

Transfer Student • Satisfaction Survey
The Illinois Articulation Initiative

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Illinois Board of Higher Education

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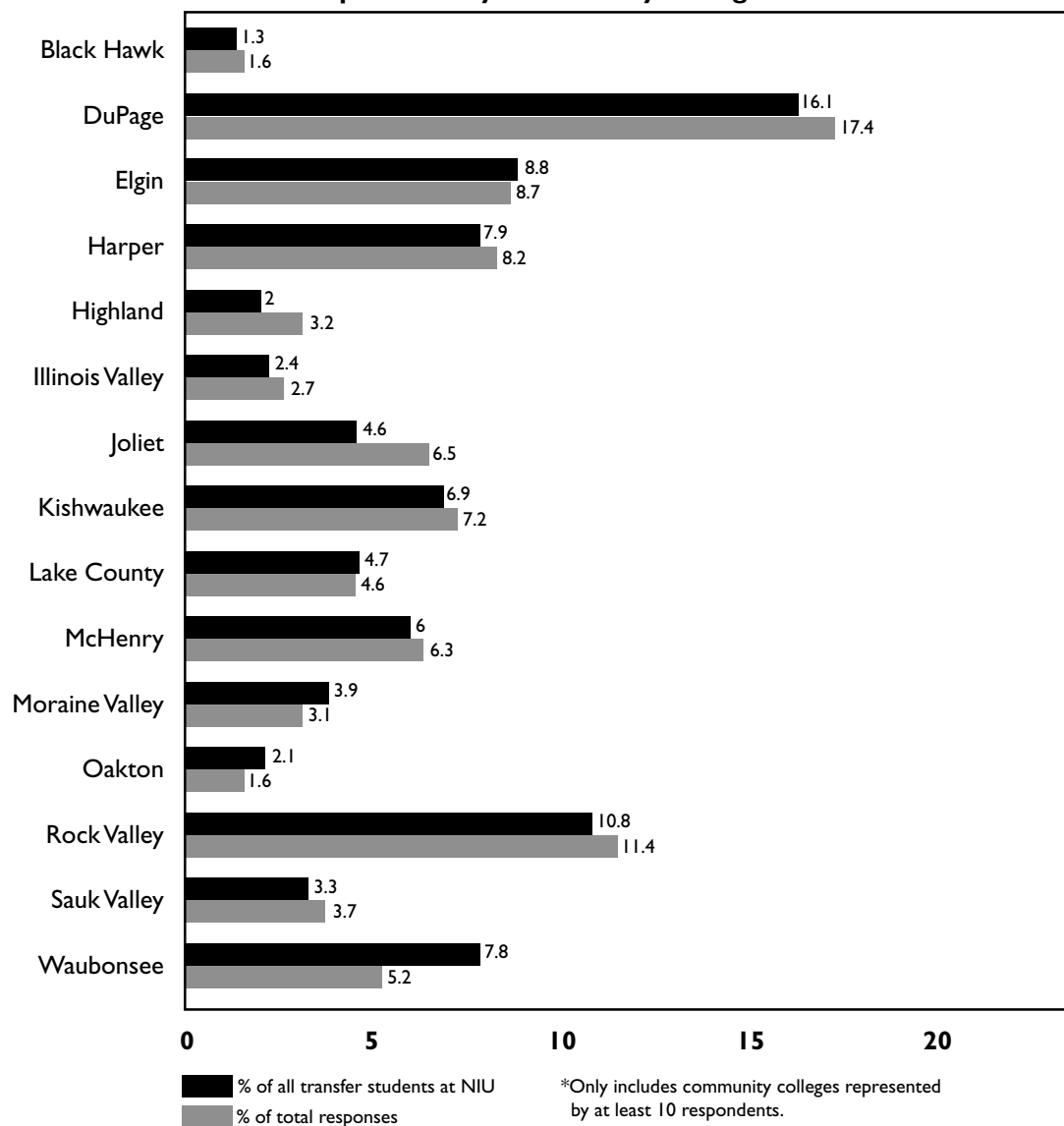
TRANSFER STUDENT SATISFACTION SURVEY: THE ILLINOIS ARTICULATION INITIATIVE

The Center for Governmental Studies at Northern Illinois University was asked by the Illinois Board of Higher Education (IBHE) to investigate student knowledge of, use of, and satisfaction with the Illinois Articulation Initiative (IAI). Though other studies of the IAI had been done, or were in progress, no study has focused on the students themselves. Discussions with the IBHE staff suggested that a case study of Northern Illinois University (NIU) transfer students would be very useful, since NIU historically has attracted the largest number of transfer students of any public university in Illinois. It was agreed that the primary focus of the study should be on community college transfers who started at NIU recently enough (Fall 2000 or after) to have been candidates to use the provisions of the Illinois Articulation Initiative. This report presents the results of this study.

About the Respondents

More than 800 responses were received to a mail survey we conducted of students who had transferred to NIU from an Illinois community college (see Appendix A for a copy of the survey instrument). The respondents were a cross-section of the transfer student population at Northern Illinois University and were generally representative of the distribution among the community colleges from which NIU normally attracts its transfers. Of the 805 respondents for whom we discuss results in this report, 140 (17.4%) transferred from the College of DuPage, 92 (11.4%) from Rock Valley College, 70 (8.7%) from Elgin Community College, 66 (8.2%) from William Rainey Harper College, and 58 (7.2%) from Kishwaukee College. Thus, nearly 53% of the respondents were from but five community colleges. The top ten feeder community colleges among our respondents accounted for about 80%. See Chart I below for more information.

Chart I Respondents by Community College of Transfer*



Cross tabulations in the report separate out the results for the thirteen community colleges for which we had more than 22 individual survey respondents. These community colleges are: DuPage, Elgin, Harper, Highland, Illinois Valley, Joliet, Kishwaukee, Lake County, McHenry, Moraine Valley, Rock Valley, Sauk Valley, and Waubonsee. Black Hawk (13 respondents), Illinois Central (9 respondents), Morton (6 respondents), and Oakton (13 respondents) were the only other community colleges that had more than five survey respondents.

Our respondents were predominately female, but there were some differences in the gender mix across community colleges (see Chart 2 below).

As seen in Chart 3 on page 3, our respondents were predominantly White, non-Hispanic individuals, but we had meaningful numbers of respondents who identified themselves as Hispanic, Asian/Pacific Islander, or Black. Nearly 4 out of 5 of our respondents reported that they were 25 years of age or younger (see Chart 4 on page 3).

Interestingly, the majority of the respondents reported living in an NIU residence hall or at an apartment or rooming house in the DeKalb area. This is particularly notable because the timing of our survey did not allow students to be reached directly at an NIU residence hall address (we had to rely on forwarding and the accuracy of alternative permanent addresses for residence hall students since the survey was conducted after school ended for the summer). See Chart 5 on page 4 for more information.

Not unexpectedly, nearly all of the respondents reported that they were a junior or senior at NIU at the time of the survey (see Chart 6 on page 4).

Aggregate Results (n = 805 respondents)

