

San Diego Miramar College Graduation Survey Spring 2019

prepared by

San Diego Miramar College Office of Planning, Research, & Institutional Effectiveness

June 2019

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MIRAMAR
COLLEGE



Outline

- Purpose of study
- Instrument & research method
- Summary of respondent characteristics
- Student goals for attending SDMC
- Student experience at SDMC
- Service use and satisfaction at SDMC
- Plans for the future and alumni service wants
- Next steps

Purpose of Study

- The purpose of this study was three-fold: (1) provide Student Services with information for Program Review as recommended in the Accreditation report, (2) further understand graduates' experiences as San Diego Miramar College (SDMC) students to inform institutional planning, and (3) learn more about students' post-graduation plans.
- This study was conducted by the Office of Planning, Research, and Institutional Effectiveness in collaboration with Dr. Cheryl Barnard, Dean of Student Affairs.

Instrument & Research Method

Design: Online survey

Target Population: Candidates for SDMC degrees and certificates in Spring 2019

Sampling: Census of degree/certificate candidates

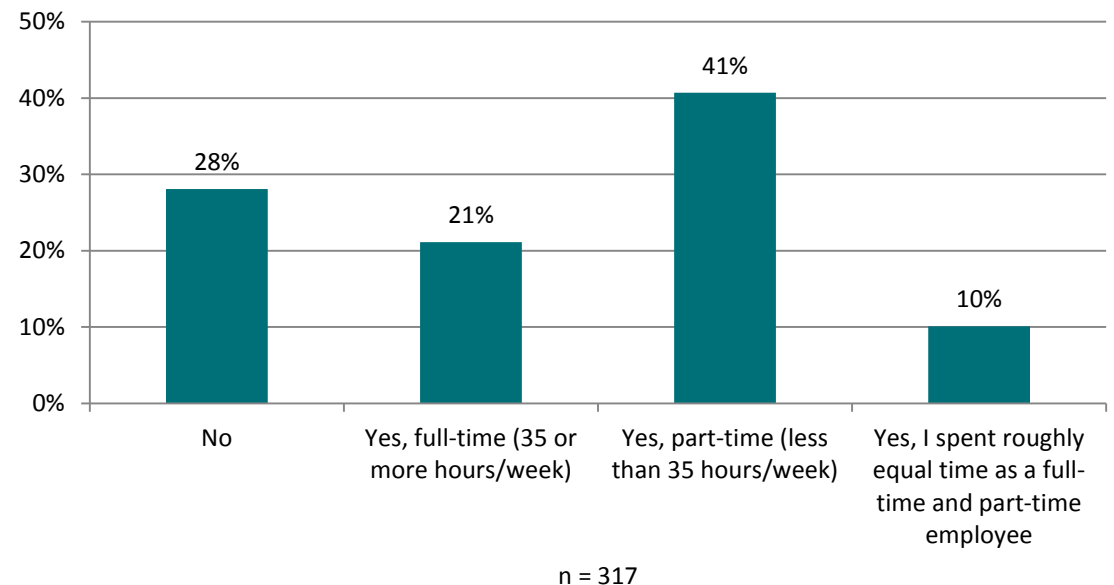
Administration: Distributed via individualized invitations to participate sent to student email addresses

317 graduates answered the first question (21% response rate), with 61% completing the survey

Respondent Characteristics

- 72% of respondents reported that they were employed (FT or PT) throughout the majority of their education at SDMC/in the SDCCD (n=317)
- Of those students who said they were employed for the majority of their career at SDMC, 72% said their work was not directly related to their field of study (n=201)

For the majority of your career at Miramar College, were you employed?



Employers



Job Titles

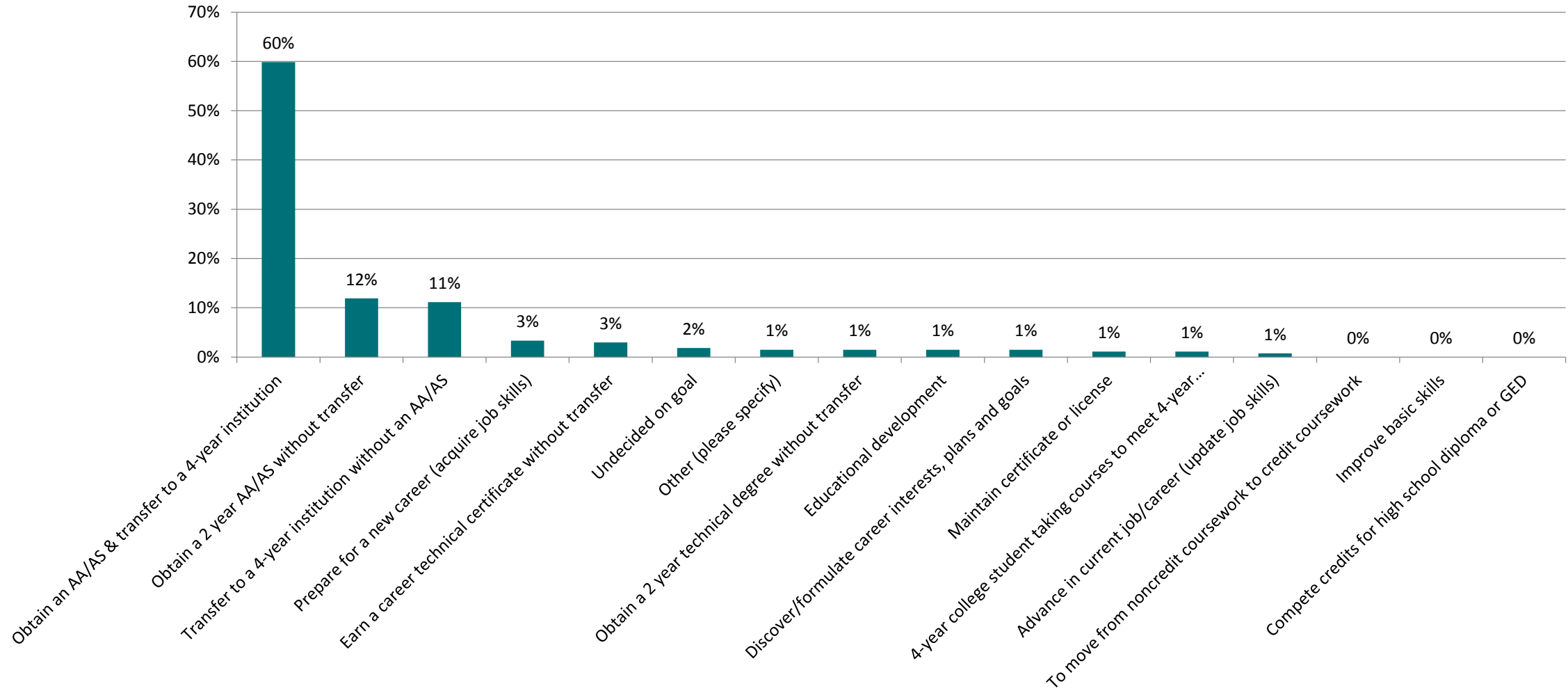


n = 201

Goals for Attending Miramar College

- The majority of respondents (60%) reported that their primary goal for taking courses at SDMC was to obtain an associate's degree and transfer to a four-year institution (n=269). Thus, the students who participated are not representative of the majority of students who attend Miramar, who attend community college with a wider array of goals.
- Roughly a third of students reported shifting their goals while attending SDMC, such as deciding to pursue a different major or deciding to pursue an associate's degree for transfer on their way to pursuing a bachelor's degree (n=269).

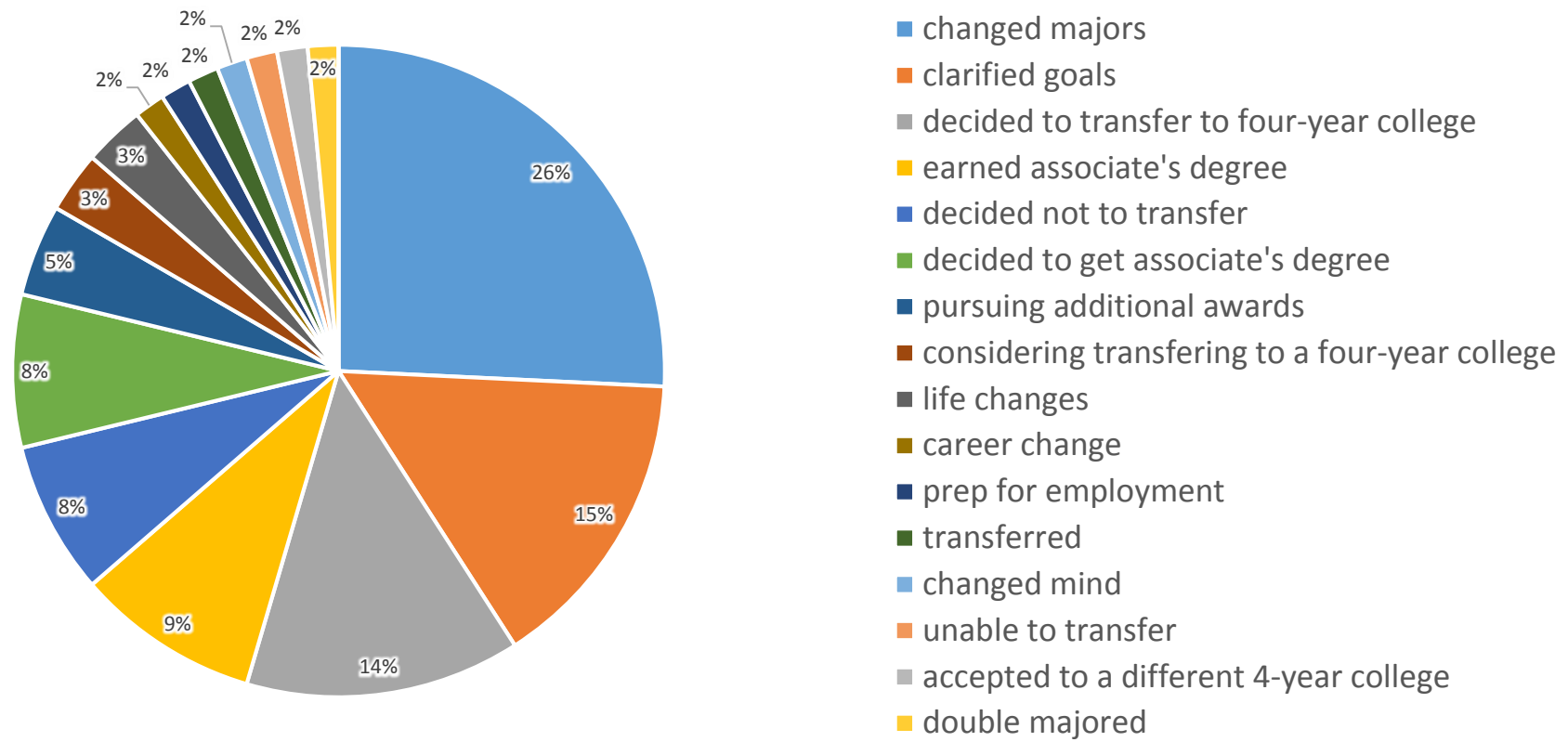
Primary Goal when First Attending



n = 269

Goal Change

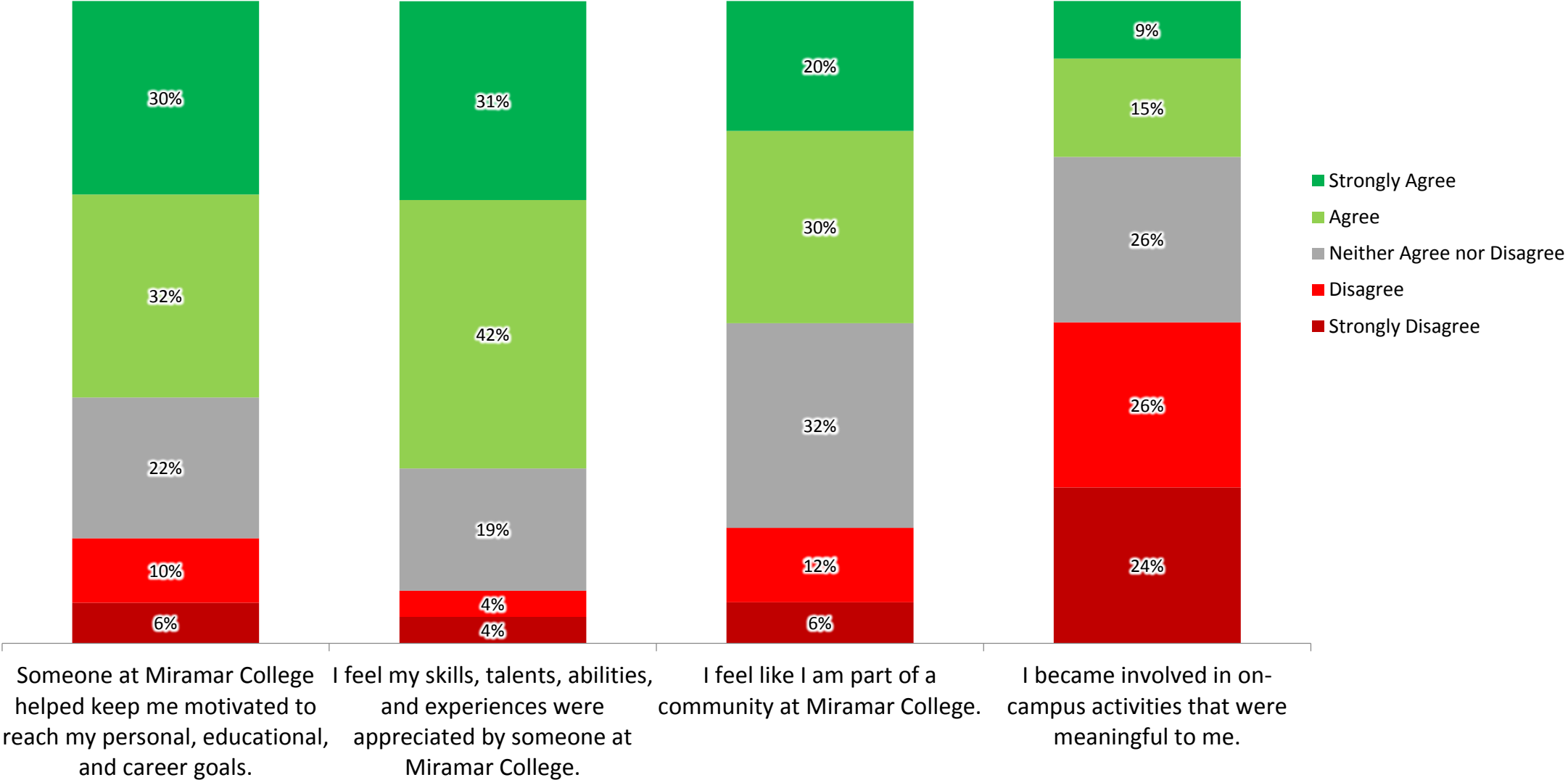
35% of respondents (n=269) reported that their goals changed while attending SDMC.



