

75-76/6

HOW DO YOU LIKE IT HERE?

(A Service-Satisfaction Study)

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RESEARCH CENTER REPORTS

THE GENERAL COLLEGE

UNIVERSITY OF MINNESOTA

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18

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INTRODUCTION

The Consolidated HELP Center (Higher Education for Low Income Persons) is a University of Minnesota anti-poverty agency serving undergraduate students who attend the University through one of the several student aid programs within the HELP consolidation.* Among the services available to HELP Center students are personal counseling, academic counseling, financial support, legal assistance, employment counseling, tutoring and welfare rights advocacy. The HELP Center staff includes an attorney, an employment counselor and a welfare advocate. In addition, two Hennepin County Welfare Department social workers visit the HELP Center two days a week, and two other social workers come in as needed.

All HELP Center students are low-income persons and many are single-parents, usually women, who face the dual problems associated with their roles as students and parents.

The aim of this study was to determine if single-parent students are satisfied with the services provided by the HELP Center.

*See Appendix A for a list of the programs under the HELP Consolidation, the number of students in each program at the time of the study, and the number of students from each program who are enrolled in the several colleges of the University of Minnesota.

METHOD

A service-satisfaction questionnaire designed to give single-parent students an opportunity to evaluate HELP Center services was prepared by HELP Center staff with assistance from the University of Minnesota General College Research Center staff.* The first items on the questionnaire were intended to collect demographic data. Additional items asked students to assess the quality of services provided by the HELP Center, other University agencies and county welfare departments. Students were also asked to compare the services provided by the HELP Center with the services of agencies in the other two categories. Further questions asked students to evaluate the HELP Center staff in terms of several criteria such as friendliness and availability. Finally, the questionnaire included several open-ended questions which asked students to suggest improvements in a variety of service areas.

Students chosen to participate in the study attend the University of Minnesota with funds provided by Title IV (re-named Title XX as of October, 1975) of the Social Security Act. Title IV is a federal program designed to assist low-income persons, particularly those affiliated with county-sponsored Aid to Families with Dependent Children (AFDC) programs. AFDC recipients, almost always a female single-parent, who are eligible

*See Appendix B for Questionnaire.

to participate in the Title IV program are referred to the HELP Center by their county welfare officers.

Title IV students were selected to participate in the study because they comprise the largest group of single-parents served by the HELP Center.

During March, 1974--a time when students make final arrangements for spring quarter funding and registration--212 Title IV students filled in the service-satisfaction questionnaires. Data collected from the responses were analyzed by the University of Minnesota General College Research Center staff.

RESULTS

Two hundred and twelve Title IV students served by the HELP Center filled in a questionnaire designed to determine whether or not single-parent students are satisfied with the services provided by the HELP Center.

Demographic data obtained from the respondents are presented in Tables 1 through 8. These data indicate that most of the respondents (54.2%) are between 26 and 35 years old; most respondents (60.8%) are divorced.

TABLE 1: Age Group of Respondents

N=212

Age	18-25	26-35	36 and over
Per- cent	31.6	54.2	14.2

TABLE 2: Marital Status of Respondents

N=212

Status	Married	Divorced	Separated	Never Married	Unknown
Per- cent	3.3	60.8	13.2	21.7	0.9

Data presented in Table 3 indicate that seventy percent of the respondents are the parents of either one or two children. It is noteworthy that these 212 Title IV students indirectly represent a total of 459 children.

TABLE 3: Number of Children of Respondents

N=212

	Number of Children							
	1	2	3	4	5	6	7	8
Percent of Respondents	42.5	27.8	13.7	9.4	2.8	1.9	0.9	0.9

Most of the respondents were found to reside in either Hennepin County (73.6%) or in Ramsey County (15.1%). Table 4 sets out a list of respondents by county.

TABLE 4: County of Residence

N=212

County	Hennepin	Ramsey	Anoka	Dakota	Stearns	Washing- ton	Unknown
Percent of Respondents	73.6	15.1	2.8	1.4	0.5	0.5	6.1

The employment status of the respondents is reported in Table 5. It should be noted that, while most respondents are unemployed (84%), 12.3 percent of the respondents reported that they are employed at least part time as well as being full time parents and full time students.

