



**ACCESS Center Annual Report**

**2009-2010**

Coordinated by ACCESS Center  
Janice Medrano, Educational Advisor



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**2008-2009**

Coordinated by ACCESS Center  
Veronica Serna Director  
Janice Medrano Educational Advisor  
Renee Maestas, Provided Follow-up Survey Results

**2008**

**ACCESS SURVEYS**

**Graduate Satisfaction**

## **GRADUATE SATISFACTION SURVEY 2008-2009 SUMMARY**

The "Graduating Student Survey," initiated with the class of 2008-2009, 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 2008, fall 2008, spring 2009 a total of 106 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 20, Allied Health 34, Early Childhood Education 17, Technologies 10, Trades 13, Humanities 12.

The following reveals that there has been a slight decrease in graduates from one year to the next from 2007-2008. For example in 2007-2008 there were 147 students that graduated compare to 2008-2009 there are 106 students.

During the 2008 graduation ceremony rehearsal, the LCC ACCESS Center staff conducted the graduate satisfaction survey with the graduating class of 2007-2008. This population included students that were completing their programs of studies during summer 2008, fall 2008 or spring 2009. One hundred and two graduating students completed the survey. Of the 102 students, 42 were completing a certificate program, 48 were completing an Associate of Applied Science degree, 15 were completing an Associate of Arts degree and 0 had completed their GED. The typical student participating in the survey, 50 students enrolled at LCC after working for a period of time and 23 students enrolled at LCC directly from high school.

The top four major reasons for students attending LCC were reported as follows: major reason (81), minor reason (10), not a reason (5) of the students responded that the reason for attending LCC offered the program of study that they were interested in pursuing. Major reason (86), minor reason (6), not a reason (5) of the students responded that the reason for attending LCC was the affordable cost of living. Major reason (80), minor reason (11), not a reason (6) of the students responded that LCC offered courses that interested them and major reason (76), minor reason (13), not a reason (11) 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, 59 answered definitely yes, 29 probably yes, 9 were uncertain, 4 probably no, and 1 answered definitely no. Students were asked if they would pursue the same program of study 62 answered definitely yes, 26 probably yes, 6 uncertain, 6 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 (40) and satisfied (42) with the quality of instruction in your Program of Study, while (7) were dissatisfied. With the availability of academic advisors during registration very

satisfied (36), satisfied (47), and while (1) were dissatisfied. With the instructional approaches applied in the classroom, very satisfied (34), satisfied (52), 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 (30) very satisfied and satisfied (34). Career planning and placement services (25) were very satisfied and (30) were satisfied. With the availability of tutors (30) were very satisfied, and (31) 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 (45) were very satisfied and (36) were satisfied with the assistance. Were encouraged to complete their program of study (49) 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, 60 responded definitely yes, and 32 responded probably yes.

Additionally, the graduates were asked what their plans were after graduation, 44 responded that they were currently employed either full-time or part-time, 23 responded that they would be seeking employment within the immediate area, 35 responded that they would continue their education at a 4-year college, 11 would be starting their own business, 29 would be seeking employment outside the immediate area but within New Mexico and 13 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 2008-2009 graduating class of LCC was very satisfied with all the aspects of the college.

Revised 7/28/09

**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    42 Certificate    48 Associate of Applied Science    15 Associate of Arts

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

23	Enrolled at LCC directly from High School
50	Enrolled at LCC after working for a period of time
4	Enrolled at LCC after completing the military
5	Transferred from another 2-year college
0	Transferred from a 4-year college or university
17	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	
76	13	11	Location close to home
80	11	6	Offered the courses that interested me
81	10	5	Offered the Program of Study that I was Interested in pursuing
86	6	5	Affordable cost of attending
56	14	23	Able to work while attending LCC
46	20	27	Student/teacher ratio
44	18	32	Availability of scholarship or financial aid
25	21	48	Recommended by parents or relatives
15	10	67	Recommended by high school counsel or teacher, etc.
10	10	70	My friends were attending LCC
6	3	14	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?	59	29	9	4	1

(4). If you had to start over, would you pursue the same program of study?	62	26	6	6	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	34	52	13	1	2	0
Meeting the needs of physically challenged individuals	28	37	17	1	3	13
Course offerings	36	42	20	1	1	0
Testing/ Grading System	39	43	13	2	3	0
Quality of Instruction in your Program of Study	40	42	10	7	2	0
Out-of-Class availability	39	38	15	6	3	0
Attitude of the faculty toward	44	35	15	3	4	0
Preparation you received	37	46	11	2	3	1
Availability of academic advisors during registration	36	47	12	1	2	2
Availability of the courses that you needed, which did not conflict	37	42	15	1	5	0
General condition of classrooms and laboratories	32	44	14	7	3	0

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	33	37	14	1	2	13
Registration procedures	35	45	12	2	3	3
Availability of tutors	30	31	12	4	2	21
Personal counseling services	27	34	13	2	1	21
Orientation to and instruction in use of campus computer labs	30	29	19	1	2	17
Financial Aid counseling and related services	35	34	14	1	3	12
Career Planning & Placement	25	30	17	1	3	22



Payment of tuition & fees	37	44	9	1	2	5
Testing(COMPASS)	30	34	17	0	1	15
Childcare Services	18	24	19	1	2	33
Bookstores Services	27	36	16	8	5	7
Cafeteria Services	30	39	18	1	1	8
Safety and Security of campus	29	38	14	2	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	45	36	14	0	3	4
Provided me with accurate information regarding prerequisites	45	36	12	0	3	4
Kept abreast of academic changes	42	37	11	3	3	5
Encouraged me to complete my program of study	49	28	12	2	3	6
Knowledgeable regarding the labor market needs in my field of study	41	28	22	0	2	7
Referred me to campus resources that could provide me with assistance	38	30	16	4	3	10
Provided me with appropriate information regarding school policy	38	31	16	2	3	10

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

	(1)	(2)	(3)	(4)	(5)	(6)
Writing Skills	25	47	7	1	0	15
Reading Skills	25	43	11	0	0	16
Math Skills	33	40	6	1	1	16
Computer Skills	29	44	6	0	1	14
Communication Skills	31	43	6	0	1	14
Other Specify	9	17	2	1	0	9

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	32	49	10	0	1	6
The practical applications of theory involved in your technical specialty	30	46	14	1	1	6

The communication skills required by your technical specialty	31	49	15	0	1	4
The mathematical skills required by your technical specialty	29	51	14	0	1	4
The reasoning, problem solving, and critical thinking skills required by your technical specialty	33	49	15	0	1	2
The ability to work as a team member as well as independently	38	47	12	0	1	2
The skills established for good work ethics in preparation for entry into your technical specialty	37	44	14	0	1	2

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	29	42	15	0	1	10
Plan and write well-structured papers	27	43	14	1	0	12
Compose and deliver oral presentations	29	44	13	0	0	11
Read and think critically	34	45	10	1	0	8
Analyze and use numerical data	29	44	13	2	0	10
Organize and analyze data using scientific methods	30	39	13	1	0	12

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

44	Currently employed (Full-time or Part-time)
11	Starting my own business (Self-employed)
23	Seeking employment within the immediate area
29	Seeking employment out-side the immediate area but within New Mexico
13	Seeking employment out-of-state
17	Continuing my education at another 2-year college
35	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?

60	Definitely Yes
32	Probably Yes
4	Uncertain
1	Probably No
0	Definitely No