

# San Diego Miramar College Graduation Survey: Spring '18 compared to Spring '19

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Prepared by the *Office of Planning, Research, and Institutional Effectiveness*

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This is a comparison of students' responses to the San Diego Miramar College (SDMC) Graduation Survey for Spring 2018 and Spring 2019.

## ***What stayed the same from year to year?***

### **Goals**

- The majority of students responded that their initial goal was to obtain an AA/AS and transfer to a 4-year institution.
- About a third of respondents reported changing their goals over the course of their education.

### **Educational Plans**

Most students said they planned to transfer to a 4-year college or university in the next six months.

### **Supporting Students**

- When asked what Miramar College has done well in supporting graduates' career, educational, and personal goals, students continue to mention instructional faculty and classified staff.
- When asked what we could have done better, students continue to mention counseling services, including improving the accuracy and consistency of advice from counselors. They also mentioned offering more courses or courses at different times/modalities.

### **Barriers Impacting Award Completion**

- Health/illness, including mental health issues
- Struggling with academic materials
- Work
- Family responsibilities or issues
- Counseling services
- Getting courses transferred/transfer services

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## *What other patterns do we see?*

### Service Utilization and Perception

- In 2019, higher percentages of students reported never having used most services.
  - Exceptions to this are the Student Affairs Office and Veterans Affairs, which had a high percentage of students reporting usage in 2019.
- Counseling services were the most-utilized in both years.
- Mental health services were the least-utilized in both years, despite mental health being a relatively highly-reported barrier to students meeting their goals in both years.
- Students' perceptions of the services they used were very similar from year-to-year, with all services receiving positive weighted average scores for both years.<sup>1</sup>
  - Perceptions of EOPS were the highest in 2019, and among the highest in 2018.
  - Perceptions of the Student Affairs Office were the lowest in 2019, and among the lowest in 2018.

### Summary of Preparation

- A slightly higher percentage of students (2%) agreed or strongly agreed to the following statement in 2019: "I feel like I have gained meaningful knowledge, skills, and experiences during my education at Miramar College."
- A higher percentage of students (8%) did *not* agree or strongly agree to the following statement in 2019: "As a result of my education at Miramar College, I feel prepared for the next step of my personal, educational, and agree journey."

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<sup>1</sup> In 2018, student perception of services was measured by asking about satisfaction on a scale of 1 (very dissatisfied) to 5 (very satisfied). In 2019, it was measured by asking about perceived impact of the service on a scale of 1 (strong negative impact) to 5 (strong positive impact). While direct comparisons of weighted response averages between 2018 and 2019 should be used with caution, these two scales can be helpful in identifying trends, for example, which services have consistently high averages.

# San Diego Miramar College Graduation Survey

## Spring 2018 and Spring 2019 Comparison

*prepared by*

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

June 2019



# Spring 2018

- 1,208 survey invites sent
- 976 (81%) opened link in invite
- 202 total respondents
  - 16% of total invites
  - 21% of opens
- 93 answered all questions
  - 8% of total invites
  - 10% of opens
  - 46% of total respondents
- Typical time spent: 8m 55s

# Spring 2019

- 1,510 survey invites sent
- 1,241 (82%) opened link in invite
- 317 total respondents
  - 21% of total invites
  - 25% of opens
- 192 answered all questions
  - 13% of total invites
  - 15% of opens
  - 61% of total respondents
- Typical time spent: 6m 39s

# Spring 2018

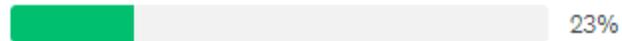
- 19 questions total
  - 10 multiple choice (53%)
  - 7 open answer (37%)
  - 1 Likert scale (5%)
  - 1 matrix (5%)
- No questions required
- 8 pages
- Skip instructions, but no logic implemented
- Mobile format required horizontal scrolling (q. 10)
- No progress bar

# Spring 2019

- 24 questions total
  - 14 multiple choice (58%)
  - 6 open answer (25%)
  - 4 Likert scale (17%)
- 12 questions required
- 17 pages
- Skip logic to show only relevant questions
- No horizontal scrolling for mobile format
- Progress bar



## Spring 2019 Miramar College Graduation Survey



\* 2. What was your primary education goal when you **began** taking courses at Miramar College?

