The positive student stated: *"I thoroughly enjoyed the management staff/faculty and the program that they offered to the major. I have made many good references as I am starting to apply at jobs now."* The negative student criticized the faculty: *"KSC in the management department, is taught by professors who do not have a full grip on reality and what the outside real world is like. Many times we heard stories of how our professors once owned businesses, or worked in the "real world". Yet, when it comes to applying theories and lessons to real world examples, they have nothing to show. KSC is, for now, unfortunately a sub par program for the management community."*

Theatre and Music (2): These students would recommend Keene State to high school students *"only if they wanted to go into music or theatre"* because *"they are "exceptional programs here with dedicated faculty."*

Physical Education (2): These students described the Physical Education program as *"good"* and *"thorough."*

Art (1): The Art student felt that Keene State College had a *"friendly art department staff"*.

English (1): The English student thought that *"English is especially strong."*

Geography (1): This student would recommend Geography as a major *"because they have the two best faculties on campus!!!"*

Graphics Design (1): This student felt that Keene State College had a *"strong Graphic Design program."*

History (1): This student would recommend Keene State College *"to anyone interested in studying history because the history department is fantastic."*

Mathematics (1): This student said that Keene State College had a *"Great Math Department, Best as can be."*

Psychology (1): The Psychology department was described as: *"very good, great professors very good, great professors."*

Science (1): This student said: *"as far as the science department is concerned there is an excellent staff who are all very helpful."*

Facilities and Resources (41)

The students in this group appreciated Keene State's facilities and resources. They wrote about the *"new buildings"* the *"great new facilities"*, and the *"up to date facilities."* One student added that *"the campus is easy to navigate and the classrooms are nice."* Another student noted that the facilities and services *"are set up to promote interaction between students (one communal dining commons, student center in the center of campus."* Students praised the Mason Library (3), the gym (2), the Science Building (2), the new Media Arts Center (2) and the Zorn Dining Commons (2), students descriptions of these buildings follow: *"gym, and library are new and very nice"*; *"a beautiful gym, a resourceful library, and many computers labs are only some of the benefits that many small schools don't normally offer their students, but that we have here at KSC"*; *"the Science Building is remarkable and full of research/learning opportunities"*; *"the new dining hall is beautiful"*; and, *"the new media center will ready for the fall of 06 which should bring many new students in."*

These students also appreciated the *"up to date"* resources and technologies that were available, saying: *"the school has most of the resources any student would need"; "it also has alot of resources available"*; *"the resources that are available are wonderful and are always being updated"*; *"there are many wonderful resources that have aided me in my experience here"; "the*

college has alot of resources for students to use"; and, that it is *"well updated in technology and facilities."*

Friendships (36)

The graduating students valued the lasting friendships that they made while attending Keene State College. They described their classmates as "good people" and *"a great group of students to be peers with."* They felt that Keene State was *"not snobby. . . I met some great friends here"*, rather it was *"friendly"* and *"a great place to meet people."* Students also wrote about the lasting friendships that they have formed, saying: *"the bonds I have made here are long lasting ones"*; *"I personally felt at home when I came here, I started out knowing one person when I was a freshman and I quickly had a network of amazing friends"*; *"I met some very amazing people. and it was good to venture out of CT"*; *"I feel that it is important to make friends while you are a college student and KSC the type of school where you know a good majority of your class by the time you graduate"; "its a great school to meet lifelong friends"*; and *"it is a great chance to meet people who are interested in the same things that you are interested in."*

Diversity (3): These students recognized and valued the diversity of the student body, saying: *"there is a good mix of people on Keene State Campus"*; and Keene State is *"very much into diversity"* and *"becoming very diverse."*

Activities and Organizations (28):

Graduating students would advise high school students to get involved: *"join many clubs"*; *"the activities on campus and in the surrounding areas offer something for everyone to get involved in"*; *"there are many opportunities to be had"*; *"there are also so many activities going on around Campus its hard to ever be bored"*; and, *"get a job on campus, join organizations! Get involved!"* They were also pleased that: *"there was always something to do either on or off campus"*; *"there was so much to do on this campus and around the whole town, that you always have stuff to do"*; *"the social environment around and within the campus is enjoyable; there is always something to do or someone to hang out with"*; *"there was a lot going on in the way of student organizations"*; *"lots of activities on the weekends"*; and, *"plenty to do around town."* And, finally, two students specifically mentioned *"greek life"* as a positive aspect, and one student mentioned *"the parties."*

Would Not Recommend (28)

Six of the graduating students in this group were uncertain about recommending Keene State College to a high school student and the remainder were certain that they would not. These students stated: *"I feel that there are some serious issues that are not addressed that can easily lead to the downfall of a young student. It seems to me that often times the efforts of the administration are mis-guided"*; *"I would have to warn them about certain things, such as the many discrepancies between the courses described in the catalogs and how the classes are actually run(including the hours of lecture and lab required, and materials covered). . . and I would have to warn them about how problematic the financial aid office is"*; *"I don't think I would recommend KSC to a high school student if they are planning to go here for education"*; *"I probably wouldn't. . . unless it was for a back up school"*; *"I feel that the college is not fully prepared to teach at a level that coincides with the needs of the community. . . I have also 23 years military experience and training. Keene State has denied transfer of my military credits. . . I find this disheartening"*; *"I would only recommend KSC if they needed to take continuing education courses in order to get into another college, and if they could not afford to go to another college. . . I feel like I am not prepared to become a teacher"*; *"I would tell them to explore their options first"*; *"I wouldn't the physics department and a majority of the math department are the only departments worth mentioning. Every other field needs a lot of work"*; *"I wouldn't, especially if they want to major in film"*; *"it was stressful trying to communicate between professors and advisors"*; and, *"it's getting better then it was in the past but it still needs a lot of work."*

