



**Academic Achievement Center  
Non-traditional Student Survey - February 2010  
Survey Findings**

**Summary**

The Academic Achievement Center (AAC) staff undertook a web-based survey in February 2010 to determine non-traditional students' views on services provided to them at Lawrence Tech.

All Lawrence Tech students aged 25 or older were invited via email to participate in this voluntary, anonymous survey. This age delineation is one demographic commonly used to determine non-traditional status. Other criteria for determining non-traditional status are included in the first survey question below.

In recent months, the AAC has seen increased traffic from non-traditional students seeking academic support and personal and professional enrichment opportunities. Additionally, various campus departments have called upon the AAC to provide more and better resources for non-traditional students. This survey is the result of an effort to determine what services are most in demand from non-traditional students. The following report presents these survey findings.

Key findings include:

- Non-traditional students desire greater availability of and access to Lawrence Tech resources, particularly for working professionals taking evening and weekend classes
- Non-traditional students would like more selection of courses in the evening and weekend programs, as well as more courses offered during summer semester
- Instructor use of Blackboard is sporadic; non-traditional students would like more consistent use of the resource in order to quickly access course documents and grades
- Non-traditional students would benefit from an orientation at the beginning of the semester to 1) introduce campus resources, 2) delineate academic expectations and 3) review strategies for academic success
- Non-traditional students need additional academic support, particularly with technology in the classroom and discipline-specific software programs (Revit, AutoCAD, Final Cut Pro)
- Nearly three-quarters of survey respondents live more than 10 miles from campus, making it difficult or unappealing for them to get to campus for events other than classes or in inclement weather
- The library is the most popular location for studying, because it is quiet and has resources available close at hand.
- Many students would participate in math and science concepts review sessions (similar to pre-courses, but possibly not connected to a specific course)

## Survey Instrument

The survey instrument was developed by AAC staff with feedback from various campus constituents. Question #1, which asks survey respondents to identify the non-traditional criteria by which they would identify themselves, was developed after a review of the literature on adult education to determine current practices with regard to this demographic.

A link to the web survey "Non-traditional Student Services" was sent to all Lawrence Tech students aged 25 or older on Friday, January 29, with the following email text:

Dear Student,

In an effort to better meet the needs of the non-traditional student population at Lawrence Tech, the Academic Achievement Center is conducting a survey to assess program services. You are invited to share feedback about your experience as a non-traditional student at Lawrence Tech.

Your responses will provide program leaders with insights about the aspects of your experiences that are most important to you, how satisfied you are with these experiences, and how program leaders can better meet your needs. All responses (including name and email address) are optional and will be kept confidential.

You will find the survey at this link: <https://www.ltu.edu/forms/?formid=1294>. If you have any questions, please feel free to contact me. Your feedback is valuable to us - thank you for your participation in this effort.

The survey remained open from Friday, January 29 – Friday, February 19, during which time 158 unique responses were submitted. Several of the survey questions used a multiple choice format, so a given question might log more total answers than respondents.

The survey questions and answers, along with an executive summary of the responses, appear below. Complete narrative responses to questions #10 and 15 follow.

Recommendations for action based on these survey results will be found at the end of the report.

## Executive Summary

This summary was generated by the web form used to administer the survey.

<b>Non-traditional Student Services</b>			
<b>1</b>	<b>A non-traditional student can be defined in many ways, including the following. Please check all that apply to you:</b>		
	Returning to college after 4+ years away	70 of 158	44%
	25 years or older	147 of 158	93%
	Delayed enrollment due to career	42 of 158	27%
	Delayed enrollment due to military service	11 of 158	7%
	Delayed enrollment due to family concerns	24 of 158	15%
	Single parent	17 of 158	11%
	Family responsibilities	67 of 158	42%
	GED or did not complete high school	5 of 158	3%
	Work full time (30+ hours per week)	67 of 158	42%
	Financially independent of parents	95 of 158	60%
	Other (explain below)	15 of 145	9%
	Total Number of Responses: 158 Response Percentage: 99%		
<b>2</b>	<b>Please check the programs in which you are currently participating:</b>		
	Recovery Grant	45 of 60	75%
	No Worker Left Behind	25 of 60	42%
	Military Tuition Discount	9 of 60	15%
	Total Number of Responses: 60 Response Percentage: 38%		
<b>3</b>	<b>Please select the time during which you take most of your classes:</b>		
	Daytime	39 of 158	25%
	Evening	95 of 158	60%
	Online	10 of 158	6%
	Hybrid	14 of 158	9%
	Total Number of Responses: 158 Response Percentage: 99%		
<b>4</b>	<b>Please select your class standing:</b>		
	Freshman (first year)	13 of 155	9%
	Sophomore	25 of 155	17%
	Junior	27 of 155	15%
	Senior	36 of 155	23%
	Graduate	52 of 155	35%
	Non--matriculated or other	2 of 155	1%
	Total Number of Responses: 155 Response Percentage: 97%		
<b>5</b>	<b>Approximately how far do you commute to get to campus?</b>		
	I live in campus housing	5 of 158	3%
	I am an online--only student	5 of 158	3%
	0 -- 10 miles	38 of 158	24%
	11 -- 25 miles	58 of 158	37%
	26 or more miles	56 of 158	37%
	Total Number of Responses: 158 Response Percentage: 99%		