TABLE 5: Employment Status of Respondents

N=212

Status	Employed	Unemployed	Unknown
Percent of Respondents	12.3	84.0	3.8

Data presented in Table 6 shows that most students are registered in either the General College (33.0%) or the College of Liberal Arts (26.4%). Most respondents (70.8%) reported that they plan to earn a bachelor's degree and 20.3 percent hope to go on to earn a graduate degree. (See Table 7.) Grade point averages reported by respondents are presented in

Table 8. These averages should be looked at with caution because they are self-reported and not based on actual calculations. It is interesting that almost one-fourth of the respondents simply checked "Don't Know."

TABLE 6: College of Enrollment

N=212

College	Percent
Agriculture	0.5
Business	0.5
Dental Hygiene	0.5
Education	10.8
Institute of Technology	0.5
Occupational Therapy	0.9
Forestry	0.5
Nursing	1.9
Home Economics	3.3
Liberal Arts	26.4
University	4.2
General	33.0
Unknown	17.0
TOTAL:	100.0

TABLE 7: Degree Sought

N=212

Degree	Percent
AA	3.3
BA or BS	70.8
Graduate	20.3
Other	5.7
Total:	100.1

TABLE 8: Grade Point Average

N=212

	<u>C - C+</u>	<u>C+ - B</u>	<u>B</u>	<u>A</u>	Don't Know
GPA	(2.0-2.5)	(2.6-3.0)	(3.0-3.9)	(4.0)	
Percent	7.1	28.8	38.7	0.9	24.5

The questionnaire listed 21 HELP Center services in five categories. Students were asked to indicate how often they used each service, their assessment of the service, and whether or not they were aware of the service. Table 9 shows that all of the services were used and, with only two exceptions, each service was used more than five times per quarter by some students. However, it is noteworthy that only three services (registration, encouragement and support, and financial assistance for tuition

and books) were used by a majority of the students.

In view of the fact that some of the services were not used by large numbers of students, it is not surprising that a preponderance of the respondents checked "Don't Know" when asked to assess each service. It should be noted that for each service listed the percentage of persons reporting zero use closely matched the percent reporting "Don't Know." Nevertheless, those students who did rate the services seemed satisfied with them.

Since tabulating the results of the questionnaire, the HELP Center has made a substantial effort to inform students about the services available to them.

Table 10 presents student responses to items in 17 judgment categories designed to ascertain overall satisfaction with counseling services and the extent to which students trust agencies. Each student was asked to provide ratings for the HELP Center (Table 10), other University of Minnesota agencies (Table 11), and county welfare offices (Table 12). It is not certain which other University of Minnesota agencies students had in mind when they responded, nor is it known which county services were uppermost in the students' consciousness at the time of the survey. This question made no effort to compare the different participating counties or University agencies. The objective of the question was primarily to measure the students' general sense of comfort and trust.

