



230 South LaSalle Street, Suite 7-500  
Chicago, IL 60604  
312.263.0456 | 800.621.7440  
Fax: 312.263.7462 | hlcommission.org

October 31, 2024

Dear Visiting Team,

This letter is accompanied by a report of the responses received from Haskell Indian Nations University's student body through a survey conducted by the Higher Learning Commission (HLC) in October 2024. The survey was intended to give all students an opportunity to participate in the accreditation process. Their responses may help you identify possible questions for your meetings with faculty, staff and students during your visit.

HLC staff has redacted the responses to remove personally identifiable information (with the exception of the institution's chief executive officer) or information not essential to the evaluation team's work.

A copy of the report is also being sent to the institution's chief executive officer and accreditation liaison officer. Per HLC policy, prior to the visit the institution may provide the evaluation team and HLC additional information or other data in response to the student survey.

If you have any questions or comments regarding the student survey report, please contact the institution's staff liaison, Karen J. Solomon.

Sincerely,  
Higher Learning Commission

cc: Dr. Francis Arpan, Interim President  
Dr. Milford Muskett, ALO

# **Higher Learning Commission Student Survey Results**

Haskell Indian Nations University  
(N=75)

**Please rate your level of agreement with the following statements. If the statement does not apply to you, please mark the "Not Applicable" button.**

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Mean	Total
The communication I received from the school about the overall enrollment process was clear	10	7	12	27	18	3.49	74
I received clear information as to how much my education would cost	3	9	9	26	27	3.88	74
A school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education	12	15	17	13	10	2.91	67
The school worked with me to identify an academic program that met my goals	10	12	13	20	19	3.35	74
An academic advisor provided me with accurate information about the requirements necessary to fulfill my course of study	9	15	9	18	23	3.42	74
An academic advisor was available to help me with questions about my course of study	11	9	7	23	24	3.54	74
I was placed at the appropriate course level that matched my academic preparation	5	5	10	29	25	3.86	74
I am satisfied with the progress I am making toward completing my degree	3	2	19	26	23	3.88	73
Course content is appropriately challenging for my program of study	3	4	11	32	22	3.92	72
Courses required to complete my degree are available when I need to take them	12	9	10	26	16	3.34	73
Faculty who teach provide helpful instruction	4	4	12	23	30	3.97	73
Faculty are available when I need help	2	6	8	25	30	4.06	71
Faculty who teach are knowledgeable about their subject areas	3	1	8	26	35	4.22	73
When I have non-academic questions, I can reach someone who can help me in a timely way	8	10	18	18	20	3.43	74
Overall, I am satisfied with my experience at the school	4	6	18	23	22	3.73	73

**Please use the space below to provide your comments. Be sure not to include identifying information for yourself or individuals at your school.**

I think Haskell Financial aid and Student bank/Bursar office needs more staff

---

The connections you make are amazing opportunities and a very small percent of teacher and staff are remarkable to work with and know what they are doing. However, the extreme unprofessionalism, lack of knowledge, and teachers poor mannerisms is what makes students want to transfer or drop out. Teachers have been known for bullying and belittling students. Discrimination has been a problem on multiple levels. Policies are unknown by staff. Teachers have been known to not teach the proper materials. Lastly, the school uses intimidation tactics to keep students quiet. In Indian Country we deserve better. In Indian Country we can do better!

---

I think some instructors can make or break students. Trauma informed care can go a long way because we have students coming from rough backgrounds and I think we need more teachers that understand and can work with us to help us succeed.

---

Please please please get better parking, we need better parking i am tired of having no student parking it is a huge problem for off campus and even dorm students! The parking lots are constantly full and staff parking would be mostly empty, there should not be more faculty parking when we have 900 students. I received parking tickets that are given wrongly and taken out of my earned scholarship. Do better haskell please i'm tired of having no where to park

---

The education department needs to be looked at at this school. The level of uncertainty and the pure fact that they are "older" than us makes them entitled needs to be addressed. There needs to be some kind of place we can go to talk about this. Having maybe 2 kids graduate out of the program is sad. I would really love to be a teacher but coming here to be one was my first mistake. They say we need to pass the Praxis, which is understandable but to not guide us on what we need to learn or study to make it easier for ourselves is not helpful. They are not helpful in guiding us to become teachers. [...] is also not that helpful in our aids. If anything she's worse and fully expects us to solely focus on only her class. It's saddening.

