

# Glendale Community College

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Report on the Results of the Graduate Survey 2011



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# Glendale Community College: Graduate Survey 2011

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## Introduction

Each year, Glendale Community College (GCC) administers a graduate survey to better understand students who have petitioned to graduate. GCC College Research Services collaborated with Admissions & Records, Academic Affairs, and Career/Educational Planning Services to create and implement the satisfaction survey prior to the 2011 spring commencement. This year's survey assessed what a student was doing before GCC, why they attended GCC, evaluated their success at meeting their individual goals, identified how much their GCC experience has helped achieve goals, detailed basic career information, and more.

The results are used by multiple areas across the college including workforce development and career counseling. Results are also a key data source for important benchmark measures such as the NCCBP (National Community College Benchmark Project).

## Methodology

Survey questions were developed, discussed and finalized in consultation with Admissions & Records, Academic Affairs, and Career/Educational Planning Services. Students were asked to provide their MEID (a unique student-identifier) on the form to generate demographic reporting about survey respondents. Respondents had the option to write in their first and last name in place of the MEID.

In prior years, the survey was administered as part of the diploma disbursement process, a process which required students to pick up their diploma at GCC, resulting in a typical graduate response rate around 15%. Starting 2010, diplomas have been mailed to students making the existing process inadequate. The survey was then modified to an online format and invitations were mailed to students. The response rate from this method dipped to 5%, making a new process necessary in 2011.

Traditionally over half of all graduates (degrees and/or certificates) participate in the commencement ceremony. Since the commencement-practice session is mandatory; a paper version was handed out at the time a student arrived for the practice session. Prior to the student's crossing the stage, the completed survey (as well as their personal information card) was collected and placed in a sealed ballot box. Of the 671 students who petitioned for graduation, 409 indicated a desire to participate in the commencement ceremony. After the ceremony, the 353 completed survey forms were given to College Research Services and scanned via Remark Survey software.

	Counts	% of Total Graduates	% of Those Planning to Attend Commencement
Petitioned to graduate GCC	671	N/A	N/A
RSVP to attend commencement	409	61%	N/A
Survey responses	353	53%	86%
Responses with valid MEIDs	216	32%	53%

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Although the response rates were well above historic norms, the response rate is not representative of all graduates. A case may be made that the responses were representative of those who RSVP'd to attend commencement.

## Survey Highlights

### Overall Experience:

Respondents indicated a high level of agreement with the statement about having a positive experience at GCC, an aggregate average of 4.55 on a 5 (strongly agree) to 1 (strongly disagree) scale.

### Before GCC:

- Almost half of responding graduating students attended high school prior to attending GCC
- Roughly a third of responding graduating students were working full-time prior to attending GCC

### Goals:

- Over 86% of responding graduating students met their primary goal
- Over half (55%) of our responding graduating students attended GCC with the goal to transfer to a college or university

### Academic Impact:

- Over a third of responding graduating students are currently enrolled at a university
- Over 39% of respondents currently enrolled at a university, other college or technical school indicated GCC help them succeed at the school very much
- Almost half (49%) of the respondents plan on enrolling at a university
- Over 42% of our responding graduating students are not currently enrolled at a university, other community college, or technical school

### Impact of Degree:

- Respondents indicated the areas GCC most helped them were in developing skills for life-long learning and improving decision-making skills
- When asked about how much the degree/certificate earned from GCC helped the graduate obtain a promotion, roughly 42% indicated the question was not applicable. This is probably due to the high degree of students who come directly from high school
- When asked about how much the degree/certificate earned from GCC helped the graduate obtain employment, roughly 38% indicated the question was not applicable. This is probably due to the high degree of students who come directly from high school

### Employment:

- Roughly a quarter of our responding students are not employed, another quarter are working part time (20 -39 hours). Roughly a third of our students are working 40 or more hours
- Only 18% indicated their job is primary related to their degree or certificate, with an additional 22% indicating their job is somewhat related to their degree or certificate
- Almost a third of responding graduates were working for their employer before enrolling at GCC, almost another third began working for their employer while attending GCC, with almost