TABLE 9: Use of HELP Center Services

N=212

QUESTION	Relative Frequency (in percent)				Quality (in percent)				Awareness (in percent)	
	0	1	2-5	5+	Good	Fair	Poor	DNA or DNK*	Yes	No
Registration	46.2	23.1	26.4	4.2	51.4	4.2	-	44.3	86.3	13.7
Choosing Major	64.2	17.9	15.1	2.8	34.1	2.4	0.9	61.8	76.4	23.6
Test Interp.	90.6	5.2	3.8	0.5	9.4	1.9	0.9	87.7	51.9	48.1
Encouragement & Support	49.5	11.3	29.7	9.4	50.0	2.4	-	47.6	76.4	23.6
Referral	62.7	17.5	15.1	4.7	35.8	1.9	-	62.3	69.3	30.7
Transcript Requests	73.6	14.6	10.8	0.9	25.9	1.9	0.9	71.2	65.6	34.4
Inaccurate Transcripts	90.1	5.7	4.2	-	10.4	0.5	0.9	88.2	55.7	44.3
Counselor's Signature	61.8	14.2	18.9	5.2	36.3	1.4	-	62.3	66.0	34.0
Other	77.4	8.5	9.4	4.7	23.1	-	-	76.9	54.7	45.3
Family Problems	86.8	7.1	5.2	0.9	14.2	0.5	0.5	84.9	51.4	48.6
Marriage Problems	97.6	1.4	0.9	-	3.3	-	-	96.7	44.3	55.7
Personal Adjust.	83.0	9.0	6.6	1.4	15.6	1.9	-	82.5	55.7	44.3
Interpersonal Relationships	89.2	3.3	6.6	0.9	10.8	1.4	-	87.7	49.1	50.9
Encourag. & Supp.	70.8	6.6	17.5	5.2	27.4	2.8	-	69.8	59.4	40.6
Other	91.5	4.2	2.8	1.4	9.0	0.5	-	90.6	43.9	56.1
Tuition & Books	17.5	34.9	29.2	18.4	78.3	2.8	-	18.9	89.6	10.4
Add'l Expenses	62.7	19.8	15.1	2.4	33.5	2.8	-	63.7	63.7	36.3
Counseling Only	69.3	15.6	11.8	3.3	31.1	0.5	-	68.4	67.5	32.5
Other	89.6	4.7	4.2	1.4	11.3	-	-	88.7	45.3	54.7
Study Habits	85.4	5.2	8.0	1.4	13.2	2.8	0.5	83.5	60.8	39.2
Tutoring (Spec.)	73.1	11.8	11.8	3.3	23.6	4.2	0.5	71.7	66.0	34.0
Other	94.8	1.9	2.4	0.9	4.7	1.4	-	93.9	43.9	56.1
Vocational Choice	74.1	11.8	11.8	2.4	21.7	3.8	0.5	74.1	61.3	38.7
Understand World	92.0	2.8	4.7	0.5	7.1	1.4	-	91.5	45.8	54.2
Legal	84.0	11.8	2.8	1.4	14.2	0.9	0.5	84.4	50.0	50.0
Other	94.8	2.4	1.4	1.4	4.2	1.4	0.5	93.9	38.7	61.3

*DNA = Did Not Answer DNK = Did Not Know

TABLE 10: Agency Satisfaction--HELP Center

N=212

QUESTION	Relative Satisfaction (in percent)					
	SA	A	N	D	SD	DNA
Staff friendly and open	81.6	14.6	1.9	-	-	1.9
Staff there when needed	71.7	22.2	1.9	-	-	4.2
Go there before going elsewhere (Academic)	54.7	21.7	9.9	8.5	0.5	4.7
Go there before going elsewhere (Personal)	31.6	18.4	25.5	13.2	3.3	8.0
Feel comfortable	70.3	21.7	3.3	0.5	-	4.2
Counselors are sincere	58.0	26.4	8.0	0.5	0.5	6.6
Counselors are concerned	52.8	29.2	9.9	0.5	0.5	7.1
Keep information confidential	46.2	26.9	16.0	-	-	10.8
Easy to talk with counselors	66.5	25.5	1.9	-	-	5.7
Give correct information	71.2	23.1	0.5	-	-	5.2
Help in emergencies	40.6	17.5	25.0	1.4	0.5	15.1
Think me capable	51.9	36.8	4.7	-	-	6.6
*All decisions made for me	2.4	1.4	6.6	32.1	51.4	6.1
Should see counselors more often	8.5	22.2	25.9	26.9	9.4	7.1
*Counselors not interested in my opinion	4.2	3.3	10.4	31.6	42.9	7.5
*Counselors expect too much of me	1.9	0.5	10.4	37.7	43.4	6.1
Counselors act as buffers in conflicts with the University	24.5	24.1	22.2	9.0	7.1	13.2

