San Diego Miramar College Graduation Survey Spring 2018

Prepared by

Miramar College Office of Planning, Research, & Institutional Effectiveness

June 2018



Roadmap

- 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 2018

Sampling: Census of degree/certificate candidates

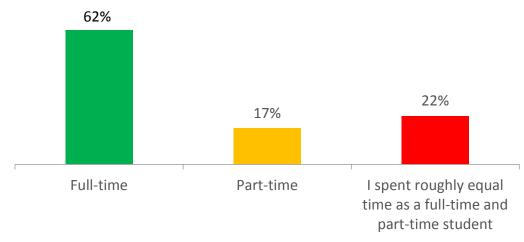
Administration: Distributed via individualized invitations to participate

sent to student email addresses

Respondent Characteristics

- 200 students responded to the survey (16.5% response rate), with 76% completing the survey.
- FT students were overrepresented in this study, as compared to the number of FT students attending SDMC.
- Two-thirds of respondents reported that they remained employed (FT or PT) throughout the majority of their education at SDMC/in the SDCCD.

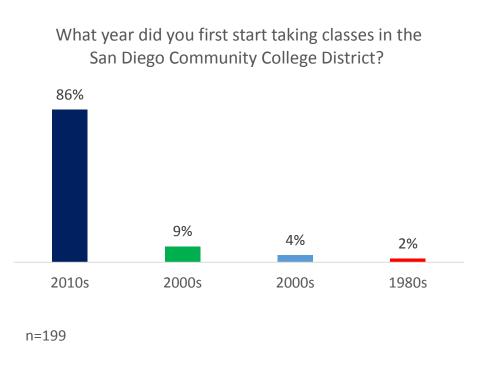
For the majority of your career at Miramar College, were you a full or part-time student?



n=200

Student Trajectories in SDCCD

- The majority of respondents took their first course in the SDCCD in the 2010s (86%). The median start year was 2015, and the mode was 2016.
- The majority of respondents took courses at other colleges in addition to SDMC. Sister colleges Mesa College and City College were the most heavily trafficked (64% and 36%, respectively).



Student Trajectories in SDCCD

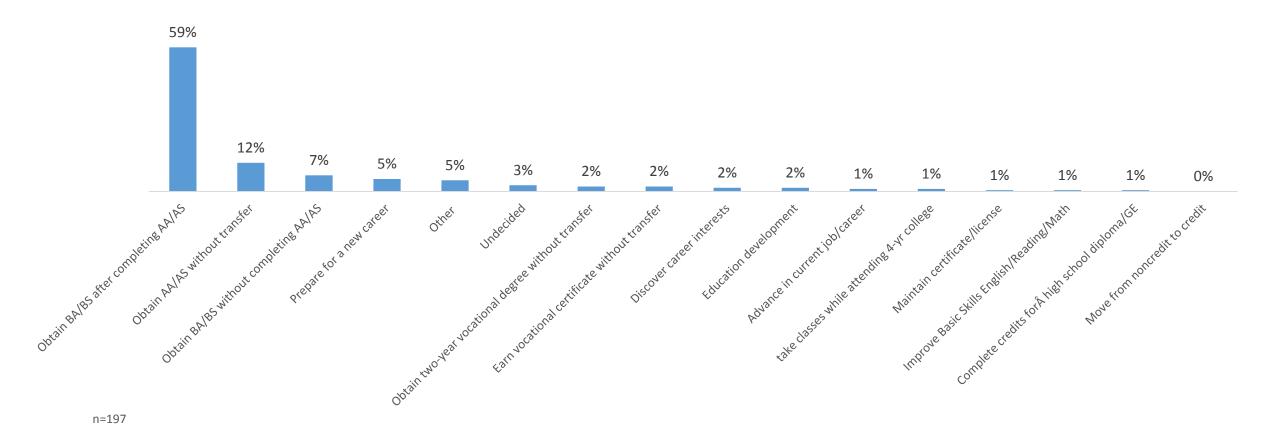
- The majority of respondents reported earning one degree or certificate from SDMC in the past five years.
- However, some people reported all certificates and degrees earned. Responses revealed that "graduates" can always return, such as one person who earned an AA and certificate and then returned a decade later to receive two certificates in a separate field. Another individual reported earning 6 associates degrees (max reportable) over a multi-decade period. Indeed, almost 11% of respondents reported that they were planning to continue their education at SDMC to seek additional credentials, degrees, or take additional courses for other reasons.

Goals for attending Miramar College

- The majority of respondents (59%) reported that their primary goal for taking courses at SDMC/in the SDCCD was to obtain a bachelor's degree after earning an associate's degree. 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. Several students (n=4) reported that institutional barriers, such as poor advice from counselors, had delayed them from reaching or caused them to change their goal.

Primary Goals for first attending

What was your primary goal when you began taking courses at Miramar College/in the San Diego Community College District?



Goal change

• 32% (n=63) of respondents reported that their goals changed while attending SDMC. Below are the reasons reported:

identified a major

changed educational end goal after denial from bachelor's program

thinking of pursuing a bachelor's degreeinstitutional barriers prevented graduating within desired timeframe

decided to pursue associate's degree for transfer and bachelor's degree

decided to pursue bachelor's degree instead of maintaining certificate/license decided to return to work instead of pursuing a bachelor's degree now returned to school to improve Basic Skills and decided to pursue bachelor's degree earned a degree in a different field than desired

decided to pursue associate's degree for transfer instead of two-year vocational degree decided to pursue certification on top of associate's degree instead of pursuing a bachelor's degree

life interrupted initial plans to pursue bachelor's degree decided to pursue graduate degree

changed majors

decided to pursue associate's degree for transfer on way to achieving previously desired bachelor's degree

decided to pursue a graduate degree instructional barriers prevented graduating within desired timeframe response unclear

decided to pursue bachelor's and graduate degree instead of vocational certificate changed majors multiple times, prolonging time to graduate decided to pursue associate's degree for transfer instead of vocational certificate went back to school to prepare a new career but advanced in current career instead

decided to pursue associate's degree for transfer and pursue a bachelor's degree

decided to pursue bachelor's degree decided to pursue associate's degree for transfer and a bachelor's degree developed new interests and goals took two years longer to transfer than anticipated decided to pursue associate's degree on top of preparing for new career decided to pursue transferring to a different 4-year college/university

identified a major through identifying career opportunities

no response

decided to pursue associate's degree for transfer

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.