Affordability (27)

Graduating students identified affordability as a primary reason for recommending Keene State College to a high school student. They felt that Keene State was an *"affordable NH college with opportunities"* and a *"quality school"* with *"a positive learning environment"* at a *"reasonable"*, *"average"* or *"inexpensive"* cost. Nearly half of these students were from New Hampshire, and felt that: *"if you're an in-state student, the tuition is certainly affordable"; "it's a good value especially for in-state students"*; *"it has cheaper tuition, closer to home"*; *"it is less expensive than going out of state"*; and, *"tuition is reasonable and you can easily commute to Keene State from many surrounding areas."*

Student Services and Staff (19)

This group of students recognized the quality services and staff at Keene State College. They described the services as *"helpful"* and *"supportive"*, saying*: "KSC has a lot of services that can help a student become successful"*; *"there are many services the college has to offer"*; and, there are *"lots of services available to help students"*. They were also grateful for

the support they received from the staff that provide student services: *"the staff is wonderful"*; *"the people are flexible and understanding of life situations"*; *"staff were encouraging and pushed me to succeed"*; *"there are good people who are willing to aid you"; "I would recommend KSC to a high school student b/c for the four years that I've been here I've been happy with all the services and staff members at KSC"*; *"staff are helpful and personable"*; and *"there are good people who are willing to aid you."*

Three students specifically praised the experiences that they had with the Office of Community Service: *"Global Village/Habitat for Humanity experiences were great"*; *"it allowed me to reach out into the community and provided an organized out let for community service"*; and, *"if high students want opportunities to work with the community, then KSC would be a great place for them to go."* Students also mentioned Study Abroad: *"it is a school that has a great exchange program"; "it also has a good international and national exchange office"*; *"if you wish to travel our get out of Keene for a semester than this is the place to visit"*; and, *"traveling abroad was made very simple."*

Athletics (8)

These graduating students expressed their appreciation for the athletic programs at Keene State: *"the athletics is very good"*; *"I also love the athletics here"*; *"great sports program"*; and *"the sports program is also very strong."*

What student services, programs or activities were most important to your success at KSC?

The graduating class of 2005 was asked what services, programs or activities were most important to their success at KSC. Of the students who completed this survey sixty-three percent responded to this question. Student responses have been analyzed and sorted into categories. The categories are summarized in Table 9.

Table 9. Graduating Students most important services, programs or activities at KSC

Service Program or Activity	Count	Percent
Facilities	156	13.8%
Library	78	6.9%
Labs	25	2.2%
Student Center	12	1.1%
Science Center	4	0.4%
Dining Commons	7	0.6%
Recreation Center	30	2.7%
Athletics	111	9.8%
Teams	45	4.0%
Intramurals	36	3.2%
Recreation Clubs	30	2.7%
Academic Organizations and Clubs	65	5.8%
Faculty	55	4.9%
Administrative offices	53	4.7%
Social Clubs/Events	47	4.2%
Aspire	42	3.7%
Programs	37	3.3%
Writing/Math Centers	32	2.8%
Media	34	3.0%
Student Government/Leadership	30	2.7%
Advising	26	2.3%
Study Abroad	24	2.1%
Work Study/Field Experience	24	2.1%
Online services	22	2.0%
Community Service	20	1.8%
Greek Life	20	1.8%
Health Services	17	1.5%
Classes	14	1.2%
None	10	0.9%
Visiting Speakers	9	0.8%
All services	8	0.7%
Peers	4	0.4%

Facilities (156)

Students attributed their success at KSC to the many facilities and resources made available to them. Students specifically commended the Mason Library (78), Recreation Center (30), Computer labs on campus (25), Student Center (12), Science Center (4) and Dining Commons (7).

Mason Library (78): The library was by far the number one facility contributing towards student's success. Students commented that the Library *"provided me with the peace and quiet I needed to get my work done."; "a great place to study and gather information"; "got you out to meet new people and be social. Which helps in communicating to strangers which you will need in life"* and the library is a *"great place to study. I went abroad and the schools library was horrible, and it made such a difference."* Students that *"spent a great deal of time in the Library"* appreciated *"The use of the Mason library and the late hours that they were open until"; "the library in general for printing, researching...etc"; "Having a library with a lot of technology"* and *"Having the laptops available was key. That way you didn't have to cram yourself into the lab."* Another student who was less enthusiastic stated *"Honestly, the only truly helpful student service on campus was having access to EBSCO Host in the library. Other then that our school has a shocking lack of resources, particularly in the areas of academic and post-graduation job counseling."* Seven graduating seniors specifically mentioned *"Ebsco"* and the *"online databases"* as being an important contribution to their success.