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13% beginning for the employer after graduation. Over a quarter of the respondents did not respond, possibly indicating a lack of an employer at the time of responding to this survey

- Over a quarter of respondents indicated their hourly wage falls between \$8.00 and \$11.00 per hour. Almost 30% left this question blank, possibly due to a lack of a job at the time of their response

## Demographic Comparisons

The survey was only administered to students participating in the commencement practice session in May 2011. Roughly 39% of students who petitioned for graduation did not participate in the commencement exercise. Of those who RSVP'd indicating a desire to participate in the commencement exercise, roughly 86% attended the commencement practice session where the survey was administered. With only one third of graduates providing MEID information on a completed survey form, it is not possible to extrapolate that the respondents' demographic profiles provide a valid representation of all graduates. Although a much higher response rate percentage (53%), one cannot assume the respondents with valid MEID information are demographically representative of those who RSVP'd to attend the 2011 commencement. Of those who did respond, roughly 20% of all respondents failed to provide the requested MEID or other unique identifier, possibly a result confidentiality concerns with the survey.

Given the limitations previously expressed, the demographic comparisons are worth considering. It appears that

- The 20 -24 age group may be overrepresented
- Female respondents may be overrepresented
- Hispanic/Latino respondents may be slightly overrepresented
- Respondents with English as their first language may be overrepresented
- First generation students may be overrepresented
- Students with a high school diploma may be overrepresented
- Students with no previous college or university experience may be overrepresented

## Age Groups

	All Grads	Commencement 2011 RSVP	Survey Respondents
15 - 19	8%	10%	10%
20 - 24	40%	48%	48%
25 - 29	12%	14%	15%
30 - 39	14%	13%	14%
40 - 49	7%	8%	6%
50 - 59	1%	1%	1%
60+	1%	1%	0%

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## Gender

	All Grads	Commencement 2011 RSVP	Survey Respondents
Female	51%	63%	61%
Male	31%	32%	34%

## Ethnicity

	All Grads	Commencement 2011 RSVP	Survey Respondents
American Indian/Alaska Native	1%	2%	2%
Asian	3%	3%	5%
Black/African American	6%	7%	5%
Hispanic/Latino	22%	28%	30%
Not Specified	1%	2%	1%
White	48%	52%	53%

## First Language

	All Grads	Commencement 2011 RSVP	Survey Respondents
English	69%	78%	79%
Farsi (Persian)	0%	0%	1%
French	0%	1%	0%
Rumanian	1%	1%	1%
Spanish	9%	12%	12%
Tagalog (Philippines)	0%	0%	1%
Vietnamese	1%	0%	0%

## First Generation Student

	All Grads	Commencement 2011	Survey Respondents
Yes	52%	61%	63%

## High School Graduate Status

	All Grads	Commencement 2011	Survey Respondents
Currently Enrolled in HS	1%	1%	0%
No diploma or GED	1%	1%	1%
GED Certified	5%	6%	5%
High School Diploma	74%	85%	86%
Home Taught	1%	2%	3%

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## High School of Graduates

	All Grads	Commencement 2011	Survey Respondents
Agua Fria High School	1%	1%	3%
Alhambra High School	2%	2%	0%
Apollo High School	3%	3%	3%
Barry Goldwater High School	1%	2%	3%
Boulder Creek High School	0%	1%	1%
Buckeye Union High School	1%	1%	1%
Cactus High School	3%	2%	2%
Centennial High School	3%	3%	3%
Conversion-AZ-Arizona HS	2%	2%	3%
Conversion-ZZ-Foreign	2%	2%	2%
Cortez High School	1%	2%	1%
Deer Valley High School	3%	2%	3%
Dysart High School	1%	2%	1%
Glendale High School	1%	1%	0%
Greenway High School	2%	3%	4%
High School Outside Arizona	14%	14%	16%
Independence High School	2%	2%	3%
Ironwood High School	3%	3%	3%
Maryvale High School	2%	3%	3%
Millennium High School	1%	1%	0%
Moon Valley High School	2%	3%	4%
Mountain Ridge High School	3%	3%	3%
Out-of-Country High School	1%	1%	1%
Peoria High School	3%	3%	4%
Prescott High School	1%	1%	1%
Raymond S. Kellis High School	1%	2%	1%
Sandra Day O'Connor High School	2%	2%	1%
Sunrise Mountain	2%	3%	3%
Thunderbird High School	1%	1%	2%
Tolleson Union High School	1%	1%	1%
Trevor Browne High School	1%	2%	1%
Washington High School	1%	1%	1%
Westland School	0%	0%	1%
Willow Canyon High School	2%	2%	1%