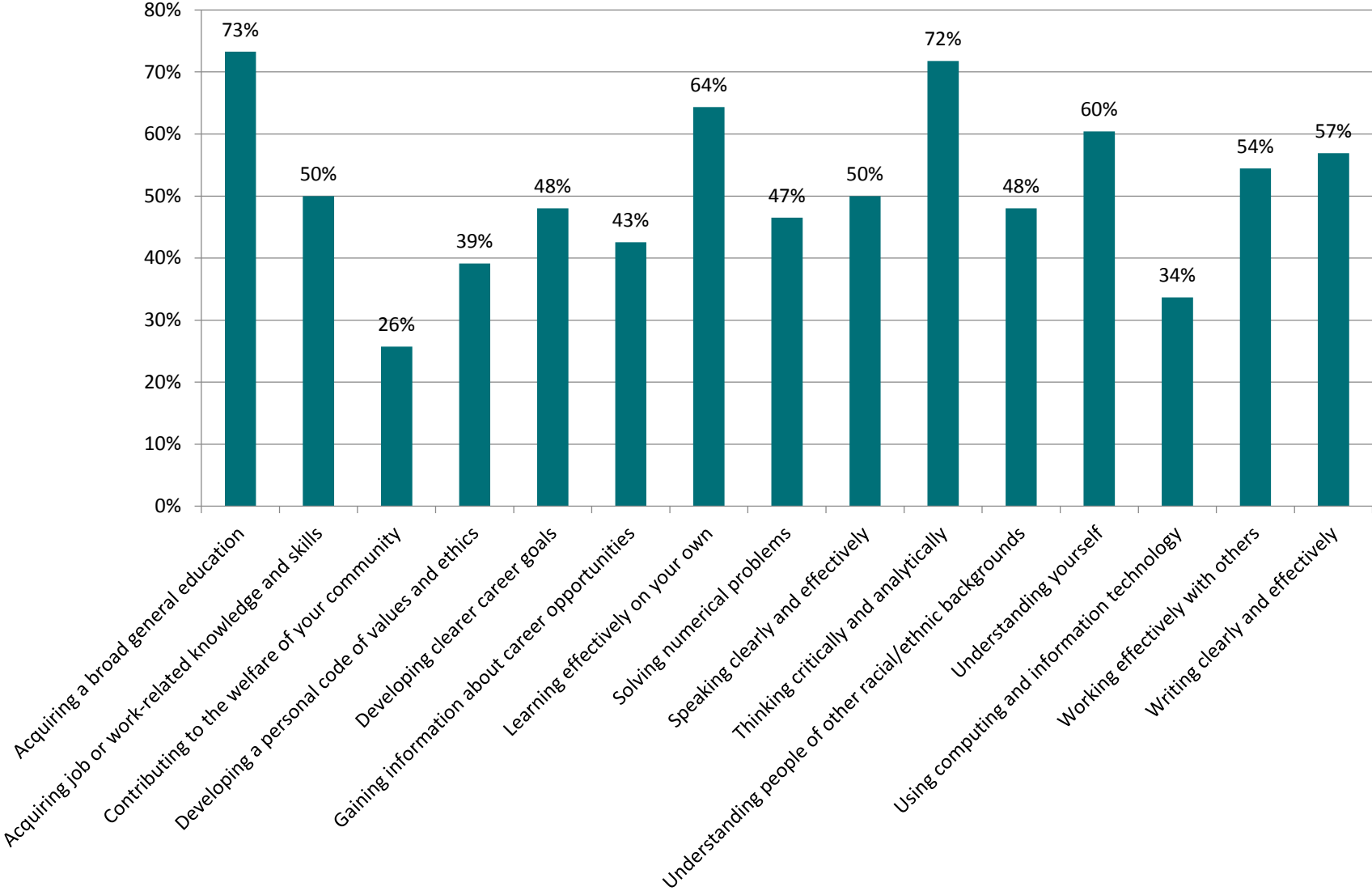
Student Experience at Miramar College

- We examined how well SDMC supported the “Six Factors of Student Success” through the students’ eyes.
- Results indicated that the majority of respondents felt directed, focused, engaged, nurtured, valued, and connected.
- The majority of respondents felt SDMC prepared them for the next steps of their educational and personal journeys.
- However, there were several areas where improvement is needed.
- In interpreting results, it is important to keep in mind that award earners are likely to be more positive about their experience at SDMC than the general student body.

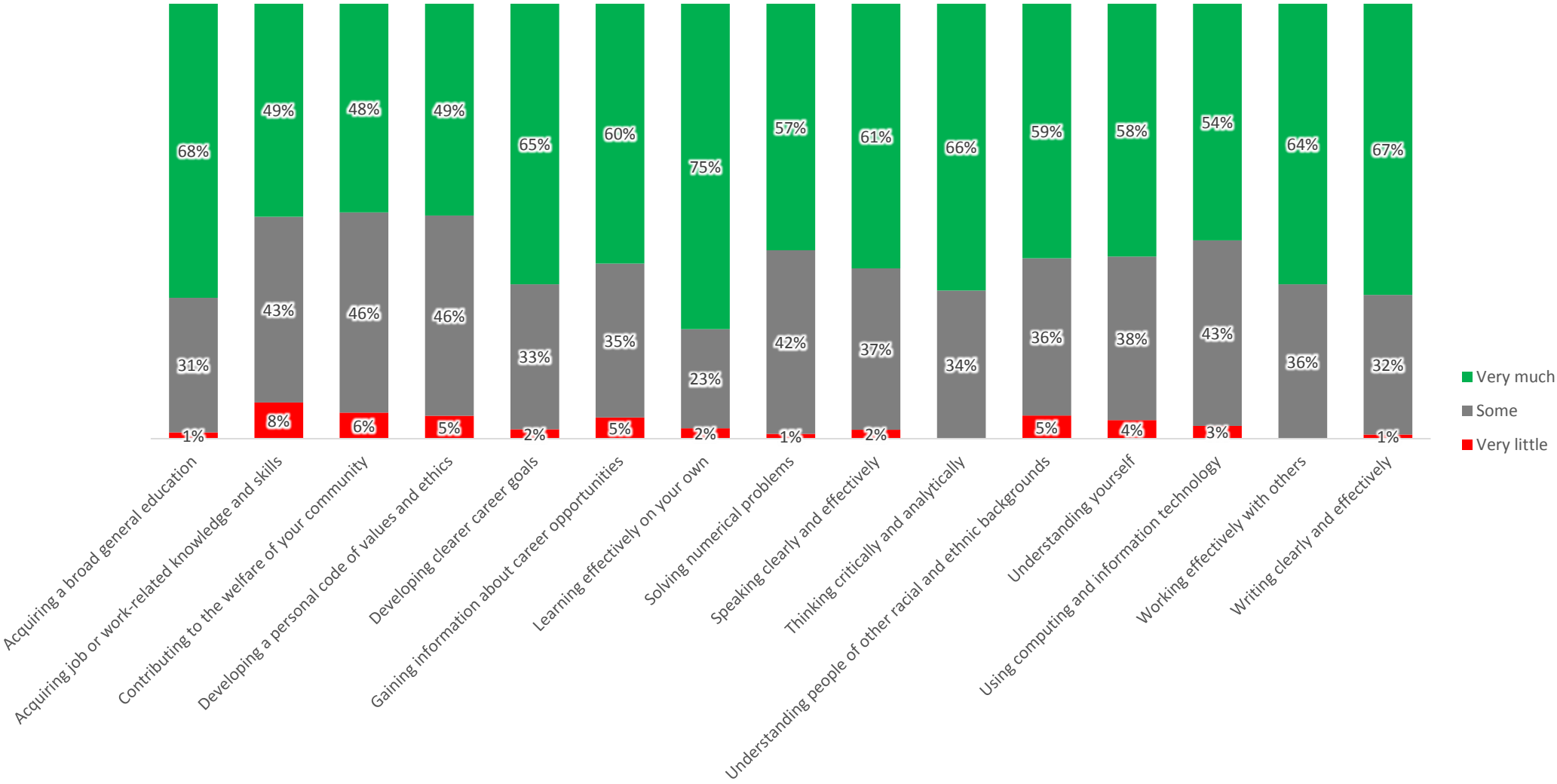
Student Experience at Miramar College



Students reported their experience at SDMC contributed to their development in the following areas:

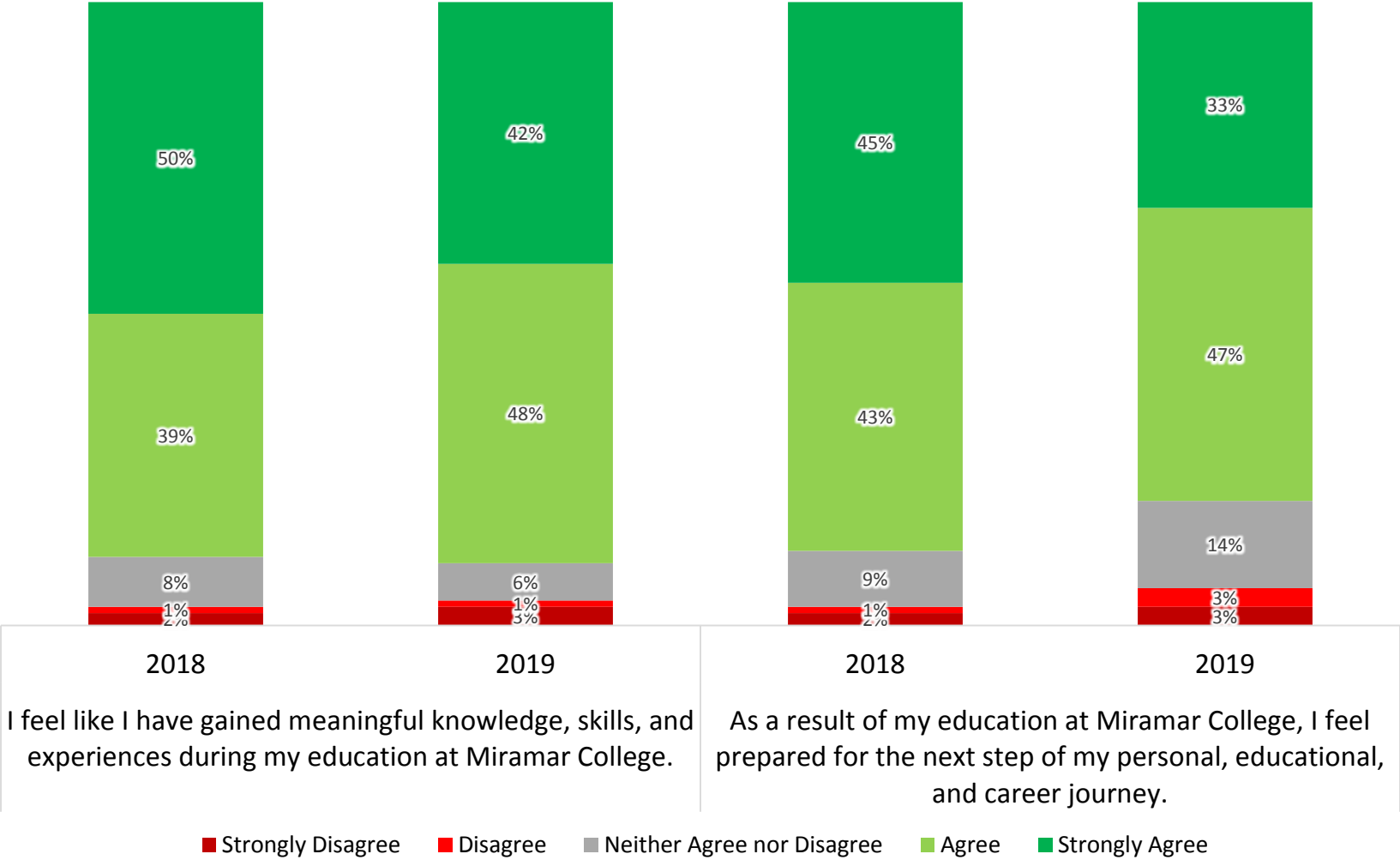


SDMC Contributions to Development: How much?



n=195

2018 Graduates' Summary of Preparation compared to 2019 Graduates' Summary



Supporting Students: Successes

When asked what Miramar College has done well in supporting graduates' career, educational, and personal goals (n=205), respondents mentioned:

1. Professors/instructors (22%), including:
 1. They were great/wonderful
 2. They were helpful and supportive
 3. They were caring
2. Counselors and/or the Counseling Office (19%)
3. Course offerings (16%), including:
 1. Variety or number of courses offered
 2. Offering classes students needed
 3. Quality of classes
 4. Classes being offered at times that worked for the student
4. Transfer support and/or the Transfer Center (13%)
5. Staff (6%)

Supporting Students: Successes

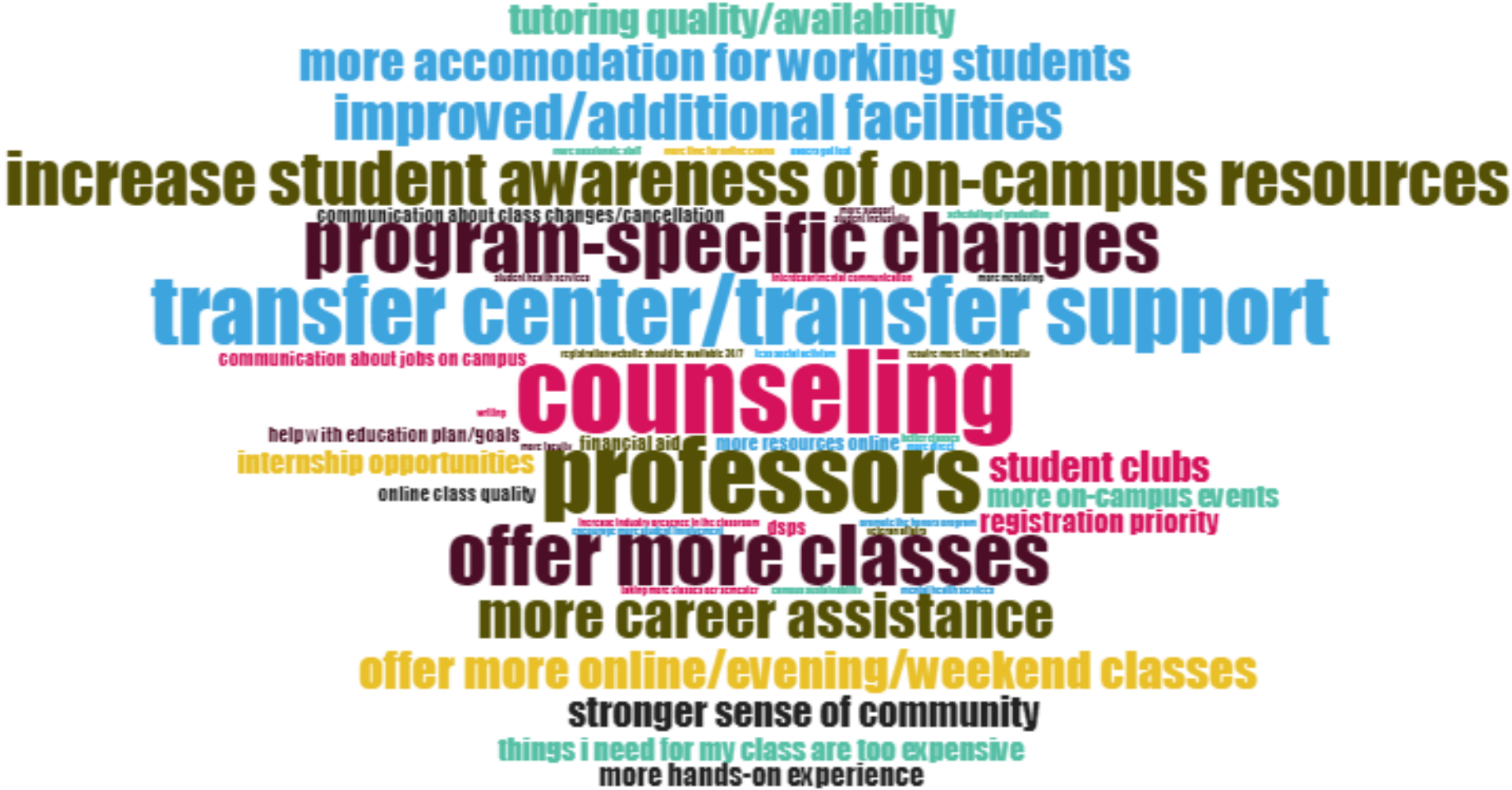


Supporting Students: Opportunities for Improvement

When asked what Miramar College could have done better in supporting graduates' career, educational, and personal goals, 27% of respondents said we were doing a good job (n=205). For those who had feedback, respondents mentioned:

1. Counselors and/or the Counseling Office (11%), specifically:
 1. Different counselors provided conflicting information
 2. The student was given inaccurate information, or not given information they needed
 3. Meetings with counselors should be required
 4. Students wanted to feel that counselors cared about them
2. Quality or professionalism of Professors/Instructors (7%)
3. Transfer support and/or the Transfer Center (4%)
4. Offering more classes or offer classes at different times/modalities (4%)
5. Program-specific changes (4%)