Recreation Center (30): The Recreation center was described several times as *"Great";"the access to the new gym is great!"; "the addition of the weightroom is great"*; *"Gym membership is great to keep healthy."* Students recognized that having this facility available *"gives you a real break from all the studying and lets you pump all the pent up blood out";" extremely important in my success as a physical education major"* and *"important to me to keep me focused."*

Computer Labs (25): Students described the computer labs on campus as *"an excellent place to do work and use computers/internet";* and found *"the Rhodes CPU lab helped when printing papers."* Students appreciated *"Student access to computer and GIS lab for appropriate hours" and "The access to computers and printers at almost all times."*

Student Center (13): Graduating students enjoyed the *"Night Owl Cafe and the adjoining Game Room"* (2). Other students commented: *"The student center was a great help for lunches on the go";" available concessions have been very beneficial";" the chairs in the student center a good place to study between classes."; " I also enjoyed playing ping pong in the games room, and I feel like we need a bigger recreational area at KSC for students to spend their free*

time" and *"The student center was also a great place to study in groups or by myself."* A final student appreciated the *"computers on the 2nd floor of the student center."*

Dining Commons (7): These students appreciated dining services on campus and specifically mentioned: *"dining commons" (3); "Hoot'n'Scoot" (2); "FLEX" (2);* and *"Chicken Patty Wednesday."*

Science Center (4): Four students identified *"The new science center"as* an important factor in their success, and appreciated *"the services available at the science center (i.e. tools, machines, etc)."*

Athletics (111)

Athletic Teams (40): Student athletes commented that being part of the athletic program at KSC *"helped me with the success of my education"; "helped me manage my time better because I knew I had to be at games and practice"* and served as"*the biggest contributors to my success."* Other athletes commented *". If it were not for my participation on the soccer team, and my involvement with other athletics, I don't feel that I would be who I am today"; "Being a member of the KSC Cheerleading for my first two years at KSC was very important in opening me up to many great experiences through KSC athletics gaining a great deal of teamwork leadership and goal-oriented work ethic."* One final student attributed his success to: *"having sporting events to attend. This is important to many people and it will help the college if more effort is put into making it a division 1 school."*

Intramurals/Recreation Clubs (38): Graduating Students found the variety of Intramural sports and other recreation clubs at KSC to be a great contribution towards their success. They mentioned *"bowling club", "Splat", "Rugby"* (8), and *"dance team"* (6). Students wrote: *"Intramurals was a great time to play sports and meet people."; "Intramurals is a big hit for activities other than school. It gives students a chance to meet new people and have fun"; "playing rugby was a huge help. It allowed me to meet new people and to keep active"; "Athletics, specifically the Rugby team was important in allowing me an avenue to keep healthy and fit, as well as a competitive outlet to release the many stresses associated with academic life";* and *"The Keene State College paintball club, Splat, really sets the college apart from others and was a great organization to be a part of."*

Academic Organizations and Clubs (65)

Graduating students felt that being involved in an honors society (26) or Academic club (30) was a key part of their success at KSC. One student commented *"My involvement with the school as part of NSCS was very important... It helped keep me focus."*

Nine of these students talked about their positive experience with the Academic Excellence conference. These students stated *"I also was very satisfied with my participation in the Academic Excellence Conference"; "I believe that the opportunity to present at the Academic Excellence Conference was the most interesting and helpful experience at Keene State College";* and *"As a non-traditional student I was not really involved in many activities but I found presenting in the AEC to be a wonderful experience."*

Other academic organizations that were mentioned included Music Educators National Conference (6), American Society of Safety Engineers (6), Student Dietetic Association (3), GEODES, Small Business Institute (3), Independent Filmmakers Foundation, Biology Club (2), History Club, Society for Advancement of Management (2), Math Club, and the Physical Education Club.

Faculty (55)

Graduating students applauded Keene State College's faculty and described them as *"Available", "friendly and very informative", "Good", "helpful", "Receptive", and "understanding."* These students were appreciative of *"help of teachers outside the classroom"*; "*The relationships between students and professors"; "Small classes with close relationships to professors and advisors"; "Follow-up discussions with my professors including but not limited to extra explanations if I had trouble understanding some concept etc.";* and "*the ability to communicate on a personal level with professors.'* One student commented *"through the years I have found that those professors that have truly inspired me are the ones who are most important to my success."* A final student remarked *"The teacher's assistants and the sessions they held before tests, always very helpful"*

Throughout their comments, students praised the faculty within the departments that they felt were exemplary. The following is a list of the departments that were specifically mentioned.