Chart 2 Gender of Transfer Student Respondents*

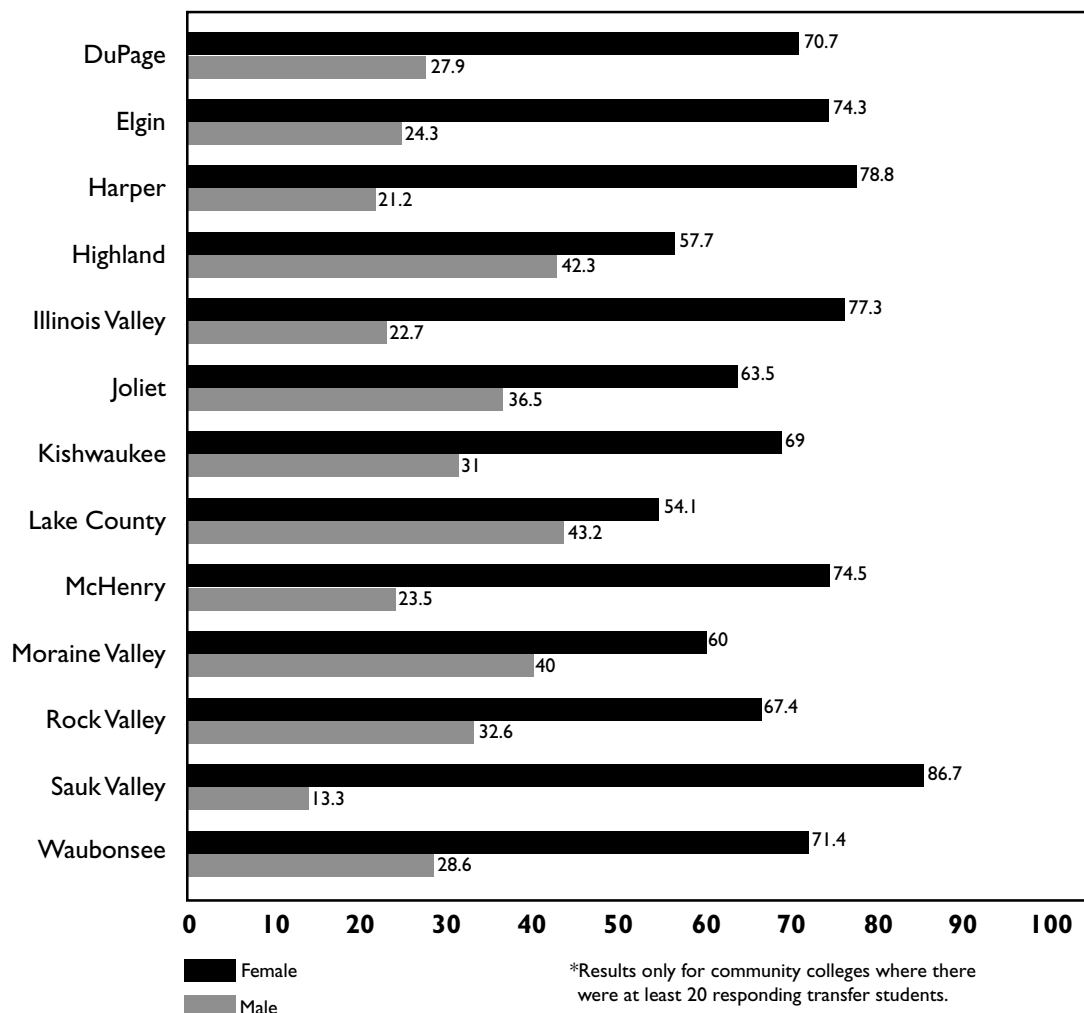


Chart 3 Race/Ethnicity of Student Transfer Respondents

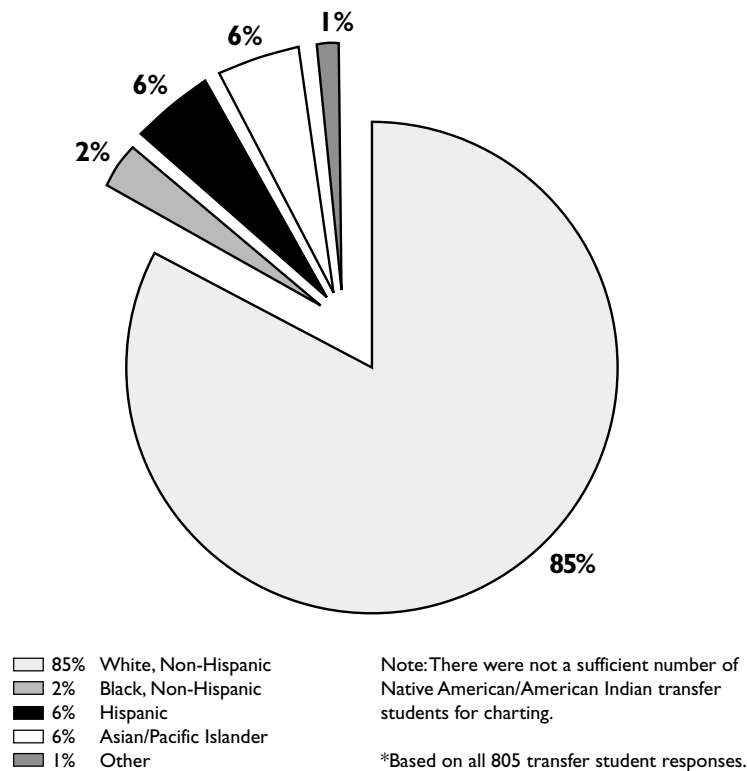


Chart 4 Ages of Responding Transfer Students*

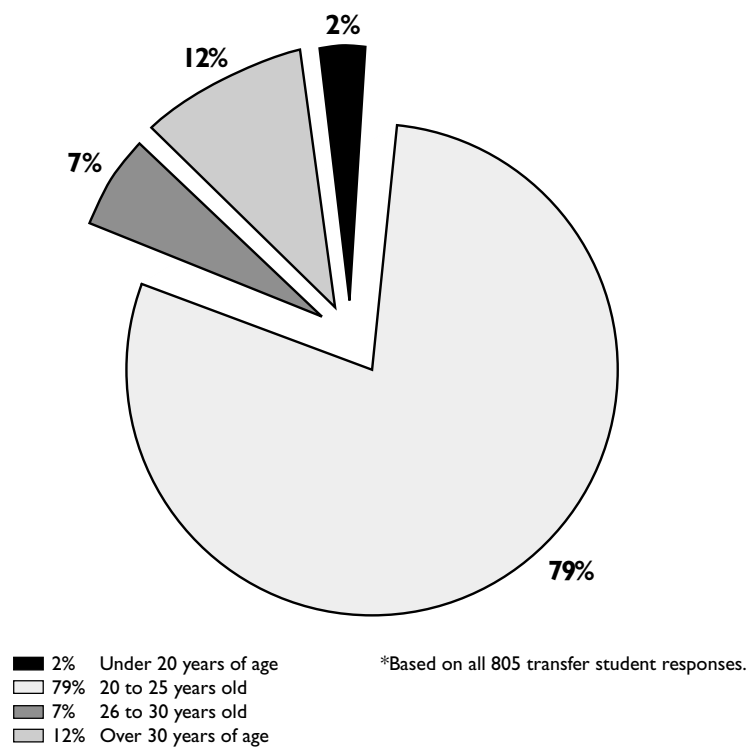
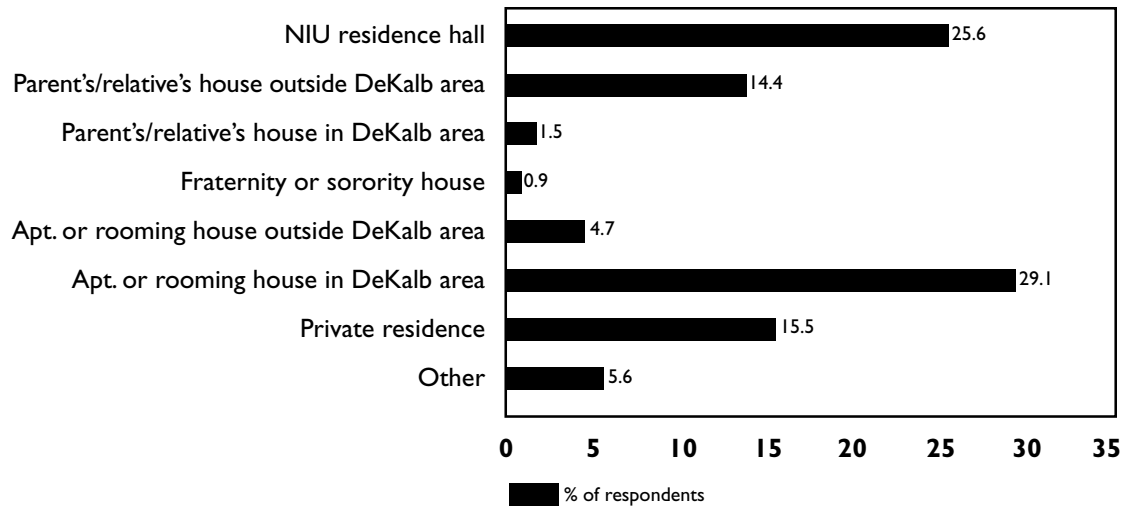
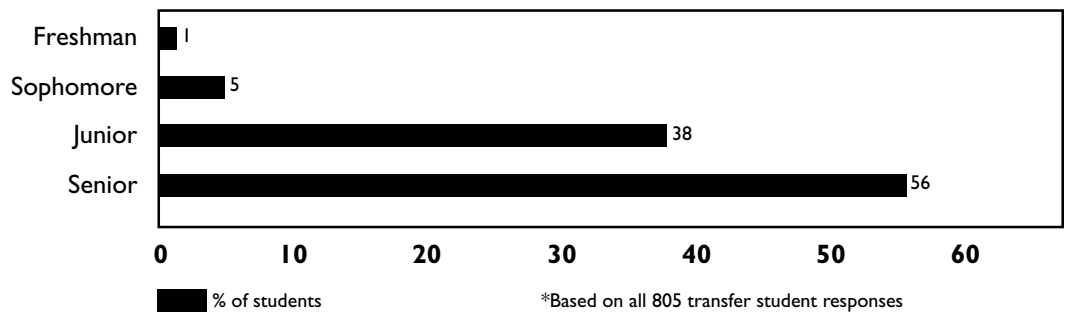


Chart 5 Type of Residence of Responding Transfer Students*



*Based on all 805 transfer student responses.

Chart 6 % Respondents Year in College at Time of Survey



*Based on all 805 transfer student responses

Transfer Intentions

Nearly all of the respondents intended to transfer to a four-year college or university from the time that they began studies at their community college. Indeed, over 92% of the respondents indicated that they began attending their community college with the intent of transferring to a four-year college or university. Many of these students always intended to transfer to NIU.

Of those who entered community college with the intent of transferring, nearly 43% always intended on transferring to NIU and did not consider other schools. Respondents who considered schools besides NIU were asked to name the other schools to which they considered transferring. Because respondents were allowed to mention multiple schools, our 402 respondents to this question gave 695 different responses. Nearly 54% of those responses named Illinois public universities other than NIU (Illinois State, University of Illinois-Urbana/Champaign, and University of Illinois-Chicago were most named and accounted for over 70% of the responses in this category. Very small numbers of respondents reported considering Chicago State University, Governors State University, or the University of Illinois-Springfield). About 27% of the responses named private colleges and universities within Illinois (DePaul, North Central, Roosevelt, Columbia College, and Elmhurst College were most mentioned). The remaining 19% of responses named out-of-state colleges and universities. Most of these colleges and universities were located in states adjacent to Illinois, with institutions in Wisconsin, Iowa, and Indiana accounting for more than one-third of the responses in this category. However, institutions in Arizona, Colorado, and Florida together accounted for nearly 23% of the out-of-state responses.

Associate Degree and General Education Completion Prior to Transfer

Over 69% of our respondents reported that they completed their associate's degree before transferring to NIU, of whom over 91% said that they completed the general education core curriculum (GECC) as part of that degree. Of those respondents who did not complete their associate's degree, nearly 30% completed their GECC at the community college and another 58% completed part of their GECC at the community college. Only about 5% of those who did not complete an associate's degree before transferring reported that they did not complete *any* part of their GECC at the community college.

Knowledge of IAI and itransfer.org

Only 22% of the respondents reported that they had heard of the Illinois Articulation Initiative, and the overwhelming majority of those who had heard of the IAI found out about it at their community college. About two-thirds of those who indicated that they had heard of the IAI were able to give a generally accurate description of what it is while only 3% of the respondents had ever used the itransfer.org website, most who had accessed the website found it very useful.

Transfer and Enrollment at NIU in a Major

Nearly all of our respondents reported that they were enrolled at NIU during the spring semester of 2002. When asked about their current NIU major, or last major if not enrolled this past spring, about 37% reported a major in the College of Liberal Arts and Sciences, about 24% in the College of Business, about 16% a major in the College of Education, about 11% in the College of Health and Human Sciences, and about 8% in the College of Visual and Performing Arts. Most frequently mentioned majors included: Elementary Education, Accountancy, Communications, Psychology, Marketing, and Art (various majors). For most students, their major choice was reported to have been very stable since enrolling at NIU.

More than 75% of respondents indicated that their current or last major was the same major as they had when they entered NIU. Among those respondents who reported having changed majors, the vast majority

had only changed their major once. The distribution of the most mentioned original majors generally mirrored the distribution of current majors—the most common original majors included Undeclared Liberal Arts, Business Administration, Elementary Education, Accountancy, Psychology, and Biology. In response to an open ended question, nearly 46% of those respondents who indicated they had changed NIU majors said that they did so due to a change in interests or career goals. Another 25% said they changed because they didn't like their original major, and 16% reported changing majors because they performed poorly in their original major.

Students were most likely to have gotten their information about their original major from NIU sources rather than sources at their community college. When asked in an open ended question about where they got their information about their original NIU major, about 44% reported getting their information from an NIU source, about 23% from a community college source, and about 2% from a high school source. Among the most common specific sources mentioned were the NIU website, NIU departments and faculty, NIU alumni and students, advisors/counselors, and from the Internet.

Anecdotally, we had been told that there might be an issue regarding student dissatisfaction with being denied admission to their first choice, limited admission NIU major. However, only about 5% of the respondents reported applying to and being denied admission to a limited admission major at NIU. Of those respondents who had this experience, about 50% had applied to be an elementary education, early childhood, or communication major. Nursing, Teacher Certification programs, Art, and Business were also limited admission majors that were mentioned by three or more respondents.