Supporting Students: Opportunities for Improvement

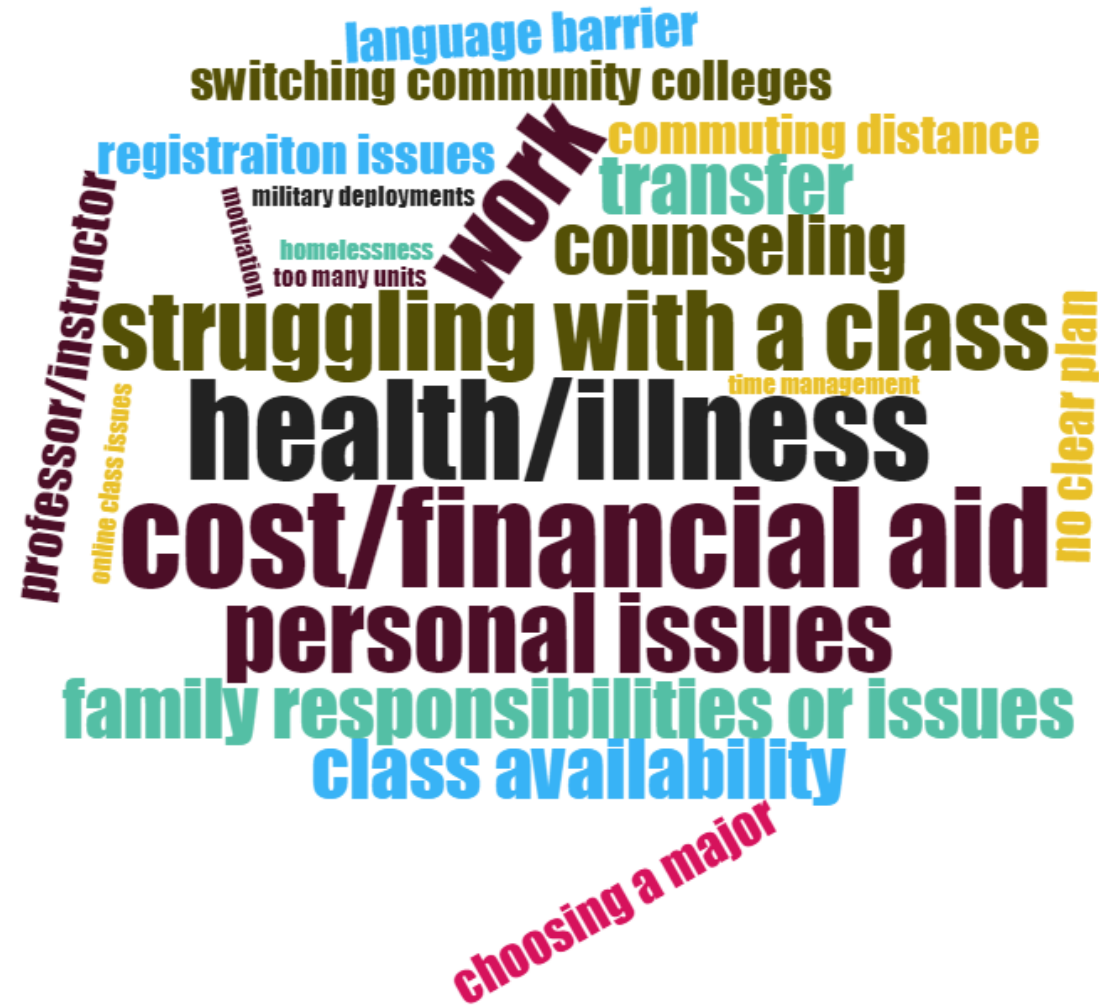


Barriers Impacting Award Completion

40% of respondents (n=197) said they faced barriers that impacted completing their degree/certificate program, including:

1. Health/illness (6%), including mental health issues (3%)
2. Cost/lack of financial aid (5%)
3. Struggling with a class (4%)
4. Class availability (4%)
5. Work (4%)
6. Personal issues (4%)
7. Family responsibilities or issues (4%)
8. Counseling (4%)
9. Transferring/Transfer Center (2%)
10. Switching community colleges (2%)

Barriers Impacting Award Completion



Did we help overcome barriers?

Of those who encountered barriers (n=77), about half said SDMC did not do well helping them overcome their barriers, and half said that we did.

Those who said that we helped mentioned:

1. Counselors (16%)
2. Transfer Center (5%)
3. Financial Aid Office/financial support (4%)
4. Professors/Instructors (4%)
5. Retaking classes (3%)
6. Personal growth/PERG class (3%)

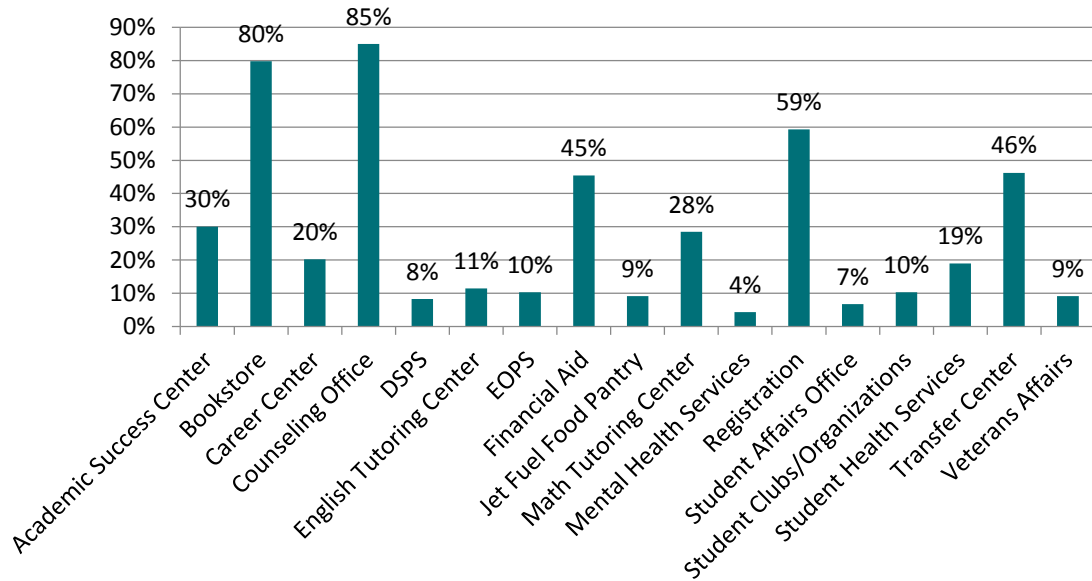
and more.

Service Use and Satisfaction

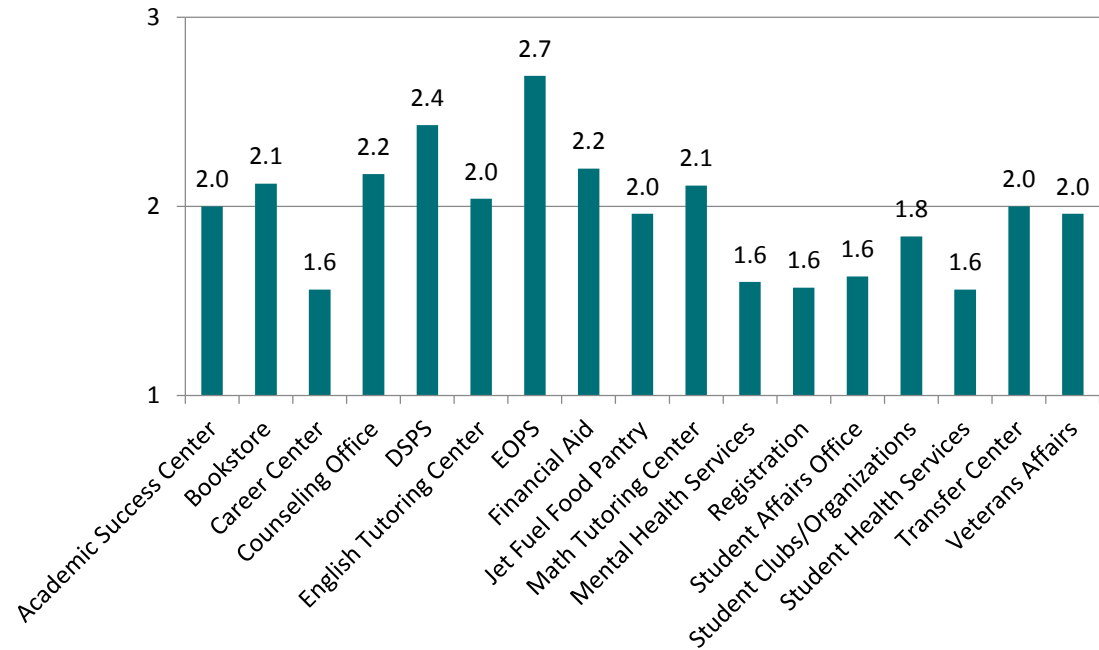
- Most graduates reported using at least one service that SDMC offers, but most of the listed services were utilized by less than half of the respondents.
- The most frequently used services by respondents were counseling (85%), the bookstore (80%), registration (admissions & records) (59%), the transfer center (46%), and financial aid (45%).
- On average, responses show services having a positive impact on students reaching their goals. However, some graduates reported that SDMC's services had a negative impact.
- Please note that award earners may be *more aware* of services than the general student body. Conversely, students who are more in need of services may be less likely to graduate.

Service Utilization

Which on-campus service(s) did you utilize?
(n=253)



If you used a service, how often did you use it? (n=246)

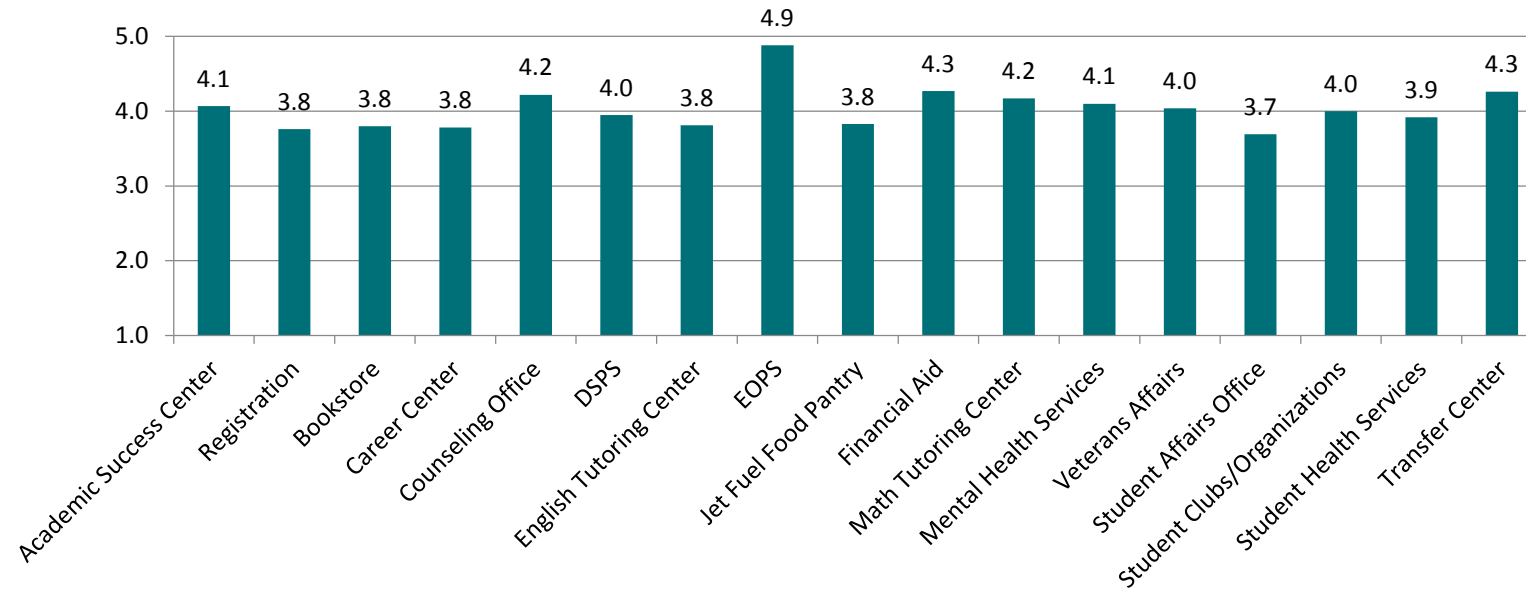


3 = Often
2 = Sometimes
1 = Seldom

Service Impact

What impact did the service(s) have on reaching your goals?

(n=246)



- 5 = Strong Positive Impact
- 4 = Positive Impact
- 3 = No Impact
- 2 = Negative Impact
- 1 = Strong Negative Impact

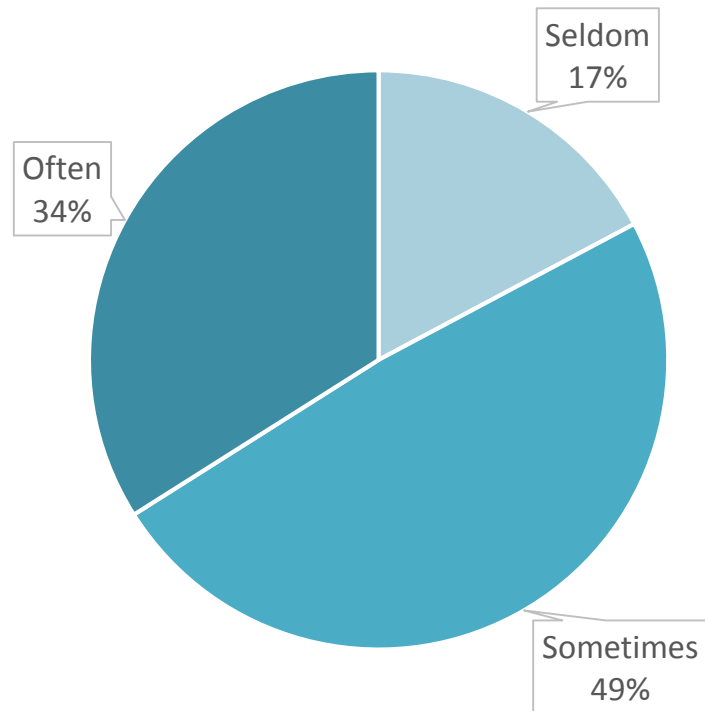
Service Impact Comments

1. “Every time I went to the **counseling** office, I saw a different counselor. **I NEVER had the same counselor.** Also, as a bio major, **I was told to take classes that other bio majors wouldn't have.** I was also told to take the lower division calculus but **was not informed that taking the higher division would offer me more 4-year universities to apply to during transfer.**”
2. “**Transfer center is the best!** Everyone is kind and knowledgeable and able to answer my questions very well.”
3. “People working **financial aid** desk have completely no idea what they are doing. **I had to wait a whole semester just to have my appeal to be looked at** because each person at the front desk had no idea what they were doing and advised me just to wait. Waiting did nothing and it wasn't until someone finally knew what they were doing to help me.”
4. “**Career Center is a great help.**”
5. “When I was in **DSPS**, **I was told if I allowed my anxiety attacks to disrupt class, I ran the risk of being removed from the school.** So yeah. That’s how well trained your Disability support services team helped me.”
6. “**Counseling** was the most impactful during my studies at Miramar and **I am again grateful to the excellent service provided.** Special thanks to [counselor]!”
7. “**[Counselor] and [Transfer Center employee] are wonderful!!!**”
8. “**Counseling** office **was helpful** when I needed it to a certain extent, but **often did not provide accurate information regarding transfer requirements.**”
9. “**Could have gotten more help from counseling in the beginning.** Didn't really get a clear path to what classes to take in what order. I figured it out myself along the way. Ended up taking a class I didn't need so it extended my learning for an additional semester.”
10. “**I was given conflicting information by different counselors.** Very confusing and this is a norm that I've heard from multiple students and staff. I recommend everyone going to the transfer center because many times the regular counselors are incompetent (without exaggeration).”
11. “Often **I got contradicting opinions from the counselors.** However, I did get into SDSU, which was my goal.”