- Film
- Math (3)
- Music
- Geology
- English
- Psychology
- ESEC (5)
- Safety (4

Administrative Offices (53)

This group of students appreciated the support provided by the various Administrative offices at Keene State College. Students identified these services as being *"important"* and *"helpful":* Elliot Center (23), Disability Services (9), Residential Life (4), Registrar (4), Student Financial Services (8), TEGS (2), and Campus Safety. These students wrote *"The Elliot Center was the most helpful resource impacting my success here at Keene because they helped me prepare my resume and interviewing skills for job interviews"; "Campus Safety was helpful for emergencies -- very prompt response, knowledgeable staff. I wasn't totally satisfied with how noise complaints were handled, though"* and *"TEGS office is very cooperative!"*

Social Clubs/Events (47)

Graduating Students valued the social activities and events offered on campus. Students felt these services *"really made me grow socially", "helped me learn things about the school"; " helped keep me organized and more aware of the business and production aspects of "real" jobs";* and *"helped me meet and work with many individuals."* Other students liked *"the clubs and organizations because they are so interactive"; "you can met people";* and felt they *"were great oppportunities."*

Thirteen students commented specifically on the Student Activities Council (SAC). One group enjoyed being a part of the SAC and commented: *"I became a leader on the executive boards of S.A.C. and Habitat for Humanity. I think this was one of the most important steps I took to being involved"; " as a general member for SAC played an important role in my success at KSC. These clubs helped me learn things about the school. In addition, it helped me meet and work with many individuals."* The other group of students was appreciative of the events sponsored by the SAC and *"enjoyed experiencing* some of the activities that student activities council offered to the student body" and *"thought SAC is a great student group because while at Keene State, I was able to see great comedians and concerts."*

Aspire (41)

Graduating students commended the services provided by the Aspire program. They described the services as *" a useful tool when I needed help"; " very helpful to me during my time here at keene state."; "Kathy Maceda in the Aspire program told me about an undergraduate research program for first generation college students that was the biggest factor in getting me to apply to, and be accepted into graduate school."* These students felt *"Aspire helped a lot"* and were appreciative *"to have Aspire there when ever I needed extra help."*

Eleven of these students were grateful for the Supplemental Instruction (SI) program provided by Aspire. These students felt *"Student Instructor sessions were pivotal for success in many classes";* and appreciated *"study groups with peers in my classes."* A final student found *"Participating in the SI Program as an SI was a fantastic experience, and helped me to decide that I would like to perhaps become a teacher at some point in my career."*

Programs (37)

Many graduating seniors felt that their major programs contributed towards their success at Keene State College.

Education (13): Thirteen education students felt the program was excellent and described it as "great"; and the "most important program that helped with my success"; they thought the program was "organized well and very helpful when assistance was needed"; and the "The ESEC department (specifically a few ESEC professors) was the most supportive in my current and future success in education."

Women's Studies (4): four students felt the *"women's studies program"* was important their success at KSC.

Art (4): These students appreciated the *"art program"* and stated *"The BFA program helped prepare me so much better for graduation than if I had graduated last year with only a BA art degree"* and *"The Art Department was good (graphic design)."*

Film (2): These students were divide one student felt the program was important and the other commented that they appreciated *"The access to film production equipment, although I was a bit unsatisfied with the level of technology we were exposed to and trained to use. The bar needs to be raised higher."*

Technology, Design & Safety (2): These students were pleased with *"All product design programs"* and felt *"The TDS department has come a long way. I can't wait to see where it is 5 years down the road."*

Physical Education (2): These PE students recognized the value of the PE department. One student commented *"The Physical Education Department kept us organized and on track for the entire four years. "*

Psychology (2): These students thought that Keene State College had a *"good psychology program"* and one student shared *"the psychology courses here were a huge help in deciding*

what I would like to do with my life. I plan on attending grad school after working for a few years and saving some money in hopes that I will come out with a masters degree in psychology."

Mathematics (1): This student thought *"The Math Department here at KSC is outstanding."*

Geology (1): The Geology student felt that *"Geology program and faculty were very helpful. Geography field courses provided excellent educational experiences."*

Geography (1): This student found the *"Certification of GIS"* to be an important factor in his success.

Sociology (1): This student praised *"The time and effort given by the sociology and education faculty. They made time to talk about issues that mattered to me personally."*

Other programs specifically mentioned were: TAD (1), Spanish (1), English (1) and History (1).

Writing and Math Centers (36)

Graduating students recognized the value of the Writing (27) and Math (9) Centers. They described the services as *"always a great help for important papers"; "extremely helpful"; "a great asset and should be talked about more often";* and *"The Math center is the building I spent most of my time in!"*

Campus Media (34)

Many graduating students identified the *"Equinox" (7), "WKNH" (5),* and *"KSC-TV"* (3) as services contributing towards their success. These students felt that *"Working on the Equinox staff set me up for job internship opportunities"; "Working for the Equinox as business manager also assisted in my acquisition of leadership qualities and work knowledge"; "I was a DJ at WKNH, which really helped me to destress"; "WKNH, the college radio station is a fantastic organization that really helped make the college transition easier. I learned a lot about professionalism, and what it takes to run a radio station"* and *"Being a part of KSC-TV has made me feel closer to the campus community."* Other extracurricular services that were mentioned were: *"KSC Theatre "(*2); *"the Art Collective"* (2); *"Film society"* (2); *"Putnam"* (2); *"jazz band"* (2); *"Movie nights"; "dance performances";* and *"the Kronicle."*

Leadership Organizations (29)