---

I have been told no twice now since going to school and seeking a degree here, from getting help from two instructors. And my progress towards completion has been hindered.

---

This school is integral in my journey to achieving a higher education. I can be a part of my culture and learn about my people's history in a beautiful, interactive way. This school has given me more opportunities than I would have ever achieved on my reservation.

---

I am disabled and I have had trouble with health issues, therefore I have fallen behind on completing some assignments. This lowered my GPA and I was no longer eligible for financial aid for 3 semesters. I was in the process of completing assignments, or waiting for a signature of my advisor, but he was in a car accident, so he wasn't able to sign it until later, therefore the financial aid again denied my financial aid, according to not turning in forms on time since the summer semester was shorter. It's a hardship I can't get a job and all I can do is work with my hands doing beadwork. My disability payment helps me to pay out of pocket and I have other bills. I'm stressed out and it affects my concentration on assignments.

---

I love my school!

---

I wish they would get little Nations up and running because there are many women with children whom are trying to attend. I don't agree with the lack of information when asking current employees. Example: my FASFA being sent to another account and lack of answers. So now I'm stuck waiting. Lack of job availability for students to work rather

than other people.

---

I do not feel supported or encouraged by Haskell leadership to pursue a career or education in STEM. There is a clear disregard for students who perform well and are ready for a more challenging step in their education. I was told that because only a small number of students signed up for a class, that I was being kicked out of it and it would not be offered. We are a small school. We are a native school. Math is not a common strength in most communities and this is true in our campus. Instead I was redirected to the KU Exchange program to take a class that Haskell could have easily provided. The school's decision set me back academically and made it clear that Haskell does not actually care about indigenous representation in STEM.

---

There needs to be better trash and waste management for throwing away trash at the dorms and in general on campus. Then there needs to be a mental wellness check on dorm staff who believe they can bully or go on power trips on certain students they may be unfamiliar with, compared to other students who they may know well. Dorm staff should also go through proper customer service training to properly treat students and other staff in a more appropriate manner. Students should not be treated as strangers when trying to return to the dorms, especially when they live there. Lastly, all rules and regulations regarding the dorms should be updated BEFORE the upcoming school year. The mass miscommunication was frustrating for many students alike.

---

Addressing parking issue and speeding around campus is very dangerous. For someone who has almost gotten hit (walking and driving) a few times just walking around campus with cars and maintenance vehicles driving way too fast around campus, I would think sidewalks are to walk on not for maintenance vehicles.

---

No clear rules for transfer students or financial aid. Links are broken & forms are gone since the website updated. I have my AS degree from another school but none of the faculty have responded to my inquiry for approving my credits except 1. Haskell needs an online form for students/faculty to accept/deny credits from other institutions. This way I'm not waiting on emails with no replies and I don't know the faculty hours to visit in person. I went to the dean for help and they said to go to the registrar. The registrar says go to the Dept. Chair. The Dept. chair, says get registrar permission for credit approval. No one knows or helps me in getting all of my credits approved or transferred. VER frustrating

---

Financial aid needs to do a better job at distributing funds and communicating with students about their aid.

---

Financial Aid is very slow.

---

I believe that the financial aid office could use some improvement. a lot of times students go a whole semester without receiving their financial aid and that's harmful to students as some of them come out here to receive an education with little to nothing. i also think that academic advisors should be assigned with more intent. i had no idea who my advisor was, when i went to student success they realized the person who was listed as my advisor didn't even work with the university anymore. sometimes i have NO guidance and student success picks up a lot of that slack, they try their best but they don't always have the answers.

---

I honestly wish that attendance wasn't counted. I understand that we are adults and should be going to classes, but that's on us since we decided to continue our schooling. If we miss classes, that's on us. To the students that have just gotten out of highschool, this isn't much different and that's what disappoints me.

---

I am an ADA student and had MAJOR issues with housing and clarity of process and requirements therein. It caused me to leave campus to commute 86 miles, and now my former roommate has her own private room and bathroom. I am now adjusting, but the unresponsiveness to ADA requests while waiting on paperwork led me to react against my own interest as a full time student. I have slept in my car a time or two to save money on gas.

---

Financial aid office is very slow. Also, Housing is another problem.