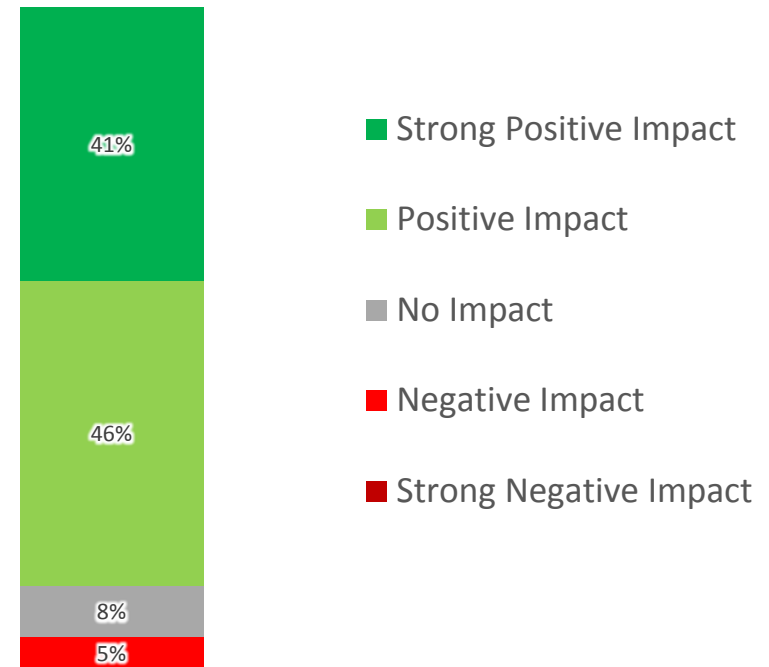
Counseling Office

85% *used this service*

frequency of use



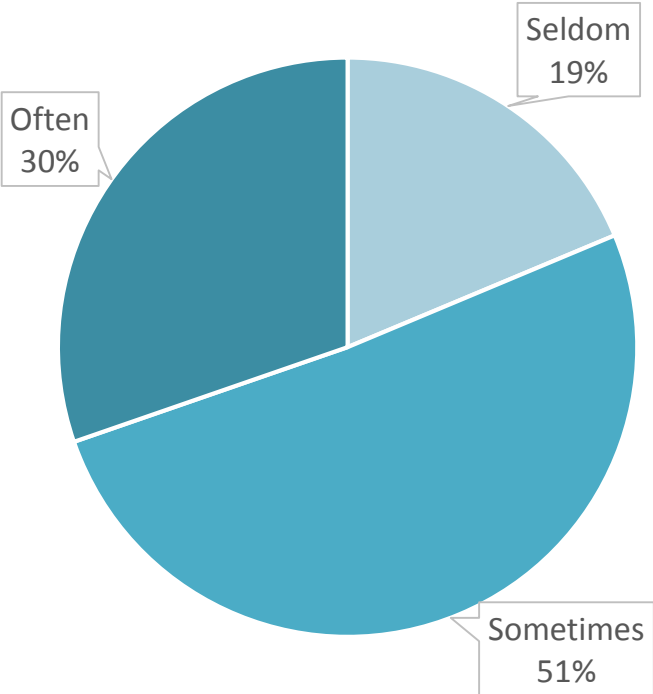
perceived impact of service



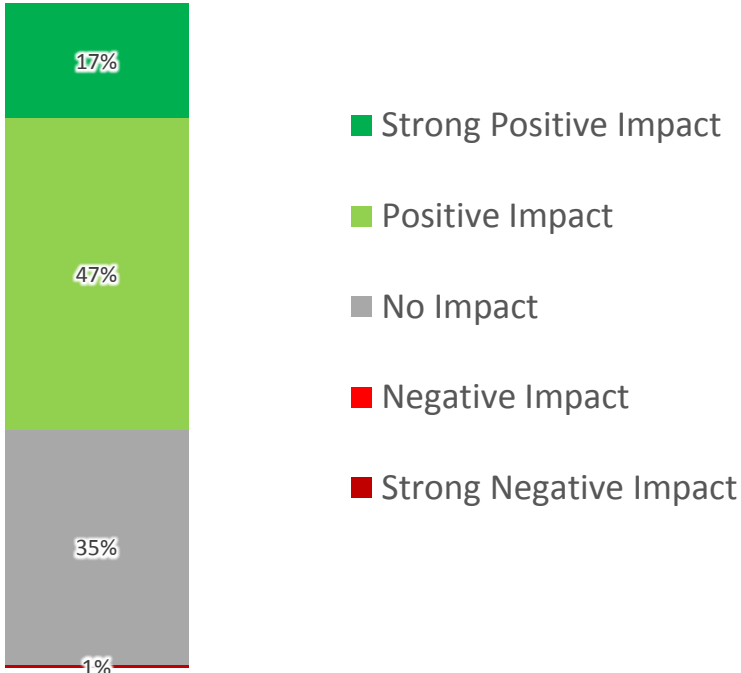
Bookstore

80% used this service

frequency of use



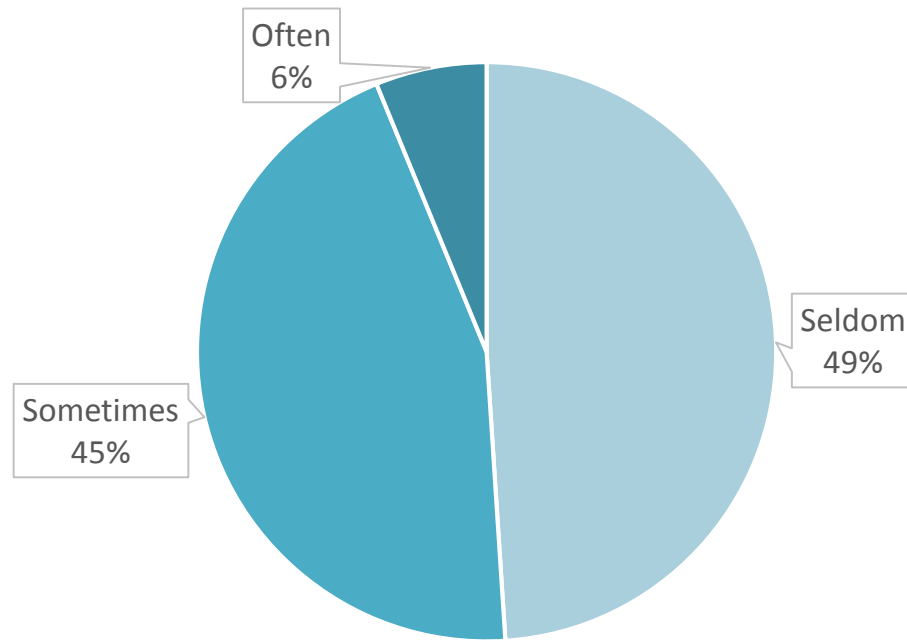
perceived impact of service



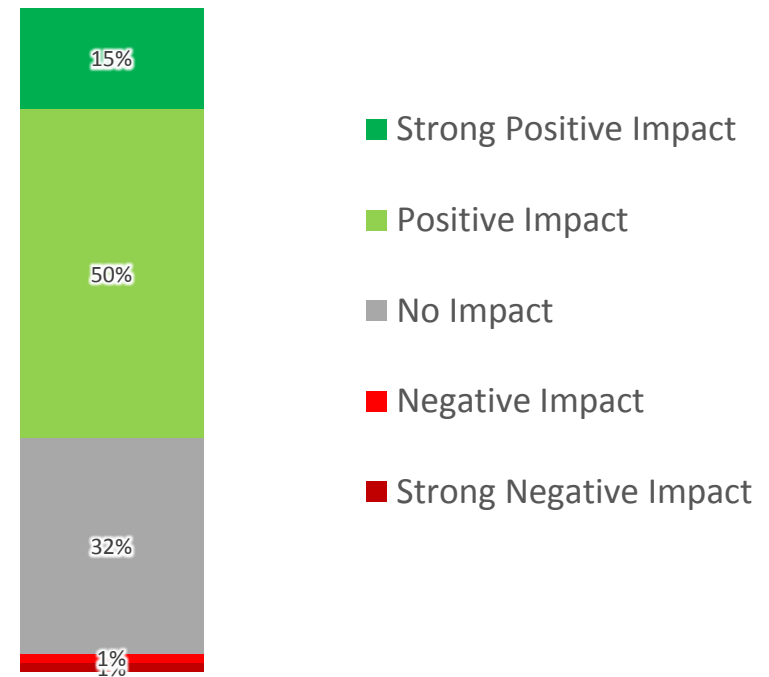
Registration Office (Admissions & Records)