SAN DIEGO MIRAMAR COLLEGE

Roadmap to Student Success

Six Factors of Student Success

Source: Student Support Redefined

Student Perspective

- Directed: Students have a goal and know how to achieve it
- **2. Focused:** Students stay on track, keeping their eyes on the prize
- **3. Nurtured:** Students feel somebody wants and helps them to succeed
- Engaged: Students actively participate in class and extracurricular activities
- **5. Connected:** Students feel like they are part of the college community
- 6. Valued: Students' skills, talents, abilities, and experiences are recognized; they have opportunities to contribute on campus and feel their contributions are appreciated

Loss/Momentum Framework

Source: Completion by Design

Student Experience

Connection:
Movement of students from interest
to application (Principles 7-8)



Entry:

Completion of gatekeeper courses and other requirements leading to students' enrollment in their program of study (Principles 1-3, 5, & 7-8)



Progress:

Engagement of students in their program of study to the completion of up to 75% of program requirement (Principles 3-8)



Completion:

Achievement of the last 25% of the program of study that includes securing a credential with labor market (Principles 3-8)

Source: Completion by Design College Perspective

Eight Principles

of Redesign

- Accelerate entry into coherent programs of study (Entry)
- **2. Minimize time** required to get college ready (Entry)
- 3. Ensure students know requirements to succeed (Entry, Progress, & Completion)
- 4. Customize and contextualize instruction (Progress & Completion)
- Integrated student support with instruction (Entry, Progress, & Completion)
- Continually monitor student progress and proactively provide feedback (Progress & Completion)
- Reward behaviors that contribute to completion (All Phases)
- Leverage technology to improve learning and service delivery (All Phases)

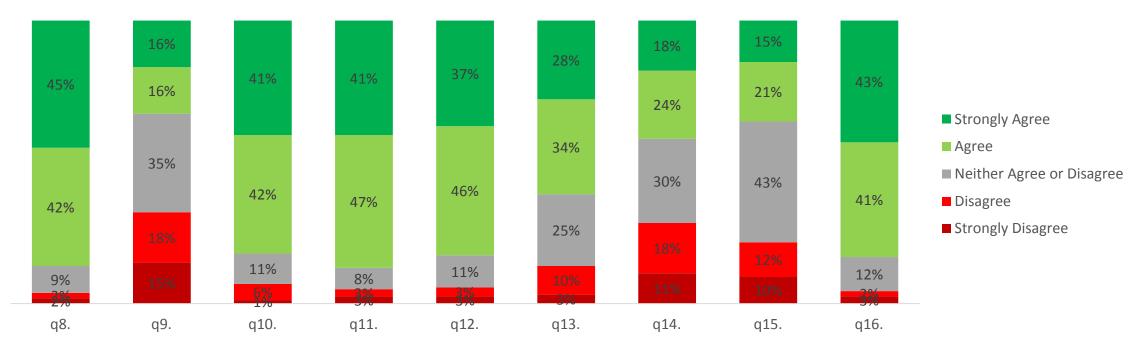
Miramar College Office of Planning, Research, and Institutional Effectiveness

Student Experience at Miramar College



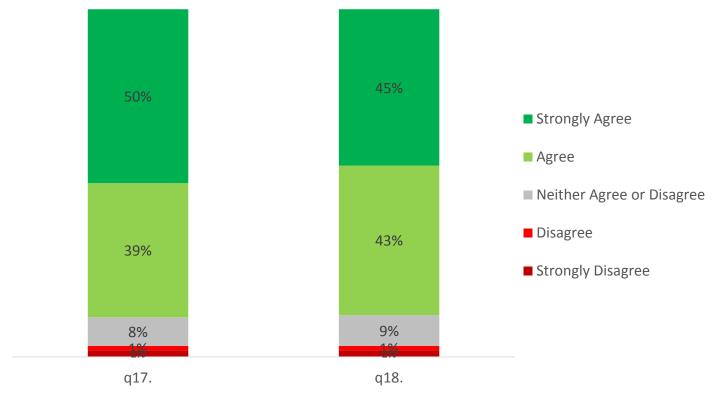
- q1. I received assistance in identifying my educational and personal goals from faculty and/or staff.
- q2. I received assistance identifying how to reach my educational and personal goals from faculty and/or staff.
- q3. I received assistance mapping out the courses that I needed to achieve my educational objective (e.g., degree, certificate, transfer).
- q4. I have received opportunities to engage in career exploration.
- q5. Miramar College provided me with adequate resources to track my own progress toward meeting my educational goals.
- q6. In my courses, I received regular feedback on my performance and progress from faculty.
- q7. I was held to high expectations regarding my academic performance.

Student Experience at Miramar College



- q8. Overall, I found the instruction I received at Miramar College to be interesting and engaging.
- q9. I became involved in extracurricular activities that were meaningful to me.
- q10. If I was ever struggling in a course, I felt comfortable approaching my professor for help.
- q11. I feel like the faculty at Miramar College cares about me and wants me to achieve my goals.
- q12. I feel like the staff at Miramar College cares about me and wants me to achieve my goals.
- q13. If I was ever struggling in a course, I was directed toward services to increase my success (e.g., Academic Success Center).
- q14. I feel like I am part of a larger campus community.
- q15. I feel like I have a voice on campus.
- q16. I feel like this is a campus that respects and cultivates diversity.