Graduating students felt that participation in the various leadership organizations on campus was important to their success at Keene State College. These students felt *"RHA was a big part of my Sophomore and Junior year. Being a part of an organization and having an e-board position kept me on task and helped me manage my time well. Through this organization I met people and built a network of not only students but staff"; "Getting involved in campus organizations helped keep me organized and more aware of the business and production aspects of "real" jobs"; "Being apart of a student organization played a key role in my success. As a leader I was informed of programs and activities to help expand my knowledge"; "Student organizations and residencial services really made me grow socially"; "Res Life was a great part of my time here at KSC. Also being able to be a part of all different committees on campus both student run and faculty/staff run were great opportunities";* and "*Serving as an e-board member for RHA and as a general member for SAC played an important role in my success at KSC. These clubs helped me learn things about the school. In addition, it helped me meet and work with many individuals."*

Academic and Career Counseling (26)

These students appreciated academic and career counseling, one student commented my *"ADVISOR saved me!!!!! resume lady was helpful as well."* Other students benefited from the *"the peer advising program"* (3) and *"close relationships to professors and advisors."*

Study Abroad (24)

Graduating students that studied abroad praised the program and commented *"the student exchange program was a great experience for me";* and *"I got to go York England have some great adventures, meet new friends and learn about a different culture."*

Work Study/Field Experience (23)

Many students found their work study (8) experiences to be an important contribution to their success. One student in this group stated *"I would have to say work study, because I could do my homework and make a little money at the same time."* Another group of students attributed their success to the work they did in an Internship (6), Practicum (2), or Student Teaching (2). These students commented *"Geography field courses provided excellent educational experiences"; "Elementary Practicum and Secondary Practicum have been the most important programs to my success in Physical Education Teaching"; "Student teaching was the most beneficial part of my time at keene state college. I learned more in the semester than*

I did the whole time at Keene State" and *"The Safety Internship program helped me the most it allowed me to see first hand what it was like in the real working environment."*

Online Services (22)

Graduating students enjoyed the convenience of online services. They appreciated *"the ksc email, and website which allows files to be saved online."; The way the email announcements were set up to remind us about important events was helpful."; "Being able to choose my own classes and work out my own schedule, especially since this process now takes place on line. It allowed me to work out my class and work schedules"; "Quikpay was helpful for last-minute payments"; "Blackboard made it fairly easy to pass in assignments without the hassle of printing things out"; "The online e-sources were very helpful and I will miss having access the them once I have graduated";* and *"My KSC and Blackboard made everything accessible. All teachers should use them more frequently."*

Community Service (20)

Many students felt that their participation in community service while at Keene State College was an important factor in their success. One student described these experiences as *"one of the most important steps I took to being involved."* Another student commented *"This past summer I participated in the Alternative Spring break in Tennesse. It was a life changing personal growth experience. One that I will treasure forever."* Another student that volunteered with Circle K program felt *"The organization abled me to meet new people as well as help out other people"*

Greek Life (20)

A number of students felt that their participation in Greek life was a key contributor to their success. They felt *"Being part of Greek Life was an integral part of my college education. I made lifelong bonds with my peers that will go beyond college. I have also entered into a huge network of former Keene State Greeks, as well as former Phi Sigma Sigma members that can help me with my career after college.";" In being part of a Greek organization, I have participated in many community service and philanthropic activities. I have also come to understand the importance of being responsible, reliable, and punctual, and I have strengthened my public speaking and leadership skills."; "Greek week and all greek activities. kept all the greek together and felt like a big family on campus";* and *"Being part of Kappa Gamma as well as the Panhelenic Counsel have helped me in developing many leadership and social skills."*

Health Services/Counseling Center (17)

These graduating students were appreciative of Health (7) and Counseling Services (13) offered at Keene State College: "*While I was at KSC, I appreciated and made use of several services and programs on campus.. I was very appreciative of health services"* and *"the counseling program was helpful in times of great stress."*

Classes (14)

Many students felt that their classes were vital to their success. Students specifically mentioned: *"sociology courses"; "summer session"; "My english classes were key"; "Senior Project (ENST)"; "film production classes";* and *"The summer Writer's Conference."* A student athlete commented *"Athletics and Classes. A combination of both because it let me learn to balance my time and still be successful."* A final student said *"I really liked the small classes and the closeness of my major"*

None (10)

This group of graduating students felt that they did not use the services that were available given that: *"I worked full-time as a graduate student and did not have time for other activities"; "I never found a need to use any of the student services or programs. So I cannot answer this question";* And *"I lived off campus I wasn't involved with any."*

Visiting Speakers (9)

These students valued the various speakers and events at Keene State College, and specifically mentioned: *" lecture series in the Mabel Brown room, Globalization symposium"; "The Vagina Monologues"; "Visiting speakers, lectures and events (especially related to writing)";* and *"The seminars and guest speakers were also amazing because they were so interesting and open to the whole campus."* As well as *"All of the amazing speakers KSC brought in. Especially through the group KSC Pride. I also found the Global Symposium to be amazing."*

All Services (7)

These students felt that all the services at Keene State College equally contributed to their success:*"Everything I was involved in because it allowed for me to have a great experience here. It also allowed for me to manage my time more wisely. If I wasn't involved in so many things, I would not have done as well because I would have been more lazy and it would have effected my whole time here at KSC"; "All of the programs they offer combine to make a*

successful experience";"I liked all the programs...they gave me an oppertunity to extend myself" and "*Everything contributed evenly pretty much.*"

Peers (4)

Four graduating students felt that their peers were important to their success saying: *"Networking with peers, Faculty is not very helpful in or out of class"* and *"I have a lot of friends and I like the small community here."*

If you could change one thing at KSC, what would it be?