Transferring Courses to NIU

About 72% of respondents indicated that they had transferred courses into their original NIU major. The vast majority of respondents were unsure whether they utilized IAI for transferring these courses. Slightly less than half of our respondents reported that they used the transfer center at their community college.

Students used a wide variety of sources to get information about which of their community college courses would transfer. When asked about how they found out about which community college courses would transfer to NIU, the most mentioned response to the open ended question was an advisor at their community college (about 25% of responses). At a more general level, 36% of the responses cited a community college source, 23% cited an NIU source, and about 21% credited an advisor or counselor without further specifying the location of that person. Both print and web sources were prominently mentioned by the respondents, as was the DARS report (cited by more than 10% of the respondents as an information source). Notably, community college faculty were mentioned as a source of information by only 2 respondents (i.e., less than 1%).

A high proportion of respondents indicated that there were credit hours they did not receive any transfer credit for taking when they transferred to NIU. About 43% of the respondents indicated that there were hours that they had completed at the community college for which they did not receive any transfer credit. A significant number of respondents did not know the reason why these course hours did not transfer. Many others indicated that they had surpassed the maximum number of hours that one is allowed to transfer in towards an NIU degree.

Respondents were then asked to rate their community college and NIU with respect to different aspects of the respondent's transfer experience.

Rating the Transfer Experience

Community colleges were rated on eight different dimensions of the transfer process/experience and received their best ratings on ease of completing transfer documents, assistance in providing supporting documents for NIU admission application, and timeliness in providing supporting documents for NIU admission application. They received their lowest marks in assistance in filling out NIU admission application (a factor that is not surprising or inappropriate since it is not generally expected that the community colleges would be providing this assistance).

NIU was rated on fifteen separate dimensions of the transfer process/experience. The proportion of outstanding ratings for NIU ranged from 11.4% for assistance in finding housing (though nearly 38% of students answered “don’t know” regarding housing assistance) to 34% for “providing information about the required courses for chosen major.” If the “don’t know” category is ignored, NIU was generally rated as satisfactory or better by more than 75% of respondents on each dimension. NIU received its highest marks on timeliness in application processing, timeliness of notification of acceptance, providing information about the general education requirements of chosen major, and providing information about the required courses for chosen major, generally receiving ratings of satisfactory or better from 90% or so of the respondents. NIU received its lowest marks on assistance in finding housing, special programs to orient students to academics and academic expectations, easing transition to campus, and advising and counseling after transfer, yet even on these dimensions 70% or so of the respondents expressing an opinion rated NIU as satisfactory or better.

Suggestions for Changing the Transfer Process

When asked in an open-ended question, “If there was one thing you could change about the transfer process you experienced, what would that be?” respondents gave a wide variety of answers. Of the 684 respondents who gave an answer (i.e., 121 respondents chose to give no answer to the question), the most commonly mentioned response was better counseling. About 5% of the respondents who answered indicated they wanted better counseling at their community college, about 6% wanted better counseling at NIU, and about 18% wanted better counseling but did not specify where in the process. Thus, about 30% of the answers could be categorized as “better counseling”. Another 115 respondents, or about 17% of those who responded to the question, said the process went smoothly and they would not change anything. About 10% of the respondents sought better resolution of issues related to transfer of course credits, with most desiring more of their coursework to transfer. Almost the same proportion of respondents, about 10%, indicated the need for better orientation to NIU, especially in terms of the special issues and needs of transfer and nontraditional students. Document processing issues and housing issues were each mentioned by about 3% of respondents to the question, while issues involving paperwork/process complexity and financial aid were each mentioned by about 2% of the respondents.

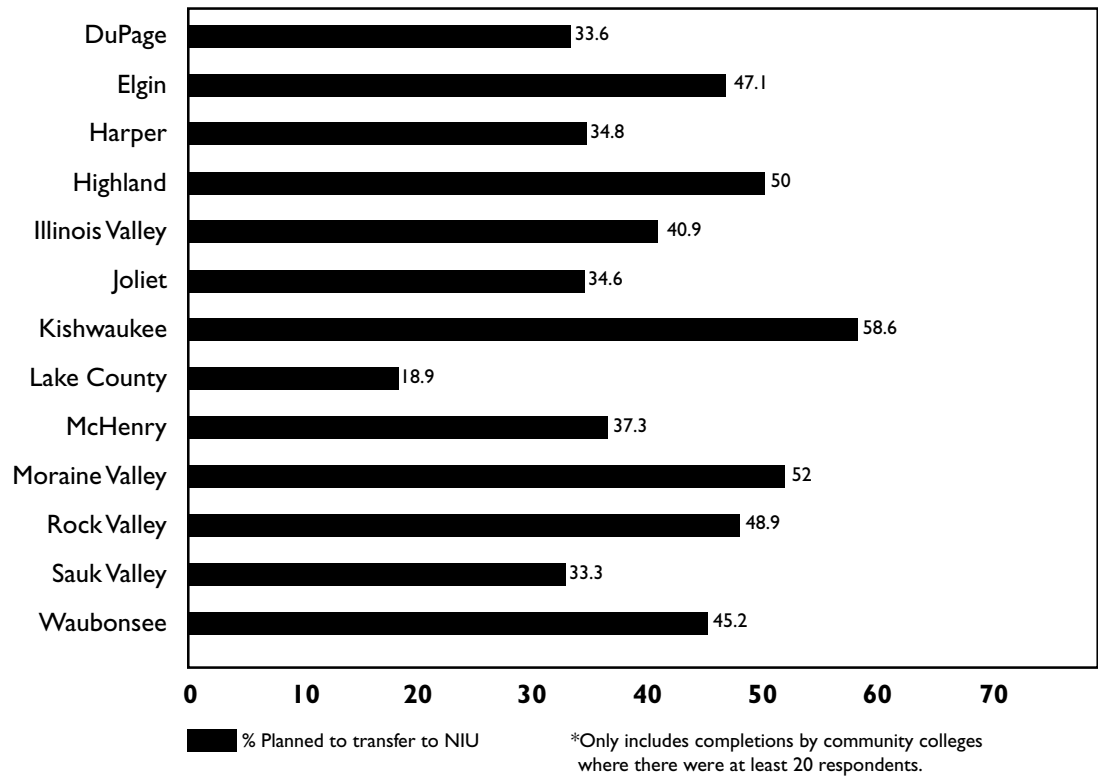
CROSS-TABULATIONS BY SELECTED INDIVIDUAL COMMUNITY COLLEGES

This section of the report discusses the results, grouped by question topic, of cross-tabulations of responses by individual community college for the aforementioned 13 colleges. Similar results, grouped instead by individual community college, are presented in Appendix B to this report.

Transfer Intentions

There were no meaningful differences among the community colleges in the proportion of respondents who reported that they entered their community college with the intent of transferring to a four-year college or university. However, while overall 43% of the respondents who entered their community college with the intent of transferring always intended on transferring to NIU, there were some discernable differences among the schools on this dimension. For example, 22% of respondents who intended to transfer from the College of Lake County, 36% from the College of DuPage and from Sauk Valley Community College, and 37% from Joliet Junior College said they always intended on transferring to NIU as compared with 62% from Kishwaukee College, 56% from Rock Valley College, 54% from Highland Community College, and 49% from Elgin Community College. See Chart 7 on the next page for more detailed information.

Chart 7 % Transfers Who Had Always Planned to Transfer to NIU*



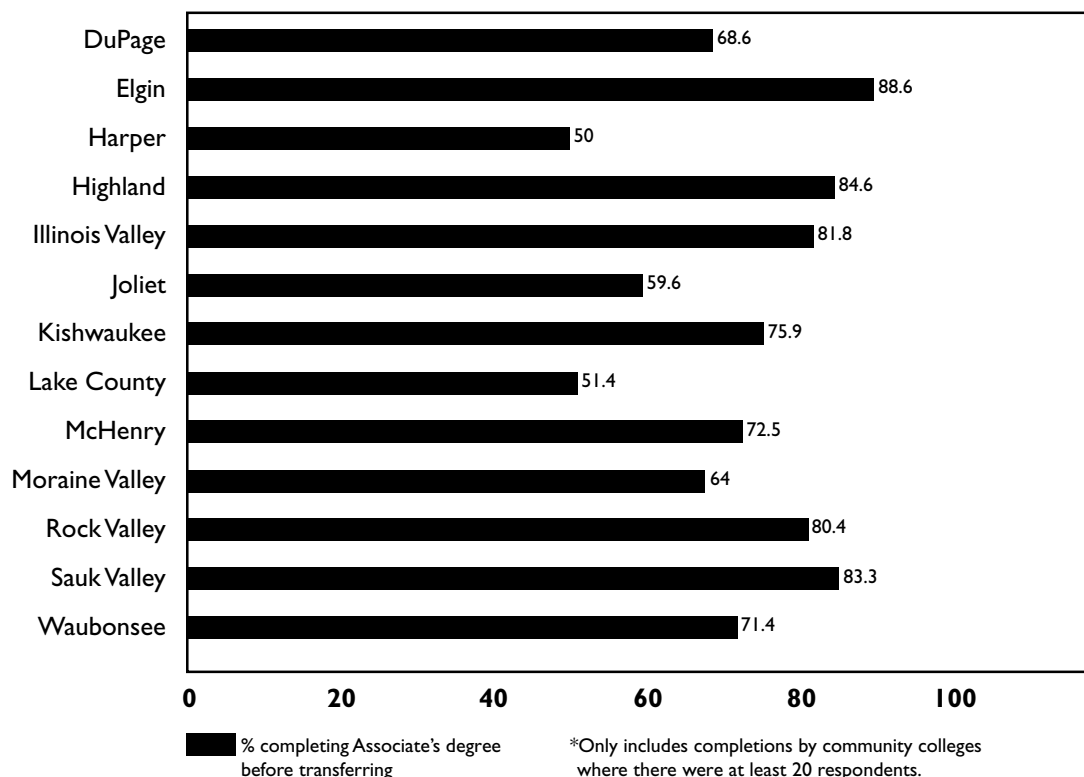
Community College in Rank Order: Planned Transfers to NIU

Community Colleges	% Respondents Who Had Always Planned to Transfer to NIU
Kishwaukee	58.6
Moraine Valley	52.0
Highland	50.0
Rock Valley	48.9
Elgin	47.1
Waubonsee	45.2
Illinois Valley	40.9
McHenry	37.3
Harper	34.8
Joliet	34.6
Sauk Valley	33.3
DuPage	33.6
Lake County	18.9

Associate Degree Completion Prior to Transfer

Overall, about 69% of the respondents completed their associate's degree before transferring, but 89% of respondents from Elgin Community College did so, as did more than 80% of the respondents from Highland, Illinois Valley, Rock Valley, and Sauk Valley. In contrast, only about half of the respondents from Harper and from Lake County completed their associate's degree at the community college prior to transferring to NIU. See Chart 8 below for more detailed information.