How do students summarize the preparation they received?



- q17. I feel like I have gained meaningful knowledge, skills, and experience during my education at Miramar College.
- q18. As a result of my education at Miramar College, I feel prepared for the next step of my educational and personal journey.

What we do well in supporting students in meeting their career and personal goals

 We have caring, supportive, and knowledgeable classroom instructional faculty who center teaching and students in their work.

"Miramar college has provided professors with engaging classes and a true care for each student. I always felt supported in the classroom and learned many things that are not only applicable to academics, but also to life in general."

"Good professors that are passionate and interested in what they're teaching (and getting students involved in the subject) really make the school so much better (Shoutout to [three instructors]). I feel like these professors (and professors like them) are important to educational foundations because they provide students with not only academic knowledge, but they also make us believe in our intellectual ability."

"I really liked all of my professors - they were all great at teaching their subject, and seemed like they all really enjoyed the subject matter, which really does a lot for classroom morale"

"Outstanding rigorous classes and materials. Top notch instruction focused on teaching (and not publish or perish)"

What we do well in supporting students in meeting their career and personal goals

• We have caring, supportive, and knowledgeable classified professionals who center students in their work.

"Great staff who support and help in every way they can. Everything seemed accessible and easily navigable. "

"The helpful faculty in the Student Services building were able to help me with not only educational plans, but they were willing to listen to my problems with school anxiety and answer questions regarding my transfer. I found it a safe place to vent my problems as a college student and they were able to direct me to the resources I needed to ease my anxiety. I also found it nice how they told me that I could always come in and see them if I needed anything else. I always thought that the counseling window was only meant for educational planning. I don't qualify for DSPS so it was nice to talk to someone about my anxiety."

"When at times it was stressful trying to figure out school and whether or not I could attain an associate's degree, I was able to find help and receive good feedback from counselors and staff when I was my own worst critic. I was able to find an ear that would listen and that really helped me since you can get lost in trying to figure out your life/school. Staff gave reassurance on that school was the right thing for me."

What we do well in supporting students in meeting their career and personal goals

• We have high quality wrap-around services to support student success.

"I cannot stress how amazing the Academic Success Center has helped me obtain and maintain a high GPA enough. Along with the Math Lab, they've been phenomenal. Also, resource centers such as the library and ILC computer lab allowed me to do research and complete assignments, all while providing a safe and quiet place to study."

"Miramar has given me access to wonderful professors who are passionate about their discipline and care about students' success. There are many resources available to help struggling students or aid in transfer/course planning services. Personally, I was given the opportunity to explore different courses to find what truly interested me "

• We offer flexibility and support for working professionals and students with complex needs.

"Miramar college offered fast track classes and online classes which help me manage time with the classes I need in a good time frame."

"Miramar college has allowed me to build a schedule around my job, which helped my success."

What we could do better in helping students meet their career and personal goals

everything hold commencement after finals

offer more student clubs and events

more tutors to help with advanced courses

increase helpfulness and friendliness of staff

offer more career fairs and seminars

increase availability of counseling appointments offer more weekend courses more supervision of student workers offer more challenging courses offer more online classesmore support from professors in the learning process greater communications about the need to register for commencement. Saturday hours for the English Center

offer more online coursesbetter assistance in helping students make transfer plans offer regular scheduled check-ins with students on their status and progress make classroom learning more engaging

offer more resources to help students remove red tape and beaurcacy to improve student material and learning technology

be transparent about work study opportunities greater insight into what happens after a student transfers from SDMC to another college support improving GPA greater promotion of support services

offer more career assistance allow students to display their expected honors during graduation, even if final grades not submitted

intentionally facilitate a stronger student life/student culture

offer more language classes

offer more slots for students to take necessary courses provide more consistent feedback to students across the campus (student services) at the college-level, create more intentional opportunities for students to connect with professionals in their fields that do not rely on individual professors' willingness/ability to reach out to their networks

better training and supervision of staff in the counseling center

make room for students with shorter tenure at SDMC to become as involved in student clubs and government as students with longer tenure increase friendliness of staff no feedback

offer more tutoring options, keep student bulletins updated and create centralized system where students can learn about events happening on campus

better support from administrators for students who report unprofessional behavior from a professor offer more courses on the pathway to transfer more appointment availability in the counseling center provide more opportunities for students to network with professionals in their desired field

offer faster internet improve knowledge to support students who eventually want to go to medical school hire students

offer study abroad opportunities hold more college application meetings to better fit student scheduling needs

heavier advertisement of career services greater accountability for instructors in how they treat and teach students

accept more transfer credit longer meeting periods for counseling walk-in appointments

offer more healthy eating opportunities on campus make fewer changes to degree requirements greater clarity about degree requirements

provide greater access to research opportunities for science majors offer phone call advising

better planning and communication with students

offer more classes

connect students to internship opportunities

more support in the transfer process

better training of tutors in the $\mathsf{PLACE}_{better\ text\ book\ buy\ back\ offers}$ more programs for STEM majors

offer more hands-on experience

Challenges students faced to receiving their degrees/certificates

Difficulty balancing school with work/parenting

"Towards the end of my educational journey I had to work full-time for the first time in 3 years, the online classes allowed me to work and finish school at the same time."

"Single mom and working full time is not easy. Adding school to that mix can be extremely stressful and exhausting at times. I think a focus on how to help adult learns succeed would be a great resource to have."

Learning how to be successful as a student

"Mostly personal challenges such as time management led to self discipline and reassurance from encouraging staff members."