There is no veterans service office for academic use to anyone who receives the GI bill benefit.

---

My main grievances are with the financial aid office. I don't get responses to emails. The office is open at inconvenient hours and always feel short staffed or without staff. Sometimes people will not even be there during scheduled hours.

---

Other students and myself feel unsafe on the campuses repeat sexual predators that are still enrolled in the school. [...] is aware and is friends with some of the offenders.

---

They do not care about the safety and peace of mind of their students. I was unheard and treated as the enemy when I was the student who was harassed and assaulted.

---

It's very frustrating to apply to scholarships and financial aid when it is distributed halfway through the semester. It has affected my depression, which has affected my grades. Another issue here is the lack of communication between departments. It seems as if the upper management does not communicate properly with faculty and staff and it is deeply concerning. Better communication is imperative to this campus and it is severely lacking. Mental health also needs to be a bigger issue on campus. Several students lack the knowledge on how to do "internal work" and I think there needs to be emphasis on it. There are some resources, but it's not addressed enough. Substance abuse and mgmt should also be one of the highest priorities on campus.

---

Please get a bigger parking lot, the parking lot was designed when no one had cars now the off campus students are constantly getting tickets due to no where to park. The faculty parking is higher in numbers than students which is not fair at all due to students numbers are exponentially higher. I had my own hard working scholarship taken away due to parking fines in my lender. I know i am not the only off campus student struggling with this issue. DO BETTER HASKELL

---

Haskell holds immense potential. The core issue, in my opinion, is that many decisions made by the administration are out of touch with the day-to-day realities of both students and faculty. There is a gap between those making the decisions and those being affected by them. Administration remains disconnected from the true needs of the university, and Haskell will continue to face these struggles. There is a critical need for dedicated, full-time professors who are invested in student success. However, this disconnect starts from the top, with decisions that seem to prioritize administrative convenience over student needs. This lack of consistent leadership creates instability, leaving most students that I know feeling unsupported.

