



Luna
Community
College

ACCESS Center Annual Report

2011-2012

Coordinated by ACCESS Center
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2011

ACCESS SURVEYS

Graduate Satisfaction

GRADUATE SATISFACTION SURVEY 2011-2012 SUMMARY

The "Graduating Student Survey," initiated with the class of 2011-2012, 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 2011, fall 2011, spring 2012 a total of 189 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 15, Allied Health 63, Early Childhood Education 18, Technologies 8, Trades 46, Humanities 39.

The following reveals that there has been a slight increase in graduates from one year to the next from 2010-2011. For example in 2010-2011 there were 157 students that graduated compare to 2011-2012 there are 189 students.

During the 2011 graduation ceremony rehearsal, the LCC ACCESS Center staff conducted the graduate satisfaction survey with the graduating class of 2011-2012. This population included students that were completing their programs of studies during summer 2011, fall 2011 or spring 2012. One hundred and eighty nine graduating students completed the survey. Of the 189 students, 63 were completing a certificate program, 51 were completing an Associate of Applied Science degree, 21 were completing an Associate of Arts degree and 0 had completed their GED. The typical student participating in the survey, 49 students enrolled at LCC after working for a period of time and 46 students enrolled at LCC directly from high school.

The top four major reasons for students attending LCC were reported as follows: major reason (94), minor reason (9), not a reason (14) of the students responded that the reason for attending LCC offered the program of study that they were interested in pursuing. Major reason (90), minor reason (20), not a reason (6) of the students responded that the reason for attending LCC was the affordable cost of living. Major reason (99), minor reason (9), not a reason (14) of the students responded that LCC offered courses that interested them and major reason (86), minor reason (16), not a reason (22) 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, 74 answered definitely yes, 40 probably yes, 11 were uncertain, 9 probably no, and 0 answered definitely no. Students were asked if they would pursue the same program of study 90 answered definitely yes, 27 probably yes, 10 uncertain, 5 probably no, and 2 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 (63) and satisfied (40) with the quality of instruction in your Program of Study, while (3) were dissatisfied. With the availability of academic advisors during registration very

satisfied (63), satisfied (36), and while (2) were dissatisfied. With the instructional approaches applied in the classroom, very satisfied (62), satisfied (42), 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 (49) very satisfied and satisfied (37). Career planning and placement services (48) were very satisfied and (26) were satisfied. With the availability of tutors (49) were very satisfied, and (33) 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 (72) were very satisfied and (36) were satisfied with the assistance. Were encouraged to complete their program of study (78) were very satisfied, and (28) 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, 81 responded definitely yes, and 31 responded probably yes, 12 were uncertain, 3 responded probably no and 1 responded definitely no.

Additionally, the graduates were asked what their plans were after graduation, 36 responded that they were currently employed either full-time or part-time, 34 responded that they would be seeking employment within the immediate area, 50 responded that they would continue their education at a 4-year college, 17 would be starting their own business, 24 would be seeking employment outside the immediate area but within New Mexico and 12 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 2011-2012 graduating class of LCC was very satisfied with all the aspects of the college.

**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 63 Certificate 51 Associate of Applied Science 21 Associate of Arts

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

46	Enrolled at LCC directly from High School
49	Enrolled at LCC after working for a period of time
3	Enrolled at LCC after completing the military
9	Transferred from another 2-year college
16	Transferred from a 4-year college or university
13	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	
86	16	22	Location close to home
99	9	14	Offered the courses that interested me
94	9	14	Offered the Program of Study that I was Interested in pursuing
90	20	6	Affordable cost of attending
62	22	48	Able to work while attending LCC
57	23	33	Student/teacher ratio
64	19	30	Availability of scholarship or financial aid
31	24	53	Recommended by parents or relatives
15	16	80	Recommended by high school counsel or teacher, etc.
12	13	84	My friends were attending LCC
11	11	4	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?	74	40	11	9	0

(4). If you had to start over, would you pursue the same program of study?	90	27	10	5	2
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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	62	42	22	1	1	1
Meeting the needs of physically challenged individuals	43	24	38	0	2	15
Course offerings	59	49	17	8	1	1
Testing/ Grading System	58	41	23	5	1	1
Quality of Instruction in your Program of Study	63	40	21	3	1	1
Out-of-Class availability	60	40	23	1	1	4
Attitude of the faculty toward	66	33	22	4	2	0
Preparation you received	66	32	22	2	4	2
Availability of academic advisors during registration	63	36	24	2	3	2
Availability of the courses that you needed, which did not conflict	63	31	20	10	3	2
General condition of classrooms and laboratories	59	31	22	6	7	2

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	47	37	29	12	1	12
Registration procedures	51	42	27	4	2	2
Availability of tutors	49	33	30	3	1	13
Personal counseling services	44	29	36	4	2	13
Orientation to and instruction in use of campus computer labs	48	34	33	0	3	10
Financial Aid counseling and related services	50	34	28	3	5	9
Career Planning & Placement	48	26	35	2	2	15

Payment of tuition & fees	58	36	23	5	3	3
Testing(COMPASS)	49	37	31	0	1	8
Childcare Services	37	21	39	0	1	26
Bookstores Services	49	34	31	7	4	4
Cafeteria Services	52	34	25	1	1	16
Safety and Security of campus	52	33	29	2	3	7

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	72	36	17	1	1	2
Provided me with accurate information regarding prerequisites	75	36	13	2	1	1
Kept abreast of academic changes	75	31	15	3	1	3
Encouraged me to complete my program of study	78	28	14	2	1	5
Knowledgeable regarding the labor market needs in my field of study	70	32	18	2	1	6
Referred me to campus resources that could provide me with assistance	68	34	18	1	2	5
Provided me with appropriate information regarding school policy	72	29	21	0	2	3

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

	(1)	(2)	(3)	(4)	(5)	(6)
Writing Skills	56	36	22	2	1	7
Reading Skills	55	34	22	1	1	9
Math Skills	53	39	23	0	1	6
Computer Skills	58	32	22	0	2	9
Communication Skills	57	37	20	1	1	6
Other Specify	29	15	6	0	1	3

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	59	33	24	1	1	5
The practical applications of theory	54	39	21	2	1	6

involved in your technical specialty						
The communication skills required by your technical specialty	53	44	15	2	1	7
The mathematical skills required by your technical specialty	57	39	17	1	1	7
The reasoning, problem solving, and critical thinking skills required by your technical specialty	60	39	15	1	1	6
The ability to work as a team member as well as independently	65	35	16	0	1	6
The skills established for good work ethics in preparation for entry into your technical specialty	62	35	17	0	1	6

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	58	36	18	1	1	8
Plan and write well-structured papers	58	33	19	2	1	10
Compose and deliver oral presentations	53	38	20	1	1	9
Read and think critically	61	38	16	0	1	8
Analyze and use numerical data	54	39	17	0	1	10
Organize and analyze data using scientific methods	54	37	17	1	1	10

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

36	Currently employed (Full-time or Part-time)
17	Starting my own business (Self-employed)
34	Seeking employment within the immediate area
24	Seeking employment out-side the immediate area but within New Mexico
12	Seeking employment out-of-state
31	Continuing my education at another 2-year college
50	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?

81	Definitely Yes
31	Probably Yes
12	Uncertain
3	Probably No
1	Definitely No