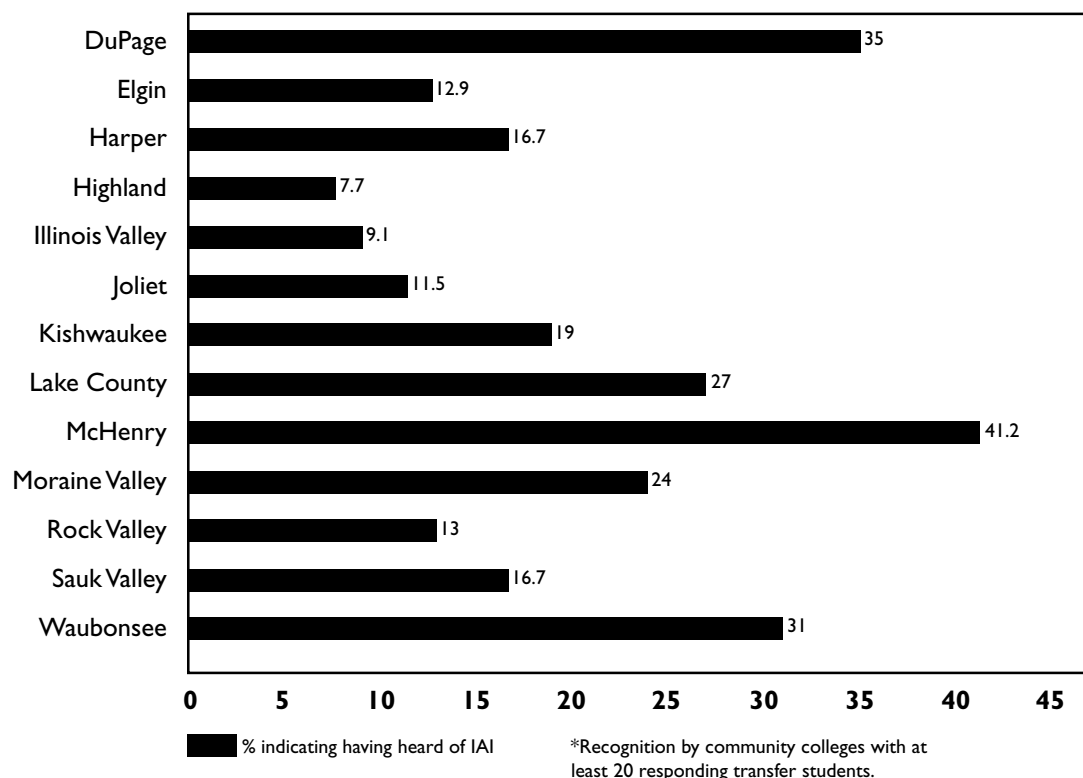
Chart 8 % Transfer Students Completing Associate's Degree Prior to Transfer*



Knowledge of IAI and itransfer.org

There were notable differences among respondents from the various community colleges as to whether they had heard about the Illinois Articulation Initiative. Overall, 22% reported having heard about IAI, but 41% of McHenry County College respondents, 35% of College of DuPage respondents, and 31% of Waubonsee Community College respondents had heard about IAI. In contrast, less than 15% of respondents from Elgin Community College, Highland Community College, Illinois Valley Community College, Joliet Junior College, and Rock Valley College reported having heard about the IAI. See Chart 9 on the next page for more information. Very few students (26 total) had accessed the itransfer.org website. Perhaps notable is that 5 of 51 respondents from McHenry County College reported having accessed the website. Only five other community colleges had more than one respondent who reported accessing the website.

Chart 9 % Respondents Recognizing IAI*



Transfer and Enrollment at NIU

Overall, about 75% of the respondents reported that their current or last major was the same as the one they had when they entered NIU. Due to the small numbers, there were no notable differences among the respondents from the various community colleges on this dimension (See Chart 10 on page 11). Overall, about 5% of respondents reported that there was a limited admission NIU major to which they applied and were not accepted. While all of the numbers are again small and therefore somewhat unstable and differences not likely to be statistically meaningful, it is notable that 22.7% of respondents from Illinois Valley Community College reported this to be the case, while only 1.5% from Harper and 2.4% from Waubonsee had this experience.

In terms of their use of the transfer center at their community college, overall 46.8% of respondents reporting using their center. However, only 32.6% of respondents from Rock Valley and 36.4% of respondents from Illinois Valley used their transfer center. In contrast, 60% of respondents from Moraine Valley and over 64% from Waubonsee reported using their community college's transfer center. See Chart 11 on the next page for more detailed results.

Chart 10 % of Transfer Students Having Changed Majors Since Transferring to NIU*

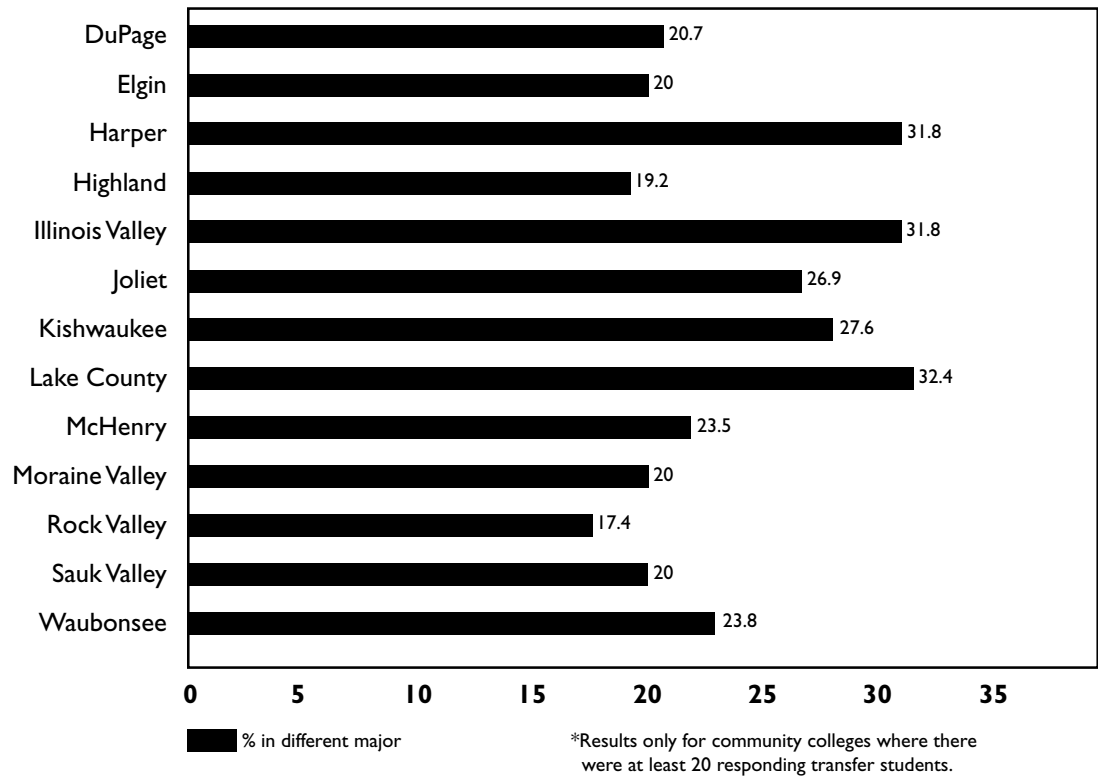
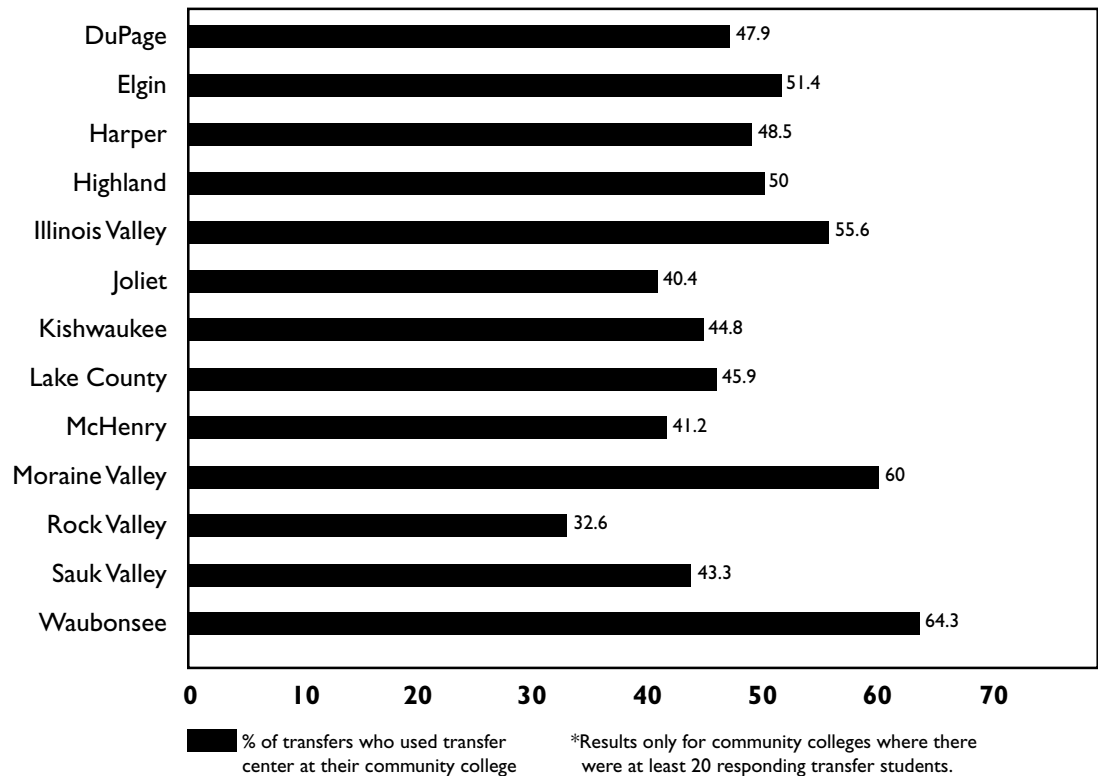