59% *used this service*

frequency of use



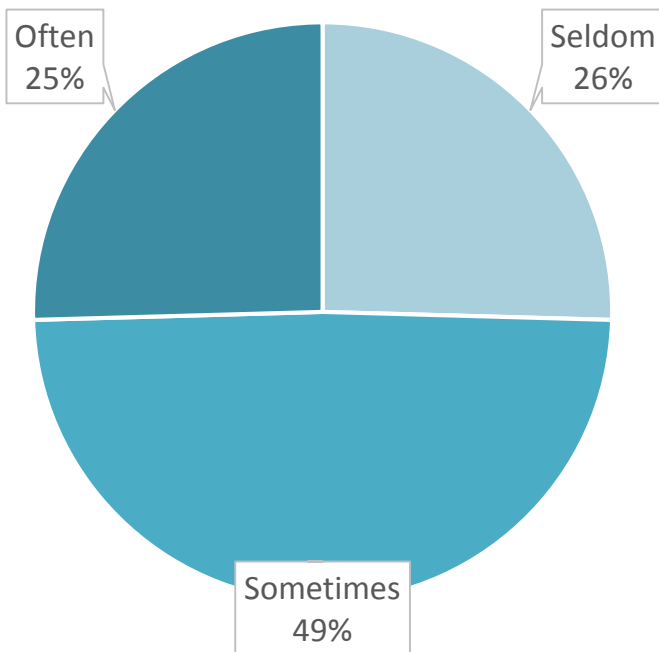
perceived impact of service



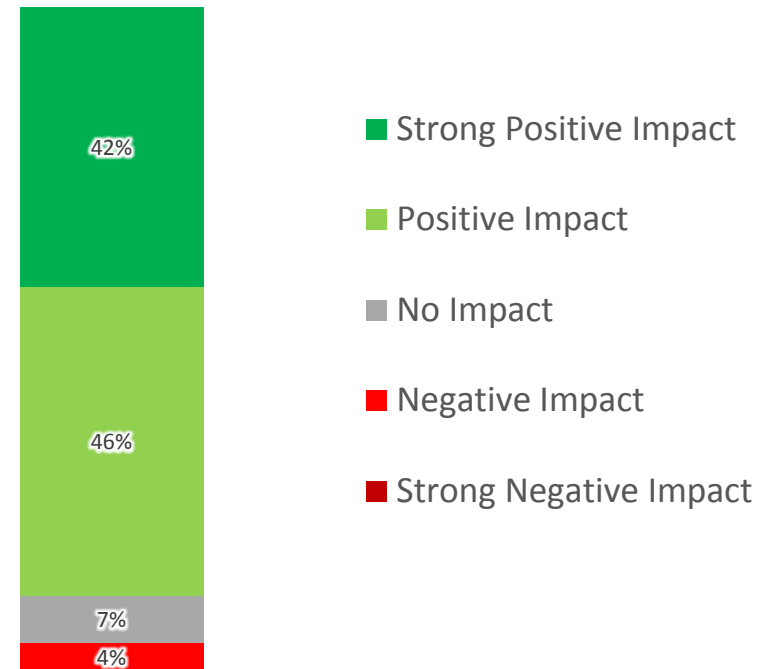
Transfer Center

46% used this service

frequency of use



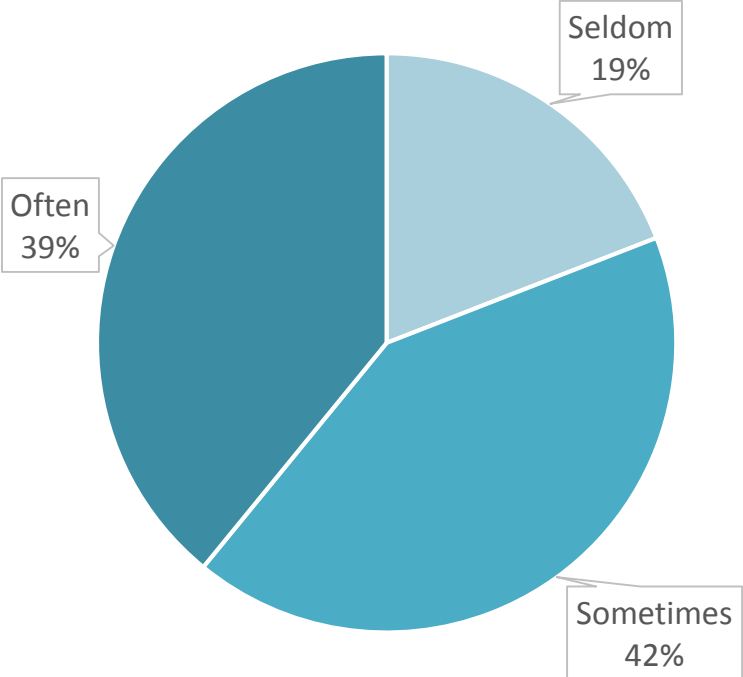
perceived impact of service



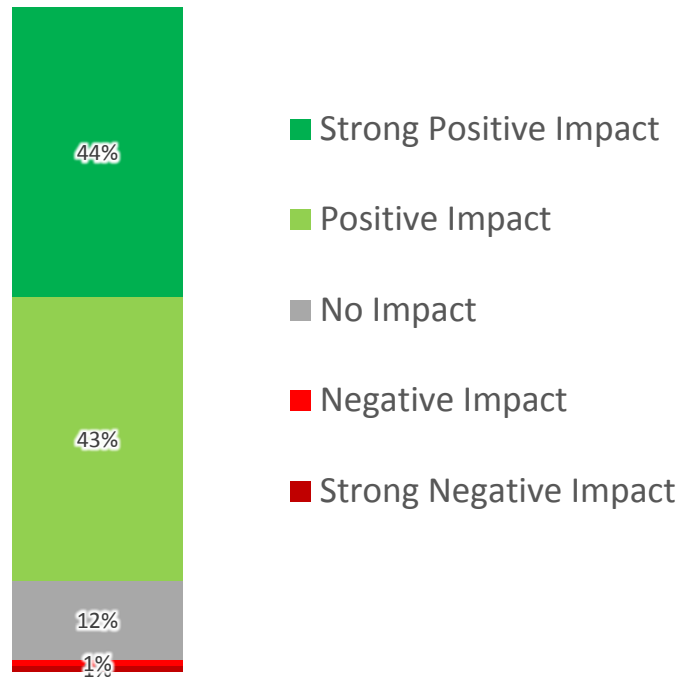
Financial Aid

45% *used this service*

frequency of use



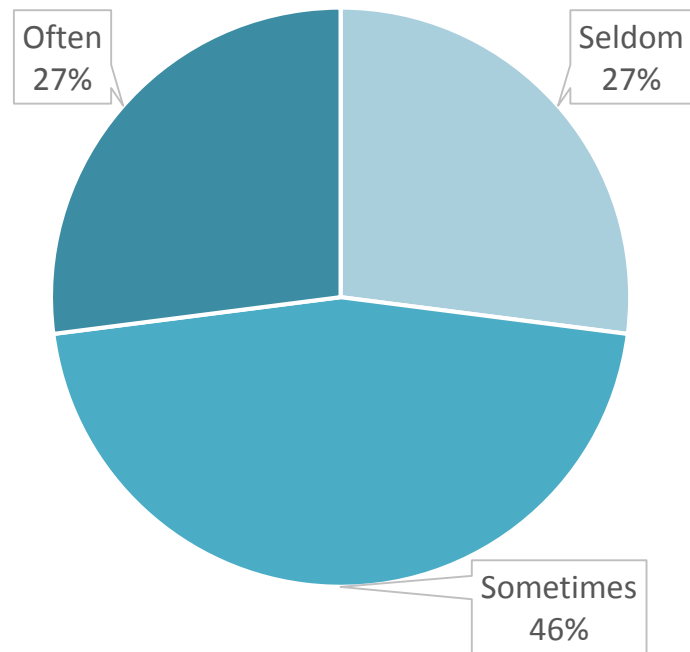
perceived impact of service



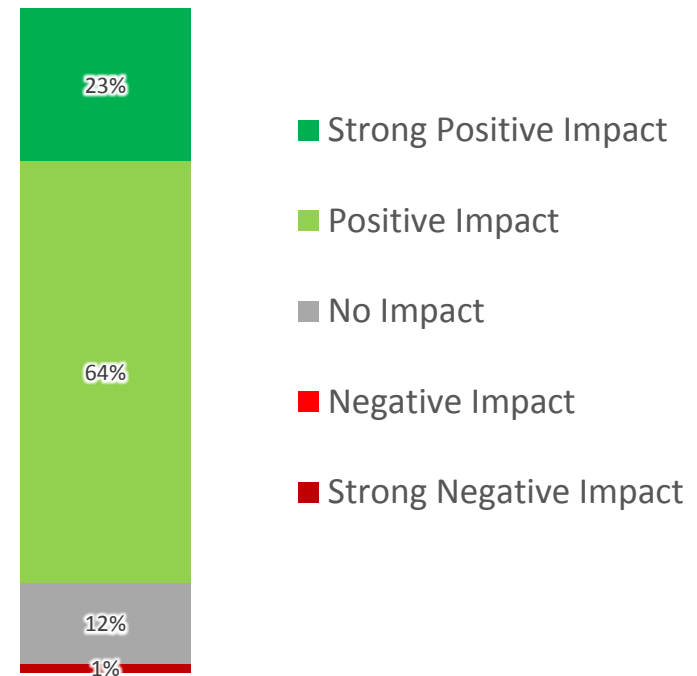
Academic Success Center

30% *used this service*

frequency of use



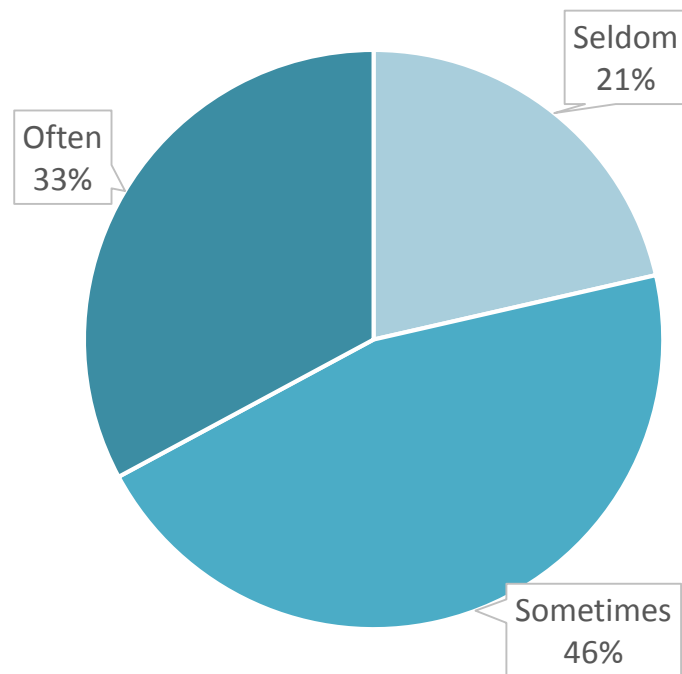
perceived impact of service



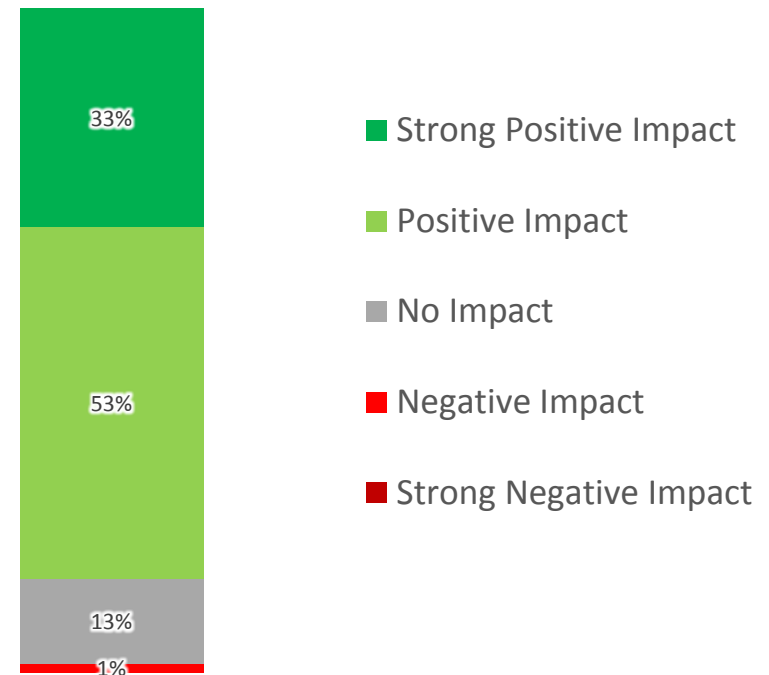
Math Tutoring Center

28% *used this service*

frequency of use



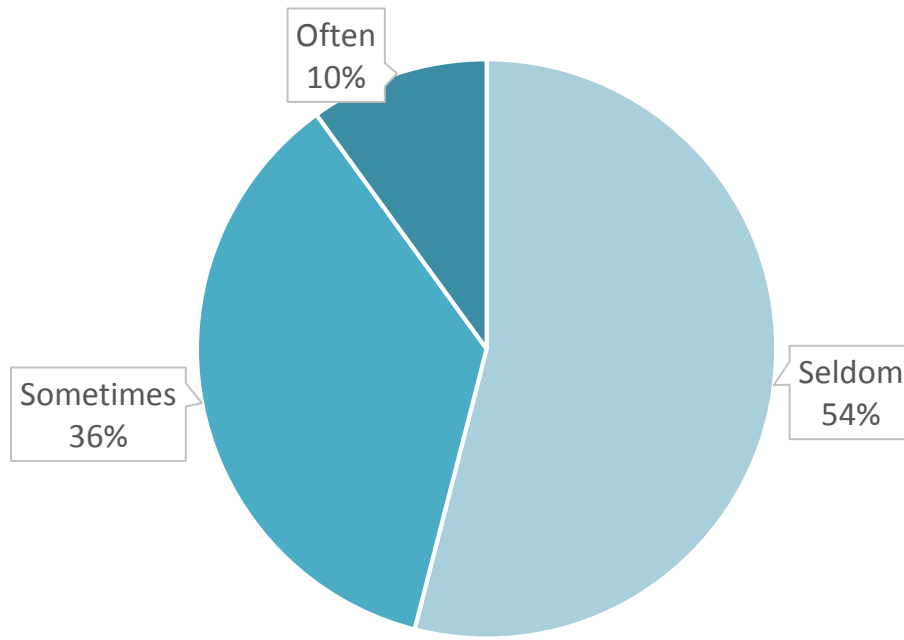
perceived impact of service



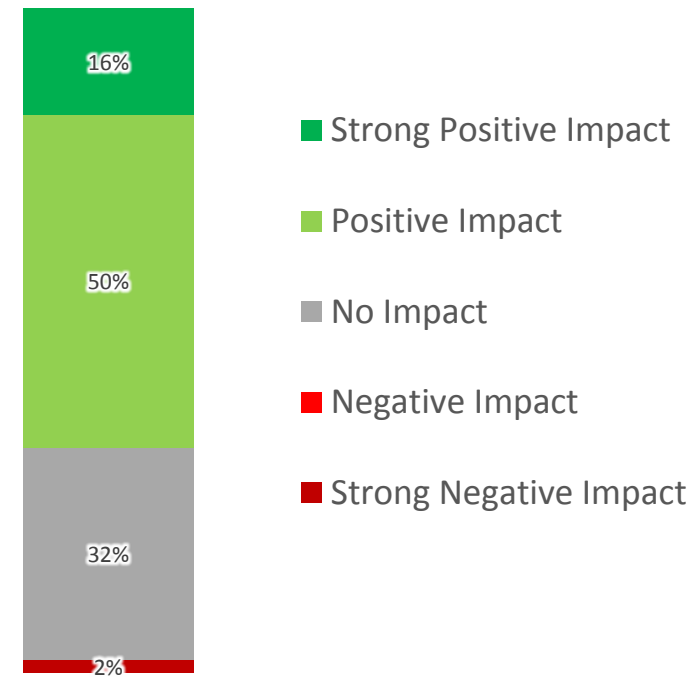
Career Center

20% used this service

frequency of use



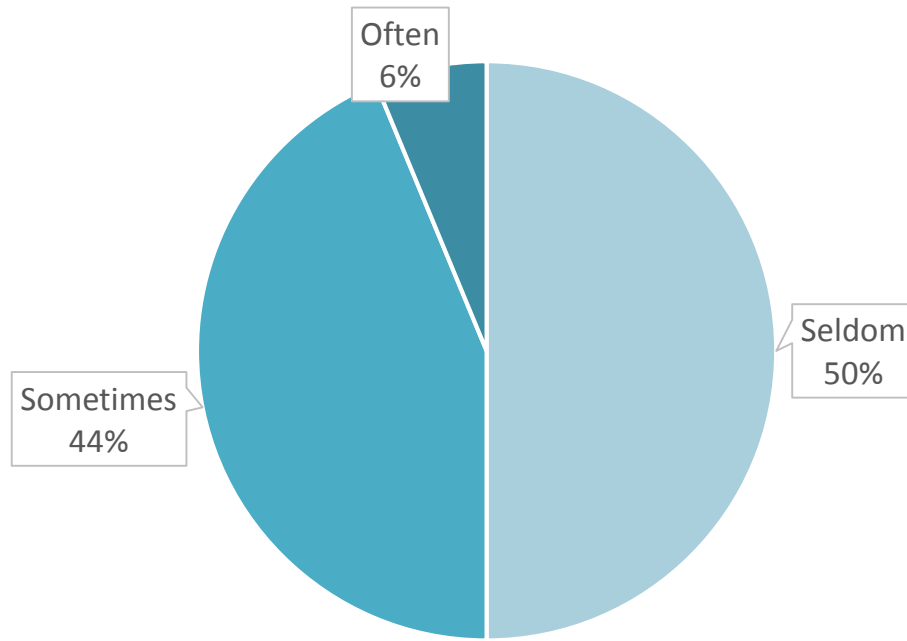
perceived impact of service



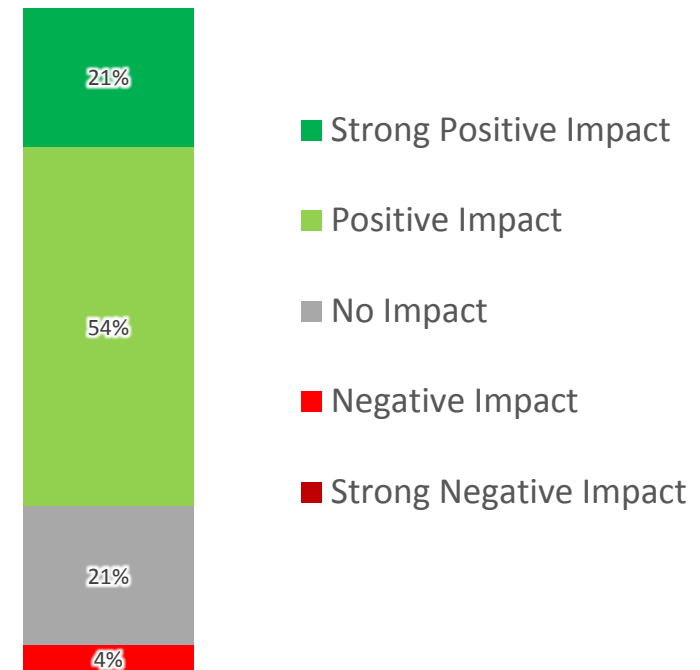
Student Health Services

19% used this service

frequency of use



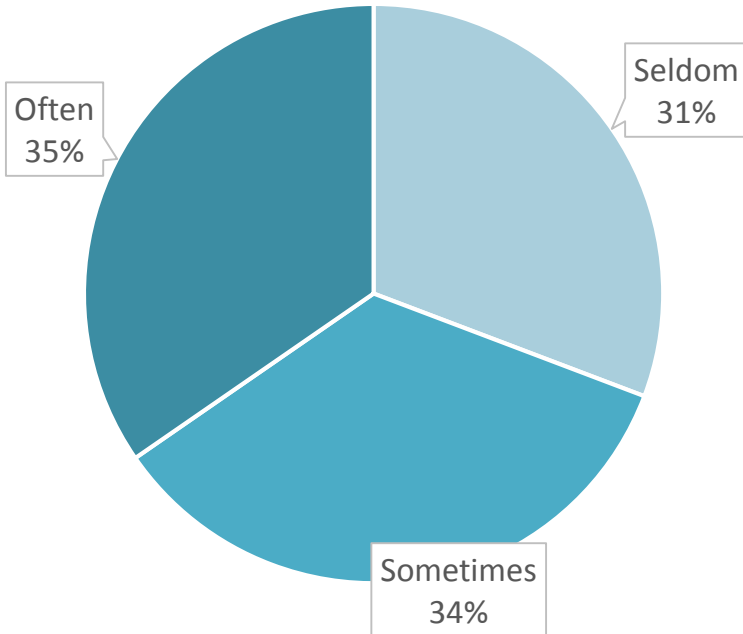
perceived impact of service



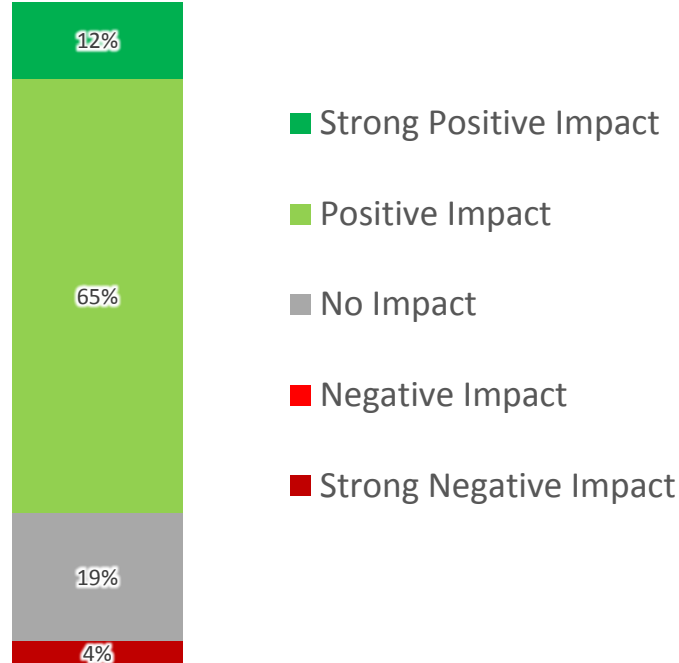
English Tutoring Center

11% used this service

frequency of use



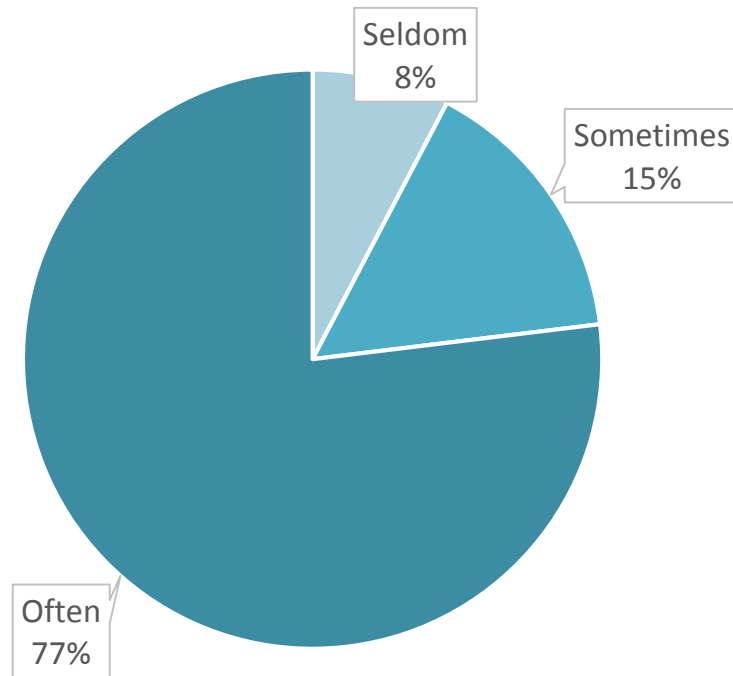
perceived impact of service



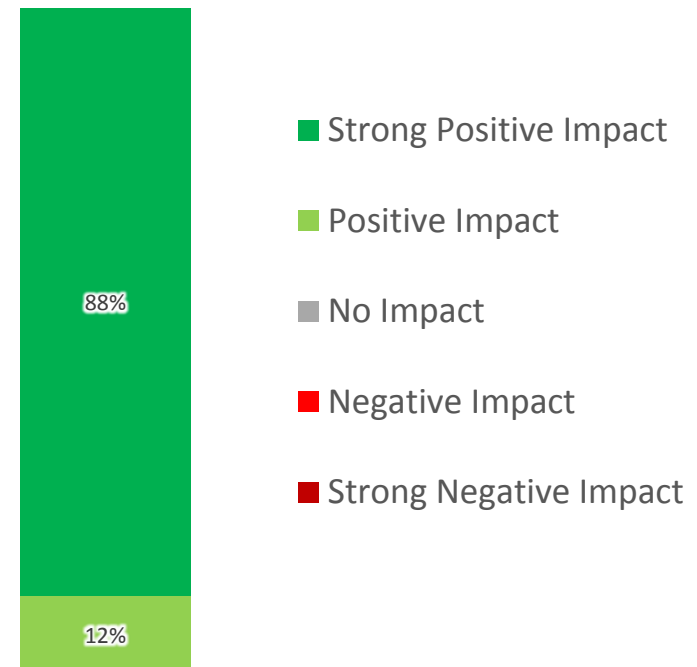
Extended Opportunity Programs & Services (EOPS)

