



ESTRELLA MOUNTAIN
COMMUNITY COLLEGE

Graduate Exit Survey 2010 2011

Prepared by: The Office of Planning and Institutional Effectiveness

Graduate Exit Survey 2010-2011

Respondents = 586

Results Prepared by:
The Office of Planning & Institutional Effectiveness
April 28, 2011



Graduation Exit Survey 2010-2011

Term:

Response	Frequency	Percent	Mean: 3.78
	0	0.00	<div style="width: 0%;"></div>
Summer 2010	19	3.24	<div style="width: 3.24%;"></div>
Fall 2010	110	18.77	<div style="width: 18.77%;"></div>
Spring 2011	356	60.75	<div style="width: 60.75%;"></div>
Summer 2011	15	2.56	<div style="width: 2.56%;"></div>
Fall 2011	11	1.88	<div style="width: 1.88%;"></div>
Spring 2012	0	0.00	<div style="width: 0%;"></div>
Summer 2012	0	0.00	<div style="width: 0%;"></div>
Fall 2012	0	0.00	<div style="width: 0%;"></div>
Spring 2013	0	0.00	<div style="width: 0%;"></div>
Summer 2013	0	0.00	<div style="width: 0%;"></div>
Fall 2013	0	0.00	<div style="width: 0%;"></div>
Spring 2014	0	0.00	<div style="width: 0%;"></div>
Summer 2014	0	0.00	<div style="width: 0%;"></div>
Fall 2014	0	0.00	<div style="width: 0%;"></div>
Missing	75	12.80	<div style="width: 12.80%;"></div>

Respect shown to students by staff involved in payment processing

Response	Frequency	Percent	Mean: 4.28
Very Satisfied	335	57.17	<div style="width: 57.17%;"></div>
Satisfied	188	32.08	<div style="width: 32.08%;"></div>
Somewhat Satisfied	23	3.92	<div style="width: 3.92%;"></div>
Dissatisfied	2	0.34	<div style="width: 0.34%;"></div>
Very Dissatisfied	2	0.34	<div style="width: 0.34%;"></div>
Did not Use	35	5.97	<div style="width: 5.97%;"></div>
Missing	1	0.17	<div style="width: 0.17%;"></div>

On-line payment processing and payment options

Response	Frequency	Percent	Mean: 3.87
Very Satisfied	308	52.56	<div style="width: 52.56%;"></div>
Satisfied	158	26.96	<div style="width: 26.96%;"></div>
Somewhat Satisfied	28	4.78	<div style="width: 4.78%;"></div>
Dissatisfied	6	1.02	<div style="width: 1.02%;"></div>
Very Dissatisfied	2	0.34	<div style="width: 0.34%;"></div>
Did not Use	84	14.33	<div style="width: 14.33%;"></div>
Missing	0	0.00	<div style="width: 0%;"></div>

Overall, quality of payment services

Response	Frequency	Percent	Mean: 4.28
Very Satisfied	323	55.12	<div style="width: 55.12%;"></div>
Satisfied	191	32.59	<div style="width: 32.59%;"></div>
Somewhat Satisfied	25	4.27	<div style="width: 4.27%;"></div>
Dissatisfied	4	0.68	<div style="width: 0.68%;"></div>
Very Dissatisfied	1	0.17	<div style="width: 0.17%;"></div>
Did not Use	31	5.29	<div style="width: 5.29%;"></div>
Missing	11	1.88	<div style="width: 1.88%;"></div>

Respect shown to students by staff involved in registration process

Response	Frequency	Percent	Mean: 4.40
Very Satisfied	326	55.63	<div style="width: 55.63%;"></div>
Satisfied	205	34.98	<div style="width: 34.98%;"></div>
Somewhat Satisfied	28	4.78	<div style="width: 4.78%;"></div>
Dissatisfied	2	0.34	<div style="width: 0.34%;"></div>
Very Dissatisfied	4	0.68	<div style="width: 0.68%;"></div>
Did not Use	13	2.22	<div style="width: 2.22%;"></div>
Missing	8	1.37	<div style="width: 1.37%;"></div>