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## High School Graduation Year

	All Grads	Commencement 2011	Survey Respondents
1979	0%	1%	0%
1980	1%	1%	0%
1982	1%	1%	1%
1984	1%	1%	0%
1985	0%	1%	0%
1986	1%	1%	0%
1987	0%	1%	1%
1988	1%	1%	1%
1990	1%	0%	0%
1991	1%	1%	0%
1992	1%	1%	0%
1993	2%	1%	1%
1994	1%	1%	1%
1995	2%	2%	3%
1996	1%	1%	1%
1997	1%	1%	1%
1998	1%	1%	1%
1999	2%	3%	4%
2000	2%	3%	2%
2001	3%	3%	4%
2002	3%	2%	2%
2003	3%	4%	5%
2004	4%	3%	2%
2005	5%	6%	6%
2006	5%	4%	4%
2007	9%	10%	9%
2008	15%	21%	22%
2009	10%	14%	16%

## Previous Education Experience

	All Grads	Commencement 2011	Survey Respondents
No college or university	31%	41%	44%
Some coll/univ., no degree	33%	36%	33%
Associate degree	4%	3%	4%
Bachelor degree	1%	1%	0%
Not Indicated	13%	15%	17%

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## Survey Results

### What were you doing before attending GCC? (Mark all that apply)

	Count	Percentage
Attending high school	176	49.9%
Working full-time	117	33.1%
Not working	36	10.2%
Attending another college or university	41	11.6%
Working part-time	48	13.6%
Serving in the military	10	2.8%

### Why did you attend GCC? (Mark only one)

	Count	Percentage
Prepare to enter the job market	59	16.7%
Prepare to change careers	48	13.6%
Improve job skills at present job	16	4.5%
Transfer to college / university	194	55.0%
Develop personal interests	13	3.7%
Blank	7	2.0%
Other:	16	3.7%
• ACE Plus		
• cheap		
• close to me house		
• college degree		
• ECE degree program		
• education		
• get a degree		
• got another job		
• honors program		
• job loss due to economy		
• open own business		
• out from prison		
• play softball		
• soccer/honors		

### Did you meet your primary goal? (Mark only one)

	Count	Percentage
Yes	305	86.4%
No	17	4.8%
Blank	31	8.8%

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**(Are you) Currently enrolled at the following (Mark all that apply)**

	Count	Percentage
Not currently enrolled	150	42.5%
University	119	33.7%
Another community college	24	6.8%
Technical school	5	1.4%

**(Are you) Planning to enroll at the following: (Mark all that apply)**

	Count	Percentage
No plans to enroll	50	14.2%
University	173	49.0%
Another community college	29	8.2%
Technical school	5	1.4%

**If you are currently enrolled at a university, another college, or technical school, how much has the degree or certificate you earned at GCC helped you to succeed at this school? (Mark only one)**

	Count	Percentage
Very much	139	39.4%
Some	40	11.3%
A little	8	2.3%
None	38	10.8%

**How much has the degree or certificate you earned at GCC helped you to do the following? (Mark only one per row)**

	(5) Very Much	(4)	(3)	(2)	(1) Not at All	N/A	Avg.
Obtain employment	70	39	36	12	49	133	3.33
Obtain a promotion	43	35	38	11	62	147	2.93
Obtain higher pay	59	40	27	16	57	15	3.14
Improve job performance	88	62	35	8	27	23	3.80
Develop skills for life-long learning	187	73	36	9	6	17	4.37
Improve decision-making skills	167	80	41	12	8	21	4.25