<b>6</b>	<b>When are you most likely to participate in workshops or networking events on campus? (Select all that apply)</b>		
	Weekdays	59 of 149	40%
	Weekends	52 of 149	35%
	Morning (8 am -- noon)	29 of 149	19%
	Midday (12 -- 4 p.m.)	48 of 149	32%
	Early evening (4 -- 6 p.m.)	48 of 149	32%
	Evening (6 p.m. onward)	75 of 149	50%
	Total Number of Responses: 149 Response Percentage: 93%		
<b>7</b>	<b>If a Lawrence Tech publication for non-traditional students were available, in what format would you be most inclined to read it?</b>		
	Online	55 of 157	35%
	Hard copy	47 of 157	30%
	In email	85 of 157	54%
	I would not read it	10 of 157	6%
	Total Number of Responses: 157 Response Percentage: 98%		
<b>8</b>	<b>Which of the following Lawrence Tech support services do you currently use? (Select all that apply)</b>		
	Counseling services	13 of 128	10%
	Academic Achievement Center (AAC)	55 of 128	43%
	Disabilities services	5 of 128	4%
	Commuter student services	11 of 128	9%
	Career services	36 of 128	28%
	Library	85 of 128	66%
	One--Stop Center	100 of 128	78%
	Total Number of Responses: 128 Response Percentage: 80%		
<b>9</b>	<b>Would you be interested in participating in a student organization for non-traditional students on campus?</b>		
	Yes	23 of 157	15%
	No	43 of 157	27%
	Maybe	91 of 157	58%
	Total Number of Responses: 144 Response Percentage: 98%		
<b>10</b>	<b>Where on campus do you study, eat, relax, and socialize? Why do you choose this location(s)?</b>		
	<i>Textual Response</i>		
	Total Number of Responses: 123 Response Percentage: 77%		
<b>11</b>	<b>What kinds of academic topics would you like to learn more about, for instance, in an AAC workshop (select all that apply)?</b>		
	Study skills	35 of 104	34%
	Managing test anxiety	23 of 104	22%
	Citation and paraphrasing in writing	34 of 104	33%
	Evaluating internet resources	30 of 104	29%
	Time management	40 of 104	38%
	Test--taking tools	28 of 104	27%
	Grammar, spelling, and punctuation	27 of 104	26%

	Using technology in the classroom	39 of 104	38%
	Math concepts review	42 of 104	40%
	Physics concepts review	32 of 104	31%
	Chemistry concepts review	22 of 104	21%
	Other (explain below)	7 of 104	7%
Total Number of Responses: 92 Response Percentage: 63%			
<b>12</b>	<b>What kinds of professional development topics would you be interested in learning more about (select all that apply)?</b>		
	Resume writing	58 of 131	44%
	Interviewing strategies	69 of 131	53%
	Co--op/internship opportunities	75 of 131	57%
	Career planning/advising	85 of 131	65%
	Professional organizations	72 of 131	55%
	Other (explain below)	2 of 131	2%
Total Number of Responses: 131 Response Percentage: 82%			
<b>13</b>	<b>What kinds of personal enrichment topics would you be interested in learning more about (select all that apply)?</b>		
	Health and well--being	45 of 91	49%
	Managing personal finances	33 of 91	36%
	Navigating social networking sites	21 of 91	23%
	Commuting/carpooling	13 of 91	14%
	Retirement benefits/health insurance options	36 of 91	40%
	On--campus housing or childcare	23 of 91	25%
	Collaborative learning in a multi--age classroom	28 of 91	31%
	Other (explain below)	1 of 91	1%
Total Number of Responses: 91 Response Percentage: 57%			
<b>14</b>	<b>How satisfied are you with the services provided to you as a non-traditional learner at Lawrence Tech?</b>		
	Very satisfied	36 of 154	23%
	Somewhat satisfied	53 of 154	34%
	Neutral/ambivalent	44 of 154	29%
	Somewhat dissatisfied	19 of 154	12%
	Very dissatisfied	2 of 154	1%
Total Number of Responses: 154 Response Percentage: 96%			
<b>15</b>	<b>Please use this space to add any additional comments or suggestions, or to clarify an answer given above.</b>		
	<i>Textual Response</i>		
Total Number of Responses: 78 Response Percentage: 50%			
<b>Total number of submissions: 158</b>			

Total number of responses: Total number of responses for a question

Response Percentage: Percentage of responses for a question (# of responses/# of submissions)

## Text Responses

These responses are reprinted in their entirety, with some syntactical corrections for readability.

### Question #10: Where on campus do you study, eat, relax, and socialize? Why do you choose this location(s)?

- 1 I do all of the above at home
- 2 I don't currently.
- 3 AAC Tutors are awesome
- 4 I spend time between classes in empty classrooms (quiet) or AAC (close to comp. help desk; printer; tutor help; access to copier)
- 5 Library; or Civil Engineering lab. Quiet; able to plug in computer; may meet with other class members.
- 6 Engineering building. ARC. Those are the only places I need to be.
- 7 Walkway near commuter lounge. I Like it because of the windows.
- 8 Student lounge basement of arch bldg. Its the most centrally located place to work in relation to my classes and has access to vending machines; bathrooms (since I am often there for several hours at a time). Plus the couches are nice give my back a rest when I've been sitting at those tables too long.
- 9 As an architecture student; studio is home for me. Whenever I have free time; I go there.
- 10 Library; plenty of room and fairly quiet.
- 11 AAC; S115; Atrium; Commuter Lounge - In that order. Quietness; Closeness to class; Location of other students.
- 12 In the lobby of the One Stop. It's new; has wi-fi and mostly it's QUIET without actually being in a library. The Atrium of the Buell Management building is too loud and needs to be redecorated. But thank you for taking a look and fixing the lighting in there which I emphasized in my LAST survey.
- 13 2nd science building
- 14 Typically any place that has a large table and is quiet.
- 15 I'm and Archi student so I usually eat lunch in studio and sometimes dinner as well I usually end up skipping breakfast. When I'm not in studio or at work in housing I'm in my room relaxing. I socialize in studio or in my room or with non LTU friends a few miles away.
- 16 Library We go there to study Tech Math II together
- 17 Usually in my truck. I am a smoker so this is most comfortable for me.
- 18 With a family; this is no time to participate in organizations; or time to relax; because I am either dealing with my child; in class; or studying.
- 19 Studio
- 20 Management building; by the coffee stand because this is where all of my classes are. Sometimes in the cafe because there is more seating.
- 21 For now; everything at home since I currently don't have my own transportation. Once I do though; it will be studying in the library or A.A.C. ; eating in the cafe; relaxing and socializing at the fireplace.
- 22 I work full time and do not have time to gat tutoring during the day. Currently I have to take time off work to get help with my calc/diffeq class work. I wish there were a good English speaking tutor available after 5:30.
- 23 I don't. Is there a grad student lounge?
- 24 the tunnel between science building and taubman--windows/sun/usually more private area available than commuter lounge library--quiet/printing services/outlets cafeteria--table access while eating/usually can find a non-occupied table
- 25 I AM CURRENTLY ATTENDING THE STUDIO'S AT LCC IN LANSING.
- 26 I don't socialize or relax on campus; but I do study & eat. 1. The AAC: Because it's quiet; and I find it motivating to study in a place where lots of other students are studying. 2. The Commuter Lounge; which I like because it has a public printer. Though I do find the fact that the lounge is a de-facto hallway between two buildings very distracting. 3. The Library. 4. Architecture lobby area. 5. Fireplace lounge in engineering bldg (weekends only)
- 27 As an architecture student; studio is home for me. Whenever I have free time; I go there.