Telephone/In-person Registration/Drop Add

Response	Frequency	Percent	Mean: 4.04
Very Satisfied	288	49.15	<div style="width: 49.15%;"></div>
Satisfied	189	32.25	<div style="width: 32.25%;"></div>
Somewhat Satisfied	41	7.00	<div style="width: 7.00%;"></div>
Dissatisfied	4	0.68	<div style="width: 0.68%;"></div>
Very Dissatisfied	6	1.02	<div style="width: 1.02%;"></div>
Did not Use	50	8.53	<div style="width: 8.53%;"></div>
Missing	8	1.37	<div style="width: 1.37%;"></div>

On-line registration process

Response	Frequency	Percent	Mean: 4.16
Very Satisfied	316	53.92	
Satisfied	172	29.35	
Somewhat Satisfied	25	4.27	
Dissatisfied	5	0.85	
Very Dissatisfied	5	0.85	
Did not Use	44	7.51	
Missing	19	3.24	

Overall, quality of registration services

Response	Frequency	Percent	Mean: 4.44
Very Satisfied	327	55.80	
Satisfied	209	35.67	
Somewhat Satisfied	26	4.44	
Dissatisfied	3	0.51	
Very Dissatisfied	3	0.51	
Did not Use	8	1.37	
Missing	10	1.71	

Respect shown to students by advisors

Response	Frequency	Percent	Mean: 4.44
Very Satisfied	366	62.46	
Satisfied	148	25.26	
Somewhat Satisfied	34	5.80	
Dissatisfied	10	1.71	
Very Dissatisfied	9	1.54	
Did not Use	8	1.37	
Missing	11	1.88	

Quality of advising in your degree or transfer program

Response	Frequency	Percent	Mean: 4.26
Very Satisfied	334	57.00	
Satisfied	142	24.23	
Somewhat Satisfied	51	8.70	
Dissatisfied	25	4.27	
Very Dissatisfied	11	1.88	
Did not Use	13	2.22	
Missing	10	1.71	

Availability of advisors

Response	Frequency	Percent	Mean: 4.02
Very Satisfied	235	40.10	
Satisfied	199	33.96	
Somewhat Satisfied	76	12.97	
Dissatisfied	39	6.66	
Very Dissatisfied	10	1.71	
Did not Use	10	1.71	
Missing	17	2.90	

Overall, quality of advising services

Response	Frequency	Percent	Mean: 4.31
Very Satisfied	314	53.58	
Satisfied	174	29.69	
Somewhat Satisfied	59	10.07	
Dissatisfied	14	2.39	
Very Dissatisfied	4	0.68	
Did not Use	9	1.54	
Missing	12	2.05	

Respect shown to students by staff in financial aid office

Response	Frequency	Percent	Mean: 3.38
Very Satisfied	276	47.10	
Satisfied	120	20.48	
Somewhat Satisfied	27	4.61	
Dissatisfied	12	2.05	
Very Dissatisfied	6	1.02	
Did not Use	142	24.23	
Missing	3	0.51	

Availability of information and assistance for financial aid

Response	Frequency	Percent	Mean: 3.34
Very Satisfied	253	43.17	
Satisfied	132	22.53	
Somewhat Satisfied	43	7.34	
Dissatisfied	9	1.54	
Very Dissatisfied	11	1.88	
Did not Use	137	23.38	
Missing	1	0.17	

Overall, quality of financial aid service

Response	Frequency	Percent	Mean: 3.36
Very Satisfied	259	44.20	
Satisfied	134	22.87	
Somewhat Satisfied	32	5.46	
Dissatisfied	12	2.05	
Very Dissatisfied	7	1.19	
Did not Use	138	23.55	
Missing	4	0.68	

Respect shown to students by counselors

Response	Frequency	Percent	Mean: 2.88
Very Satisfied	241	41.13	
Satisfied	111	18.94	
Somewhat Satisfied	9	1.54	
Dissatisfied	1	0.17	
Very Dissatisfied	2	0.34	
Did not Use	219	37.37	
Missing	3	0.51	

Quality of personal and career counseling services

Response	Frequency	Percent	Mean: 2.83
Very Satisfied	233	39.76	
Satisfied	105	17.92	
Somewhat Satisfied	18	3.07	
Dissatisfied	3	0.51	
Very Dissatisfied	2	0.34	
Did not Use	222	37.88	
Missing	3	0.51	

Availability of counselors

Response	Frequency	Percent	Mean: 2.75
Very Satisfied	202	34.47	
Satisfied	114	19.45	
Somewhat Satisfied	33	5.63	
Dissatisfied	8	1.37	
Very Dissatisfied	3	0.51	
Did not Use	217	37.03	
Missing	9	1.54	