Seventy percent of the graduating students identified at least one area that they felt could be improved. Table 10 summarizes the topics that were mentioned and the number of times they occurred.

Table 10 Students' Recommendations for Change

Area	Count	Percent	Area	Count	Percent
Parking	85	10.0%	Faculty	26	3.1%
Off-Campus Students	8	0.9%	Quality	13	1.5%
Parking Garage	4	0.5%	Student Life	26	3.1%
Cost of Parking	4	0.5%	Attitudes	25	2.9%
Parking Citations	2	0.2%	Faculty	5	0.6%
Housing	43	5.1%	Partying	5	0.6%
Housing Selection	15	1.8%	Political Agenda	4	0.5%
Housing Shortage	10	1.2%	Operating Hours	24	2.8%
Housing Condition	10	1.2%	Library	14	1.7%
Residential Life	7	0.8%	Dining Commons	3	0.4%
Advising	42	5.0%	Computer Labs	3	0.4%
Academic Advising	22	2.6%	Office Hours	3	0.4%
Career Advising	20	2.4%	Course Additions	22	2.6%
Dining	38	4.5%	Communications	19	2.2%
Programs	38	4.5%	Methods	8	0.9%
Registration	36	4.2%	Off Campus Students	6	0.7%
Registration Process	13	1.5%	Faculty/Staff	5	0.6%
Course Scheduling	12	1.4%	Diversity	19	2.2%
Course Availability	9	1.1%	Academic Standards	15	1.8%
ESEC	34	4.0%	Student Financial Services	14	1.7%
Classroom Experience	13	1.5%	Greeks	12	1.4%
Music Program	4	0.5%	Cost	11	1.3%
Secondary Education	3	0.4%	Support Services	8	0.9%
Communication	3	0.4%	General Education	8	1.0%
Facilities	27	3.2%	Technology	7	0.8%
Renovation	11	1.3%	Campus Safety	5	0.6%
Construction	10	1.2%	Rules and Procedures	6	0.7%
			Library	5	0.6%
			Admissions Standards	4	0.5%

Parking (85)

Parking was the number one issue that graduating students felt needed to be resolved at KSC. Student's comments primarily focused on the need for more parking, Commuter, Resident, and Visitor parking needs were also mentioned.

Off-Campus Students (8): Students felt that more parking should be designated for commuters. One student stated *"There isn't really an adequate amount of parking for commuter students like*

frustrating, especially when you are paying to park here." A second was dismayed because he *"had to arrive to campus almost an hour early for classes just to hope to get a spot…"* Other students felt that too many permits were being issued, and that overnight parking should be allowed.

Parking Garage(4): Students suggested that building a parking garage close to campus *"may be a way to get more parking in less space."*

Cost of Parking (4): Students were frustrated with the high cost of parking and felt that it was unfair to charge these fees and not have the necessary number of parking spots to accommodate the number of permits sold.

Parking Citations(2): One student complained about the number of parking tickets that are given out while another felt the parking fines should be lowered.

Housing (43)

The main areas of concerns regarding housing were the lack of Housing, the selection process, housing conditions and the Residential Life office.

Housing Selection (15): Students requested a better housing selection process, one student recognized the recent steps that have been taken but felt *"there is still work that needs to be done"*. One Suggestion made was to give numbers out based on credits instead of class, *"because it is not fair for a senior with 116 credits to get a lower number than a senior with 90 credits."* Another student felt *"it should be designated by GPA and year not by first come, first serve."*

Housing Shortage(10): Students spoke about the need for more housing on campus. One student shared that *"a forced triple was hard freshman year, the room was truly to small."* Another student suggested that *"it would have been helpful if Keene State could help students find off campus places that are affordable seeing how the acceptance rate is a lot bigger that the accommodation rate."*

Housing Condition(10): Students recommended *"renovation of the old dorms"* and felt that these facilities needed improvements in *"ventilation"* and *"privacy"*. One student felt that the *"living areas, aren't really a conducive environment for learning."*

Residential Life (7): A small number of students felt a lack of commitment, respect and organization when dealing with the Residential life office. They felt that *"the amount of trust and power RA's embody compared to students,"* should be addressed. Another student thought there were *"too many overkill policies with living on campus."*

Advising (42)

Academic Advising (22): Another theme addressed the need for advising early on in their academic career. Nine students felt that *"I would have liked to have an advisor starting right from the beginning," and "I think better advice early on... would have been nice as well, to help me decide what I wanted to do."* One student was frustrated because *" many of my peers including myself still have credits to complete in the coming semester, it's dissapointing after 4 years of full course loads."* Others recommended that *"advising would be more strict and closley watched,"* and *"needs to be a sit down instruction on which classes are necessary for a major"* and one remaining comment from a transfer student who felt that *"Keene State College does not make transitions for transfer students very smooth"*.