28 A class room in the architectural building; because its quiet  
29 In my dorm room; where I have all the materials and privacy I need.  
30 My study group meets on campus in the evenings and weekends because is it is a central location. If I  
31 am on campus early; before my classes; I study in the library or a lounge near my class.  
32 in the library and/or UTLC building - quiet and close to architecture classes  
33 I study in studio or old Arch lounge I bring my own food and get coffee at the Joe  
34 When I eat; I typically do it in the cafeteria for obvious reasons. I typically study in the cafeteria;  
35 library; or engineering lounge. The location depends on my goal at that time. If I need quiet; I go to  
36 the library. If I want to do homework and yet talk to my fellow student at the same time; I go to the  
37 engineering lounge. I typically socialize in the engineering lounge because that's where most of my  
38 friends are between classes.  
39 Management building - has coffee shop.  
40 AAC to study and get help with homework.  
41 Since I work here; in my office.  
42 I can't study at home. And when did we get a commuter student services???

38 My first choice to study is the AAC. It has a quiet and relaxed atmosphere. My second choice is the  
39 library. It stays open later than the AAC. I eat in the cafeteria or buy coffee from Joe's.  
40 I don't.  
41 Study in library.  
42 Empty classrooms for my next class or near my next class; library; I try to study on campus as much as  
43 possible to get away from distractions at home.  
44 Studio spaces in Technology building  
45 If I can avoid it I don't I prefer to use Oakland University's Kresge Library or the Southfield Public Library.  
46 Both offer more resources on-site (i.e. Journals; books; etc.); more outlets for laptops; and more  
47 comfortable seating (padded comfortable chairs not hard wood seats).  
48 It has depended on the semester. For a while it was in front of S100 because there were other  
49 students there that were fun to be around. For a couple semesters I was in the AAC; which stemmed  
50 from being part of the same group of people before the C-building was built. From there I migrated  
51 to the ECE lounge because I found a close knit group of intelligent minds to study with and talk to. A  
52 few times I've relaxed in a tree but that came to an end when campus facilities started chopping  
53 down paths and limbs.  
54 Study/eat--AAC; fireplace lounge in Engineering building; room of next class Why--closest to my next  
55 class; quiet at times; tutors available  
56 Commuter lounge - hallway chairs. There aren't many places for a night school adult to go; since  
57 most everything is closed at night.  
58 It is rare I am at the campus. If I do go there though; I may go to the cafeteria or the atrium of the  
59 management building.  
60 study while waiting for class  
61 UTLC/ARCH BLDG'S MOSTLY BUT SOME LIBRARY; A.T. S. SERV. CTR.  
62 Print center in UTLC; convenient to classes and the print center is handy. Buell cafe; ARC; and atrium  
63 are other locations I enjoy for proximity to refreshments and resources.  
64 I typically study at home; but when I really need to focus with no distractions; I go to the campus  
65 library. There is little time in my schedule to eat; relax or socialize on campus. I am working 50+ hours  
66 per week and I have a working wife with 2 kids. We spend any extra time we have as a family doing  
67 things together. My socialization on campus usually does not extend past class room friends and  
68 acquaintances or contact regarding a group project. Most people I associate with on campus have  
69 this similar situation.  
70 Empty classrooms; lounge; outside the bookstore; Cahn Room in Library. I spend very little time on  
71 campus.  
72 AAC...mostly because I like the people and the help availability. The library or the cat walk for quiet  
73 time.  
74 AAC; because it is quiet and nice!