10% *used this service*

frequency of use



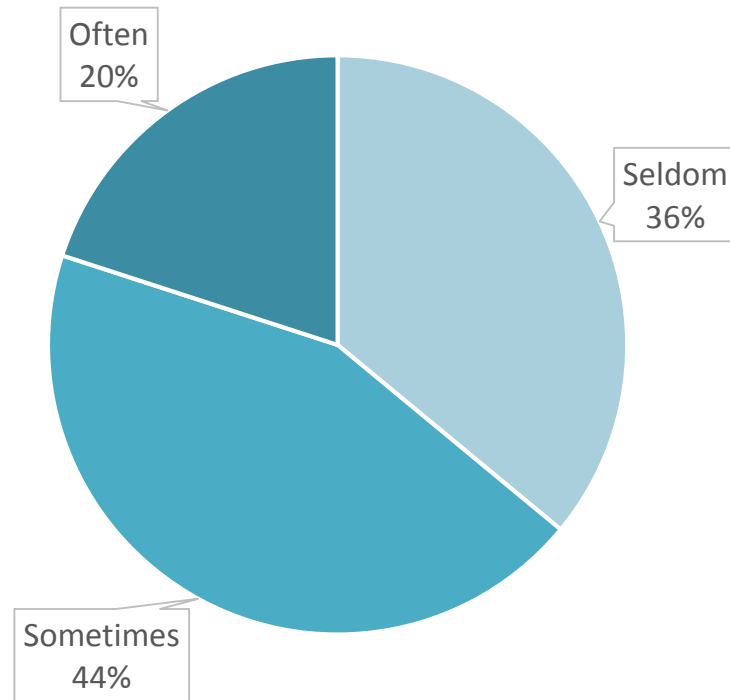
perceived impact of service



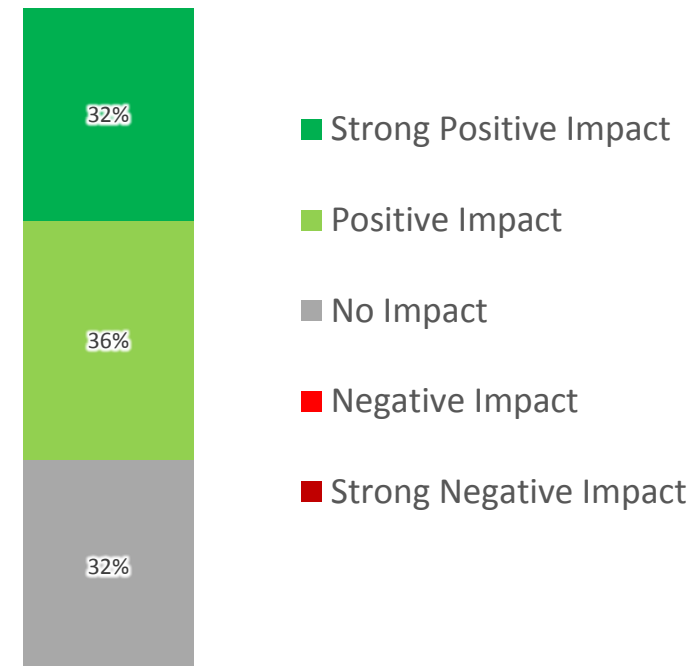
Student Clubs/Organizations

10% *used this service*

frequency of use



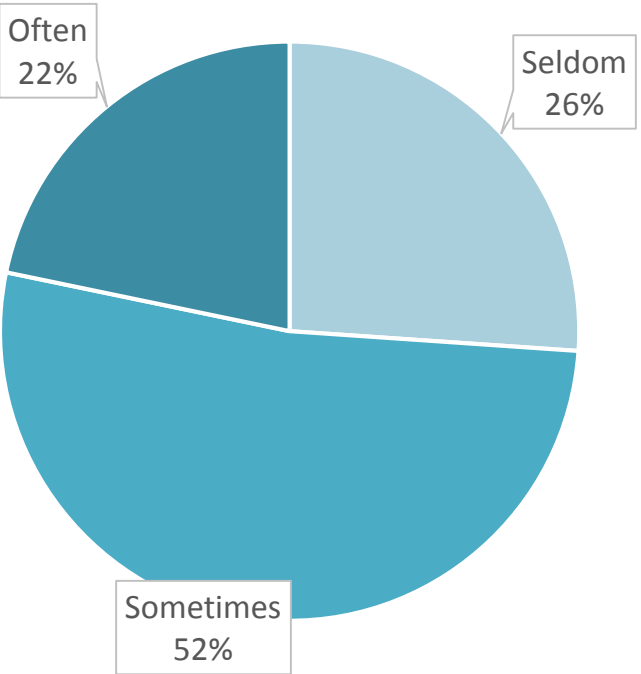
perceived impact of service



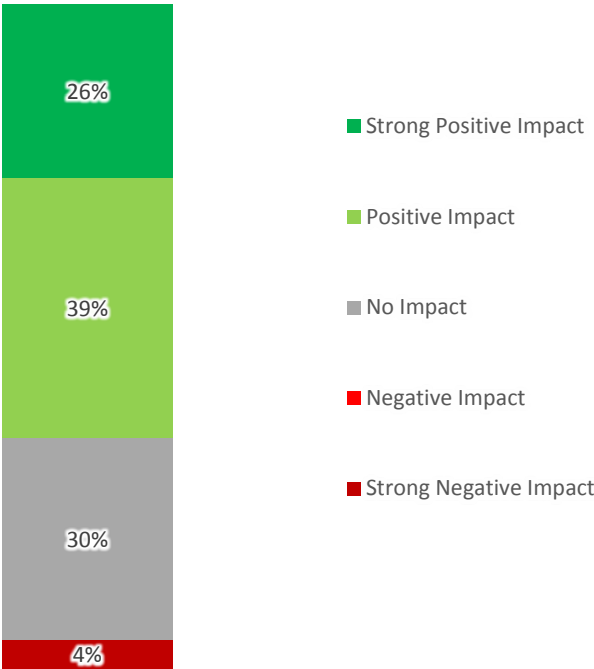
Jet Fuel Food Pantry

9% *used this service*

frequency of use



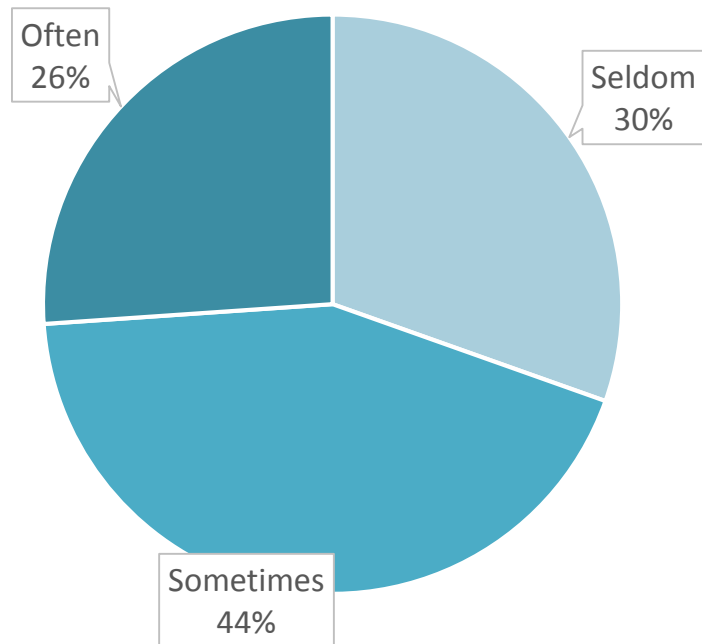
perceived impact of service



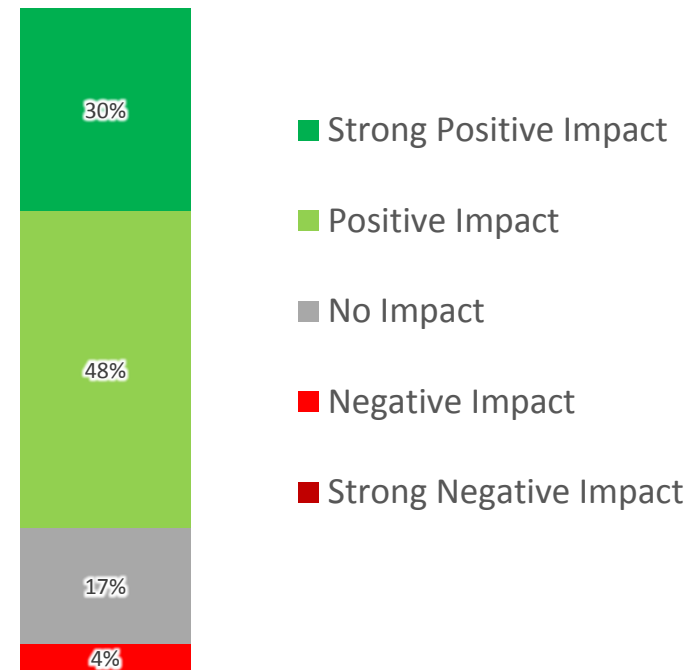
Veterans Affairs

9% *used this service*

frequency of use



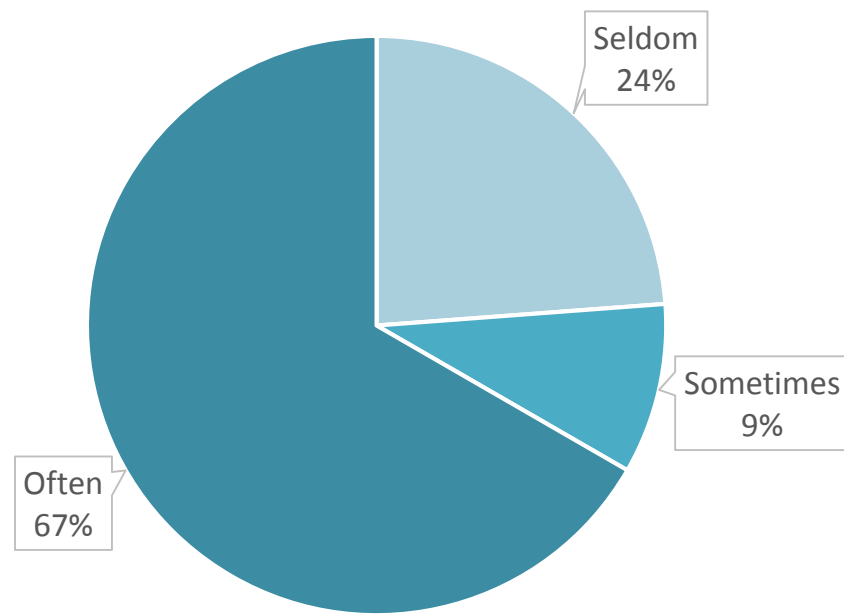
perceived impact of service



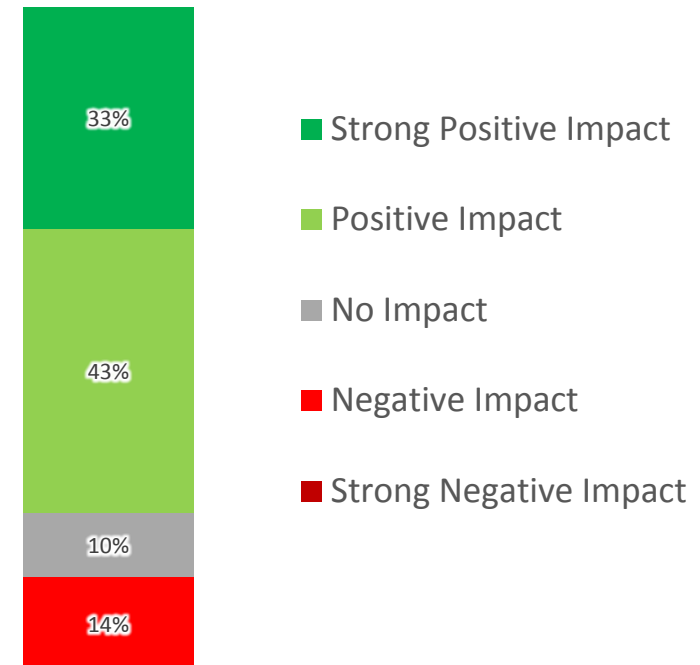
Disability Support Programs and Services (DSPS)