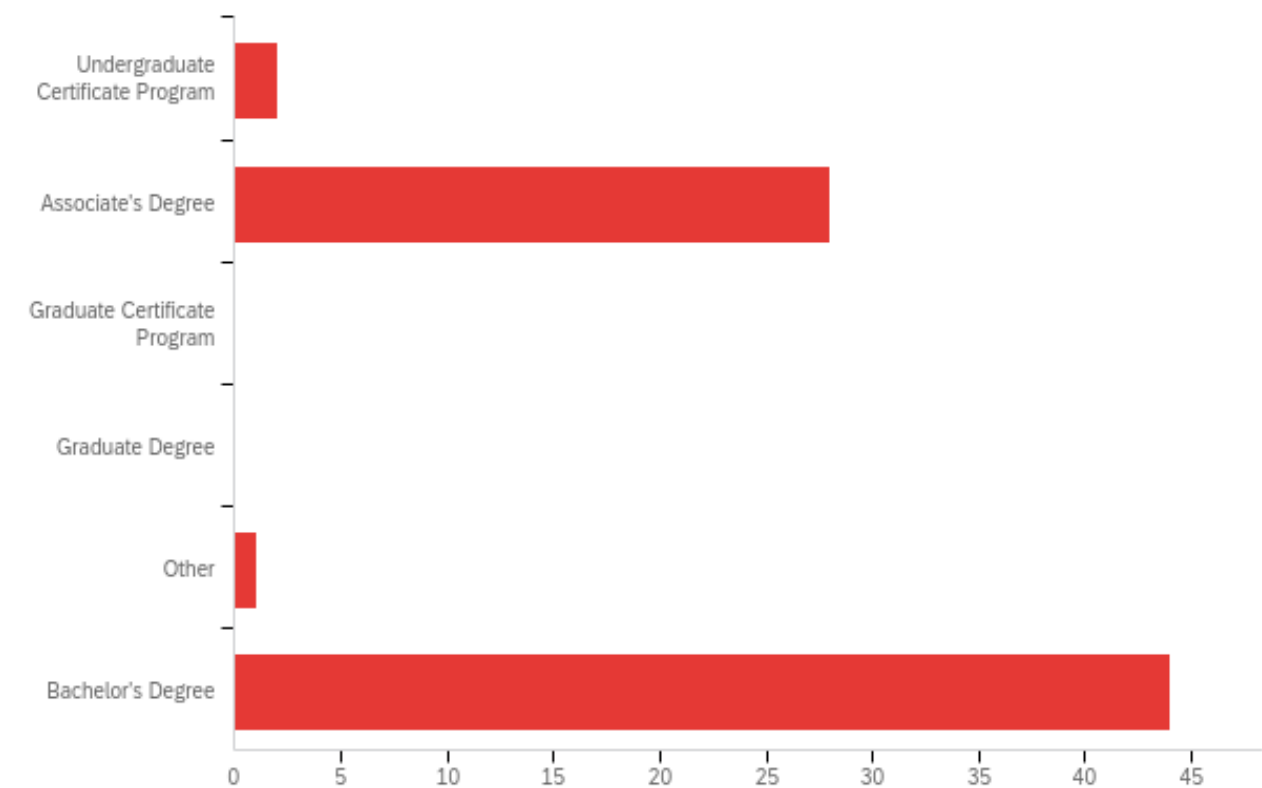
---

Instructors are not the best. They are allowed to talk down on us, speak about us to others, and talk about our grades out loud. They aren't very professional, even getting mad at a student for passing out in their class and punished them for it. I believe Haskell's Elementary Education course is a joke. There are so many students who aspire to be teachers and have come here to get that degree who can't continue because of personal bias. This needs to stop. The best courses to take here are part of the business and the liberal arts program. They have great, understanding instructors who are there to help.

---

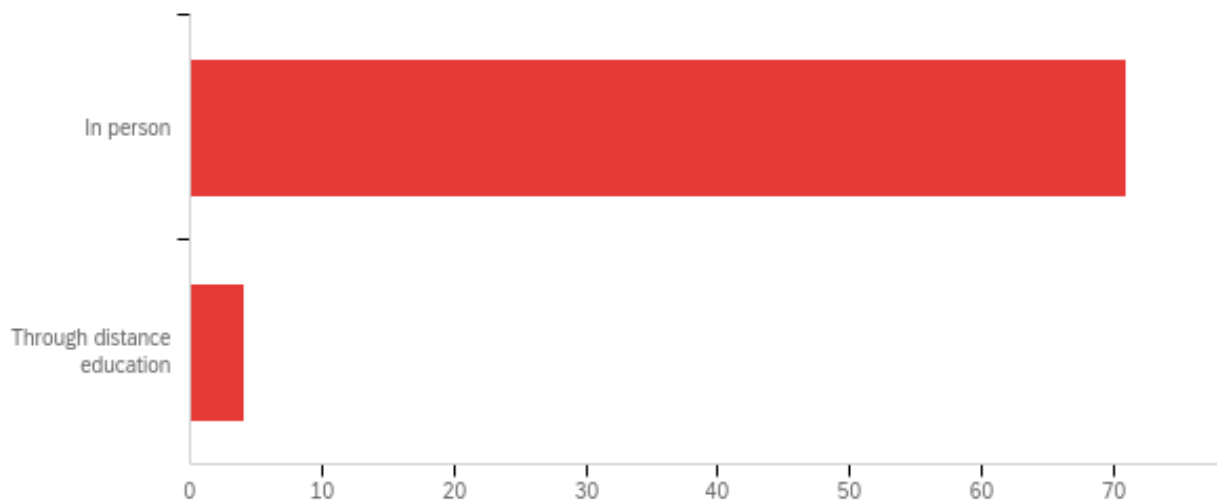
It's scary weird here. They put in the handbook it's "NOT" a rez, but it's not a tribal college either. We can't be Indian here. It's really hard to get comfortable when the school looks like a musuem/prison. We are only allowed to be what they ALLOW us to be, to be Indian when they need us to be.

What academic program are you currently enrolled in?