Health/mental health challenges

"A lot of mental health problems with depression and anxiety. Between work and school life gets stressful. My teachers were really helpful and understanding. They made me feel comfortable to talk to them and ask for help or extensions when I needed them. Before I used to not show up to class or would miss assignments and just tell myself I'd do better next time. When I started being open with my teachers they responded with positive encouragement. They helped me realize that it's not impossible and if I need help or an extension just ask. People are more than willing to help if you just ask. And before I really was just trying to get through everything by myself. The sense of community that Miramar provided me with helped me overcome these challenges."

Challenges students faced to receiving their degrees/certificates

Problems mastering academic materials

"Yes, I struggled to pass a couple of my classes & had to retake them. I overcame them by realizing that the courses that I was taking for my original major were subjects that are not my strong suit & realized I needed to take a different path. Therefore, change my major that is better suited to my talents."

"I really struggled with my Math and Accounting courses. I got tutoring from the Math Lab and Academic Success Center."

Problems getting courses transferred

"It was challenging getting my previous classwork from another college transferred and accepted into my degree program. The [redacted] department in particular rejected all my requests because of the age of my previous coursework, even though the one [redacted] class I took from SDCCD of the same age was accepted. (The departments of psychology, sociology, math, and P.E. all accepted my transfer requests.) The counselors [name redacted], and especially [name redacted], went the extra mile to help me overcome these challenges."

"Admissions office lost 4 different transcripts in 2 months (and I did confirm the mailing address 3 times) before I finally walked my transcript, but too late to graduate May 2017, had to wait for Fall 2017."

Challenges students faced to receiving their degrees/certificates

Receiving contradictory advice from SDMC staff

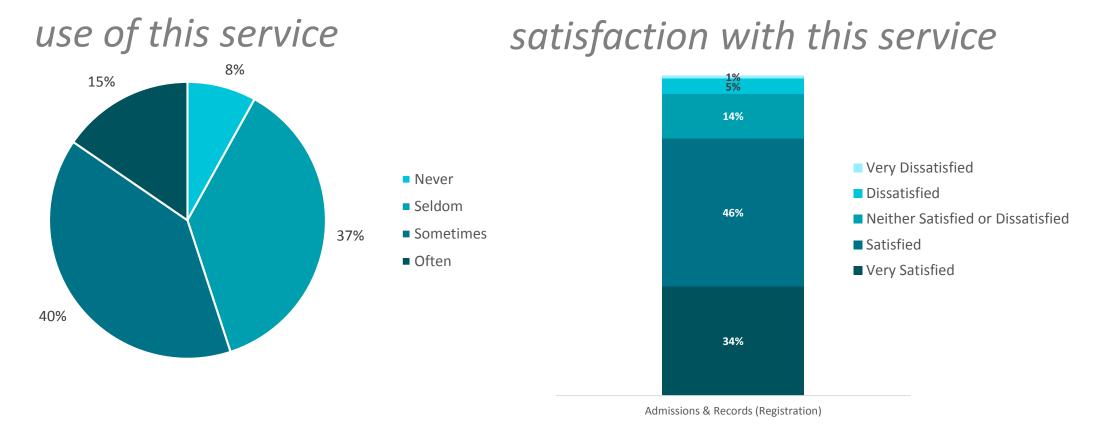
"Yes. The student services building said that my petition to get into a class was okay with just a signature, but then the vice president said I needed to put more information in like my educational plan. I almost didn't graduate this year! GET IT TOGETHER!!!!!!!"

"I had a very hard time trying to get my degree after completing my courses. The counselor who did my education plan did not inform me that I had to submit petitions to substitute courses. I was denied graduation because of this. After visiting the counselor to figure out the issue, I had to inform him that some of my courses were "substitute courses" which was when I was told about having to petition for substitution. That's something he should've already known by looking at my transcripts. He said he would submit my petitions and cc'd me on the email. I was given the run-around for months by the counseling office and the evaluators, [redacted] and [redacted]. My attempts to contact them to follow up if my petitions were received and approved were ignored. It took months of trying to reach out and submitting the petitions several times until I finally received a response. I needed my degree to show my boss, because I was going to get a raise depending on if I finished my education. I received the degree long after completing the courses, which prolonged getting the raise at work. It was an incredibly stressful and frustrating experience to end my time at Miramar College."

Service use and satisfaction

- Students were fairly knowledgeable regarding the services that SDMC offers, but there remains room for outreach, particularly by mental health services and the student affairs office. Keep in mind that award earners may be *more aware* of services than the general student body.
- The most frequently used services by respondents were counseling, admissions & records, financial aid, and the transfer center.
- The majority of students seemed pleased with the services offered on SDMC's campus. However, further research is needed to understand the *whys* behind students' reported satisfaction levels.