55 Engineering Building All of my classes are there.  
56 Studio... they chained me to my desk.  
57 Commuter Lounge and E-4 Civil Engineering Lounge...  
58 To study: Library To eat: Cafeteria  
59 If anywhere; the engineering student lounge.  
60 Academic Achievement Center or Library for group study or individual the tutoring services are excellent- so helpful if you have been away from classes for awhile. Mostly I bring my own food- food on campus is very good but too expensive if you are not working.  
61 I eat in the cafeteria; I relax (nap) in the Architecture lounge in the basement; and I socialize in studio  
62 Most if not all of my activities (Computer Drafting; Design; Model Making; Studio Lecture; Online researches; Eating; etc..) except for Studying; happen at the studio that is allocated for architecture. It is a a convenient spot to perform all above mentioned activities.  
63 Atrium people are there; I like things with a little noise when I study and the atrium as a few places that can be like that ps what are commuter student services?  
64 I do most of those things at the AAC; mainly because I work there; but also because it is generally fairly quiet; and I have friends that work or study there as well.  
65 I live in Iowa right now. I am moving to MI next summer so I am hoping to finish on campus rather than on-line.  
66 Library; ACC. I choose these locations because they have the resources I need; such as books; or tutors.  
67 Library; and atrium in the Buell Bldg. They are both convenient to one another.  
68 Engineering building; that is where my classes are.  
69 As an architecture student; studio is home for me. Whenever I have free time; I go there.  
70 The only thing I do on campus is attend lectures and work on lab projects. My work; family; and life are not in Southfield.  
71 I utilize the Scholars room at times. I do not study a lot at LTU due to time and familial constraints. I sometimes utilize the cafe or various open areas when I bring my children. My location is usually based on the time of day and the accommodations I need.  
72 Library and Engineering (fireplace area for studying). I bring my own lunch.  
73 I spend time between classes in empty classrooms (quiet) or AAC (close to comp. help desk; printer; tutor help; access to copier)  
74 I get to campus shortly before class and go home directly after.  
75 I am usually only on campus for classes but I do have a one hour break between classes one day a week...I sit in the science building lobby because it is comfortable and it's also where my class room is.  
76 I've never been to campus. 100% online student  
77 My office. Quiet  
78 AAC to study and get help with homework.  
79 Either in the cafeteria or in the main media area in the management building/ The location is central to my classes.  
80 The cafeteria is where I start. I sit by myself; eat the lunch that I bring to school with me; pay my bills online; make business calls; and do homework. When I want a more private area to study or relax in; I go to the engineering building. I like the high backed chairs in the open lounge area. The chair reminds me of a cubical and it offers privacy; I particularly like the two in the North-West corner of the lounge. I do talk to other students in passing; however; outside of class; the only students that I can relate to are the ones around my age. I find myself relating to the professors also.  
81 I do not typically study or socialize on campus because of time constraints.  
82 In class library (Feels like the proper setting) dorm  
83 My next classroom; because it is empty and quite.  
84 Engineering Lobby by the Fireplace which is in serious lacking of power outlets and tables.  
85 Fireplace Lounge (engineering building)  
86 I do none of the above.

- 87 In my dorm room mostly; it's quiet; and convenient for doing schoolwork.
- 88 In the cafe; library or studio is where my friends gather.
- 89 I study in the cafeteria while I eat. The cafeteria is very good.
- 90 Commuter lounge in the Arts and Sciences building. The lobby on the main floor of the Arts and Sciences building. The Library or Cafeteria. The lounge on the first floor of the Engineering building.
- 91 Library - quiet
- 92 Commuter lounge in S200; because it is convenient between my classes.
- 93 I spend time between classes in empty classrooms (quiet) or AAC (close to comp. help desk; printer; tutor help; access to copier)
- 94 I generally do not spend much time on campus socializing. I try to make it to the gym when I'm on campus; but that's about the extent of it. I think it would be nice if there were more nighttime programs; and maybe if there was a way to get more advance notice of programs that would be nice. Generally I get an email the day of or the night before a program is happening; which doesn't give me a lot of chance to plan around it.
- 95 Library. It is the most convenient place to study and has printer access.
- 96 At the current time I have not had the opportunity to study; eat; relax and socialize on campus. The only time I would consider as the socializing part is just before class; during break and after class. This is usually done in the hallways; while waiting in line for coffee or walking out to our vehicles.
- 97 AAC tutor center; library and S202 lounge for studying based on available seating at a table with a power source for charging laptop battery (I have classes from 10am to 8pm and keeping battery charged is an issue.) The AAC has tutors available for help with homework and projects; I tend to spend most of my time there unless it gets very crowded and noisy. The commuter lounge is more relaxing and great when working with fellow students; it could be larger with a few more tables as it too gets crowded midday.
- 98 Study in empty rooms; lounge is usually too loud/social Eat at Wendy's Relax? Really??? Most socialization is done immediately prior to or after classes.
- 99 I study in the library because it has all the resources I'll need available. I relax and socialize in the engineering students' lounge because that is where my fellow classmates tend to be.
- 100 eat at the cafeteria-logical location since that's where the food is study in the library-reference material required
- 101 Studio. The architectural student lounge is awful. Buried underground. Science-lab style lighting. Too hot. Not big enough. Only two pieces of soft furniture.
- 102 Mgmt Building atrium and cafe because all of my classes are in this building.
- 103 I study in the library because there is much reference material there. I eat; relax and socialize at home.
- 104 Library: Quiet and has print capabilities. Cafeteria: Respectable food and beverage choices.
- 105 If anywhere; the engineering students lounge.
- 106 I work in the AAC; therefore; I spend most of my time there. If not there; I am in my studio.
- 107 I attend the University Center in Lansing; so if I have to sit around for a while I usually do it there. They have a lot of comfortable furniture outside of most of the classrooms. Mostly I'm only on-campus for as long as is required to take my class.
- 108 I Study in 2 places: 1) AAC Reason: Meet with study groups; see tutors 2) Arch lobby near print desk: Reason: Nice lighting; comfortable chairs and desks; bathroom is nearby; ac outlets for laptops at desk. Also open classrooms Reason: Need whiteboards to study with students B) Eat in cafe. Reason: That's where the food is. None of the buildings provide an area to relax.

**Question #15: Please use this space to add any additional comments or suggestions, or to clarify an answer given above.**