Answer	%	Count
Undergraduate Certificate Program	2.67%	2
Associate's Degree	37.33%	28
Graduate Certificate Program	0.00%	0
Graduate Degree	0.00%	0
Other	1.33%	1
Bachelor's Degree	58.67%	44
Total	100%	75

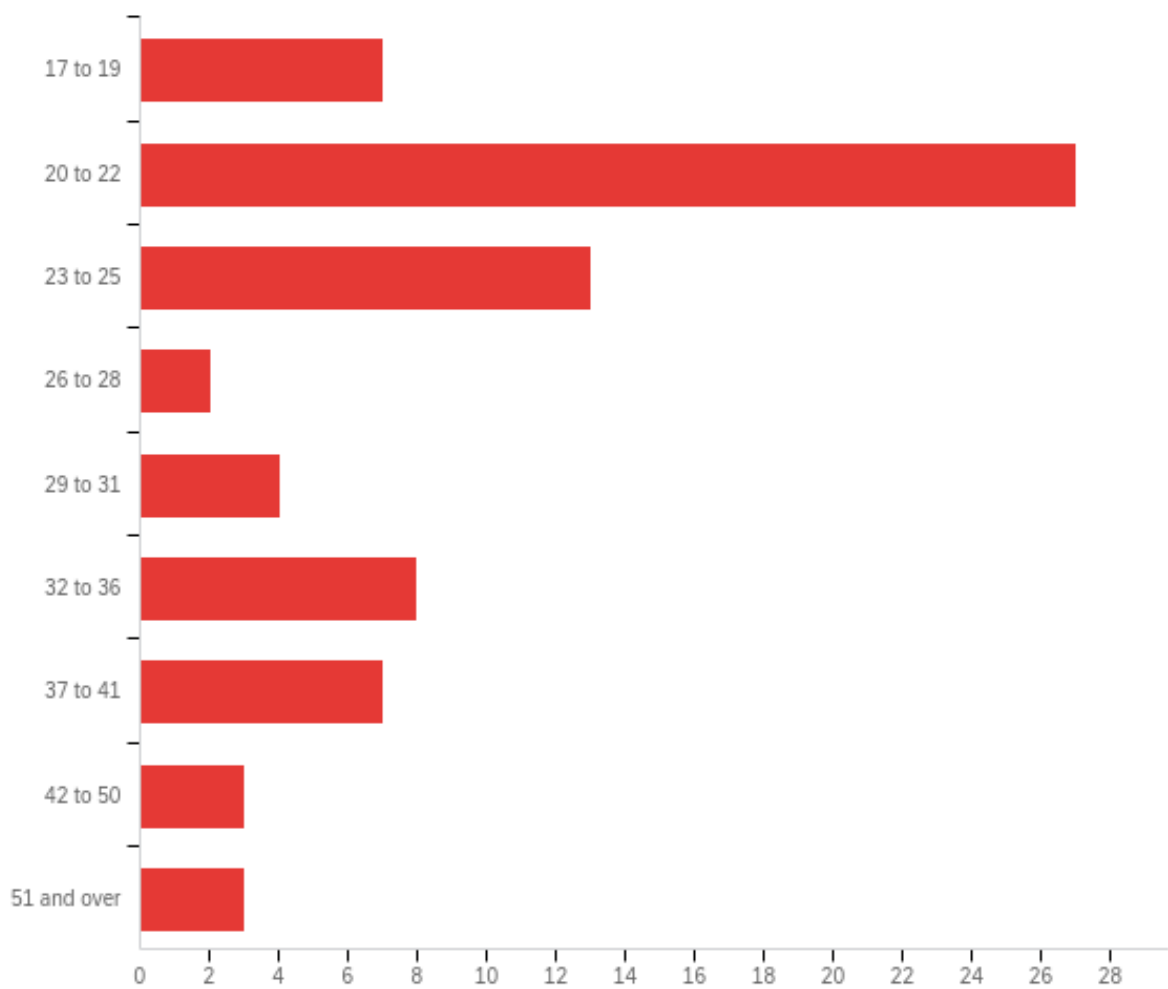
How do you primarily take classes at your school?



Answer	%	Count
In person	94.67%	71
Through distance education	5.33%	4
Total	100%	75