*Negative items

SA = Strongly Agree

D = Disagree

A = Agree

SD = Strongly Disagree

N = Neutral

DNA = Did Not Answer

TABLE 11: Agency Satisfaction--Other U of M

N=212

QUESTION	Relative Satisfaction (in percent)					
	SA	A	N	D	SD	DNA
Staff friendly and open	14.6	38.7	19.3	7.5	1.9	17.9
Staff there when needed	13.2	36.8	14.2	12.7	0.5	22.6
Go there before going elsewhere (Academic)	16.0	30.7	19.3	10.8	1.9	21.2
Go there before going elsewhere (Personal)	6.6	13.7	23.1	22.6	11.3	22.6
Feel comfortable	11.8	35.8	17.5	9.4	1.4	24.1
Counselors are sincere	11.8	28.3	23.6	10.4	1.4	24.5
Counselors are concerned	10.8	25.9	23.1	10.4	2.8	26.9
Keep information confidential	15.1	26.4	25.5	1.9	0.5	30.7
Easy to talk with counselors	16.0	33.5	17.5	7.1	0.9	25.0
Give correct information	24.1	34.0	12.3	4.7	-	25.0
Help in emergencies	7.1	16.0	33.5	9.9	2.8	30.7
Think me capable	21.7	36.8	15.6	0.9	0.5	24.5
*All decisions made for me	0.5	0.9	10.4	27.8	36.8	23.6
Should see counselors more often	3.3	17.9	24.1	23.6	6.1	25.0
*Counselors not interested in my opinions	2.4	5.7	18.9	32.1	15.6	25.5
*Counselors expect too much of me	0.9	3.3	11.8	36.3	23.6	24.1
Counselors act as buffers in conflicts with the University	5.2	18.4	27.4	10.4	8.5	30.2

*Negative items

SA = Strongly Agree

D = Disagree

A = Agree

SD = Strongly Disagree

N = Neutral

DNA = Did Not Answer

TABLE 12: Agency Satisfaction--County

N=212

QUESTION	Relative Satisfaction (in percent)					
	SA	A	N	D	SD	DNA
Staff friendly and open	11.8	25.5	19.3	13.2	11.3	18.9
Staff there when needed	7.1	22.6	15.1	19.8	13.7	21.7
Go there before going elsewhere (Academic)	4.2	7.1	14.6	20.3	29.2	24.5
Go there before going elsewhere (Personal)	5.7	9.9	16.0	17.5	30.7	20.3
Feel comfortable	8.0	16.5	17.5	17.0	17.5	23.6
Counselors are sincere	10.4	17.9	19.3	12.3	15.6	24.5
Counselors are concerned	8.0	13.7	23.1	13.7	14.2	27.4
Keep information confidential	13.7	18.4	23.6	7.1	8.0	29.2
Easy to talk with counselors	10.8	22.2	16.0	13.7	11.8	25.5
Give correct information	14.2	26.9	18.9	7.5	7.5	25.0
Help in emergencies	5.7	12.7	26.4	12.7	13.7	28.8
Think me capable	14.6	21.2	16.5	9.4	13.2	25.0
*All decisions made for me	5.7	3.3	12.7	22.6	31.1	24.5
Should see counselors more often	0.9	8.5	18.9	27.8	17.5	26.4
*Counselors not interested in my opinions	10.4	13.2	19.8	19.3	10.4	26.9
*Counselors expect too much of me	2.8	4.7	16.5	28.8	20.8	26.4
Counselors act as buffers in conflicts with the University	2.4	5.2	29.7	10.8	21.2	30.7

*Negative items

SA = Strongly Agree

D = Disagree

A = Agree

SD = Strongly Disagree

N = Neutral

DNA = Did Not Answer

Table 13 lists the major categories of counseling services offered by the HELP Center. Students were asked to rate the importance of each category. The table shows that the two most important counseling services, rated as very important by students, were academic (53.8%) and financial* (87.7%). This clearly reflects the high need of low-income students for financial assistance and advice, as well as for academic support.

TABLE 13: Importance of HELP Center Counseling Services

N=212

SERVICES	Relative Importance (in percent)					
	Very Import- ant	Import- ant	Neu- tral	Unim- port- ant	Very Unim- port- ant	Did Not Answer
Academic	53.8	26.4	12.3	4.0	0.9	2.4
Financial	87.7	6.1	1.9	-	-	4.2
Personal/Family	14.2	28.3	37.3	12.7	1.9	5.7
Legal	21.2	32.5	26.9	9.0	0.9	9.4

Items 63 through 72 were open-ended questions which asked students to make suggestions and judgments about present and potential services. For reporting purposes, we have categorized responses and have listed the selected answers in Table 14.

*It is not known if students interpreted "Financial Counseling" as counseling or direct scholarship support.