- 1 I am very pleased with what I have seen here. Arthur Taylor
- 2 I graduated from LTU in 82 with a BSME. I was permanently laid off in late 2009. I am taking some prerequisite courses in preparation for a Masters in Construction management. I would appreciate help in course selection and possible networking into companies where I might work as I complete this program. My background and experience in program management is what led to selection of this program.
- 3 Put sufficient power points for laptop usage in every classroom in the engineering building.
- 4 AAC often seems to not offer tutors for the classes I need them most. Last semester was structures 3 and now structures 4. This is very disappointing.
- 5 The only thing lacking is a simple; secure place to sleep. Occasionally; I have been inclined not to drive an hour and a half back home (and then again back to school the next day) and instead do an overnight on or near campus so I would be able to get more work done. There exist no amenity that I know of that is reasonably priced and has the LTU internet available along with the security that home offers. Currently; the only "LTU Motel" suites available are the pieces of floor under the desk in studio; and only then if you are a student who actually has a studio. If a temporary boarding situation were available on or near campus and was reasonably priced (i spend about 15 dollars round trip; double would be reasonably priced) I would be able to enjoy some of the other activities the campus offers.
- 6 Programming review
- 7 I tried to attend an afterhours lecture on Wednesday as a matter of fact "Leaders Are They Born or Made" and the Lear Auditorium was filled with Structures students; the entire group then proceeded to a 300 level room in the Management building (including the guest lecturer) and that room was also in use. I went home; after driving 23 miles; and passed on the lecture. I require more organization. Any way to have one log in with Blackboard; LTU Google Mail; and Bannerweb. I don't understand why we have three systems and three log-ins.
- 8 The One-Stop Center is only open during core working hours. As a working professional it is quite difficult for me to arrive on campus; find a parking spot (increasingly a problem as of late) and get there. I have twice now visited the One-Stop Center for my student ID card and twice now been told that the machine is down. Please consider having the One-Stop center open extended hours one day per week to accommodate working professionals. Thank you.
- 9 I'd like to participate in an organization or spent time in seminars and workshops but I simply do not have the time. I have to juggle multiple projects in each of my classes and use every minute I have trying to keep with the pace.
- 10 Teacher participation in Blackboard is very weak. Most of my work is done at home and it would be nice if communications of grades and course materials are communicated this way more frequently. The online class is the only well structured class on Blackboard. Very easy to follow and all the information is at my fingertips for the complete class. This allows me to work around my own schedule. Even though the course textbook is very wordy; the course in general is well put together. I'm referring to 3836-Employee-Management Relations.
- 11 A lot of the tutoring is not available past 5pm; or the type of tutoring is limited to one or two people. Longer tutoring hours if possible.
- 12 It has been a pleasant experience working on my master's degree. I am considering continuing on with my doctorate at Lawrence Tech.
- 13 The multiple forms at LTU need to recognize the Certificate program students. I don't seem to fit any of the classifications such as the class standing on this form. I am interested in learning more about the placement services offered to students in the Certificate programs.

- 14 Returning to school after over 30 years. Legally separated. == I'm not aware of any; services for non-traditional students; except for classes being in the evening; I'm glad they are relatively early. I end up home at the same time as I did when I was going to EMU; which is much closer. However; I am extremely concerned about the absentee policy (and its effect on grades) as it intersects with dangerous driving conditions. My drive is over 37 miles each way; and covers streets in at least 3 towns/cities; M-14; and I-96. We are past the worst of the cold; but there's still 10 weeks or so left to the snowy season; and the salting/plowing of roads has been much worse than usual; and much more uneven; due to the economy.
- 15 I would like more classes available through the summer; so I could take some of the required classes when it is easier for commuting. Currently I can't take full time during the summer....only because classes aren't available. I would like to be able to remain full-time during the summer; too...if I chose to. I would like to see the seminar and leader classes be exempt for individuals that meet certain criteria (such as myself). Personally; I want an education....not be made to try and become a leader. I do not believe classes like these should be required by everyone. Obviously; I'm not a "traditional" student; so why am I required to take ALL traditional classes that lump me into a category with people who obviously have different goals and career opportunities. People over a certain age do not need to be taught how to become a leader; if they haven't required those skills by my age....it's never going to happen; and I resent being made to jump through these hoops to graduate; especially when I could be taking courses that teach me things I WANT to learn about or that I will use someday.
- 16 WE AT LCC DO NOT BENEFIT IN SOME OF THE SAME THINGS ON CAMPUS STUDENTS DO BUT WE PAY THE SAME PRICE.
- 17 This survey is the first time I've heard of "Commuter student services." I'd like to learn more.
- 18 The only thing lacking is a simple; secure place to sleep. Occasionally; I have been inclined not to drive an hour and a half back home (and then again back to school the next day)and instead do an overnight on or near campus so I would be able to get more work done. There exist no amenity that I know of that is reasonably priced and has the LTU internet available along with the security that home offers. Currently; the only "LTU Motel" suites available are the pieces of floor under the desk in studio; and only then if you are a student who actually has a studio. If a temporary boarding situation were available on or near campus and was reasonably priced (i spend about 15 dollars round trip; double would be reasonably priced) I would be able to enjoy some of the other activities the campus offers.
- 19 Other than the grants; I am not aware of any special services for non-traditional learners. It would be nice if the AAC tutoring services were available in the evening and include more graduate level courses. I think this is a great service! The pre-classes are very helpful too.
- 20 Tutoring has been hit and miss. My physics tutoring was excellent; however my adv math was not so good. I came in for help per the scheduled times and the tutor could not see me due to a class they were going to.
- 21 I do not like school; but I love LTU. I think it's best explained as follows: I graduated from LTU's Architecture program in 1995. I am currently employed at the University of Michigan in Ann Arbor and I live in Howell. LTU is - simply put - inconvenient for me due to location. That being said; I attended classes at U of M due to convenience and hated it. They seem to have this unseen wall built up against non-traditional students that is beyond frustrating. Counselors made me feel as though I were wasting their time because I wasn't taking a full course load. Plus; they have no courses in power distribution; which is what I do on a daily basis. I looked at LTU's engineering program one day and was absolutely thrilled to see the power distribution curriculum. Every advisor and counselor that I have dealt with since the Summer of 2009 has been very personable and a joy to deal with. The trade-off between an inconvenient drive and my own sanity is well worth it. I should've just gone back to LTU from the beginning. For me personally; LTU is light years ahead of U of M when it comes to non-traditional students. Thank you very much for being that way. Sincerely; N. Fraga