8% *used this service*

frequency of use



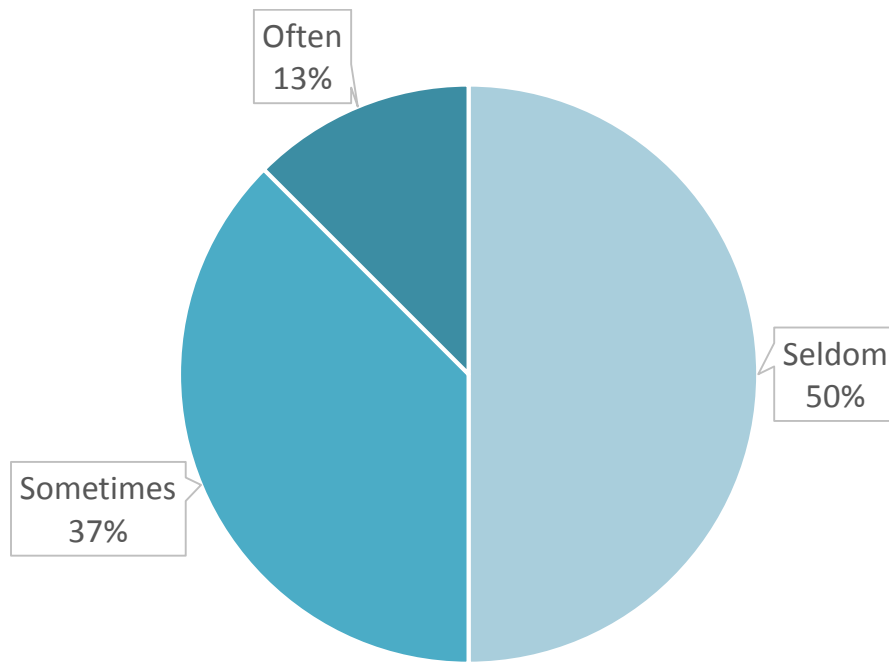
perceived impact of service



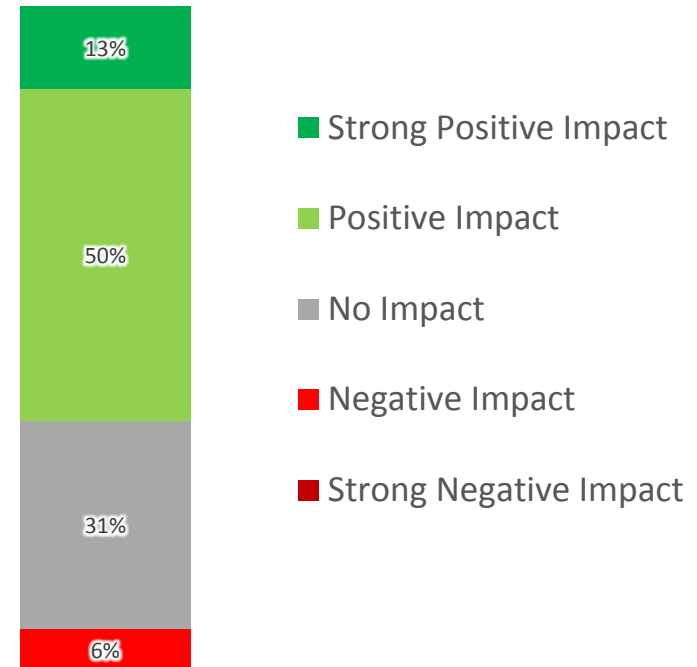
Student Affairs Office

7% *used this service*

frequency of use



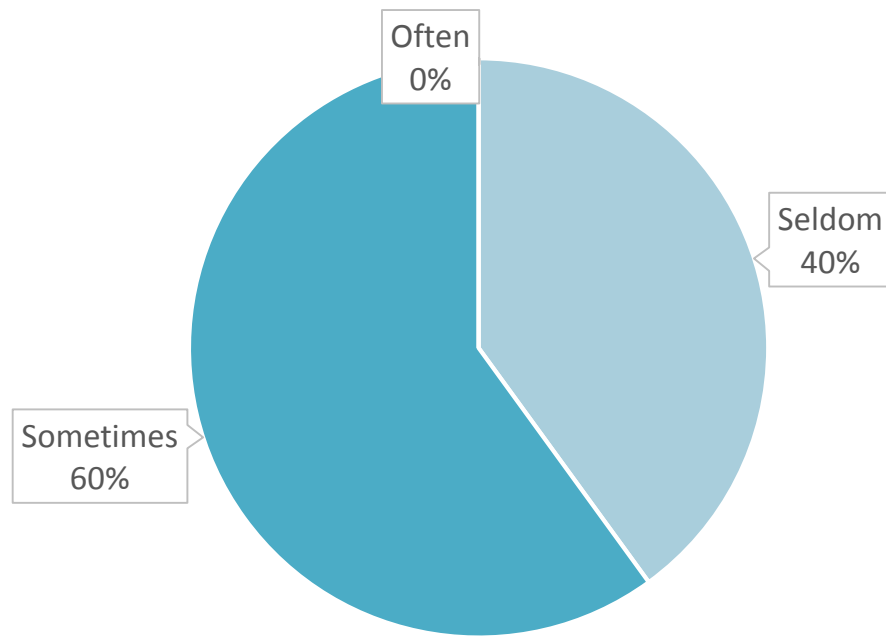
perceived impact of service



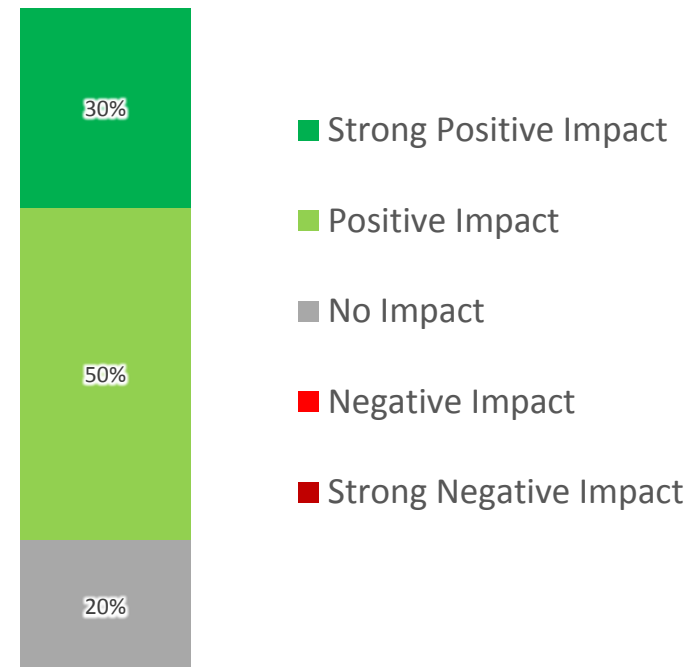
Mental Health Services

4% *used this service*

frequency of use



perceived impact of service

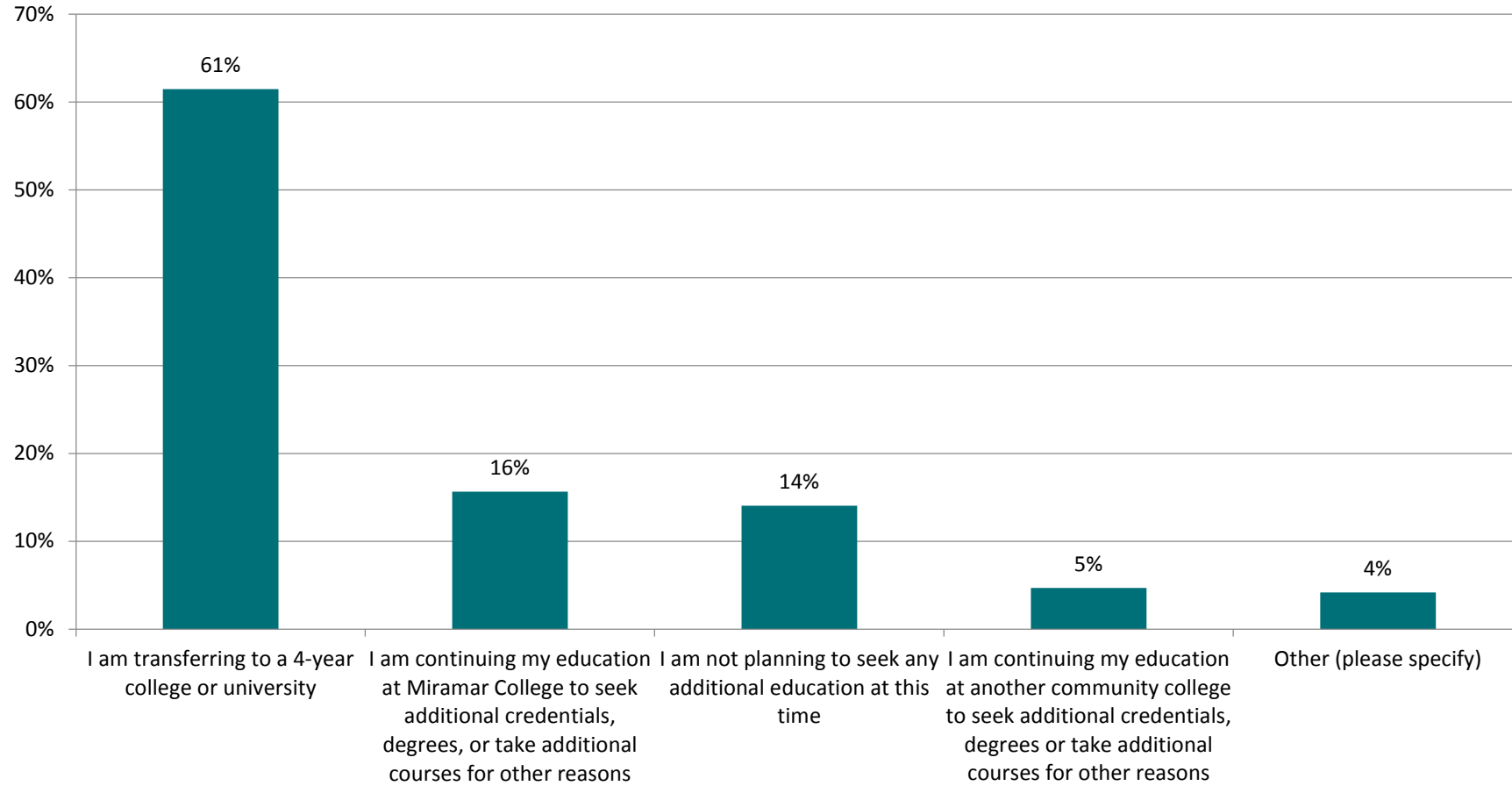


Students' Plans for the Future

- Within the next six months, the majority (61%) of respondents plan to continue their education at a 4-year college or university (n=192).
- Of the 68% of respondents who said they were employed, the largest group (42%) said they planned to stay at their current jobs (n=131).
- Of the 32% of respondents who said they were employed, the largest group (37%) said they did not plan to work so they could continue to focus on their education (n=62).

Educational Plans

What are your education plans for the next six months?

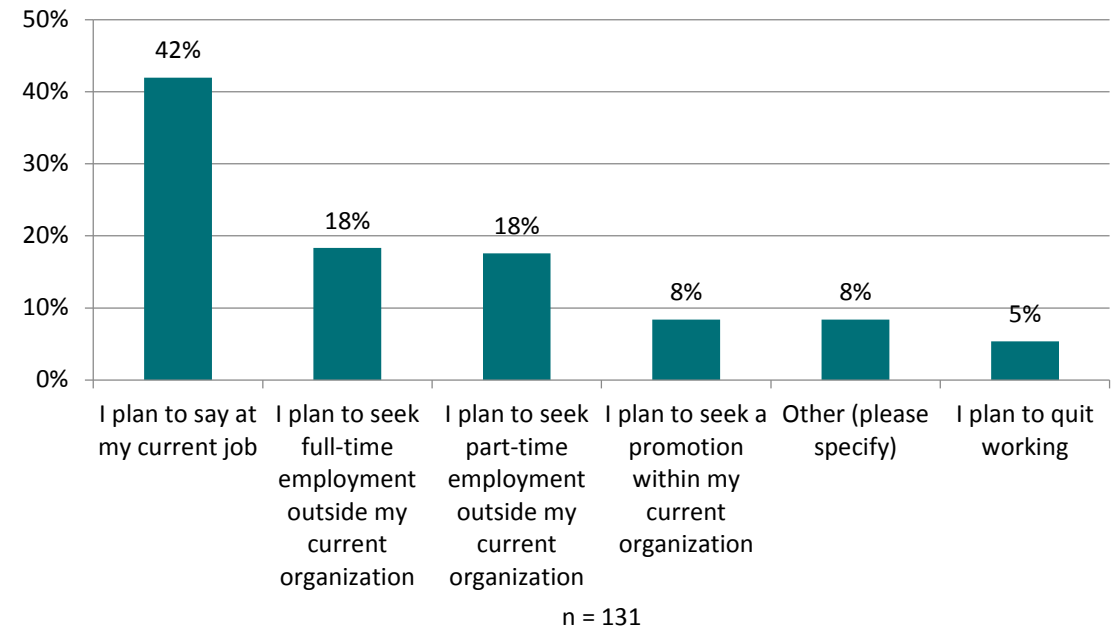


n = 192

Employment Plans – Currently Employed

- 68% of respondents said they were **currently** employed
- Respondents chose “Other” because they will:
 - Stay at their current job while seeking a job related to their area of study
 - Work until transferring to a four-year institution
 - Intern
 - Take some time off then return to work

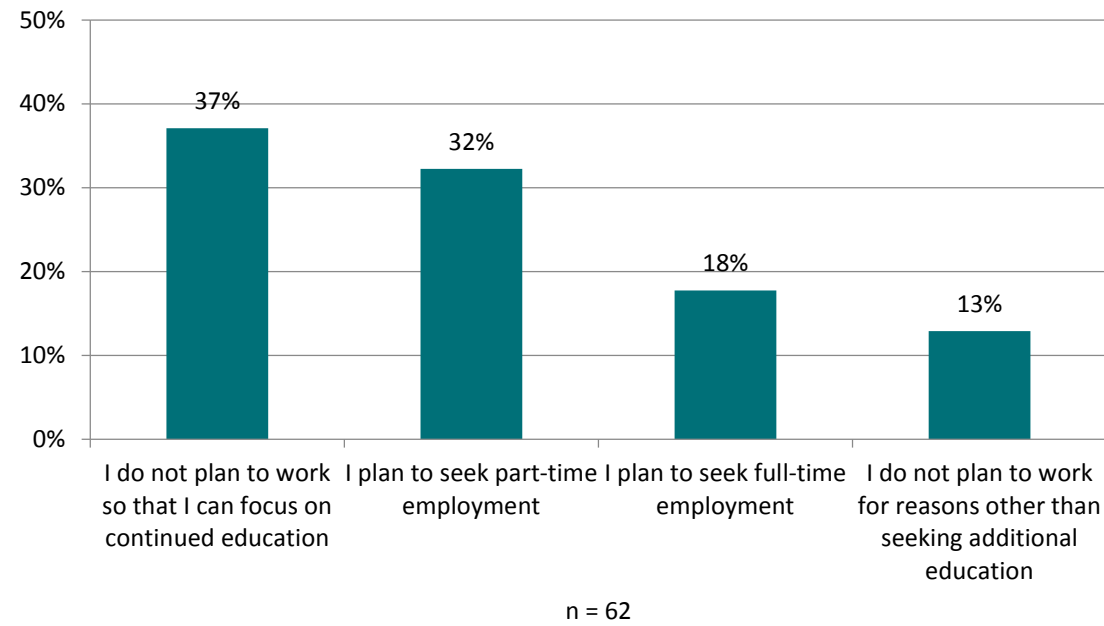
What are your employment plans for the next six months? (currently employed)



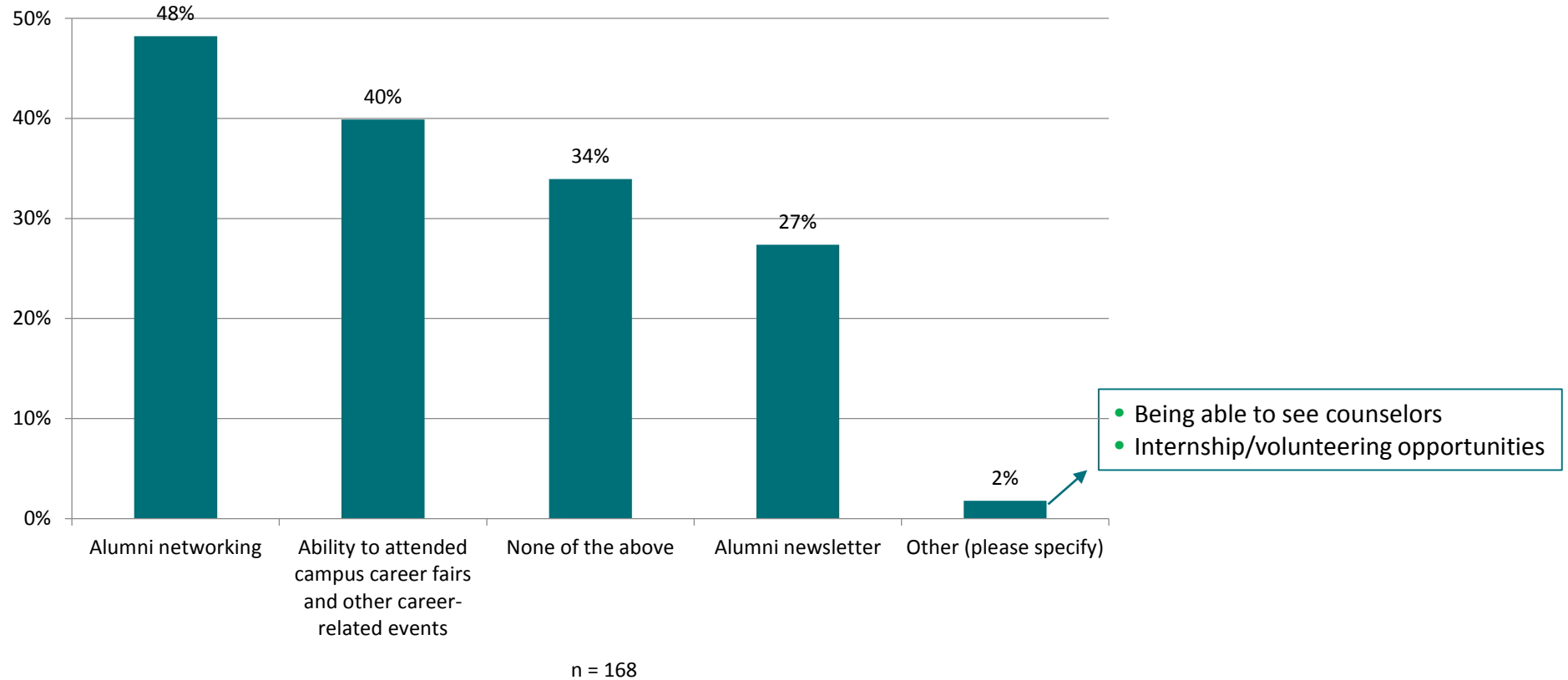
Employment Plans – Not Currently Employed

- 32% of respondents said they were not **currently** employed

What are your employment plans for the next six months? (not currently employed)



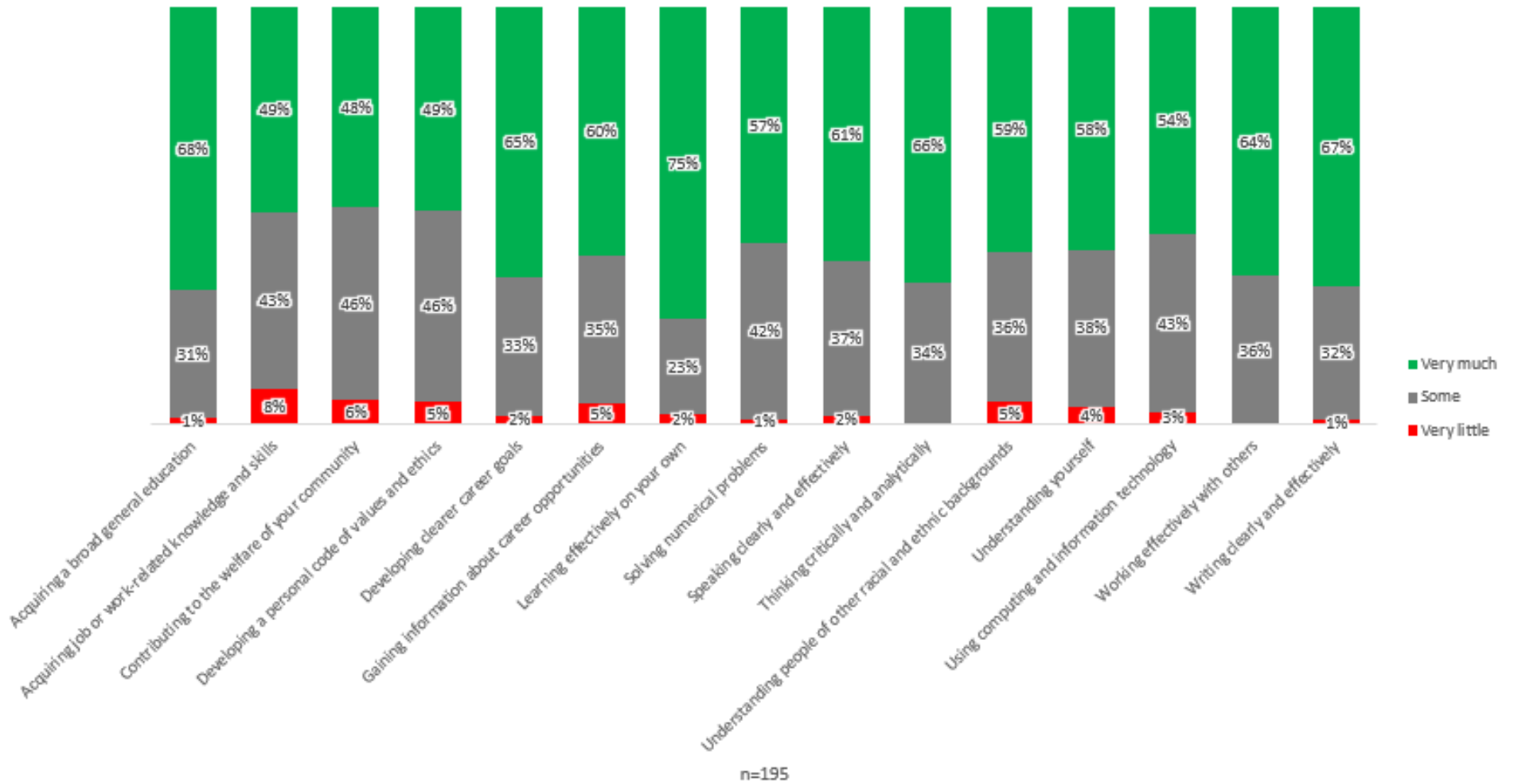
How Miramar College can Support Alumni



Next Steps

- PRIE is currently conducting in-depth interviews and focus groups with students about their experiences at Miramar College, with an eye to what we are doing well and could do better to support the six factors of student success.