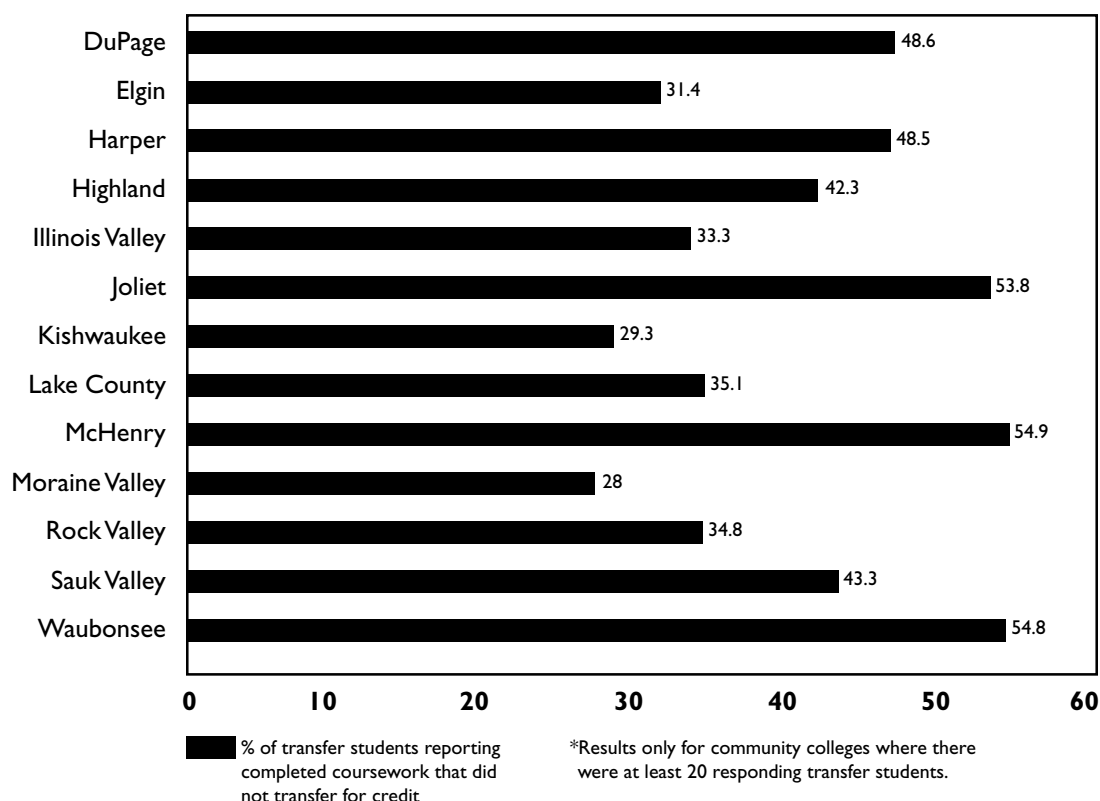
Chart 11 Respondents Use of Their Community College Transfer Centers*



Transferring Courses to NIU

There were some differences among respondents from the various community colleges in their likelihood of reporting coursework not transferring for NIU credit. While overall about 43% of respondents reported that there were credit hours that they completed at their community college that were not accepted for transfer credit at NIU, 55% of respondents from both McHenry County College and Waubonsee Community College reported this to be the case. In contrast, only 28% of Moraine Valley respondents, 29% of Kishwaukee respondents, 31% of Elgin respondents, 35% of Lake County respondents, and 35% of Rock Valley respondents reported not receiving credit for some of their community college hours. See Chart 12 below for additional results.

Chart 12 Transfer Students With Coursework Not Transferring for Credit*



Rating the Transfer Experience

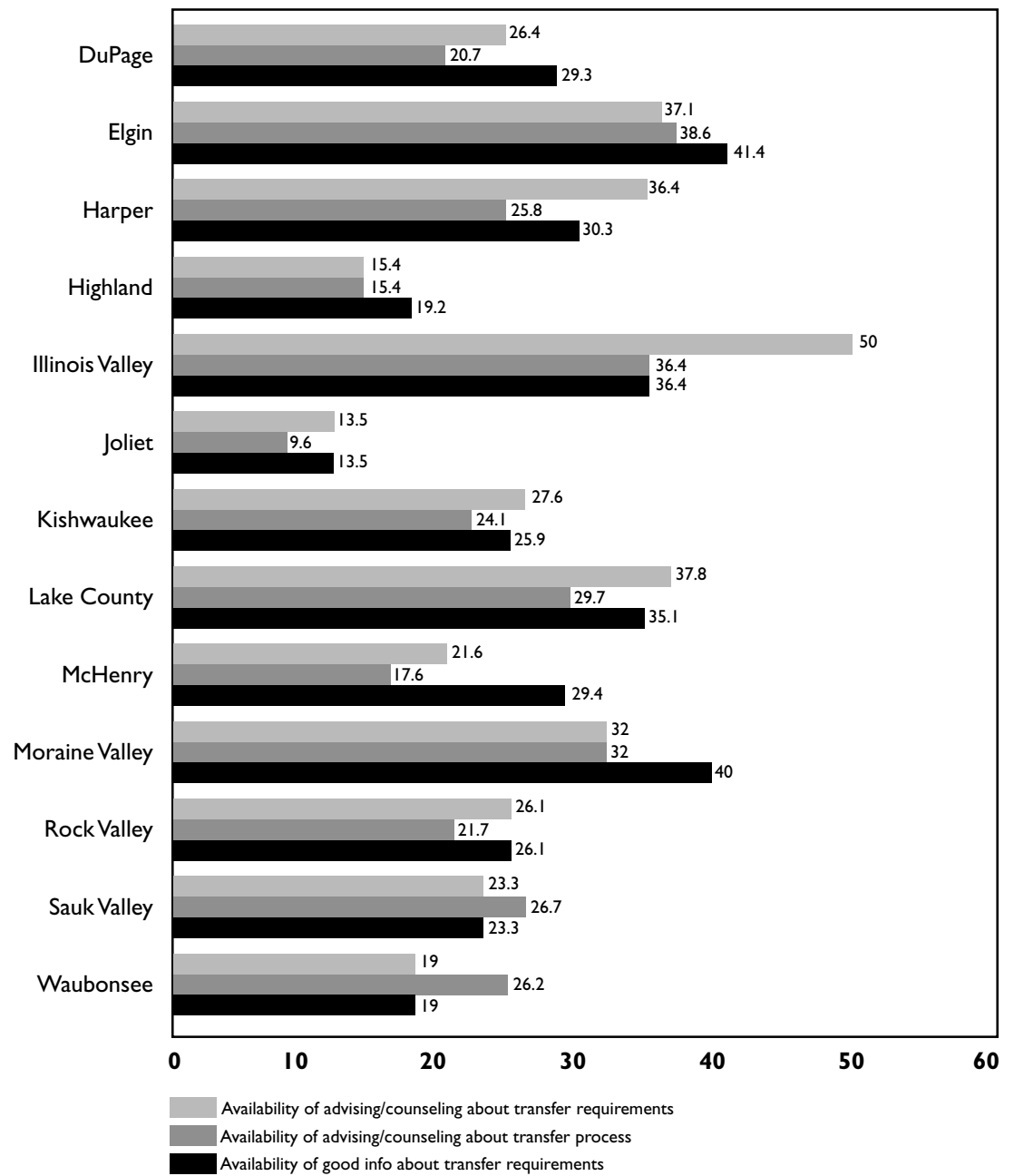
Respondents were asked to rate both their community college and NIU with respect to various aspects of their transfer experience. There were differences in these ratings among the respondents from the thirteen community colleges for which we have broken out results, though it should be noted that for many of the community colleges the small size of the sample makes interpretation of the actual proportions more difficult. However, the qualitative results across community colleges were strikingly consistent across the dimensions, and therefore notable. Respondents were asked to rate their community college's performance on eight different aspects of their transfer. One of these aspects, assistance in filling out the NIU admission application, did not produce meaningful results and was discarded for purposes of analysis. Respondents rated each of the aspects on the following scale: outstanding, satisfactory, needs some improvement, needs a lot of improvement. A "don't know" category was also available as a response.

Looking only at the proportion of respondents rating the community college as outstanding on a given transfer aspect, four community colleges stand out. Elgin Community College, Illinois Valley Community College, the College of Lake County, and Moraine Valley Community College were all among the top five community colleges (as measured by proportion of outstanding ratings) on every one of the seven transfer aspects about which we inquired. William Rainey Harper College was among the top five schools on four of the aspects. Sauk Valley Community College and Waubonsee Community College were the only other colleges to appear among the top five in any of the ratings, with Sauk Valley appearing twice and Waubonsee appearing twice. Charts 13, 14, and 15 on the following pages present the proportionate outstanding ratings on all dimensions for each of the thirteen selected community colleges.

Respondents were also asked to rate NIU's performance on *fifteen* different aspects of their transfer. Assistance with the NIU admission application again provided poor results and was discarded for purposes of analysis. Respondents rated NIU using the same scale as that used to rate the community colleges. Once again, there were discernable differences in responses among the respondents from the various community colleges.

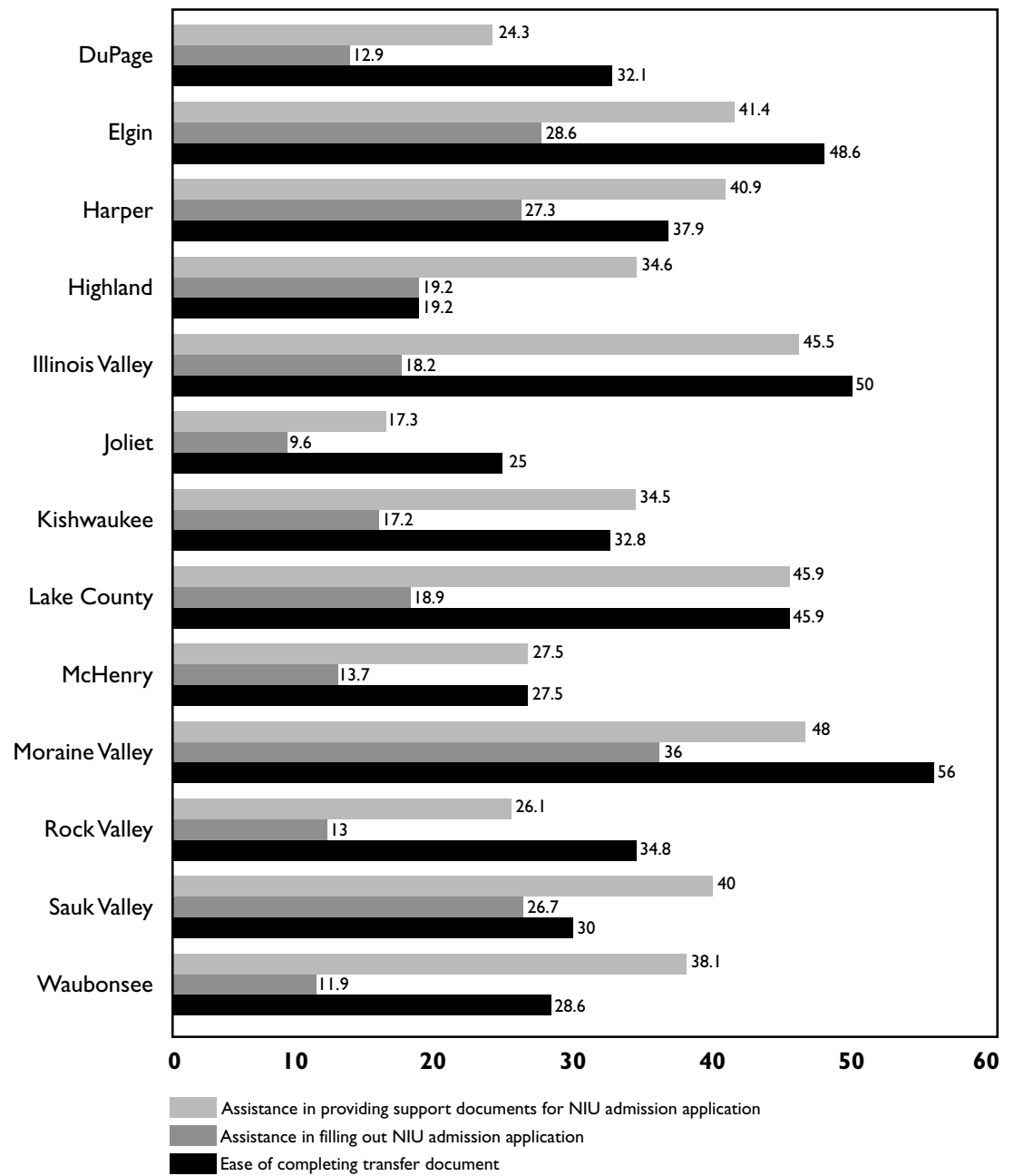
If one again only looks at outstanding ratings and those community colleges' respondents who were among the five most likely to rate NIU's performance as outstanding, several colleges stand out. Respondents from Moraine Valley were among the five community colleges giving NIU the greatest proportion of outstanding ratings on thirteen of the fourteen transfer aspects we analyzed. Respondents from Elgin and Harper appeared among the top five on ten of the dimensions, Waubonsee on nine of the dimensions, and the College of DuPage and Illinois Valley Community College respondents were among the top five groups of respondents on eight of the dimensions. All of the community colleges respondents rated NIU highly (as compared with their peers) on at least one dimension due to the relatively small numbers of responses in each category when the results are cross-tabulated by individual community college, these individual results are not separately reported for each question.