TABLE 14: Student Suggestions and Judgments

N=212

Question 63: Do you have any suggestions for improvement of any particular types of counseling or services presently available at the HELP Center?

Responses	Number of Students
Unaware of available services	23
Tutor unavailable (hour conflict)	4
Need more counselors and follow-up	4
Need group meetings for mothers	3
Provide child care listings	4

Selected Comments:

"One page sheet outlining services."

"Group meetings for specific problems of mothers returning to school."

"More publicity given to the types of services offered here."

"Tutors could be here during all office hours."

"I have been completely satisfied."

"I was not aware of their availability."

"HELP Center is 'home' for me on campus. I lean on it heavily for emotional and academic support. Without the Center, I'd have dropped out ages ago."

"Keep welfare away from HELP Center."

Question 64: Do you feel any additional services should be added at the HELP Center? (e.g., employment counseling or placement, child care, etc.)

Responses	Number of Students
Employment counseling	53
Child care	67

Selected Comments:

"No. They are adequate in that they support for \$20.00 per week, yet they also have problems and restrictions as to specifications, which to me seem a bit absurd, mainly the student vs. teacher variety."

"Possibly a child care co-op."

"Employment counseling would be great."

Questions 65/66/67: Do you feel that your county provides adequate day care funding for your children (differentiate between babysitting costs and day care facility costs)? Does the availability or lack of availability of child day care facilities affect your progress or lack of progress in school? If yes, in what ways and to what extent? Would child day care facilities at the University be helpful to you? If yes, in what ways and to what extent?

Responses	Number of Students
Missed classes, difficult to concentrate, worry	32
Child care facilities would add to convenience, reduce transportation costs	51
Class scheduling conflicts, limited study time	22
Rates increase, funding does not	27
Child needs stimulating environment	6
Had to leave school	1

Selected Comments:

- "No. Day care prices are ridiculously high and welfare tries to check on your children."
- "No. They estimate prior to each quarter, based upon classes taken, but completely forget to account for children's illnesses which burdens me financially - or even if the schools let the kids out for workshops when I'm at classes."
- "Find a good child care home that will accept welfare child and not discriminate because child is on welfare."
- "One needs to feel secure that children are safe and well cared for - without welfare taking over."
- "It's awfully hard to listen to a lecture while keeping a 4 year old quiet."
- "At times lack of sitter, especially at unusual times for tests, has caused problems (rescheduling tests or bringing child with)."
- "If I am not confident that children are happy, I can't keep my mind on school."

The following are responses to the questions concerning University child care:

"I have no car and I wouldn't have to walk too far."
 "Definitely a convenience would save time, money."
 "If my children could attend school here, time would be saved - and there would be no schedule conflicts."

Question 68: The Title IV program was almost dropped Winter Quarter. Did this affect your school progress or plans?

Responses	Number of Students
Loan debt/more loans	26
Would drop out of school	3
Grades dropped	3
T-IV is my only chance	3
Did drop out for a quarter	3

Selected Comments:

"Financial aid would be hard to obtain and I also feel the staff here (HELP Center) is better suited to deal with my situation."
 "My grades went down because without this financial help I would have to drop."
 "If it had been dropped, I'd have had to quit school."

Question 69: Is there any difference in how much financial assistance, academic counseling, personal counseling, or anything else you felt you would need when applying for Title IV, and how much of these things you actually need now? If yes, what are the differences?

Responses	Number of Students
Need more money (rising cost of living)	26
Need more counseling--vocational counseling	10

Selected Comments:

"My tuition has gone up and I have less money available now for books and supplies. It will really be tight."

Question 70: Do you feel that the HELP Center staff pries or inquires too much into your life?

Responses	Number of Students
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(Note: There were only six written responses to this question. All are listed below.)

Comments:

- "...they respect individual right to privacy and individual openness and ideas."
- "It is a progressive, aware group of workers--they relate to 'real' world."
- "No, but I would like to know how it does since the question suggests that it does pry."
- "They do encourage me to open up--but so far they haven't had much luck--I'm not used to discussing my personal life with strangers, no matter how friendly they seem."
- "It is their 'job' after all."
- "Not at all."

Question 71: Do you have any suggestions regarding the interrelationships between you, your county Welfare Office, the HELP Center, and the University?

