



**Luna**  
**Community**  
**College**

## **ACCESS Center Annual Report**

**2010-2011**

Coordinated by ACCESS Center  
Janice Medrano, Educational Advisor

**2010**

**ACCESS SURVEYS**

**Graduate Satisfaction**

## **GRADUATE SATISFACTION SURVEY 2010-2011 SUMMARY**

The "Graduating Student Survey," initiated with the class of 2010-2011, is one of a series of attempts to measure and document the college's effectiveness. The college wide goal is to improve the institution's efficiency by enhancing academic programs and services thereby increasing student persistence and graduation rates.

During the summer 2010, fall 2010, spring 2011 a total of 157 students completed the requirements for the certificate or associate s degree in their respective programs. The numbers of students by department are as follows: Business and Professional Studies 21, Allied Health 45, Early Childhood Education 17, Technologies 8, Trades 36, Humanities 30.

The following reveals that there has been a slight increase in graduates from one year to the next from 2008-2009. For example in 2008-2009 there were 106 students that graduated compare to 2010-2011 there are 157 students.

During the 2011 graduation ceremony rehearsal, the LCC ACCESS Center staff conducted the graduate satisfaction survey with the graduating class of 2010-2011. This population included students that were completing their programs of studies during summer 2010, fall 2010 or spring 2011. One hundred and eighty nine graduating students completed the survey. Of the 189 students, 93 were completing a certificate program, 66 were completing an Associate of Applied Science degree, 30 were completing an Associate of Arts degree and 0 had completed their GED. The typical student participating in the survey, 77 students enrolled at LCC after working for a period of time and 78 students enrolled at LCC directly from high school.

The top four major reasons for students attending LCC were reported as follows: major reason (117), minor reason (37), not a reason (25) of the students responded that the reason for attending LCC offered the program of study that they were interested in pursuing. Major reason (142), minor reason (26), not a reason (11) of the students responded that the reason for attending LCC was the affordable cost of living. Major reason (149), minor reason (25), not a reason (7) of the students responded that LCC offered courses that interested them and major reason (134), minor reason (28), not a reason (14) responded that the location of LCC was close to their home.

The graduating students were asked if they could start school over, would they select to attend LCC, 102 answered definitely yes, 63 probably yes, 17 were uncertain, 6 probably no, and 5 answered definitely no. Students were asked if they would pursue the same program of study 130 answered definitely yes, 35 probably yes, 15 uncertain, 8 probably no, and 6 answered definitely no.

Graduating students were also asked about their level of satisfaction with various instructional aspects. Out of the eleven areas that the students were asked to rate the following three areas: very satisfied (53) and satisfied (55) with the quality of instruction in your Program of Study, while (6) were dissatisfied. With the availability of academic advisors during registration very

satisfied (55), satisfied (61), and while (3) were dissatisfied. With the instructional approaches applied in the classroom, very satisfied (49), satisfied (64), while (1) were dissatisfied.

Other college aspect students were asked to rate their level of satisfaction with the student services offered by LCC: with COMPASS testing (31) very satisfied and satisfied (60). Career planning and placement services (29) were very satisfied and (50) were satisfied. With the availability of tutors (42) were very satisfied, and (43) satisfied.

In other areas, this graduating class felt that their academic advisor encouraged them to complete their program of study and was available when they required assistance (67) were very satisfied and (50) were satisfied with the assistance. Were encouraged to complete their program of study (70) were very satisfied, and (42) were satisfied.

Another area that students were asked to respond was their satisfaction with the general education courses. The graduating students responded that they were very satisfied and satisfied while, there were some students stated they had no opinion or claimed to be neutral.

To conclude the study, the graduating students were asked if they felt that the program of study prepared them with the proper skills to qualify them for an entry level position, 75 responded definitely yes, and 49 responded probably yes, 7 were uncertain, 2 responded probably no and 4 responded definitely no.

Additionally, the graduates were asked what their plans were after graduation, 46 responded that they were currently employed either full-time or part-time, 36 responded that they would be seeking employment within the immediate area, 49 responded that they would continue their education at a 4-year college, 19 would be starting their own business, 31 would be seeking employment outside the immediate area but within New Mexico and 14 would be seeking employment out-of-state.

To summarize this study it is fair to infer that overall the study was very positive and the 2010-2011 graduating class of LCC was very satisfied with all the aspects of the college.

Revised 6/10/11

**GRAPHICAL REPRESENTATION OF  
STUDENT RESPONSES**

## GRADUATE SATISFACTION SURVEY

The information you provide on this questionnaire will be kept completely confidential and will strictly be used to provide statistical information. However, if any item requests information that you wish not to answer, please feel free to leave it blank.

Please check of the following:

0 GED    93 Certificate    66 Associate of Applied Science    30 Associate of Arts

1. Which of the following applied to you when you first enrolled at LCC?

78	Enrolled at LCC directly from High School
77	Enrolled at LCC after working for a period of time
4	Enrolled at LCC after completing the military
16	Transferred from another 2-year college
24	Transferred from a 4-year college or university
11	Other:

2. Use the following scale to answer each of the following indicating your reason for attending LCC.

(1) Major Reason	(2) Minor Reason	(3) Not a Reason	
117	37	25	Location close to home
134	28	14	Offered the courses that interested me
142	26	11	Offered the Program of Study that I was Interested in pursuing
149	25	7	Affordable cost of attending
77	44	51	Able to work while attending LCC
61	56	52	Student/teacher ratio
85	38	48	Availability of scholarship or financial aid
43	38	83	Recommended by parents or relatives
21	25	114	Recommended by high school counsel or teacher, etc.
17	22	120	My friends were attending LCC
9	2	13	Other:

	Definitel y Yes	Probabl y Yes	Uncert ain	Probably No	Definitely No
(3.) If you could start school over, would you select to attend LCC?	102	63	17	6	5

(4). If you had to start over, would you pursue the same program of study?	130	35	15	8	6
--	-----	----	----	---	---

Questions: 5 & 6

Using the following scale please answer each of the following questions.