- 22 We need our own One Stop Center but for AAC; counseling; health care; career and personal advising; etc...(for non-traditional students). Basically everything I picked above. There is a commuter lounge but that's about it. Please incorporate telecommuting into your AAC tutoring and have tutoring in ALL subjects at all open hours. Open hours should be into the evening; like 10pm weeknights. Plus add weekend hours for tutoring. Workshops should be tailored more as real life exercises. Not just throw a ton of info at someone in a short time. Many of us have not been in school for years. That's all for now.
- 23 I wish there were more sections offered once a night instead of multiple times a week for one class.
- 24 All I want to know is.....why I can't get any sort of scholarship when I have a 3.95 GPA...
- 25 The multiple forms at LTU need to recognize the Certificate program students. I don't seem to fit any of the classifications such as the class standing on this form. I am interested in learning more about the placement services offered to students in the Certificate programs.
- 26 It is very hard for me to get to campus Monday through Friday during the day. It would be good to have some resources (one-stop center; etc.) available on weekends and evenings.
- 27 LTU should consider relaxing restrictions of Domestic graduate students enrolling in daytime classes considering the employment and economic dynamic shift in this region.
- 28 For "Other" types of professional development topics it would be nice to have a personal mentor who was responsive and accessible. Someone who could give specific; relevant advice on business and professional topics. For "Career planning/advising" it would be nice to have more resources to encourage and support students with entrepreneurial endeavors. There is a strong need for innovative entrepreneurship to renew and revitalize our ailing economy and I don't think enough emphasis is given to this at LTU. Last; I would like to see more speaker events hosted on evenings and weekends when they would be equally available to students that work full-time through the day. Too often these are scheduled on weekday mornings.
- 29 The text box for this survey is too short and so this is going to be terse; ugly; and angry. I dropped out halfway through senior year and returned the next semester but didn't know that you have to sign paperwork first so my GPA was 2.86 vs 3.86; so I spent six years working and improving my social skills. I wouldn't read a publication for NTSs because I don't understand what you could possibly put in it that would be worth the money that could better be spent elsewhere. As for an organization; only if it had a say with campus issues. I'd love some refresher workshops but for all students. I'm offended by the current grant programs for people who were making far more than they should have been at a job that didn't require much. They spent outside their means and refused to save when the economy started to go sour. It gets on my nerves because I worked an \$8/hr job; 11 miles away; with no transportation for a yr; and that I've had a hard time getting a job over \$7/hr for most of my working career. My dad spent 38 years as an electronics tech for GE and 8 yrs in the military and is the only reason I'm able to get loans. Where's the grants for intelligent students with no income; no insurance; but with a strong eagerness to learn and help the world?
- 30 Many events take place either on days I don't have class; or especially in the evenings or on weekends; all of which are times I am not available to attend due to either not being on campus or having class. On the days I have class; I spend all day at school from early in the morning until late at night; so whenever I am home; I want to stay there in order to actually see my wife and son. Plus; I can't afford to drive into school on days I don't have class. I would be very interested to learn about any on-campus child care options; as I had never heard of anything like that before.
- 31 Considering I work until 5:00 daily - trying to make it to a 5:45 class proves to be tricky. Trying to make it to the bookstore; or any other LTU facility that closes early and is geared to the full time student is impossible unless I take a day off work. I'm a senior; and I just found out last semester that you can print in the commuter lounge and library. There isn't a large welcoming committee for people like me. I've had a great experience at LTU; it's just been very private.

- 32 The LTU staff (faculty; adjunct; employees; etc.) needs to really be more courteous in their interactions with paying students' and prospects'. I was at LTU 10 years ago and they were boarder line snotty and rude. I have had the same so far this school year. Courtesy should be paramount because people get turned off really quickly if treated otherwise (especially older students). LTU is not the only University on the planet but your staff act like that sometimes. Although Tech is a good institution; workers and students alike should be respectful at all times as well as polite and patient with each other. Rick D. Johnson: Student #000035792
- 33 I am a transfer student; and my baccalaureate degree was earned before computers were commonly used in the profession in which I now seek a masters degree. It would be most helpful if I could learn the 3-D modeling software tools needed to be successful in my 3+ Master of Architecture degree and in the working world. Many professors at LTU have addressed their classes as though there were only 20 something's in the student body; but that makes me feel ancient! Don't they know that adult learners are more motivated and mature? Don't they know that during a poor economy; not only 20 somethings are pursuing a degree; but also career-changers and those re-entering the workforce also seek higher education? I am just so sick of being addressed the same way as a wet-nosed kid! For instance; in my Building Systems 2 class; the guest professor on the first day of global class said "welcome to your introduction to sustainable architecture..." INTRODUCTION?? Give me a break!!!
- 34 Professional development suggestion: Dealing with politics in the workplace. What to say and not say to whom; and also how to say no to impossible extra duties when you are already working on an impossible task list (i.e.; Engineering). How to say no to these extras (from outside the dept) without sounding like you are not a "team player" and risking being let go. Satisfaction: I am satisfied with LTU for the most part because of the availability of evening/night classes. I am grateful to the adjunct faculty for their dedication to this. Without them I would not be able to pursue my BSET at LTU. This has been where I've wanted to go for a very long time and combined with my tuition reimbursement benefit at work; it has become a reality. I just wish I could have taken the COM 3000 and its work shop at night also...
- 35 I don't feel the need for much additional services. Class times are the biggest impact to me. Family and work dominate my time and schooling is far below in 3rd place.
- 36 I would like of the AAC to be open until 8:30 pm.
- 37 Instead of 6 week classes; they should span a whole semester.
- 38 I am not familiar with any of the services currently offered for non-traditional students.
- 39 no vet organizations; we don't know about all the services;
- 40 LTU has taken good care of me financially - for example: the military tuition discount; and understanding of the VA's inability to meet their deadlines (which is priceless). I am a commuter; but I rarely use the commuter lounge because it is usually a bit crowded and there is a constant flow of people walking through; which distracts me. I did have one problem when I started at LTU - because I was a transfer student; and I was accepted into the university not long before classes started (this is conjecture); I was not given a tour of the campus. I did not know about resources like the AAC and the library until I learned about them from professors; other students; or by just wandering around. This caused a problem because I had also been out of school for a long time; and my first math class was a bit rough. I think that If I had known about the tutors in the AAC at that point I would have done much better in that class; which is in fact the only class I have taken so far that I did not get an 'A' in.
- 41 Everyone at LTU has been very supportive in helping me to further my goals.
- 42 The only thing lacking is a simple; secure place to sleep. Occasionally; I have been inclined not to drive an hour and a half back home (and then again back to school the next day) and instead do an overnight on or near campus so I would be able to get more work done. There exists no amenity that I know of that is reasonably priced and has the LTU internet available along with the security that home offers. Currently; the only "LTU Motel" suites available are the pieces of floor under the desk in studio; and only then if you are a student who actually has a studio. If a temporary boarding situation were available on or near campus and was reasonably priced (i spend about 15 dollars round trip; double would be reasonably priced) I would be able to enjoy some of the other activities