Admissions and Records

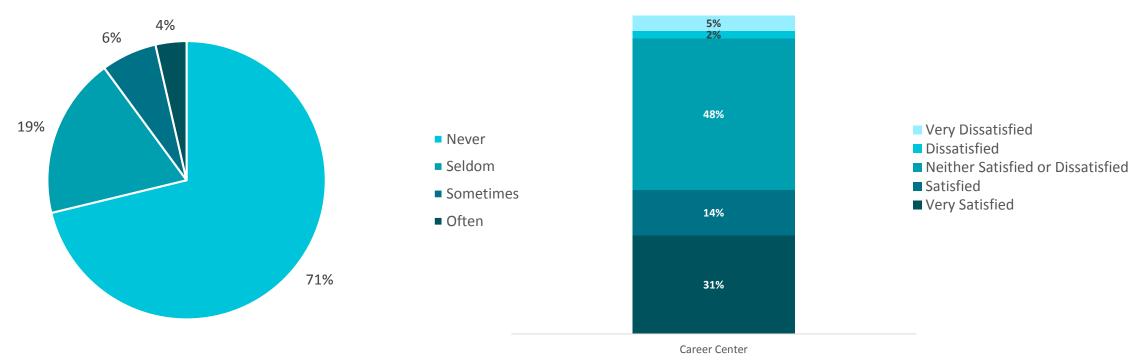


Career Center

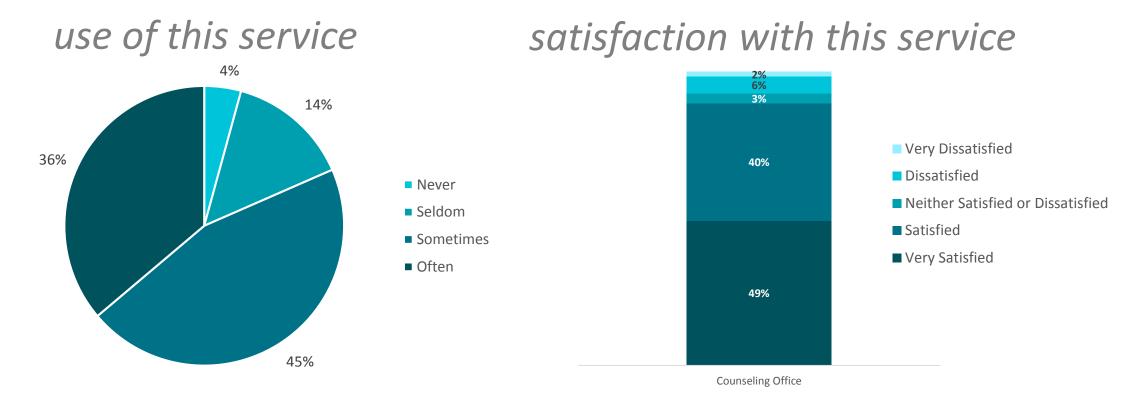
80% know of this service



satisfaction with this service

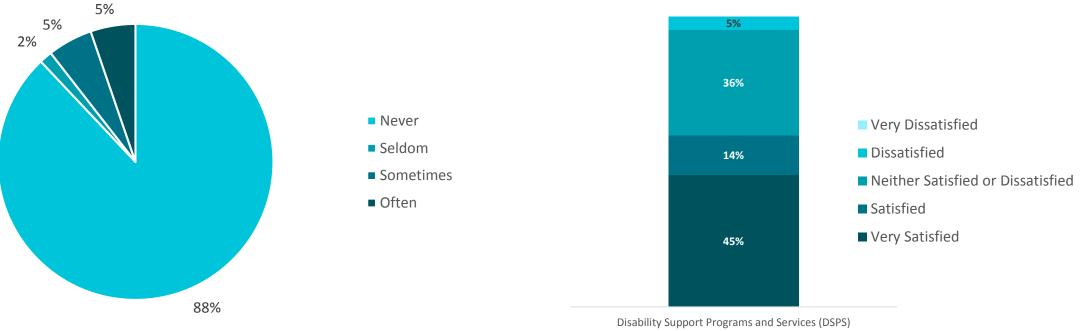


Counseling Office



Disability Services

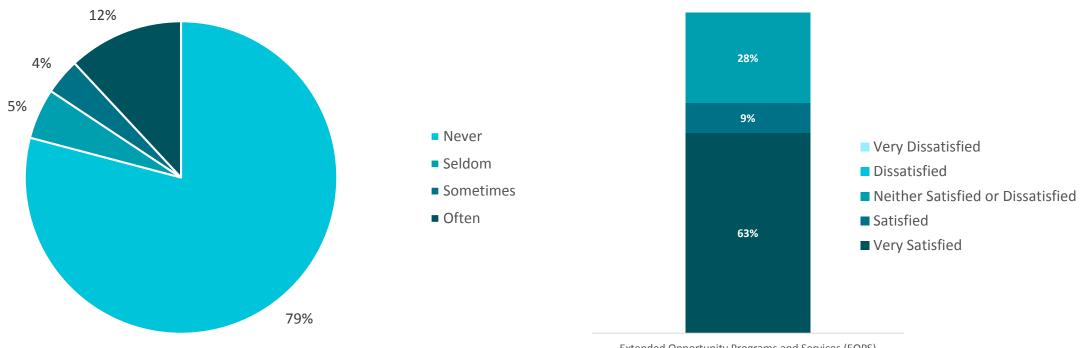




EOPS

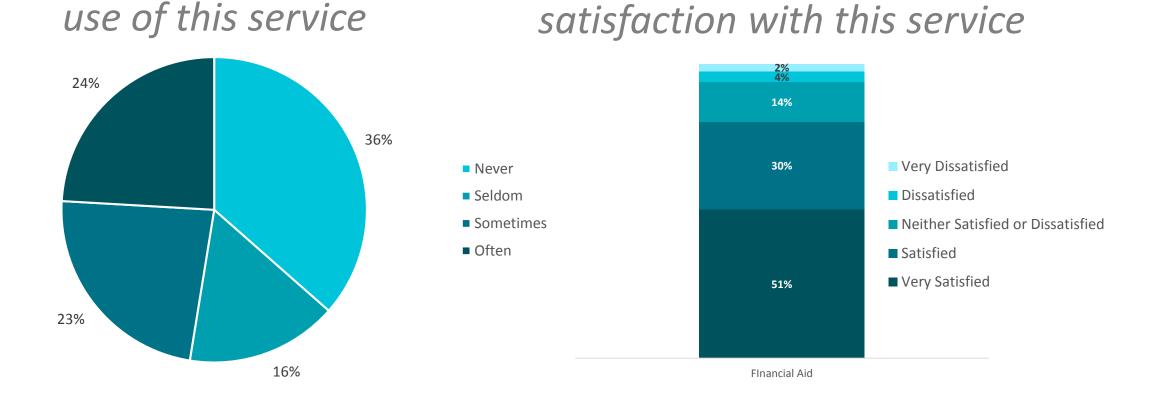
74% know of this service



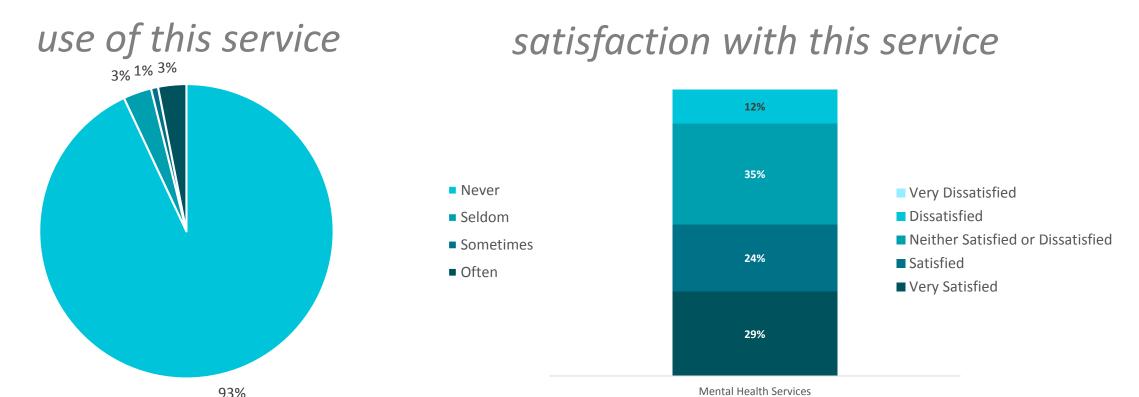


Extended Opportunity Programs and Services (EOPS)