**1=Very Satisfied 2=Satisfied 3=Neutral 4=Dissatisfied 5=Very Dissatisfied 6=No Opinion**

5. Provide your level of satisfaction with the following instructional aspects.

	(1)	(2)	(3)	(4)	(5)	(6)
Instructional approaches applied in the classroom	49	64	21	1	4	0
Meeting the needs of physically challenged individuals	33	46	32	3	2	19
Course offerings	43	67	21	3	3	1
Testing/ Grading System	47	60	23	6	1	1
Quality of Instruction in your Program of Study	53	55	20	6	3	1
Out-of-Class availability	46	54	28	5	3	1
Attitude of the faculty toward	51	55	22	7	3	0
Preparation you received	47	58	24	4	4	1
Availability of academic advisors during registration	55	61	15	3	4	0
Availability of the courses that you needed, which did not conflict	45	55	24	9	3	1
General condition of classrooms and laboratories	37	64	23	5	7	1

6. Provide your level of satisfaction with the Student services offered by LCC during the period you were enrolled.

	(1)	(2)	(3)	(4)	(5)	(6)
Library services and materials	36	53	34	1	3	12
Registration procedures	42	61	28	2	2	4
Availability of tutors	42	43	32	3	3	14
Personal counseling services	28	49	40	1	2	13
Orientation to and instruction in use of campus computer labs	33	55	37	1	0	11
Financial Aid counseling and related services	46	56	27	2	6	1
Career Planning & Placement	29	50	38	2	1	16

Payment of tuition & fees	48	60	24	2	2	2
Testing(COMPASS)	31	60	35	2	0	8
Childcare Services	18	33	35	1	3	40
Bookstores Services	32	54	32	9	8	3
Cafeteria Services	34	59	28	2	1	12
Safety and Security of campus	43	47	32	4	1	10

Questions: 7-9

Using the following scale please answer each of the following questions:

**1=Very Satisfied 2=Satisfied 3=Neutral 4=Dissatisfied 5=Very Dissatisfied 6=No Opinion**

7. Provide your level of satisfaction with your academic advisor.

	(1)	(2)	(3)	(4)	(5)	(6)
Available when I required assistance	67	50	14	4	3	1
Provided me with accurate information regarding prerequisites	65	50	13	6	4	1
Kept abreast of academic changes	56	53	21	1	5	3
Encouraged me to complete my program of study	70	42	17	3	3	1
Knowledgeable regarding the labor market needs in my field of study	56	53	21	4	2	2
Referred me to campus resources that could provide me with assistance	51	49	27	3	3	5
Provided me with appropriate information regarding school policy	60	51	16	5	3	3

8. Provide your level of satisfaction with general education courses in the following areas.

	(1)	(2)	(3)	(4)	(5)	(6)
Writing Skills	36	61	24	3	2	12
Reading Skills	31	65	22	3	2	14
Math Skills	49	57	21	1	1	9
Computer Skills	44	59	22	1	1	11
Communication Skills	43	58	21	1	2	12
Other Specify	15	21	8	1	1	10

9. Provide your level of satisfaction with the following aspects of your technical specialty?

	(1)	(2)	(3)	(4)	(5)	(6)
The theory involved in your technical specialty	40	61	27	1	2	6
The practical applications of theory involved in your technical specialty	38	64	26	0	2	7



The communication skills required by your technical specialty	40	70	22	0	2	3
The mathematical skills required by your technical specialty	39	64	26	1	3	4
The reasoning, problem solving, and critical thinking skills required by your technical specialty	42	65	24	0	1	5
The ability to work as a team member as well as independently	50	60	22	0	1	4
The skills established for good work ethics in preparation for entry into your technical specialty	43	64	24	1	2	3

10. Provide your level of satisfaction that your technical specialty prepared you for in the following.

	(1)	(2)	(3)	(4)	(5)	(6)
Plan and conduct research	39	61	26	2	2	6
Plan and write well-structured papers	40	58	25	5	2	5
Compose and deliver oral presentations	40	62	22	2	2	6
Read and think critically	43	62	21	2	2	5
Analyze and use numerical data	43	58	24	2	2	5
Organize and analyze data using scientific methods	40	61	24	2	2	4

11. Which of the following describes your immediate plans after graduation?

46	Currently employed (Full-time or Part-time)
19	Starting my own business (Self-employed)
36	Seeking employment within the immediate area
31	Seeking employment out-side the immediate area but within New Mexico
14	Seeking employment out-of-state
29	Continuing my education at another 2-year college
49	Continuing my education at a 4-year university

12. Do you feel your program of study prepared you with the proper skills to qualify you for an entry-level position?

75	Definitely Yes
49	Probably Yes
7	Uncertain
2	Probably No
4	Definitely No