- 43 I have had very little time on LTU campus; and I only attend lectures there. I feel rather disconnected from the campus life; but even if there were more events; activities; etc. I would not attend due to my busy schedule outside of Southfield.
- 44 I think the campus is suited for traditional students for the most part. The activities are planned at various times but I find them still inconvenient when you do not live on campus. The non traditional students would benefit with options for childcare or cooperative on campus living arrangements. Last year I invested in a membership for a local gym opposed to using the campus facilities because I could not bring my son. I was specifically told that workers are not trained to be babysitters. My ten year old is self-sufficient and I often use the corner in the back of the gym opposed to the large room. I also understand that the campus has to make accommodations based on the majority of the student body. AAC services would help me a lot but the hours just do not accommodate my schedule. If there was some type of tutoring that used weekend times or late evening this would be a benefit to me. Thanks for doing the survey.
- 45 So far I have not run into any obstacles due to my "non-traditional" status...I enjoy my classes and professors. It is a little strange being in class with students who are 10-12 years younger than me but that hasn't taken away from the learning experience. I am able to find classes that fit my schedule and it hasn't been too difficult to juggle my family life with school. No complaints.
- 46 Would like to see more presence in the classroom by instructors and students. For example; students will have to sign in 5 days a week with 2 posts per day. Instructors sign in daily; answering questions and posting thoughtful discussion topics daily. Right now; teachers are paper graders and do not add value to the classroom experience.
- 47 Online courses seem canned from the book. It's been my experience that these should be the basis for courses but not the entirety of it. It makes for lazy instructors and bored students.
- 48 I was a nontraditional student for 7 years till I joined the University in 2001. I have completed 1 BS degree and am now pursuing a second degree. I like studying and going to classes at night. I like the work here and I cannot pass up the chance to continue my education. Before I joined the University I spent 7 years going part time due to my work schedule. During that time I found the Faculty here was outstanding in their instruction methods and industry knowledge. Even if I did not join the University in 2001 I would still attend this University due to the quality education it provided me. I also feel that the price of this education was not a deciding factor in my first 7 years due to the quality of instruction I received. During the first 7 years I paid almost 80% of my tuition myself. This came about after the realization that from my first classes I recognized that I would receive a great; quality education that would enhance my career. And look now; I work here because of the education I received.
- 49 It would be beneficial to those of us that are adult learners and take evening classes; if classes were 1 night a week and for a longer period of time. For example I am currently taking History of Design 2. This class meets 2 a week for an hour. If this class were to meet 1 night a week for 3 hours it would allow myself more study time and able to fit more classes in. The other suggestion I have is to offer studios more than 1 semester. It put me a year behind in my studies not being able to start my studios until fall 2010. I my feeling at this time is that Lawrence Tech is not really geared towards working adults.
- 50 There needs to be more of a selection of evening classes and in different time tiers
- 51 I do not know of any services provided for the non-traditional student. Some of us have been out of school for ten; twenty; thirty; even forty years and it takes time to get acclimated to school again. We have cob-webs in our brains; not from our careers; but webs from not doing major homework in years. We are able to do the work however; we do it slower than the kids fresh from high school. We have the drive and desire to learn and usually; we achieve what we set out to do. It would be wonderful if LTU developed something of interest for the "over the hill gang". I would welcome it openheartedly. I love Lawrence Technological University!
- 52 This school is way too expensive. I recommend everyone to get as much schooling as they can outside of Lawrence tech due to the price. It's unfair! Bring the price of this school DOWN!