Career Advising (20): Students requested more help with their post-graduation plans. Those seeking careers asked for *"more information on how to get jobs in our fields"* and suggested: *"career path counseler for each student for each major"; "course on preparing you for interviews and making resumes"; "Mandatory Career Counseling"; "more programs to help graduates find jobs right out of college"; "better career placement program for those graduating in December";* and *"Communication about career counseling and future plans for after KSC"*

Dining (38)

36 students felt that the main concern with Dining was in the food options, specific recommendations noted were: *"better quality"; "healthier choices"; "more variety"; "bacon everyday";* and *"bring back chicken nugget day."* Another student felt that the new card system was not effective, and a final student thought *"A real restaurant at flex(like subway) that we could use our flex money on,"* would be a nice convenience.

Programs (38)

Students who referenced programs of study wanted to see growth and improvements, including more money towards the programs. The following Departments were specifically mentioned:

Economics dept
Communications
Product Design, move toward engineering.
Arts
Biology
Foreign Language
Film (8)
Better Technology, Design and Safety (2): *"give Lisa Hix More money to do something with the shop for once."*
Architecture program
Music
History Department

Other suggestions included:

Physical Education – should be *"more in tune with the certification requirements."*
Have Sports Management/Leadership Degree

Music *"Every student teacher from our department leaves feeling underprepared. Perhaps a new director of bands and conducting professor will help instill something into the program."*
Physics Department – Increase enrollments & make courses more challenging.
Criminal Justice major/minor (2)
Management – *"core requirements are NOT in line with the current job market."*
Health Science – *"more field experience"*
Environmental Science – *"take a lab with core classes to prepare for senior seminar"*
Geography – change to 4 credits; *"Some of the credits given for the classes i took did not reflect the amount of work put into the class at all."*
Computer Science – Graduate program
Philosophy Major
Graphic Design Major – change course structure *"people don't volunteer to critique peoples work."*

Registration (36)

Students identified 3 areas of concern with Registration: course availability, course scheduling, and the registration process.

Registration Process (13): One student felt registration should not be *"nearly as painful or as hard as it is,"* and another found the process to be *"stressful,"* and the process of getting instructors signatures for a prerequisite was *"a pain."* Two students agreed that *"The registration process should be entirely online."*

Course Scheduling (12): More Sections offered at different times became the theme. One student did not feel *"that the course times and number of sections often meet the needs of the students."* Another student requested *"more classes offered at more times so that you can take what you want when you want."*

Course Availability (9): Many students were frustrated with lack of openings in required courses. Many upper classmen felt *"Classes that are sometimes needed are not offered."* and *"It is also unbelievable that juniors and seniors can't get into the classes they need to graduate."* They felt that course availability should be more *"consistent,"* and with *"better opportunities."*

ESEC (34)

Classroom Experience (13): The ESEC Students who desired earlier and longer classroom experience recommended *"students need to be in the classroom a lot earlier and longer than they are," and "Education majors should be required to be in the schools their freshmen year."* One student warned *"If they wait until the time they are student teaching, they will hate it!"* and another wrote *"It is sad to see some of my peers realize their junior/senior year in college, realize that education is not the right field for them."*
Music Program (4): These students felt that the music program should be more *"challenging,"* and *"comprehensive."* One student felt that the department *"lacks some areas of training,"* resulting in *"Every student teacher from our department leaves feeling underprepared."* Another student expressed concern that *"I have heard from many music teachers that music majors at*

Keene State are not prepared to teach." A suggestion was given for more *"conducting, theory, sightsinging, practical methods work."*

Secondary Education (3): Three students felt there was not enough focus on Secondary education, a suggestion was made to put *"secondary and elementary students in different classes earlier."*

Communication (3): Two students felt that if communication between departments was better double majors would have less of a problem planning out their schedule. Another student thought *"the teacher-ed department could care more about students and not just assume we know everything. When state standards change, then they should inform the students."*

Facilities (27)

Construction (10): These students were annoyed with the construction on campus and felt *"the campus is getting pretty cramped with more dorms going up"; "It just would have been nice for less noise and disruption,";* and made a suggestion to *"extend the college further out beyond its boundaries."*

Renovations (11): These students saw the need for *"updated facilities",* facilities specifically mentioned were:
Eliot hall, *"needs to get rid of that old hospital feel"*
Morrison Hall (2)
TDS facilities
Blake House *"is a horrible place to have classes"*
Larger dance studio
One gender neutral bathroom per building
Bigger gym (2)
Bigger computer science lab
Update MAC lab (2)
Computer lab in Redfern Arts Center

Faculty (26)

Quality (13): Students felt that *"some of the prof. don't have the passion to be a teacher anymore,"* and *"teachers ought to be more qualified."* The unsatisfied voices thought faculty should *"ask more of their students,"* and desired *"more dedication and passion."*
Other recommendations included:
Too many Adjuncts
Make Faculty aware that some students do not live on campus
More Philosophy teachers
Female professor in film production department
Evaluation of Geography, Architecture and descriptive grammar faculty
Student Life (26)
Students made the following recommendations for improving student life:
"Class hours work better with athletics."