Responses	Number of Students
Coordinate services	9
Should be more realistic of costs	6
Resent welfare "check-up" at HELP Center	8
Spell out regulations and requirements	4
Welfare should be strictly financial	1

Selected Comments:

"The welfare department seems strangely unconcerned about mother-student problems and needs. They seem to send the money and hope we don't bother them. They need some sensitivity training."

"More contact between welfare office and HELP Center."

"At this time I have hostile feelings--I don't feel I can be specific."

"My only hassle is with the welfare office, the other two are fine."

"They (welfare office) are short, don't care, hardly make an attempt to help out with problems."

Question 72: Do you have any additional suggestions, comments, or opinions related to the HELP Center in any way?

Responses	Number of Students
"Good job--thank you"	35
Supportive	15
Provided opportunity	12
Publicize available services	7

Selected Comments:

"Keep up your wonderful work--I hope some day I can repay your wonderful kindness and belief in me."

"If it hadn't been for the HELP Center, I would not be graduating from the University of Minnesota this year."

"I am deeply indebted to them for everything they have done for me and many others in my position."

"Hope that HELP Center continues to function in the way that it has--it has been understanding and helpful to me many times."

"Financial aid very important for low-income people. When I first began school I would have dropped out if I had had to pay."

"Education has made a tremendous difference in my outlook on life and self-esteem."

"The assistance received from the HELP Center is abundant and useful."

"If Title IV had not been available, I doubt very strongly if I would have been able to receive the education that I'm getting."

"I'm the happiest person since I discovered that I could go back to school and finish my education."

"I'm a more confident person because of it. Thanks!"

"I feel that the requirement to go to school full time is an unreasonable one. It causes too much emotional and physical stress and detrimentally affects academic achievement. The pressures on a single-parent are great and the additional pressures of being a full time student are simply too taxing and have brought me close to the point of dropping out though I probably will not do so. Funds must be made available to allow us to work at the University toward a degree on a part time basis."

"More needs to be done to aid the people who do graduate to make the transition from student, AFDC recipient, to full time employed self-supporting person. Especially needed is transportation to job interviews, moving expenses if a move is necessary to accept a new job, and transportation to that job, in other words, a car. There aren't enough good paying jobs in the inner city to allow people to become self-supporting."

CONCLUSIONS

The data show an atypical student population generally satisfied with the support provided by the HELP Center and reporting success in higher education. The respondents prefer the HELP Center to other counseling agencies--at least for purposes of educational support. HELP clearly needs to make a continuing effort to inform students of available services even though there is serious danger of overloading the staff if additional demand were generated.

Money and child care are continuing problems of low-income single-parents whether employed or in school. At best, HELP Center staff can advocate on behalf of students in an effort to minimize these problems. A modified national social policy is the only sure cure.

APPENDIX A

Distribution by College
Consolidated H.E.L.P. Center

Winter Quarter, 1974

March 26, 1974

Program	GC	CLA	EDUC	AFHE	UC	Health Science*	IT	GRAD	BUS	CEE	TOTALS
Martin Luther King	329	0	0	0	0	0	0	0	0	0	329
Other H.E.L.P. (includes Ext.)	29	23	2	0	1	0	1	0	0	119	175
Title IV	95	86	22	10	9	5	0	0	2	0	229
W.I.N.	7	7	6	1	0	1	0	0	2	0	24
C.O.P.	6	16	8	0	0	0	0	1	0	4	35
B.I.A.	33	6	1	0	0	1	0	0	0	0	41
H.C.P.	20	12	2	3	1	1	0	3	0	0	42
TOTALS:	529	150	41	14	11	8	1	4	4	123	875

*P.T., O.T., Nursing, Mort.Sci., Dental Hygiene, CBS, Vet.Med., etc.

APPENDIX B

DATE _____

QUESTIONNAIRE FOR TITLE IV STUDENTS

To Title IV students:

As you probably all know, the Title IV program was almost completely dropped by the Federal Government this Winter Quarter. One of the main reasons it was continued was because of documentary evidence showing that it is a useful, necessary program.

Further documentation (such as this questionnaire) is necessary for the continuation of the Title IV program for you and other people who will be in need of it in the future.