Financial Aid

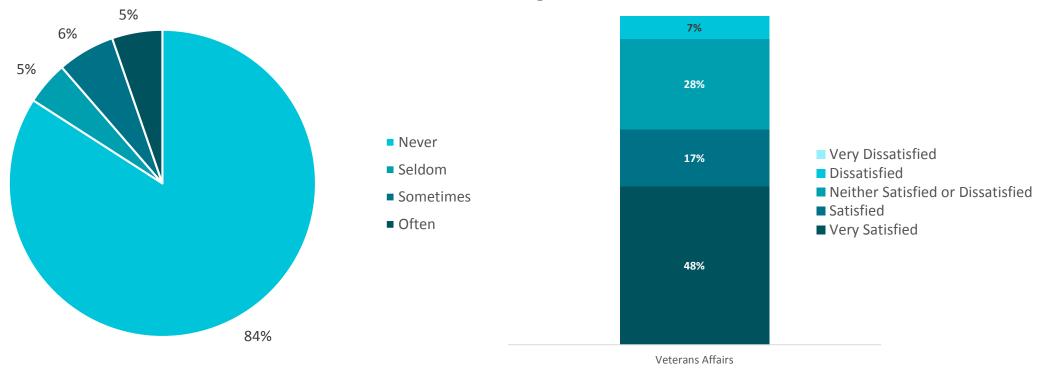


Mental Health Services

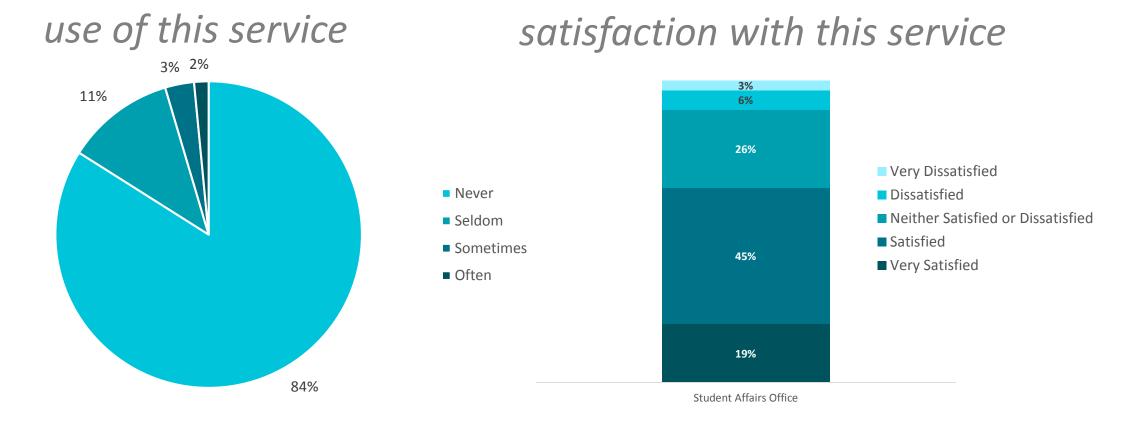


Veteran Affairs





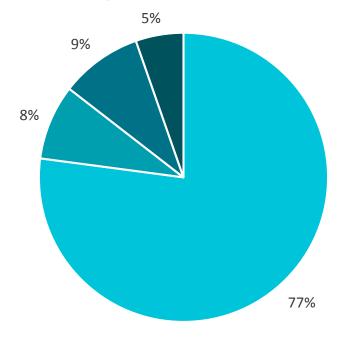
Student Affairs Offices



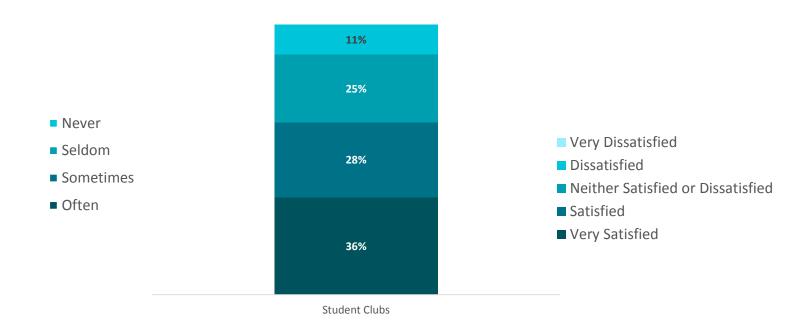
Student Clubs

76% know of this service

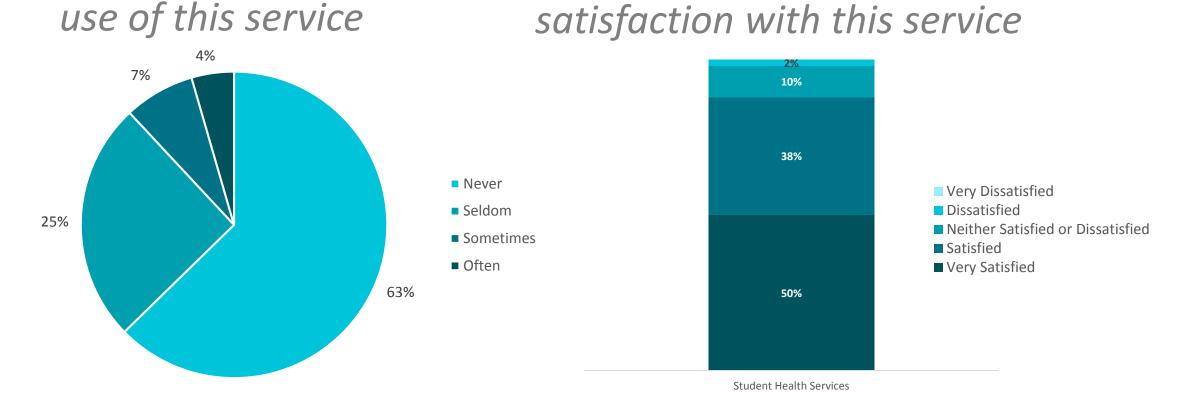
use of this service



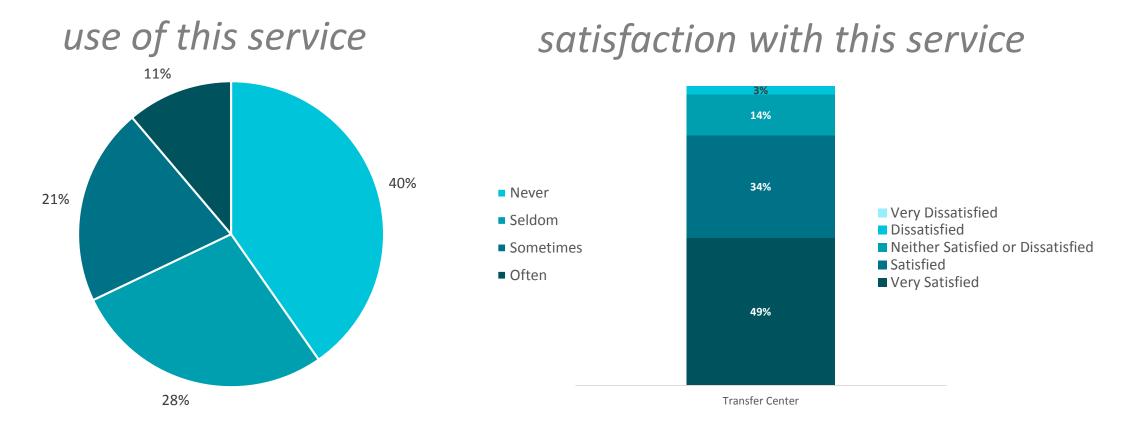
satisfaction with this service



Student Health Services



Transfer Center

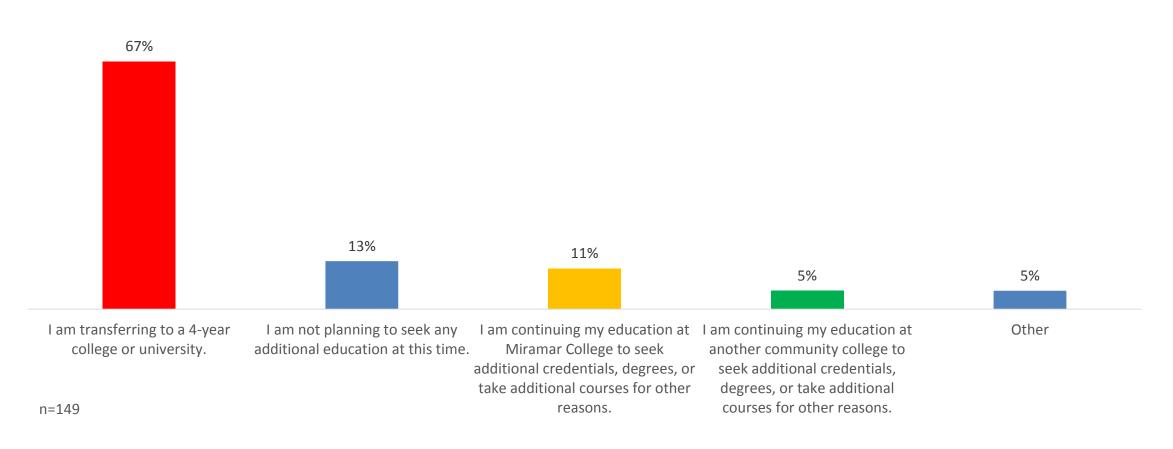


Students' Plans for the Future

- Within the next six months, the majority of respondents plan to continue their education at a 4-year college or university (67%).
- Respondents' six-month employment plans vary.
- Respondents provided a wide array of responses regarding how SDMC has shaped their career and educational plans and opportunities, including helping them meet concrete goals (transfer, enter new career) to helping them with personal improvement (increased knowledge, increased sense of empowerment, greater confidence).