"outdoor basketball court"
Make KSC a Division I institution(2)
Add football team (2)
Add hockey team (5)
Add a track
More Senior Events (2)
More Activities (6)

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Attitudes (25)

Faculty (5): These students felt that Faculty should be required not to *"preach their political views,"* and *"not use their own bias's as curriculum guides."* Two other students wished that faculty *"would take it more seriously as an academic institution,"*

Partying (5): The final comments addressed *"drinking culture"* and the *"party scene."* One student felt that a *"major percentage of the student body finds their fun in drinking."*

Political Agenda (4): These students felt that the *"liberal mindset,"* of students and faculty needed to be *"removed from campus and in the classroom."*

Operating Hours (24)

Library (14): Students felt that the library should extend its hours to provide hours that are "*condusive to nontraditional students!!"* Six of these students felt that *"students would benefit"* from having the library open 24 hours. Another student agreed saying *"I like to study early in the morning, but it is too tempting to go back to sleep when I am at home."* A final group expressed a desire for more weekend hours.

Dining Commons (3): Three students asked for later hours at the Dining Commons. One student found it difficult *"because I have late classes and can't always be back before 8."*

Computer Labs (3): These students found that the hours of the various labs on campus didn't always fit with their schedules and requested more weekend hours.

Office Hours (3): Students felt that administrative offices should be *"open until 5"* to be more accommodating to students schedules.

Course Additions (22)

Students requested more courses in the following areas:
Upper level history
Photography
Education at secondary level
Anthropology
"Personal Introductory courses"
Social work/disability awareness
Environmental Studies (2)
"Free classes/audit opportunites"
More internship opportunities (3)
Mandatory Coop program

Communications with Students (19)

Methods of Communication (8): Students felt that the methods of communication were not consistent, *"Not everyone recieves the same information or any information at all,"* and *"The campus didnt seem to get the word out to the right people, or quick enough."* Seniors felt that the communications regarding commencement should be *"better,"* One student didn't like that *"the only way to find out things about Commencement is on the website."* A final student thought that "*Planning in construction on campus should be discussed more with more of the students."*

Off Campus students (6): Commuters felt that there needed to be more communication with off campus students about events and other required processes & procedures. These students found it frustrating because *"I am rarely on campus and often find myself finding out about things like this at the last minute."* Another felt *"very disconnected to the campus."*

Faculty/Staff Communication (5): These comments addressed the perceived lack of interoffice communications between departments. Students felt that offices should *"make sure they have all the facts correct"* and *"be trained to talk to students as adults, not inferior beings."* A student in the WEL program commented that *"financial stuff didn't connect very well between continuing Ed and the other departments."*

Diversity (19)

Students wanted to see more cultural diversity at Keene State College countered by one statement that *"pushing diversity is un- natural and is essentially "looking for trouble."*

Academic Standards (15)

Students wanted more rigorous academic standards, they felt *"Most majors do not challenge the students and as a result the student body is lazy and obnoxious"*; they felt faculty should *"encourage better writing"* and assign *"More rigorous coursework."*

Student Financial Services (14)

These students described the Student Financial Services as *"rude at times"; "not very helpful";* and *"could not be accommodating."* There were concerns that there was too much *"red tape"* and *"it takes the college a long time to reimburse a student with funds that are rightfully theirs."* A Recommendation was made that *"the financial aid office needs a thorough evaluation,"* as well as allowing more flexible tuition and financial aid deadlines.

Greeks (12)

These students fell into two categories – those who wanted more support for Greek life and those who wanted it more closely monitored. The seven supporters wanted to see a change in *"the views on Greek life"* and the *"attitudes of upper administration towards greek life."* One student recommended using the Greek organizations to *"ban together to create larger functions that really bring the student population together on a consistant basis."* The counter-group wanted to see *"the Greek system closely watched by the college,"* and three students felt that the college should help to clean up the frat houses, *"they look so out of place near our beautiful campus."* A final student commented that *"the laxidasical attitude that they encourage can be like virus amongst the student body."*

Cost (11)

Four students felt the price of books was too high, and another wanted the bookstore to *"not run out of books for students."* Six students wanted to see a drop in tuition expenses.

Support Services (8)

Student recommendations for support services included more *"accommodations for non-traditional students"* as well as more support for *"diverse"* and *"hearing disable who do not*

come in with a IEP." Three other students asked for *"A better health service clinic for the students w/ better resources."*

General Education (8)

Students found the general education requirements to be *"frustrating," "redundant and unnecessary"* and felt they *"took away from classes i really wanted to take"* and *"wasted a lot of time."*Suggestions were made to *"reduce the amount of gen eds/electives"* and to *"re-evaluate the general education requirements."*

Technology (7)

Students wanted to see more *"computers,"* and *"bandwith"* on campus, and wanted *"the professors to learn how to use the technology in the classrooms!"* Other students suggested better *"laptop status at library"* and *"Improve the college network."*

Campus Safety (5)

This small number of students described the campus safety department as *"too strict"; "not very friendly";* and *"bent on being the authority."* Campus safety can" *do no wrong and make no mistakes"* was the impression quoted by one student.

Rules and procedures (6)

Three students expressed their frustrations with the limitations for *"printing on campus"* and commented *"i pay for the computers and i pay for the paper with my tuition."* Other policies mentioned were *"attendance policy"* and *"drinking policies."*

Library (5)

These comments called for more *"designated quiet areas"* and for the staff to *"do something about loud, disruptive people in the library."* One student sought to *"expand Mason Library's history holdings."*

Admissions Standards (4)

These comments addressed a desire to see *"tougher admission standards,"* one student suggested *"I'd accept fewer alcoholic idiots and expect more from the students."*