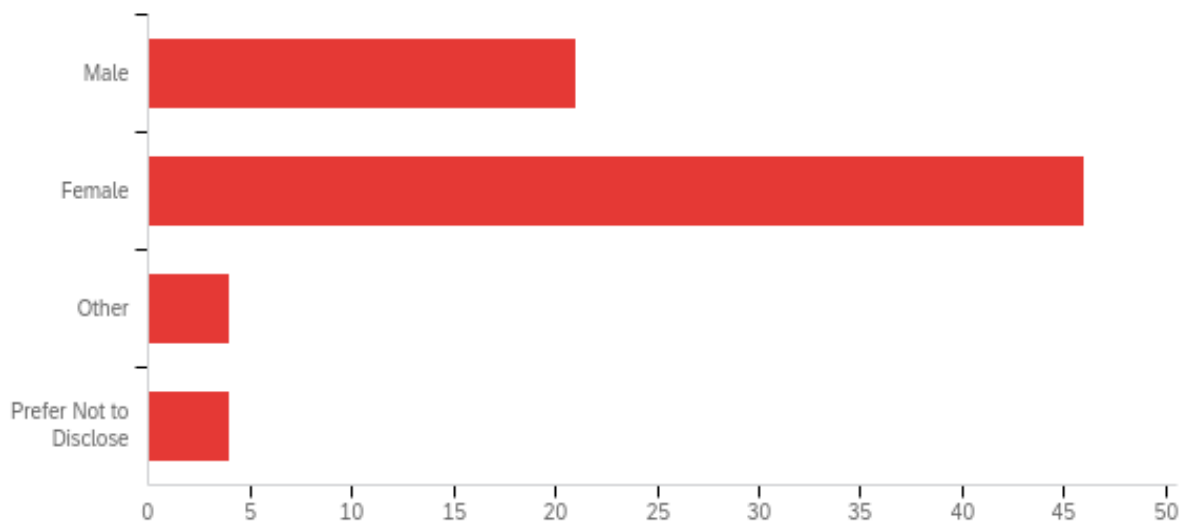


What is your current age?



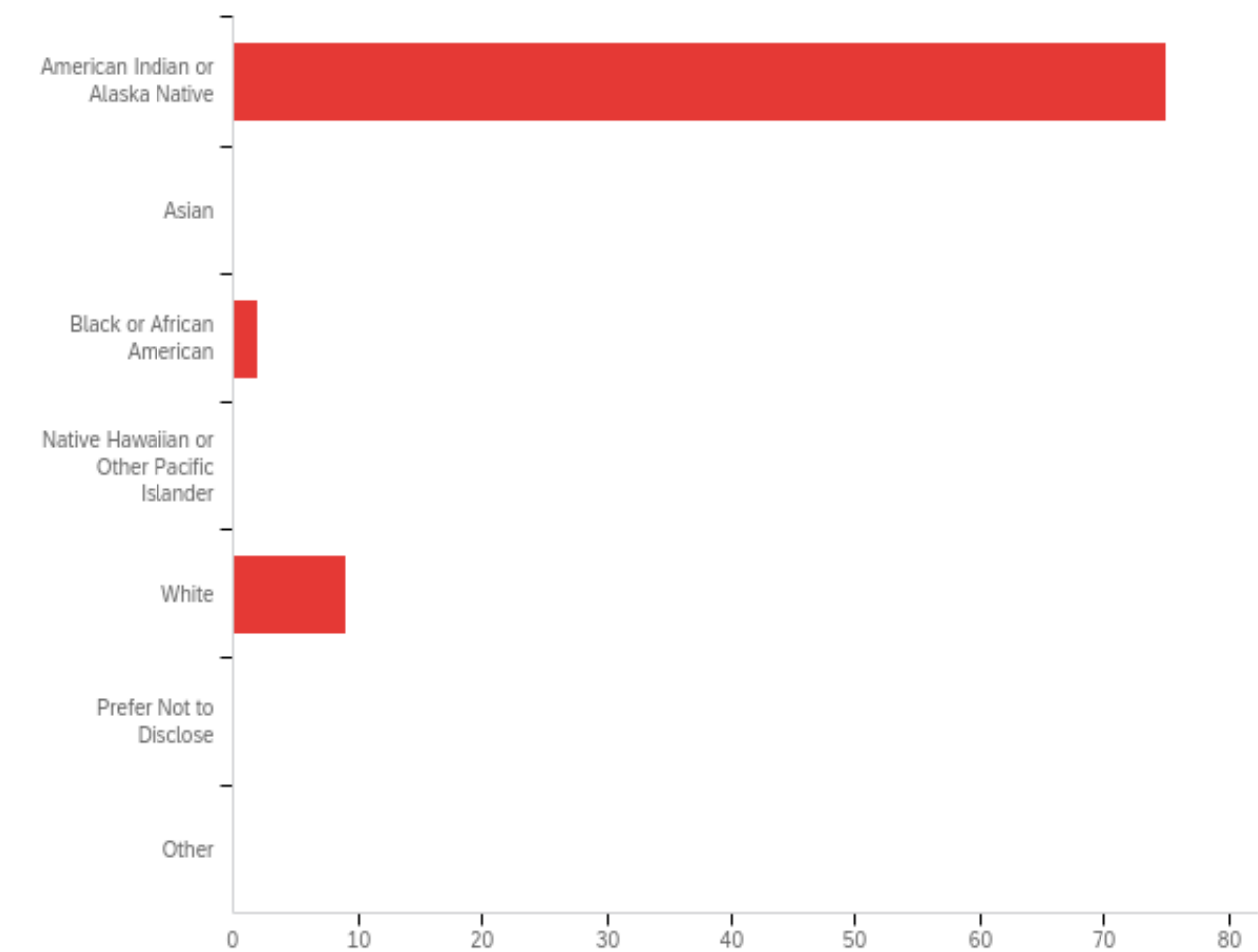
Answer	%	Count
17 to 19	9.46%	7
20 to 22	36.49%	27
23 to 25	17.57%	13
26 to 28	2.70%	2
29 to 31	5.41%	4
32 to 36	10.81%	8
37 to 41	9.46%	7
42 to 50	4.05%	3
51 and over	4.05%	3
Total	100%	74