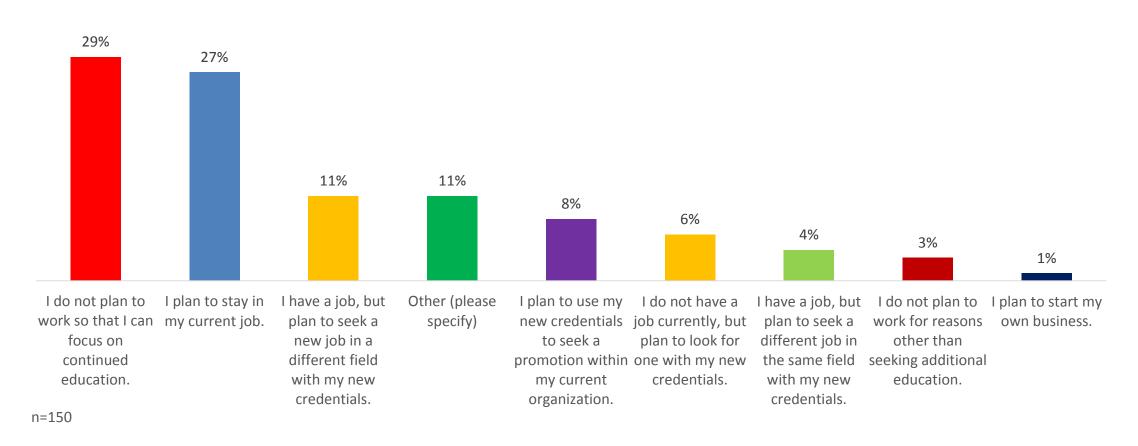
Educational Plans

What are your educational plans for the next 6 months?



Employment Plans

What are your employment plans for the next 6 months?



Perceptions how SDMC has shaped plans & opportunities

How do you perceive that your experience attending Miramar College has shaped your employment and educational plans and opportunities?

feels attending Miramar College was not helpful helped student develop a can-do attitude toward goals increased revenue for employer as a result of higher bill rates provided support in the transition from high school provided networking opportunities improved time management skills supported student in seeking additional training in field provided more skills and tools to suceed helping make business more competitive in field no discernable impact on employment and educational plans and opportunities made it easier to transfer to school of interest acted as second home AA enabled access to internship/work opportunities on way to earning bachelor's increased sense of empowerment helped get new job helped expand educational and employment opportunities preparation to succeed in further education provided information on financing next steps of educational trajectory exposure to professionals in the field who provided advice on how to achieve career goals helped student identify interests flexibility to earn degree while employed opportunity to network helped student gain entry into 4-year college/university feels that attending Miramar has harmed employment and educational plans and opportunities greater preparation in desired career field decreased desire to continue education no discernable impact on employment and educational plans and opportunities, but supported in working toward meeting them less debt enabled career change greater preparation general agreement that attending Miramar College has been beneficial improved study skills work experience in desired field increased knowledge preparation to succeed in a 4-year college or university feels attending Miramar College was not helpful, because AA/AS means little better speaking skills provided preparation for entering desired career helped student identify interests and desired career goals no discernable impact on employment and educational plans and opportunities, increased knowledge to run successful business

elped student identify interests and desired career goals no discernable impact on employment and educational plans and opportunities, increased knowledge to run successful business greater employability as a result of degree improved job knowledge in current field motivation to pursue multiple educational and career goals

student did not like the courses s/he was required to take provided preparation for next career move provided information on how to meet educational goals enabled career advancement improved learning skills provided physical and mental preparation for next step in trajectory higher salary greater breadth in educational preparation felt provided an outstanding value

access to great classes with real life application helped understand the limits of balancing both school and work work study provided valuable experience

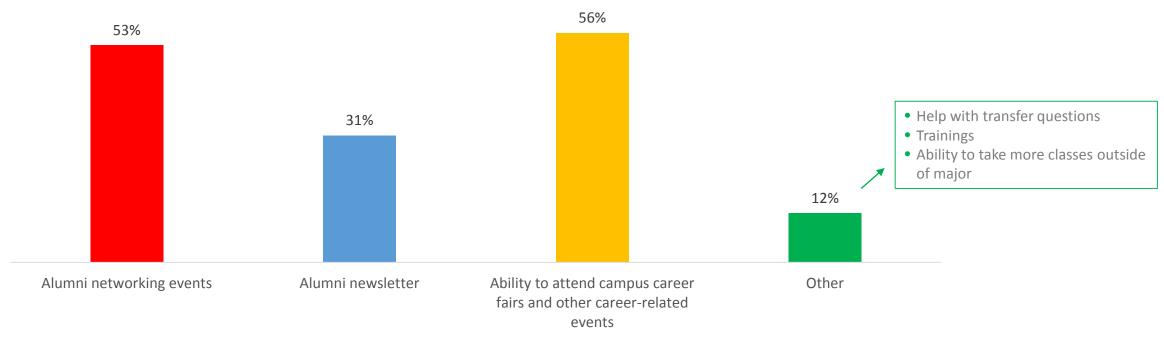
perserverance in the face of institutional barriers to success helped student improve organization

low stress as a result of not having debt increased confidence discovery of promising life pathways

set up for success

How Miramar College Can Support Alumni

If you are no longer planning to remain a Miramar College student, which of the following supports and services would be helpful to you?



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.