Also, in order to improve the services of the H.E.L.P. Center for you, it would be helpful if we could have some of your opinions about the present services of "the Center" and your suggestions for improvement and addition of new services.

Thank you

Please check the appropriate item or fill in blank.

- | | | | |
|------------------------------------------------------------------------|------------------|-------------------------------|---------------------|
| 1) Age | _____ 18-25 | 2) Marital Status | _____ Married |
| | _____ 26-35 | | _____ Divorced |
| | _____ 36 or over | | _____ Separated |
| 3) _____ No. of Children | | | _____ Never married |
| 4) _____ County of Residence | | | _____ Widowed (er) |
| 5) _____ Employed or Unemployed | | | |
| 6) _____ How long have you been on T.IV
(and HELP if ever on HELP)? | | 7) _____ College Enrolled in? | |
| 8) Desired Degree (Final Goal) | | 9) Present GPA | _____ Below 2.0 |
| _____ A.A. | | | _____ 2.0 - 2.5 |
| _____ B.A. or B.S. | | | _____ 2.5 - 3.0 |
| _____ Graduate Degree | | | _____ 3.0 - 3.9 |
| Other (Please specify): _____ | | | _____ 4.0 |
| | | | _____ Don't Know |

For each of the following types of counseling and services available at the H.E.L.P. Center please indicate, by circling the appropriate item, how often you have sought the service from the H.E.L.P. Center, the quality of the service, and whether you were aware that the service is available at the H.E.L.P. Center.

Type of Counseling or Service	How Often Sought per Qtr.	Quality of Service	Aware of Availability	
Academic Counseling				
10. registration	0 1 2-5 5+	good fair poor	yes	no
11. choosing a major	0 1 2-5 5+	good fair poor	yes	no
12. test interpretation	0 1 2-5 5+	good fair poor	yes	no
13. encouragement and support	0 1 2-5 5+	good fair poor	yes	no
14. referral	0 1 2-5 5+	good fair poor	yes	no
15. transfer requirements	0 1 2-5 5+	good fair poor	yes	no
16. inaccurate transcript	0 1 2-5 5+	good fair poor	yes	no
17. counselor's signature	0 1 2-5 5+	good fair poor	yes	no
18. other	0 1 2-5 5+	good fair poor	yes	no
Personal Problems Counseling				
19. family problems	0 1 2-5 5+	good fair poor	yes	no
20. marriage problems	0 1 2-5 5+	good fair poor	yes	no
21. personal adjustment	0 1 2-5 5+	good fair poor	yes	no
22. interpersonal relationships	0 1 2-5 5+	good fair poor	yes	no
23. encouragement and support	0 1 2-5 5+	good fair poor	yes	no
24. other	0 1 2-5 5+	good fair poor	yes	no
Financial Assistance				
25. tuition and books	0 1 2-5 5+	good fair poor	yes	no
26. additional expenses	0 1 2-5 5+	good fair poor	yes	no
27. counseling only	0 1 2-5 5+	good fair poor	yes	no
28. other	0 1 2-5 5+	good fair poor	yes	no
Tutorial				
29. study habits in general	0 1 2-5 5+	good fair poor	yes	no
30. tutoring for specific subjects	0 1 2-5 5+	good fair poor	yes	no
31. other	0 1 2-5 5+	good fair poor	yes	no
Other Types of Counseling				
32. vocational choice	0 1 2-5 5+	good fair poor	yes	no
33. understanding the world	0 1 2-5 5+	good fair poor	yes	no
34. legal problems	0 1 2-5 5+	good fair poor	yes	no
35. other	0 1 2-5 5+	good fair poor	yes	no

Please indicate how strongly you feel the following characteristics apply to the HELP Center, other U. of M. offices, and your County Welfare Office, by circling the appropriate initials. Strongly Agree (SA) Agree (A), Neutral (N), Disagree (D) or Strongly Disagree (SD). If possible, please use (N) as little as possible. If you don't know, please leave blank.

