

# Capital Community College 2005 Graduate Survey Report

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In June 2005, 307 students graduated from Capital Community College (CCC). In December 2005, the Institutional Research Office mailed the Graduate Surveys to these graduates. The survey questions ranged from the level of satisfaction with CCC services and programs to the current education and/or occupational status.

We received a total of 71 responses, representing a return rate of approximately 23%. The majority was female (70%). Out of the 71 responses, 53% were Caucasian, 23% were African-American, and 20% were Latino. The average age of respondent was 34, 13% were 22 or younger at the time of graduation. The oldest was 54 years old.

Below is a summary of the survey results. Because not all respondents utilized the available services from the college, the number of valid responses to individual questions varies. Responses marked "not applicable" have been removed from the analysis.

## **Section I: General**

This section of the report explores the personal of information about graduates before their entered or attends our college.

1. More than one third (37%) of respondents indicated that High School Diploma was the highest level of education they completed before they entered our college. 15% of students with Bachelor's Degree, 25% of them with some college education before they entered CCC.
2. The majority of respondents (79%) reported that they initially enrolled at Capital Community College with the goal of earning an associate degree or certificate. 14% of respondents indicated an initial goal of earning credits for transfer to another institution. Nearly all (94%) indicated that they had achieved their goal(s) to some extent.
3. 62% of respondents were usually employed as full time (35 or more hours per week) and 31% of respondents were employed as part time (less than 34 hours per week) while they attending Capital Community College.
4. Most respondents (88%) were employed, either full-time or part-time, at the time of the survey, while just 9% reported unemployment. One person was in Military service (full-time) after graduation.
5. Respondents were asked to indicate the level of their community college education help them on job and/or promotion, (multiple responses allowed for the question). One-third (33%) of respondents indicated that community

college education help them get a salary increase, 89% of respondents get a promotion and 43% get a new job at the time of the survey.

6. Respondents were asked to indicate their annual gross salary at the time of the survey:

<b>Approximately what is your current annual gross salary?</b>		
		%
Q20 – 1	Under \$14,999	7.7%
Q20 – 2	\$15,000 - \$19,999	1.5%
Q20 – 3	\$20,000 - \$24,999	4.6%
Q20 – 4	\$25,000 - \$29,999	7.7%
Q20 – 5	\$30,000 - \$34,999	7.7%
Q20 – 6	\$35,000 - \$39,999	7.7%
Q20 – 7	\$40,000 - \$49,999	16.9%
Q20 – 8	\$50,000 and above	23.1%
	Sub Total	76.9%
	Missing	23.1%
	Total	100.0%

7. About 29% of respondents were enrolled (full time and part time) in a college or university at the time of the survey, and the majority (94%) of these indicated that their community college education had been excellent or good preparation for their current studies, and 65% of these indicated that their current major related to their community college major.

## **Section II: Academics General and Academics Support Services**

This section of the report explores graduate students' satisfaction with academics and academic support services at Capital Community College

8. Majority (90%) of respondents reported that they were satisfied or very satisfied with the variety of course offerings in their major field of study and the time of course offerings.
9. Most (92%) of respondents indicated that they were satisfied or very satisfied with the appropriateness of textbooks in their major.
10. Respondents were asked to indicate their level of satisfaction with the overall quality of instruction. Nearly all (97%) of responded satisfied and very satisfied.
11. For the library, 92 % respondents said they were satisfied or very satisfied with the availability of the library staff, 89% of them indicated that they were satisfied or very satisfied with the helpfulness of the library staff.

12. For Computer Labs, 90% of respondents were satisfied or very satisfied with the knowledge of the computer lab staff, 73% satisfied with the availability of the computer lab staff.

### **Section III Administrative Services:**

1. Nearly half of respondents (49%) were dissatisfied or very dissatisfied with bookstore prices. 82% of respondents were satisfied or very satisfied with the availability of textbooks.
2. The majority of respondents reported that they were satisfied with parking, the cleanliness of college campus, and the presence of campus security.
3. 80% to 85% of respondents said they were satisfied or very satisfied with the helpfulness of Business office staff, and the payment process.

### **Section IV Student Services**

1. Most of respondents (92%) who were extremely satisfied or very satisfied with admissions process and the initial contact with the college.
2. The majority of respondents (90%) reported that they were satisfied or very satisfied with the financial aid process. 88% of respondents indicated they were satisfied or very satisfied with the knowledge of the financial aid staff.
3. 92% of respondents reported they were satisfied or very satisfied with the registration process and the timeliness of transcript requests.
4. 86% of respondents reported that they were satisfied or very satisfied with helpfulness of staff at financial aid office and registration office.

### **Conclusions and Discussion Point:**

1. Graduate assessment of the college programs and services is a key element to assess the overall effectiveness of the college. The level of satisfaction of getting jobs, getting salary increase and promotion is an additional key component that figures into a student's deliberation as to the value of the college.

#### **Discussion points:**

- Does the college help students increase the ability to expand their strengths and understand their weaknesses to prepare them for and acquire a "good" job?
- Are students able to increase their earning power after graduation?

2. Through the New Student Survey in last fall, we understand more than half (54%) of new students heard about Capital Community College via word of mouth rather than advertising.

Discussion points:

- What drives graduates' willingness to recommend CCC to someone who has decided to pursue an Associate Degree/Certificate or transfer to a four-year institution?
  - How does the college manage to attract more new students through its mission, objectives, and the continuous improvement of the college image?
3. The most powerful factor contributing to a graduate's willingness to give a financial donation in the future is the opportunity to network and form relationships with long-term value.

Discussion points:

- What drives graduates' willingness to give donations to the college?
- What else we can do to set up network opportunity with alumni for developing a long-term relationship?

The survey is an important tool to help the College target the area for improvement. The report should be shared with all relevant staff and executive team. The survey results can also provide key input to the College assessment and Self-Study process.