Chart 13 % Respondents Rating Their Community College as Outstanding in Providing Transfer Services*



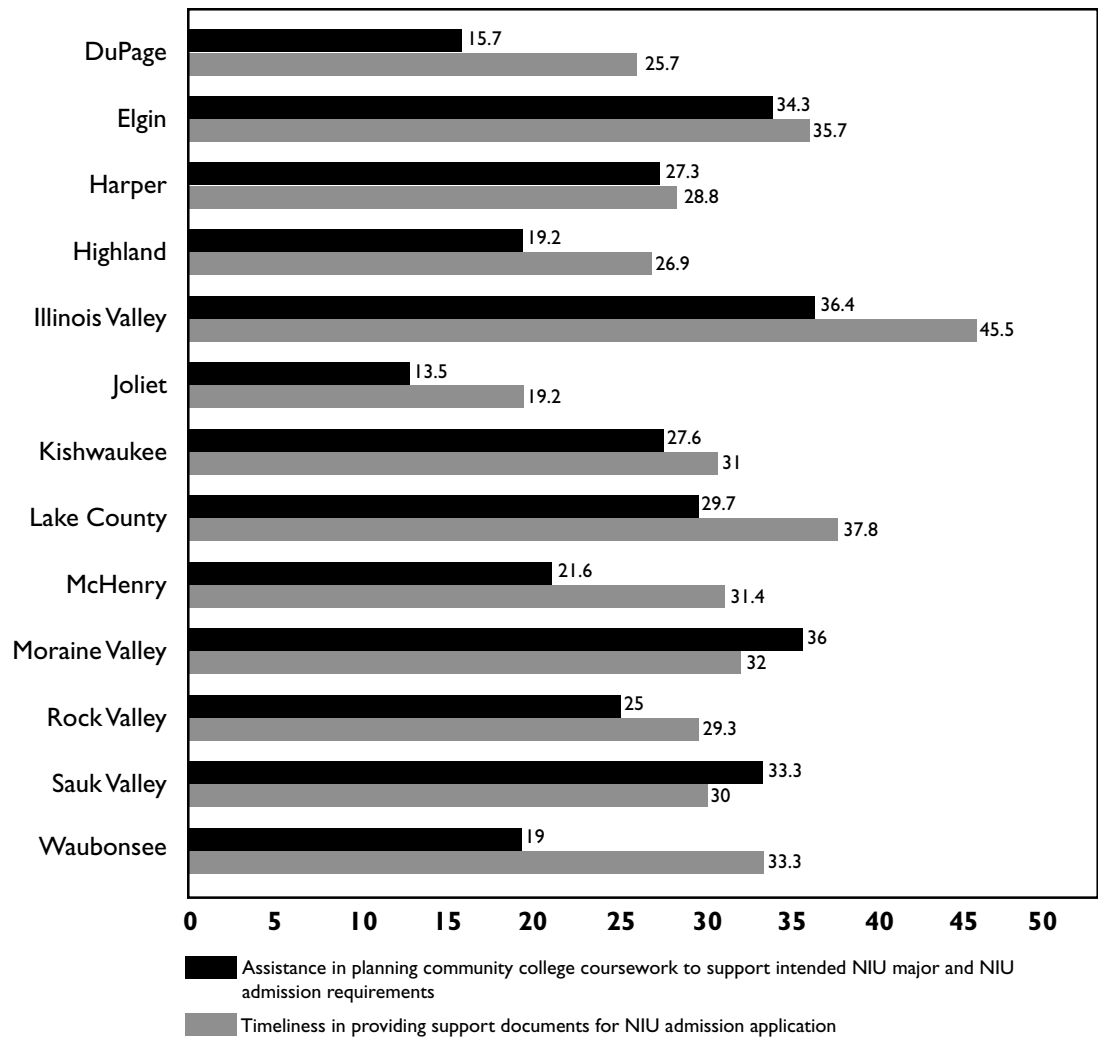
*Results only for community colleges where there were at least 20 responding transfer students.

Chart 14 % Respondents Rating Their Community College as Outstanding in Providing Transfer Services*



*Results only for community colleges where there were at least 20 responding transfer students.

Chart 15 % Respondents Rating Their Community College as Outstanding in Providing Transfer Services*



*Results only for community colleges where there were at least 20 responding transfer students.

CONCLUSION

As a whole, the transfer student respondents appear to be well satisfied with most aspects of their transfer experience. Nevertheless, it seems clear from the results that most of the respondents were not explicitly familiar with the Illinois Articulation Initiative, and even fewer were familiar with the excellent resources of the itransfer.org website. Still, most transfer students who responded to the survey indicated relatively few and relatively minor problems with the transfer process. Most students are completing their GECC prior to transferring, most report that they have been able to transfer courses into their NIU major, and most are satisfied with the assistance received from both their community college and NIU in facilitating the transfer process.

Nevertheless, several issues raised by respondents should receive further attention:

- Many students were unaware of the reason why some of their community college course credits did not transfer to NIU.
- While NIU does have orientation programs specially designed for transfer students, and has special transfer student sections of its University 101 orientation/campus transition course, relatively few transfer students avail themselves of the opportunity to participate in the summer orientation program or in University 101. Most transfer students participate in an abbreviated academic orientation/advising program offered late in the semester preceding their first enrollment at NIU. While this abbreviated program has provided better access to courses for transfer students by allowing them to register at the same time as their NIU student peers who matriculated previously, it does not provide the full orientation program which is available each summer. While many transfer students indicated that they do not desire significant orientation or transition programs, many others expressed a desire for more assistance in making the transition to NIU. Our investigation of current NIU options for such assistance suggests that the desired assistance is available and well publicized, but it is still possible that some students may fall through the cracks despite affirmative efforts to provide students with the assistance they need and want. In any case, transfer students need to perceive ready access to advising and counseling after they have transferred to NIU.
- The needs of nontraditional transfer students are not the same as those of nontraditional students or of transfer students; several respondents indicated a need for counseling and advising that is more sensitive to the nontraditional transfer students' special needs.
- Though the survey results do not suggest a serious problem, access to limited admission majors should continue to be monitored as it applies to transfer students. This is especially true given the ongoing interest in the racial and ethnic mix of those students who choose to go into many of the fields (e.g., teaching) whose degree programs are characterized by limited admission majors.

The survey results suggest that there are differences in the characteristics and satisfaction of transfer students that are related to the community college from which the student transferred. Recognition of these differences can help better customize the recruitment and advising of transfer students from the various community colleges.

The Illinois Articulation Initiative shows great promise in easing the transfer process for many community college students. Increased use of the itransfer.org website by students, combined with enhanced advising and counseling of transfer students and prospective transfer students should go a long way to further smoothing the transfer process and increasing the chances of success of the transfer student population at Illinois colleges and universities.

APPENDICES

- A. Survey Instrument**
- B. Individual Community College Results**

APPENDIX: A

Survey Instrument

Transfer Student • Satisfaction Survey

Dear Student,

The Illinois Board of Higher Education is interested in the experiences of students who transfer to Illinois colleges and universities from community colleges. The IBHE has contracted with the Center for Governmental Studies at NIU to survey students who have transferred to NIU. It is our understanding that you are one of these students. Please take a few minutes to complete this survey. Your answers will be confidential and only used when combined with those of other students. By returning this survey, you consent to us using your answers in this way.

- 1) Did you transfer to NIU from a community college in Illinois? ☐ YES ☐ NO (go to question 21)

If "YES", from which community college in Illinois did you transfer the most credits to NIU?

- 2) Did you begin attending this community college with the intention of transferring to a four year college or university? ☐ YES ☐ NO (go to question 3)

Did you always intend to transfer to NIU, or were there other schools to which you considered transferring? ☐ NIU ☐ OTHER SCHOOLS (please name)

- 3) Did you complete an associate's degree (AA, AS) at this community college prior to transferring to NIU? ☐ YES ☐ NO (Why not?) _____

If you answered YES...

Did you complete your general education core curriculum (GECC) as part of your associate's degree?

☐ YES ☐ NO

When you first made the decision to enroll at your community college, was it your intention to earn your associate's degree there or just to take a few classes?

☐ EARN ASSOCIATE'S

☐ TAKE A FEW CLASSES (Why did you choose to stay and finish your associate's degree?)

If you answered NO...

Which of the following best describes your transfer from the community college?

☐ I completed my general education core curriculum (GECC) at the community college, but not my associate's degree

☐ I completed some of my GECC at the community college

☐ I did not complete any of my GECC at the community college

☐ Other (please specify) _____

- 4) Have you heard about the Illinois Articulation Initiative? ☐ YES ☐ NO (go to question 5)

a. Where did you find out about the IAI? _____

b. In your own words, how would you describe the Illinois Articulation Initiative?