Q14. How much has your experience at this college contributed to your knowledge, skills, and personal development in the following areas?



SDMC Spring 2019 Graduation Survey Summary of New Questions

The San Diego Miramar College (SDMC) Spring 2019 Graduation Survey asked seven new questions compared to last year's survey and added new response options to three existing questions. These questions and a summary of their responses are below.

Q2. [For those who said they were employed] Was your work experience directly related to your field of study?

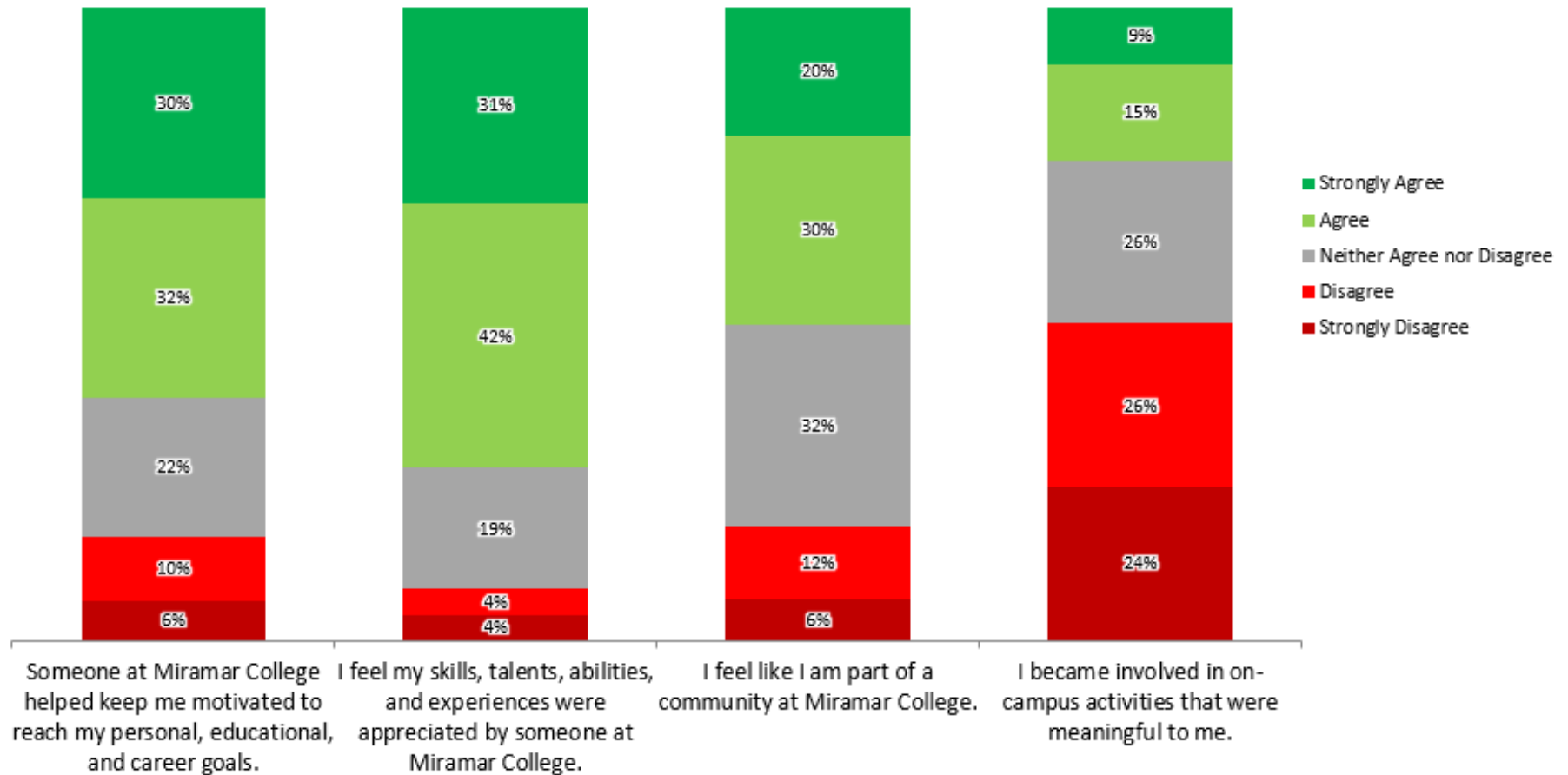
201 respondents answered this question. 56 (27.86%) said yes; 146 (72.14%) said no.

Q3. [For those who said they were employed] What was the name of your employer?



Q7. Please indicate your level of agreement with the following statements regarding your experience at Miramar College.

- **Someone at Miramar College helped keep me motivated to reach my personal, educational, and career goals.**
- **I feel my skills, talents, abilities, and experiences were appreciated by someone at Miramar College.**
- **I became involved in on-campus activities that were meaningful to me.**



Q8. Which on-campus service(s) did you utilize? Please check all that apply.

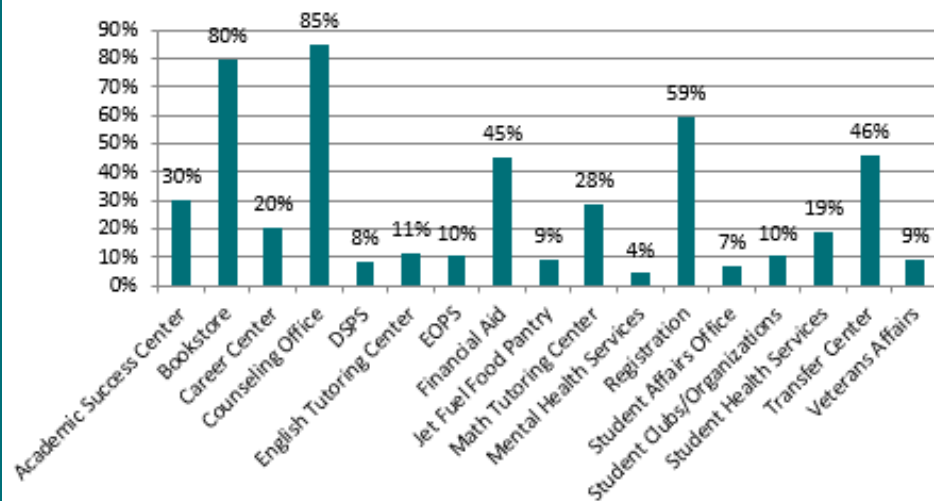
Q9. How often did you use the following service(s)?

Q10. What impact did the service(s) have on reaching your goals?

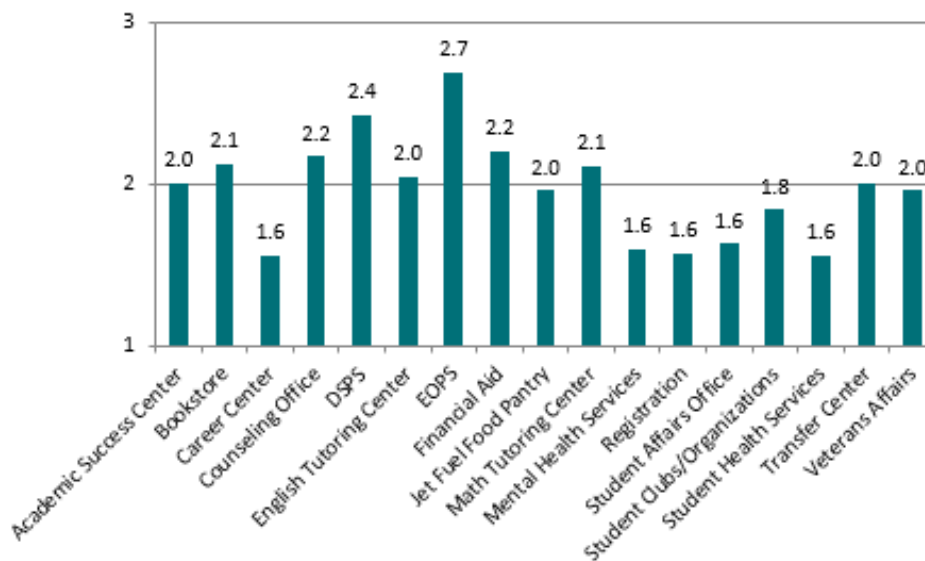
Note: These questions were also asked last year. The options below are new for this year's survey.

- **Academic Success Center (formerly The Place)**
- **Bookstore**
- **English Tutoring Center**
- **Jet Fuel Food Pantry**
- **Math Tutoring Center**

Which on-campus service(s) did you utilize?
(n=253)



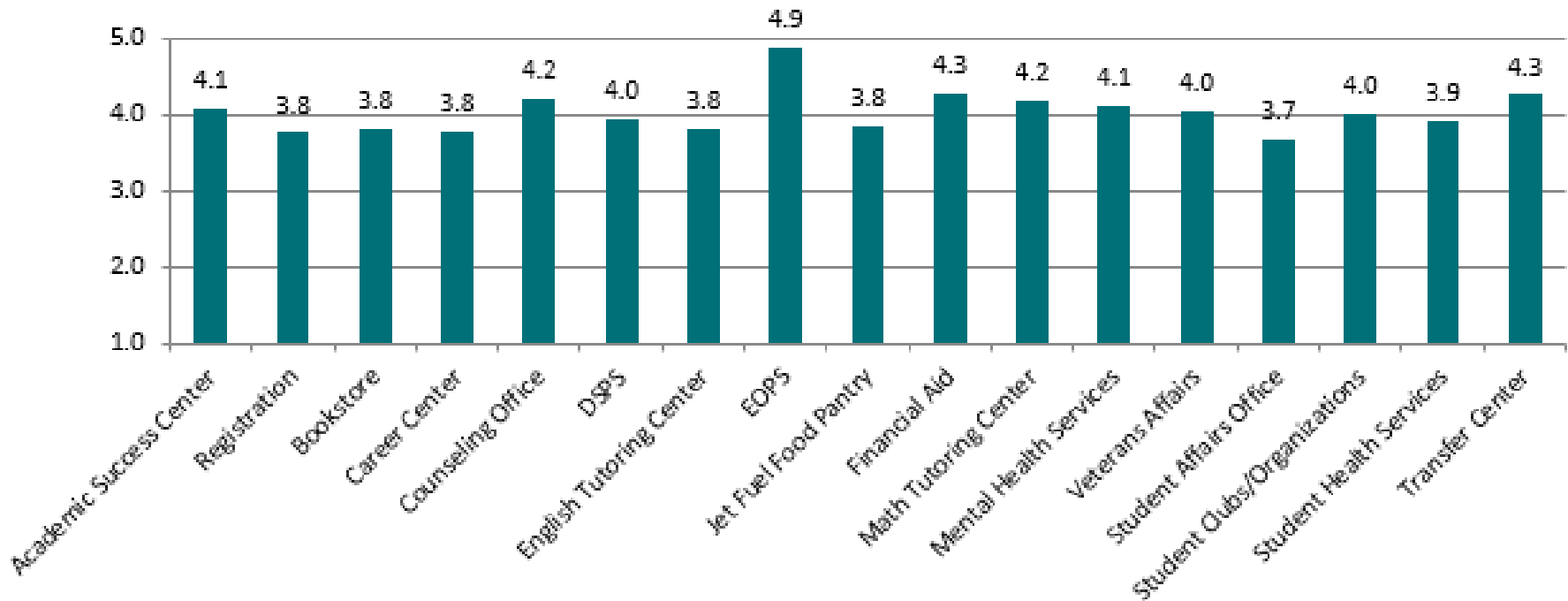
If you used a service, how often did you use it? (n=246)



3 = Often
2 = Sometimes
1 = Seldom

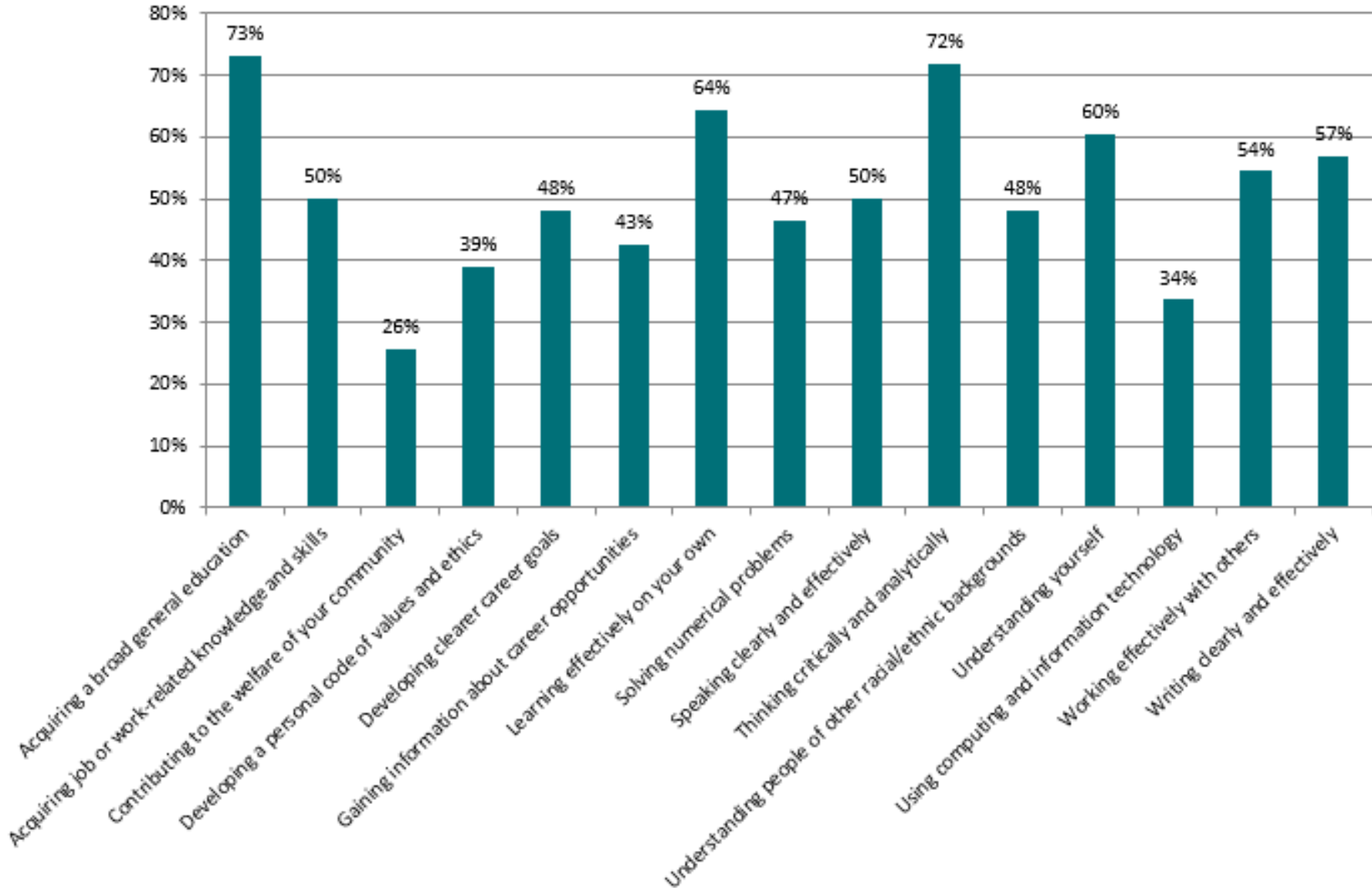
What impact did the service(s) have on reaching your goals?

(n=246)



- 5 = Strong Positive Impact
- 4 = Positive Impact
- 3 = No Impact
- 2 = Negative Impact
- 1 = Strong Negative Impact

Q13. Has your experience at this college contributed to your knowledge, skills, and personal development in the following areas? Please select all that apply.



Q14. How much has your experience at this college contributed to your knowledge, skills, and personal development in the following areas?