**Please indicate your level of agreement. (Only mark one)**

	(5) Strongly Agree	(4)	(3)	(2)	(1) Strongly Disagree	N/A	Avg.
Overall I had a positive experience at GCC.	207	10 8	18	2	0	1	4.55

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**How many hours per week do/will you work at your primary or highest paying job? (Only mark one)**

	Count	Percentage
Not employed	93	26.3%
Less than 20 hours	35	9.9%
20 to 39 hours	92	26.1%
40 hours	100	28.3%
More than 40 hours	30	8.5%
Blank	3	0.8%

**What is the ZIP code of your primary place of employment?** (Counts per ZIP code after the dash, only including counts >1)

85308-24	85051-5	85085-3
85302-20	85303-5	85086-3
85345-12	85304-5	85374-3
85029-9	85305-5	85383-3
85053-9	85382-5	85008-2
85301-8	85310-4	85009-2
85381-8	85340-4	85012-2
85306-6	85351-4	85027-2
85021-5	85032-3	85031-2
85033-5	85043-3	85326-2
85037-5		

**Is your primary job related to the degree or certificate you earned from GCC? (Only mark one)**

	Count	Percentage
Directly relate	64	18.1%
Somewhat related	77	21.85
Not related	132	37.4%
Blank	80	22.7%

**When did/do you begin working for your primary employer (Only mark one)**

	Count	Percentage
Before enrolling at GCC	107	30.3%
While attending GCC	110	31.2%
After graduating from GCC	45	12.7%
Blank	91	28.9%

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## How much do you earn hourly from your primary job? (Only mark one)

	Count	Percentage
Less than \$8.00 per hour	46	13.0%
\$8.00 - \$11.00 per hour	99	28.0%
\$11.01 - \$14.00 per hour	40	11.3%
\$14.01 - \$17.00 per hour	38	10.8%
\$17.01 - \$20.00 per hour	10	2.8%
More than \$20.00 per hour	19	5.4%
Blank	101	28.6%

## Which category best describes your primary job?

	Count	Percentage
Agriculture & natural resources	2	0.6%
Arts & communication services	14	4.0%
Business & administrative services	22	6.2%
Construction	6	1.7%
Education & training services	34	9.6%
Financial services	8	2.3%
Health services	36	10.2%
Hospitality & tourism	6	1.7%
Human services	9	2.5%
Information technology	1	0.3%
Legal & protective services	5	1.4%
Logistics, transportation, & distribution	5	1.4%
Manufacturing	1	0.3%
Science and research	7	2.0%
Retail sales	40	11.3%
Blank	76	21.5%
Other: <ul style="list-style-type: none"><li>• Risk management</li><li>• Salon</li></ul>	74	21.0%

## Future Considerations

The MEID was used to pull all demographic information on this year's form but many problems compromised the ability to associate those who responded to an individual's demographic data. Issues included inaccurate MEID/EMPLID data in the Graduate database and a lack of information on who actually attended the practice session. The personal information cards given to GCC staff prior to crossing the stage could provide information regarding those who had the opportunity to respond to the assessment.

Given the limitations of a respondent's self-reporting of their MEID, future consideration should be made to improve the accuracy. The problem had multiple causes: (1) many respondents chose not to provide any unique identification so demographic data for this population was not available; (2) often

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students were either not sure what their MEID was and provided an incorrect response; and/or (3) the written MEID was illegible.

Roughly 39% of all those who petitioned to graduate did not indicate a plan to participate in commencement, thus losing the opportunity to respond to the assessment. A follow-up graduate survey could be administered online to solicit feedback from this group, although last year's 5% online response rate makes the goal of receiving additional responses somewhat bleak.