What is your gender?



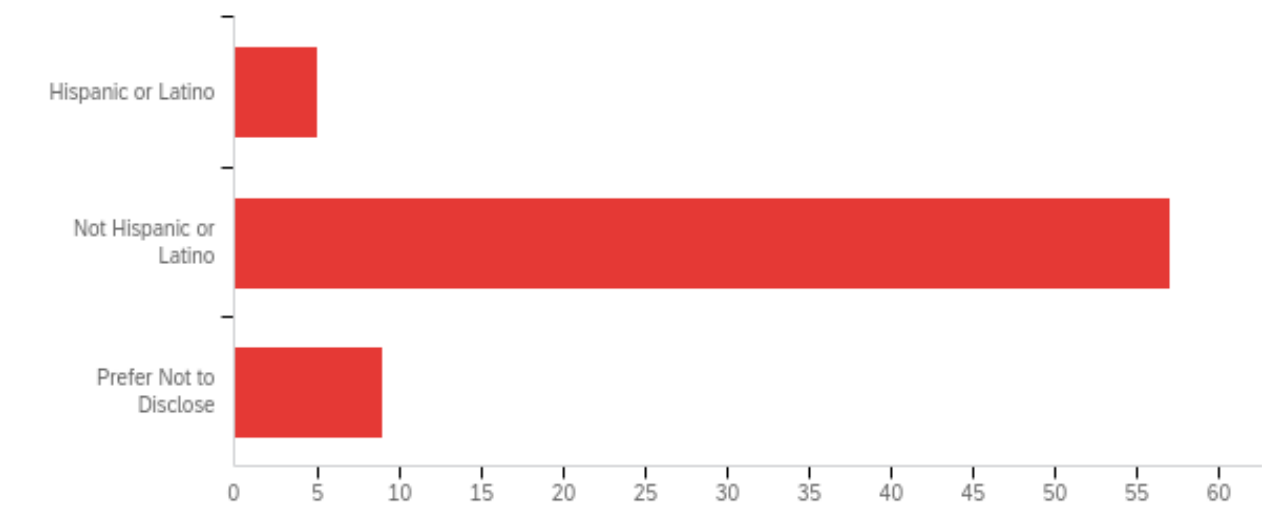
Answer	%	Count
Male	28.00%	21
Female	61.33%	46
Other	5.33%	4
Prefer Not to Disclose	5.33%	4
Total	100%	75

What is your race? (choose all that apply)



Answer	%	Count
American Indian or Alaska Native	87.21%	75
Asian	0.00%	0
Black or African American	2.33%	2
Native Hawaiian or Other Pacific Islander	0.00%	0
White	10.47%	9
Prefer Not to Disclose	0.00%	0
Other	0.00%	0
Total	100%	86

What is your ethnicity?



Answer	%	Count
Hispanic or Latino	7.04%	5
Not Hispanic or Latino	80.28%	57
Prefer Not to Disclose	12.68%	9
Total	100%	71