- 5) Have you used the itransfer.org website? ☐ YES ☐ NO (go to question 6)
- a. What information were you looking for when you visited itransfer.org? _____
- b. How well did the web site meet your need for this information? _____
- c. How often have you accessed the website?
☐ 1 or 2 times ☐ 3 to 5 times ☐ 5 to 10 times ☐ more than 10 times

Now we would like to ask you a few questions about your attendance at NIU.

- 6) Did you attend NIU during spring semester 2002 (i.e., this past semester)? ☐ YES ☐ NO
- 7) If you were enrolled during spring 2002, what is your **current** NIU major? _____
If you were not enrolled during spring 2002, what was your last NIU major? _____
- 8) Is this the same major you had when you first transferred to NIU? ☐ YES (go to question 9) ☐ NO
- a. What was your major when you first transferred to NIU? (If you were undeclared, please write "undeclared" and indicate the college in which you were enrolled.) _____
- b. When did you change from this major? _____
- c. How many times have you changed majors? _____
- d. Why have you changed majors? _____
- 9) Where did you get information about your original NIU major? _____
- 10) Was there any **limited admission** NIU major to which you applied and were not admitted?
☐ YES ☐ NO
If "YES", what was that major? _____
- 11) Did you transfer any courses into your original chosen major? ☐ YES ☐ NO (go to question 12)
- a. Did you make use of the Illinois Articulation Initiative to transfer these courses?
☐ YES ☐ NO ☐ DON'T KNOW
- 12) If you changed majors, did you transfer any courses into your **current** major? ☐ YES ☐ NO (go to question 13)
- a. Did you make use of the Illinois Articulation Initiative to transfer these courses?
☐ YES ☐ NO ☐ DON'T KNOW
- 13) Did you use the transfer center at your community college? ☐ YES ☐ NO

We would like to ask you a few questions about your transfer experience and your satisfaction with your transfer experience.

14) How did you find out which community college courses would be transferable to NIU?

15) Were there any hours you completed at the community college for which you did not receive any transfer credit?

☐ YES ☐ NO

If "YES", why not? _____

16) How would you rate your community college with respect to each of the following aspects of your transfer?

	Outstanding	Satisfactory	Needs some improvement	Needs a lot of improvement	Don't know
availability of good information about transfer requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
availability of advising and counseling about transfer requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
availability of advising and counseling about transfer process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ease of completing transfer documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
assistance in filling out NIU admission application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
assistance in providing supporting documents (e.g., transcripts, letters of recommendation, test scores) for NIU admission application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
timeliness in providing supporting documents for NIU admission application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
assistance in planning your community college course work to meet the requirements for admission to and completion of your chosen NIU major	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17) How would you rate NIU with respect to each of the following aspects of your transfer?

	Outstanding	Satisfactory	Needs some improvement	Needs a lot of improvement	Don't know
availability of good information about transfer requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
availability of advising and counseling about transfer requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
availability of advising and counseling about transfer process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ease of completing transfer documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
assistance in filling out university admission application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
assistance in easing transition to campus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
advising and counseling after you transferred	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17) How would you rate NIU with respect to each of the following aspects of your transfer? (CONT.)

	Outstanding	Satisfactory	Needs some improvement	Needs a lot of improvement	Don't know
special programs to orient you to campus and campus activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
special programs to orient you to academics and academic expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
assistance in finding housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
timeliness of application processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
timeliness of notification of your acceptance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
providing information about the admission process and admission requirements for your chosen major	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
providing information about the general education requirements for your chosen major	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
providing information about the required courses for your chosen major	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18) If there was one thing you could change about the transfer process you experienced, what would that be?

19) What is the primary reason you chose to transfer to NIU as opposed to another college or university?

20) Is there anything else you would like to tell us about your transfer experience?

We need to ask just a few more questions to aid us in assuring that our responses represent a diversity of students.

21) Gender ☐ MALE ☐ FEMALE

22) Race/Ethnic ☐ WHITE, NON-HISPANIC ☐ BLACK, NON-HISPANIC ☐ HISPANIC
☐ ASIAN/PACIFIC ISLANDER ☐ NATIVE AMERICAN/AMERICAN INDIAN
☐ OTHER (please specify)

23) Age _____

34) In what type of residence did you live while attending school this past year?

- | | |
|---|--|
| <input type="checkbox"/> NIU RESIDENCE HALL | <input type="checkbox"/> FRATERNITY OR SORORITY HOUSE |
| <input type="checkbox"/> PRIVATE RESIDENCE | <input type="checkbox"/> PARENT'S OR RELATIVE'S HOME IN DEKALB AREA |
| <input type="checkbox"/> APARTMENT OR ROOMING HOUSE IN DEKALB AREA | <input type="checkbox"/> PARENT'S OR RELATIVE'S HOME OUTSIDE DEKALB AREA |
| <input type="checkbox"/> APARTMENT OR ROOMING HOUSE OUTSIDE DEKALB AREA | <input type="checkbox"/> OTHER (please specify) |

45) Year in school ☐ FRESHMAN ☐ SOPHOMORE ☐ JUNIOR ☐ SENIOR

**Please return survey in the postage paid enclosed envelope or mail to:
 IAI Survey, Center for Governmental Studies, Northern Illinois University, DeKalb, IL, 60115
 If you have questions about the survey, please call 815-753-0942 for assistance.**

APPENDIX: B

Individual Community College Results

Black Hawk College
College of DuPage
Elgin Community College
Highland Community College
Illinois Valley Community College
Joliet Junior College
Kishwaukee College
College of Lake County
McHenry County College
Moraine Valley Community College
Oakton Community College
Rock Valley College
Sauk Valley Community College
Waubensee Community College
William Rainey Harper College

**Responses by Transfer Students from
Black Hawk College**

Survey Questions (Total number of responding students 13)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	100	0
Did you always intend to transfer to NIU	30.8	69.2
Did you complete your AA or AS prior to transferring to NIU	69.2	30.8
Have you heard about the Illinois Articulation Initiative	7.7	92.3
Was there any limited admission NIU major to which you applied and were not admitted	7.7	92.3
Did you use the transfer center at your community college	53.8	46.2
Were there any hours you completed at the community college for which you did not receive transfer credit	38.5	61.5

**Respondents Rating of
Black Hawk's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	30.8	53.8	15.4
Availability of advising/counseling about transfer requirements	30.8	46.2	23.1
Availability of advising/counseling about transfer process	23.1	46.2	23.1
Ease of completing transfer documents	38.5	38.5	23.1
Assistance in filling out NIU admission application	23.1	30.8	30.8
Assistance in providing supporting documents to NIU admission application	46.2	30.8	23.1
Timeless in providing supporting documents to NIU admission application	46.2	23.1	30.8
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	30.8	30.8	30.8

**Responses by Transfer Students from
College of DuPage**

Survey Questions (Total number of responding students 66)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	93.6	6.4
Did you always intend to transfer to NIU	33.6	59.3
Did you complete your AA or AS prior to transferring to NIU	68.6	31.4
Have you heard about the Illinois Articulation Initiative	35	63.6
Was there any limited admission NIU major to which you applied and were not admitted	4.3	94.3
Did you use the transfer center at your community college	47.9	50.7
Were there any hours you completed at the community college for which you did not receive transfer credit	48.6	47.9

**Respondents Rating of
DuPage's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	29.3	47.1	19.3
Availability of advising/counseling about transfer requirements	26.4	42.1	22.9
Availability of advising/counseling about transfer process	20.7	42.9	25
Ease of completing transfer documents	32.1	51.4	9.2
Assistance in filling out NIU admission application	12.9	37.9	11.5
Assistance in providing supporting documents to NIU admission application	24.3	50	18.6
Timeless in providing supporting documents to NIU admission application	25.7	47.1	20.8
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	15.7	32.1	31.4

**Responses by Transfer Students from
Elgin Community College**

Survey Questions (Total number of responding students 70)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	95.7	2.9
Did you always intend to transfer to NIU	47.1	48.6
Did you complete your AA or AS prior to transferring to NIU	88.6	11.4
Have you heard about the Illinois Articulation Initiative	12.9	87.1
Was there any limited admission NIU major to which you applied and were not admitted	5.7	94.3
Did you use the transfer center at your community college	51.4	42.9
Were there any hours you completed at the community college for which you did not receive transfer credit	31.4	67.1

**Respondents Rating of
Elgin's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	41.4	42.9	12.9
Availability of advising/counseling about transfer requirements	37.1	44.3	14.3
Availability of advising/counseling about transfer process	38.6	41.4	22.2
Ease of completing transfer documents	48.6	34.3	11.4
Assistance in filling out NIU admission application	28.6	37.1	8.6
Assistance in providing supporting documents to NIU admission application	41.4	44.3	11.5
Timeless in providing supporting documents to NIU admission application	35.7	48.6	10
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	34.3	34.3	21.4

**Responses by Transfer Students from
Highland Community College**

Survey Questions (Total number of responding students 26)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	92.3	7.7
Did you always intend to transfer to NIU	50	42.3
Did you complete your AA or AS prior to transferring to NIU	84.6	15.4
Have you heard about the Illinois Articulation Initiative	7.7	92.3
Was there any limited admission NIU major to which you applied and were not admitted	3.8	96.2
Did you use the transfer center at your community college	50	46.2
Were there any hours you completed at the community college for which you did not receive transfer credit	42.3	57.7

**Respondents Rating of
Highland's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	19.2	38.5	30.7
Availability of advising/counseling about transfer requirements	15.4	50	26.9
Availability of advising/counseling about transfer process	15.4	42.3	30.7
Ease of completing transfer documents	19.2	53.8	7.7
Assistance in filling out NIU admission application	19.2	30.8	11.5
Assistance in providing supporting documents to NIU admission application	34.6	34.6	15.4
Timeless in providing supporting documents to NIU admission application	26.9	42.3	15.3
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	19.2	42.3	30.8

**Responses by Transfer Students from
Illinois Valley Community College**

Survey Questions (Total number of responding students 22)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	90.9	9.1
Did you always intend to transfer to NIU	40.9	54.5
Did you complete your AA or AS prior to transferring to NIU	81.8	18.2
Have you heard about the Illinois Articulation Initiative	9.1	90.9
Was there any limited admission NIU major to which you applied and were not admitted	22.7	77.3
Did you use the transfer center at your community college	36.4	59.1
Were there any hours you completed at the community college for which you did not receive transfer credit	45.5	54.5

**Respondents Rating of
Illinois Valley's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	36.4	36.4	27.2
Availability of advising/counseling about transfer requirements	50	27.3	22.7
Availability of advising/counseling about transfer process	36.4	40.9	18.2
Ease of completing transfer documents	50	36.4	13.6
Assistance in filling out NIU admission application	18.2	40.9	27.2
Assistance in providing supporting documents to NIU admission application	45.5	40.9	13.6
Timeless in providing supporting documents to NIU admission application	45.5	45.5	9.1
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	36.4	36.4	18.2