- 53 Would like it if there were Saturday classes. Like 9am-11:50pm and 12pm-2:50pm. That way there is more options for more classes for those who can't make it during the week or are out of town a lot. Sometimes I have to wait a whole semester to take a class because of time conflicts; and then that conflicts with another class. I'm talking about Engineering classes in general. Would also like it if the AAC would stay open longer; I get double time for test. So if I have a test that can take 2/4 hours I have to get there at 3pm. It is hard having to leave work early once a week. Also if the AAC could stay open till 9pm would be nice and a little later on Fridays.
- 54 The multiple forms at LTU need to recognize the Certificate program students. I don't seem to fit any of the classifications such as the class standing on this form. I am interested in learning more about the placement services offered to students in the Certificate programs.
- 55 It's hard for all students at Lawrence Tech. Problems like a computer based class in a classroom with only one outlet. The school not getting ahold of banks for private student loans so we get billed and have to come up with the money for a payment for a month or two before the school works it out. Getting denied aid like no worker left behind when I qualify for it. Getting awarded a scholarship like the university honor scholarship which doesn't require financial need to get and getting it revoked because I get the tuition covered. Charging more in the vending machines than I would get charged at a mall; It's a college full of broke students not an amusement park. The heat blasting in some of the upstairs rooms in the engineering building so hot that all the windows and door have to be open to tolerate it. My father always told me don't waste money trying to heat the outside but there seems to be no heat regulation in these rooms.
- 56 I am enrolled in the Certificate in Energy Engineering program and the Certified Energy/Environment Manager courses and am pleased with the programs overall. I feel accepted by both the instructors; and students of all ages. I have a Bachelor's and Master's degree; and last was in school 18 years ago. The only thing I can suggest for a smoother transition for this SPECIFIC program would be a thermodynamics review and a chemistry review since many of the classes require background in both. In GENERAL I would suggest a review session or orientation to get more quickly up to speed with all the on-line and other systems (Blackboard; Bannerweb; etc.). I was surprised an orientation was not offered. Overall I re-adjusted to study; homework; research papers and tests; and all the LTU systems and process; during the first semester I attended. Thank you for offering this survey to the non-traditional students.
- 57 I am not aware of any programs or services available specifically for non-traditional students; but I would be interested in learning more about them.
- 58 For the most part I'm only on campus during class time. I do most of my homework at home; unless I'm working on a group project.
- 59 I would like to see job placement services geared more specifically to us older unemployed / underemployed students. Call me let's talk about this in more detail. (248) 807-4938
- 60 Are there services for nontraditional students?
- 61 You asked when I take most of my classes. You didn't ask when I would \*like\* to take classes; which would be weekday mornings and afternoons.
- 62 I am a fairly new student at Lawrence Tech; so I have had limited time to utilize the services provided by them.
- 63 This has been a great learning experience so far. The professors have been more than willing to go out of their way to give myself and other students any support we need to succeed.
- 64 Professional organizations and club for LTU Disabilities and older students.
- 65 I enrolled as an "evening" student; working full-time and was told that I could complete my full degree in the evening. I am disappointed that all classes are not offered in the late afternoon or evening timeframe.
- 66 DBA classes are held on Saturdays. Would like to see the cafe; coffee stand; and the bookstore open for some short period on Saturdays.
- 67 Actually; other than the price; I love LTU. I take loans out so I won't be groaning about the tuition cost until years later but I think that LTU is a great school. I really like it here and find you have some of the best teachers!

- 68 I am in the Doctor of Business Administration program and find that it is very inconvenient to attend Friday evening classes. They are only 3 hours; but after a busy day working in a full-time career; Friday evenings would be better spent unwinding or attending to personal matters. In addition; the Friday classes conclude around 2100 hours which means I go to sleep around 2200-2300 hours. I receive less than adequate rest to wake up early for the following Saturday morning classes that lasts over 6 hours. It'd be far more effective to just waste 9+ hours on 1 Saturday than to split it between Friday late evening and most of Saturday. The objective is to write and successfully defend a dissertation through rigorous independent research and writing; not to attend classes like a full-time undergraduate or MBA student. There would be no less of education or reduced quality of life from spending 9 hours on a Saturday versus 3 hours on a Friday night AND 6 hours on a Saturday. Looking at the big picture; with the Saturday-only courses make a lot more sense even in the MBA program. LTU's competitors offer Saturday MBA programs; so it wouldn't be that difficult to adapt that type of structure for LTU's DBA program - especially when doctoral level courses rely more on independent research that can be sustained through the use of Blackboard; e-mail; or other means of electronic communication. This is the year 2010; why are we administering courses like it is still 1980?
- 69 I can't speak for all non-traditional students; but I really think that serving me involves getting me in and out of school as quickly as possible. Most students taking courses part time and in the evening I presume are doing so because of their jobs; which implies that they likely already have a great degree of self-sufficiency and don't need a lot of services to support them. Most seminars and services seem aimed at people who don't have a lot of experience managing their time and resources to get things done quickly and effectively. The advising staff at the UC has been very helpful over the years; but based on the level of help I've received I don't think I require any additional levels of service.
- 70 The career development center is focused on new grads and not as a useful resource for non-traditional students and alumni.
- 71 I would like to see more available quiet areas for students to study that have desks with ac outlets. The library should be a place to study but ac outlets are difficult to find; desks are uncomfortable; lighting is bright; students and staff are loud and very outdated in terms of furniture and design. It feels like a cave.

## Recommendations

- A centrally-located space on campus should be designated as a non-traditional student lounge area. This lounge should include comfortable chairs and tables, a printer and desktop computer(s), a fridge and microwave, commuter, childcare, and local rental information, and possibly an honor system snack bar.
- One or more suites in student housing should be designated for short-term commuter student accommodation. This program could be fee-based but less expensive than a commensurate motel room.
- The Division of Student Affairs might consider establishing an office of adult learning, encompassing non-traditional student services and commuter student services. Such an office could provide specialized services adapted for adult needs and serve as a clearinghouse for programs, advocacy, program planning, and support services for adult learners.
- AAC should develop and implement concept-review sessions for math, chemistry, and physics to be held at the beginning of each semester. Sessions could be led by current tutors and paid through AAC (as in pre-courses) or departments (as in tutoring).
- Campus departments should consider staying open later hours one or more days each week to better accommodate evening students (as in the model for A&S departments, which each stay open late one night per week to accommodate evening students' and faculty needs).
- An orientation for non-traditional learners should be implemented and offered at least once each semester. This orientation should include information about campus resources, academic standards and protocol, and other personal and professional development topics specific to adult learners and as identified in the survey.
- Faculty should be strongly encouraged to make better use of Blackboard (beyond the required syllabus and instructor contact info) so that non-traditional students and those who commute have an easier time accessing and completing coursework from off-campus.
- AAC academic workshops should be offered in the evening as well as during the day to accommodate all students' schedules.
- E-learning services staff should be contacted for resources on using technology in the classroom and to develop workshops for non-traditional students addressing technology and software deficits.
- There seems to be sufficient interest to develop a student group representing non-traditional students' interests and needs. Student leaders for this group should be identified and recommended to Student Affairs to begin the process of creating a new student group.
- Incentivize future survey attempts to increase participation.