Characteristic	HELP	Other	
	Center	U of M.	County
36. The staff is friendly and open.	SA A N D SD	SA A N D SD	SA A N D SD
37. The staff is usually there when I need to contact them.	SA A N D SD	SA A N D SD	SA A N D SD
38. I would go there before going elsewhere for academic counseling.	SA A N D SD	SA A N D SD	SA A N D SD
39. I would go there before going elsewhere for personal or family counseling.	SA A N D SD	SA A N D SD	SA A N D SD

- | | | | | | | | | | | | | | | | |
|------------------------------------------------------------------------------------------------|----|---|---|---|----|----|---|---|---|----|----|---|---|---|----|
| 40. The staff makes me feel comfortable. | SA | A | N | D | SD | SA | A | N | D | SD | SA | A | N | D | SD |
| 41. The counselors are sincerely involved with my interests. | SA | A | N | D | SD | SA | A | N | D | SD | SA | A | N | D | SD |
| 42. The counselors are sincerely concerned about my problems. | SA | A | N | D | SD | SA | A | N | D | SD | SA | A | N | D | SD |
| 43. The staff keeps personal information confidential. | SA | A | N | D | SD | SA | A | N | D | SD | SA | A | N | D | SD |
| 44. It is very easy to talk to the counselors. | SA | A | N | D | SD | SA | A | N | D | SD | SA | A | N | D | SD |
| 45. The counselors make every effort to give me correct information. | SA | A | N | D | SD | SA | A | N | D | SD | SA | A | N | D | SD |
| 46. In personal emergencies, the staff is an excellent source of help. | SA | A | N | D | SD | SA | A | N | D | SD | SA | A | N | D | SD |
| 47. The counselors think of me as capable and expect me to take initiative in decision making. | SA | A | N | D | SD | SA | A | N | D | SD | SA | A | N | D | SD |
| 48. My counselors make all my decisions for me. | SA | A | N | D | SD | SA | A | N | D | SD | SA | A | N | D | SD |
| 49. I feel that I should see the counselors more often. | SA | A | N | D | SD | SA | A | N | D | SD | SA | A | N | D | SD |
| 50. The counselors are not really interested in my opinions. | SA | A | N | D | SD | SA | A | N | D | SD | SA | A | N | D | SD |
| 51. The counselors expect too much of me. | SA | A | N | D | SD | SA | A | N | D | SD | SA | A | N | D | SD |
| 52. The counselors act as buffers in my conflicts with the University. | SA | A | N | D | SD | SA | A | N | D | SD | SA | A | N | D | SD |
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Please answer the following questions long hand, or circle or check the appropriate response. If you need additional space, please use the back of the page.

How important to you is the availability of the following type of counseling or advising at the HELP Center:

58. Academic: Very Important Important Neutral Unimportant Very unimportant

59. Financial: Very Important Important Neutral Unimportant Very Unimportant
60. Personal or Family: Very Important Important Neutral Unimportant Very Unimportant
61. Legal: Very Important Important Neutral Unimportant Very Unimportant
62. Other (Specify) _____
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63. Do you have any suggestions for improvement of any particular types of counseling or services presently available at the HELP Center? Yes No
If yes, what are your suggestions?
64. Do you feel any additional services should be added at the HELP Center? (e.g., employment counseling or placement, child care, etc.) Yes No
If yes, what services do you feel should be added?
65. Do you feel that your county provides adequate day care funding for your children? (differentiate between babysitting costs and day care facility costs) Yes No
66. Does the availability or lack of availability of child day care facilities affect your progress or lack of progress in school? Yes No
If yes, in what ways and to what extent?
67. Would child day care facilities at the University be helpful to you? Yes No
If yes, in what ways and to what extent?
68. The Title IV Program was almost dropped Winter Quarter. Did this affect your school progress or plans? Yes No
If so, in what ways and to what extent?
69. Is there any difference in how much financial assistance, academic counseling, personal counseling, or anything else you felt you would need when applying for Title IV, and how much of these things you actually need now? Yes No
If yes, what are the differences?
70. Do you feel that the HELP Center staff pries or inquires too much into your life? Yes No
If so, in what ways?

71. Do you have any suggestions regarding the interrelationships between you, your county Welfare Office, the HELP Center, and the University? Yes No
If yes, what are your suggestions?
72. Do you have any additional suggestions, comments, or opinions related to the HELP Center in any way? Yes No
If yes, what are they?