Overall, quality of counseling services

Response	Frequency	Percent	Mean: 2.85
Very Satisfied	229	39.08	
Satisfied	113	19.28	
Somewhat Satisfied	19	3.24	
Dissatisfied	1	0.17	
Very Dissatisfied	2	0.34	
Did not Use	217	37.03	
Missing	5	0.85	

Availability of information and assistance

Response	Frequency	Percent	Mean: 2.47
Very Satisfied	178	30.38	
Satisfied	105	17.92	
Somewhat Satisfied	15	2.56	
Dissatisfied	2	0.34	
Very Dissatisfied	2	0.34	
Did not Use	250	42.66	
Missing	34	5.80	

Overall, quality of Career Center

Response	Frequency	Percent	Mean: 2.31
Very Satisfied	173	29.52	
Satisfied	105	17.92	
Somewhat Satisfied	17	2.90	
Dissatisfied	3	0.51	
Very Dissatisfied	3	0.51	
Did not Use	281	47.95	
Missing	4	0.68	

Disability Services

Response	Frequency	Percent	Mean: 1.14
Very Satisfied	82	13.99	
Satisfied	58	9.90	
Somewhat Satisfied	6	1.02	
Dissatisfied	0	0.00	
Very Dissatisfied	2	0.34	
Did not Use	431	73.55	
Missing	7	1.19	

NASA Math & Science Center

Response	Frequency	Percent	Mean: 2.75
Very Satisfied	186	31.74	
Satisfied	136	23.21	
Somewhat Satisfied	31	5.29	
Dissatisfied	7	1.19	
Very Dissatisfied	6	1.02	
Did not Use	212	36.18	
Missing	8	1.37	

Information Commons

Response	Frequency	Percent	Mean: 3.84
Very Satisfied	314	53.58	
Satisfied	151	25.77	
Somewhat Satisfied	23	3.92	
Dissatisfied	2	0.34	
Very Dissatisfied	1	0.17	
Did not Use	94	16.04	
Missing	1	0.17	

Club Participation

Response	Frequency	Percent	Mean: 1.84
Very Satisfied	120	20.48	
Satisfied	100	17.06	
Somewhat Satisfied	19	3.24	
Dissatisfied	3	0.51	
Very Dissatisfied	3	0.51	
Did not Use	333	56.83	
Missing	8	1.37	

Learning Enhancement Center

Response	Frequency	Percent	Mean: 2.74
Very Satisfied	212	36.18	
Satisfied	122	20.82	
Somewhat Satisfied	13	2.22	
Dissatisfied	1	0.17	
Very Dissatisfied	1	0.17	
Did not Use	231	39.42	
Missing	6	1.02	

Library

Response	Frequency	Percent	Mean: 3.97
Very Satisfied	308	52.56	
Satisfied	170	29.01	
Somewhat Satisfied	22	3.75	
Dissatisfied	3	0.51	
Very Dissatisfied	5	0.85	
Did not Use	70	11.95	
Missing	8	1.37	

Student Events & Activities

Response	Frequency	Percent	Mean: 2.40
Very Satisfied	157	26.79	
Satisfied	125	21.33	
Somewhat Satisfied	34	5.80	
Dissatisfied	4	0.68	
Very Dissatisfied	2	0.34	
Did not Use	260	44.37	
Missing	4	0.68	

Honors Program

Response	Frequency	Percent	Mean: 1.99
Very Satisfied	144	24.57	
Satisfied	91	15.53	
Somewhat Satisfied	21	3.58	
Dissatisfied	7	1.19	
Very Dissatisfied	4	0.68	
Did not Use	318	54.27	
Missing	1	0.17	

VIII. Have any of your parents (guardians) ever attended or graduated from college?

Response	Frequency	Percent	Mean: 2.72
Yes with a baccalaureate degree or higher	157	26.79	
Yes with a two-year degree	67	11.43	
Some College	142	24.23	
No College	218	37.20	
Missing	2	0.34	

IX. If you had not received financial aid support (grants or loans), would you have been able to graduate at this time?

Response	Frequency	Percent	Mean: 1.61
No financial aid made it possible	332	56.66	
I did not receive financial aid	141	24.06	
Yes I would have graduated without financial aid support	107	18.26	
Missing	6	1.02	