**Responses by Transfer Students from
Joliet Junior College**

Survey Questions (Total number of responding students 52)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	90.4	9.6
Did you always intend to transfer to NIU	34.6	59.6
Did you complete your AA or AS prior to transferring to NIU	59.6	40.4
Have you heard about the Illinois Articulation Initiative	11.5	88.5
Was there any limited admission NIU major to which you applied and were not admitted	5.8	94.2
Did you use the transfer center at your community college	40.4	59.6
Were there any hours you completed at the community college for which you did not receive transfer credit	53.8	42.6

**Respondents Rating of
Joliet's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	13.5	50	28.8
Availability of advising/counseling about transfer requirements	13.5	44.2	34.6
Availability of advising/counseling about transfer process	9.6	48.1	30.8
Ease of completing transfer documents	25	55.8	7.6
Assistance in filling out NIU admission application	9.6	36.5	25
Assistance in providing supporting documents to NIU admission application	17.3	59.6	19.2
Timeless in providing supporting documents to NIU admission application	19.2	53.8	15.4
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	13.5	34.6	38.5

**Responses by Transfer Students from
Kishwaukee College**

Survey Questions (Total number of responding students 58)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	96.6	3.4
Did you always intend to transfer to NIU	58.6	36.2
Did you complete your AA or AS prior to transferring to NIU	75.9	22.4
Have you heard about the Illinois Articulation Initiative	19	79.3
Was there any limited admission NIU major to which you applied and were not admitted	5.2	93.1
Did you use the transfer center at your community college	44.8	50
Were there any hours you completed at the community college for which you did not receive transfer credit	29.3	67.2

**Respondents Rating of
Kishwaukee's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	25.9	43.1	25.8
Availability of advising/counseling about transfer requirements	27.6	34.5	32.8
Availability of advising/counseling about transfer process	24.1	37.9	32.7
Ease of completing transfer documents	32.8	46.6	20.6
Assistance in filling out NIU admission application	17.2	27.6	15.5
Assistance in providing supporting documents to NIU admission application	34.5	50	10.3
Timeless in providing supporting documents to NIU admission application	31	50	12
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	27.6	32.8	27.6

**Responses by Transfer Students from
College of Lake County**

Survey Questions (Total number of responding students 37)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	91.9	8.1
Did you always intend to transfer to NIU	18.9	67.6
Did you complete your AA or AS prior to transferring to NIU	51.4	48.6
Have you heard about the Illinois Articulation Initiative	27	73
Was there any limited admission NIU major to which you applied and were not admitted	5.4	94.6
Did you use the transfer center at your community college	45.9	48.6
Were there any hours you completed at the community college for which you did not receive transfer credit	35.1	64.9

**Respondents Rating of
Lake County's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	35.1	56.8	5.4
Availability of advising/counseling about transfer requirements	37.8	29.7	27
Availability of advising/counseling about transfer process	29.7	43.2	21.6
Ease of completing transfer documents	45.9	32.4	13.5
Assistance in filling out NIU admission application	18.9	35.1	10.8
Assistance in providing supporting documents to NIU admission application	45.9	32.4	10.8
Timeless in providing supporting documents to NIU admission application	37.8	37.8	13.5
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	29.7	27	24.3

**Responses by Transfer Students from
McHenry County College**

Survey Questions (Total number of responding students 51)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	90.2	9.8
Did you always intend to transfer to NIU	37.3	47.1
Did you complete your AA or AS prior to transferring to NIU	72.5	27.5
Have you heard about the Illinois Articulation Initiative	41.2	58.8
Was there any limited admission NIU major to which you applied and were not admitted	5.9	92.2
Did you use the transfer center at your community college	41.2	54.9
Were there any hours you completed at the community college for which you did not receive transfer credit	54.9	43.1

**Respondents Rating of McHenry
County's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	29.4	39.2	27.5
Availability of advising/counseling about transfer requirements	21.6	41.2	35.2
Availability of advising/counseling about transfer process	17.6	41.2	35.2
Ease of completing transfer documents	27.5	39.2	19.6
Assistance in filling out NIU admission application	13.7	29.4	17.6
Assistance in providing supporting documents to NIU admission application	27.5	56.9	11.8
Timeless in providing supporting documents to NIU admission application	31.4	47.1	13.7
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	21.6	33.3	37.3

**Responses by Transfer Students from
Moraine Valley Community College**

Survey Questions (Total number of responding students 25)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	96	4
Did you always intend to transfer to NIU	52	40
Did you complete your AA or AS prior to transferring to NIU	64	36
Have you heard about the Illinois Articulation Initiative	24	76
Was there any limited admission NIU major to which you applied and were not admitted	0	96
Did you use the transfer center at your community college	60	40
Were there any hours you completed at the community college for which you did not receive transfer credit	28	72

**Respondents Rating of Moraine
Valley's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	40	56	0
Availability of advising/counseling about transfer requirements	32	56	12
Availability of advising/counseling about transfer process	32	56	12
Ease of completing transfer documents	56	36	8
Assistance in filling out NIU admission application	36	44	4
Assistance in providing supporting documents to NIU admission application	48	44	8
Timeless in providing supporting documents to NIU admission application	32	60	4
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	36	40	20

**Responses by Transfer Students from
Oakton Community College**

Survey Questions (Total number of responding students 13)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	92.3	7.7
Did you always intend to transfer to NIU	15.4	76.9
Did you complete your AA or AS prior to transferring to NIU	38.5	61.5
Have you heard about the Illinois Articulation Initiative	23.1	76.9
Was there any limited admission NIU major to which you applied and were not admitted	7.7	92.3
Did you use the transfer center at your community college	53.8	46.2
Were there any hours you completed at the community college for which you did not receive transfer credit	46.2	53.8

**Respondents Rating of
Oakton's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	30.8	30.8	23.1
Availability of advising/counseling about transfer requirements	23.1	23.1	38.5
Availability of advising/counseling about transfer process	23.1	23.1	38.5
Ease of completing transfer documents	15.4	61.5	7.7
Assistance in filling out NIU admission application	15.4	38.5	15.4
Assistance in providing supporting documents to NIU admission application	30.8	30.8	23.1
Timeless in providing supporting documents to NIU admission application	30.8	38.5	23.1
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	30.8	23.1	30.8

**Responses by Transfer Students from
Rock Valley College**

Survey Questions (Total number of responding students 92)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	88	9.8
Did you always intend to transfer to NIU	48.9	39.1
Did you complete your AA or AS prior to transferring to NIU	80.4	17.4
Have you heard about the Illinois Articulation Initiative	13	87
Was there any limited admission NIU major to which you applied and were not admitted	4.3	94.6
Did you use the transfer center at your community college	32.6	65.2
Were there any hours you completed at the community college for which you did not receive transfer credit	34.8	63

**Respondents Rating of
Rock Valley's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	26.1	47.8	17.4
Availability of advising/counseling about transfer requirements	26.1	41.3	22.8
Availability of advising/counseling about transfer process	21.7	39.1	30.4
Ease of completing transfer documents	34.8	44.6	13.1
Assistance in filling out NIU admission application	13	34.8	10.9
Assistance in providing supporting documents to NIU admission application	26.1	59.8	9.8
Timeless in providing supporting documents to NIU admission application	29.3	47.8	12
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	25	34.8	26.1

**Responses by Transfer Students from
Sauk Valley Community College**

Survey Questions (Total number of responding students 30)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	90	10
Did you always intend to transfer to NIU	33.3	60
Did you complete your AA or AS prior to transferring to NIU	83.3	16.7
Have you heard about the Illinois Articulation Initiative	16.7	83.3
Was there any limited admission NIU major to which you applied and were not admitted	10	90
Did you use the transfer center at your community college	43.3	53.3
Were there any hours you completed at the community college for which you did not receive transfer credit	43.3	56.7

**Respondents Rating of
Sauk Valley's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	23.3	53.3	10
Availability of advising/counseling about transfer requirements	23.3	30	30
Availability of advising/counseling about transfer process	26.7	40	20
Ease of completing transfer documents	30	36.7	16.7
Assistance in filling out NIU admission application	26.7	23.3	13.3
Assistance in providing supporting documents to NIU admission application	40	36.7	16.7
Timeless in providing supporting documents to NIU admission application	30	40	13.4
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	33.3	30	20

**Responses by Transfer Students from
Waubonsee Community College**

Survey Questions (Total number of responding students 42)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	97.6	2.4
Did you always intend to transfer to NIU	45.2	52.4
Did you complete your AA or AS prior to transferring to NIU	71.4	26.2
Have you heard about the Illinois Articulation Initiative	31	69
Was there any limited admission NIU major to which you applied and were not admitted	2.4	95.2
Did you use the transfer center at your community college	64.3	33.3
Were there any hours you completed at the community college for which you did not receive transfer credit	54.8	45.2

**Respondents Rating of
Waubonsee's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	19	52.4	21.4
Availability of advising/counseling about transfer requirements	19	50	21.4
Availability of advising/counseling about transfer process	26.2	47.6	16.6
Ease of completing transfer documents	28.6	52.4	7.2
Assistance in filling out NIU admission application	11.9	45.2	16.6
Assistance in providing supporting documents to NIU admission application	38.1	38.1	14.3
Timeless in providing supporting documents to NIU admission application	33.3	52.4	11.9
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	19	45.2	16.6

**Responses by Transfer Students from
William Rainey Harper College**

Survey Questions (Total number of responding students 42)	% Responding	
	Yes	No
Did you always intend to transfer to a 4-year university	90.9	9.1
Did you always intend to transfer to NIU	34.8	54.5
Did you complete your AA or AS prior to transferring to NIU	50	48.5
Have you heard about the Illinois Articulation Initiative	16.7	83.3
Was there any limited admission NIU major to which you applied and were not admitted	1.5	97
Did you use the transfer center at your community college	48.5	48.5
Were there any hours you completed at the community college for which you did not receive transfer credit	48.5	48.5

**Respondents Rating of
Harper's Transfer Services**

Transfer Services	% Rating Service As:		
	Outstanding	Satisfactory	Needs Improvement
Availability of good info about transfer requirements	30.3	53	7.6
Availability of advising/counseling about transfer requirements	36.4	39.4	16.6
Availability of advising/counseling about transfer process	25.8	47	18.2
Ease of completing transfer documents	37.9	39.4	13.6
Assistance in filling out NIU admission application	27.3	24.2	16.7
Assistance in providing supporting documents to NIU admission application	40.9	42.4	9
Timeless in providing supporting documents to NIU admission application	28.8	47	16.7
Assistance in planning CC course work to meet requirements for admission to & completion of intended NIU major	27.3	33.3	24.3