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## Appendix: Survey Form

### GLENDALE COMMUNITY COLLEGE Graduate Survey

*Congratulations on your academic achievement at Glendale Community College! Please complete this form (both sides) to help us assess how well our educational programs met your educational goals and career plans. For each question, completely fill in the bubbles or blanks as instructed. The completed survey will be collected as you leave the stage.*

**Student MEID:** \_\_\_\_\_

**What were you doing before attending GCC? (Mark all that apply)**

- |   |   |
|---|---|
| <input type="radio"/> Attending high school | <input type="radio"/> Attending another college or university |
| <input type="radio"/> Working full-time     | <input type="radio"/> Working part-time                       |
| <input type="radio"/> Not working           | <input type="radio"/> Serving in the military                 |

**Why did you attend GCC? (Only mark one)**

- |   |  |
|---|--|
| <input type="radio"/> Prepare to enter the job market   | <input type="radio"/> Transfer to college/university |
| <input type="radio"/> Prepare to change careers         | <input type="radio"/> Develop personal interests     |
| <input type="radio"/> Improve job skills at present job | <input type="radio"/> Other _____                    |

**Did you meet your primary goal? (Only mark one)**

- Yes     No

**Currently enrolled at the following:**  
(Mark all that apply)

- Not currently enrolled  
 University  
 Another Community College  
 Technical School

**Planning to enroll at the following:**  
(Mark all that apply)

- No plans to enroll  
 University  
 Another Community College  
 Technical School

**If you are currently enrolled at a university, another college, or technical school, how much has the degree or certificate you earned at GCC helped you to succeed at this school? (Only mark one)**

- |                                 |                                |
|---------------------------------|--------------------------------|
| <input type="radio"/> Very Much | <input type="radio"/> A Little |
| <input type="radio"/> Some      | <input type="radio"/> None     |

**How much has the degree or certificate you earned at GCC helped you to do the following? (Mark only one per row)**

	Very Much			Not At All	Not	
	-5-	-4-	-3-	-2-	-1-	Applicable
Obtain employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtain a promotion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtain higher pay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve job performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Develop skills for life-long learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve decision-making skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Please indicate your level of agreement. Overall I had a positive experience at GCC. (Only mark one)**

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Strongly Agree        |                       |                       |                       | Strongly Disagree     | Not Applicable        |
| -5-                   | -4-                   | -3-                   | -2-                   | -1-                   |                       |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**How many hours per week do/will you work at your primary or highest paying job? (Only mark one)**

- |  |  |
|--|--|
| <input type="radio"/> Not employed (skip to end) | <input type="radio"/> 40 hours           |
| <input type="radio"/> less than 20 hours         | <input type="radio"/> More than 40 hours |
| <input type="radio"/> 20 up to 39 hours          |  |

**What is the ZIP code of your primary place of employment? (5 digit)**

\_\_\_\_\_

**Is your primary job related to the degree or certificate you earned from GCC? (Only mark one)**

- Directly related     Somewhat related     Not related

**When did/do you begin working for your primary employer? (Only mark one)**

- Before enrolling at GCC     After graduating from GCC  
 While attending GCC

**How much do you earn hourly from your primary job? (Only mark one)**

- |  |  |
|--|--|
| <input type="radio"/> Less than \$8.00 per hour  | <input type="radio"/> \$14.01 - \$17.00 per hour |
| <input type="radio"/> \$8.00 - \$11.00 per hour  | <input type="radio"/> \$17.01 - \$20.00 per hour |
| <input type="radio"/> \$11.01 - \$14.00 per hour | <input type="radio"/> More than \$20.00 per hour |

**Which category best describes your primary job?**

- |   |  |
|---|--|
| <input type="radio"/> Agriculture & natural resources | <input type="radio"/> Information technology           |
| <input type="radio"/> Arts & communication services   | <input type="radio"/> Legal & protective services      |
| <input type="radio"/> Business & administrative svcs. | <input type="radio"/> Logistics, transport, & distrib. |
| <input type="radio"/> Construction                    | <input type="radio"/> Manufacturing                    |
| <input type="radio"/> Education & training services   | <input type="radio"/> Government services              |
| <input type="radio"/> Financial services              | <input type="radio"/> Science and research             |
| <input type="radio"/> Health services                 | <input type="radio"/> Retail sales                     |
| <input type="radio"/> Hospitality & tourism           | <input type="radio"/> Other                            |
| <input type="radio"/> Human services                  |  |

*On behalf of the faculty and staff of Glendale Community College, we would like to offer warm congratulations on your major achievement. Thank you for participating with this survey, your responses will be confidential. The completed survey will be collected as you leave the stage. }*