- Obtain an associate's degree and transfer to a 4-year institution
- Transfer to a 4-year institution without an associate's degree
- Obtain a 2-year associate's degree without transfer

10. This section asks three questions about a variety of Student Services on campus. Answer all three questions for each service indicating (1) whether you knew about it, (2) how often you used it, and (3) how satisfied you were.

Did you  
KNOW How often did you  
about the USE this service?  
service?

Admissions &  
Records  
(Registration)

Career Center

Counseling  
Office

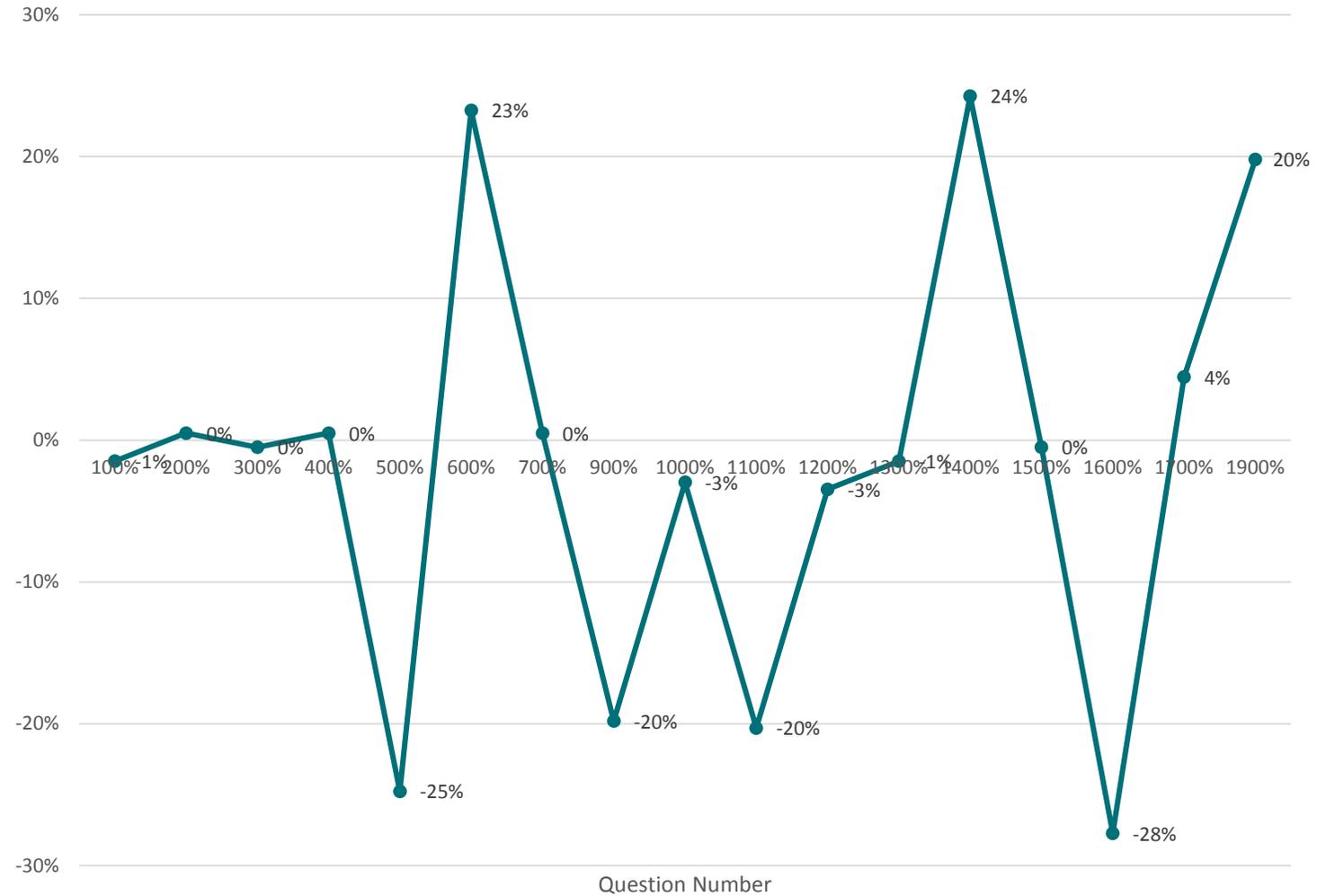
Disability  
Support  
Programs  
and Services  
(DSPS)

Extended  
Opportunity  
Programs

# Change in response numbers from question to question as a percent of the total - Spring 2018

- 202 total respondents
- Questions with skip instructions excluded

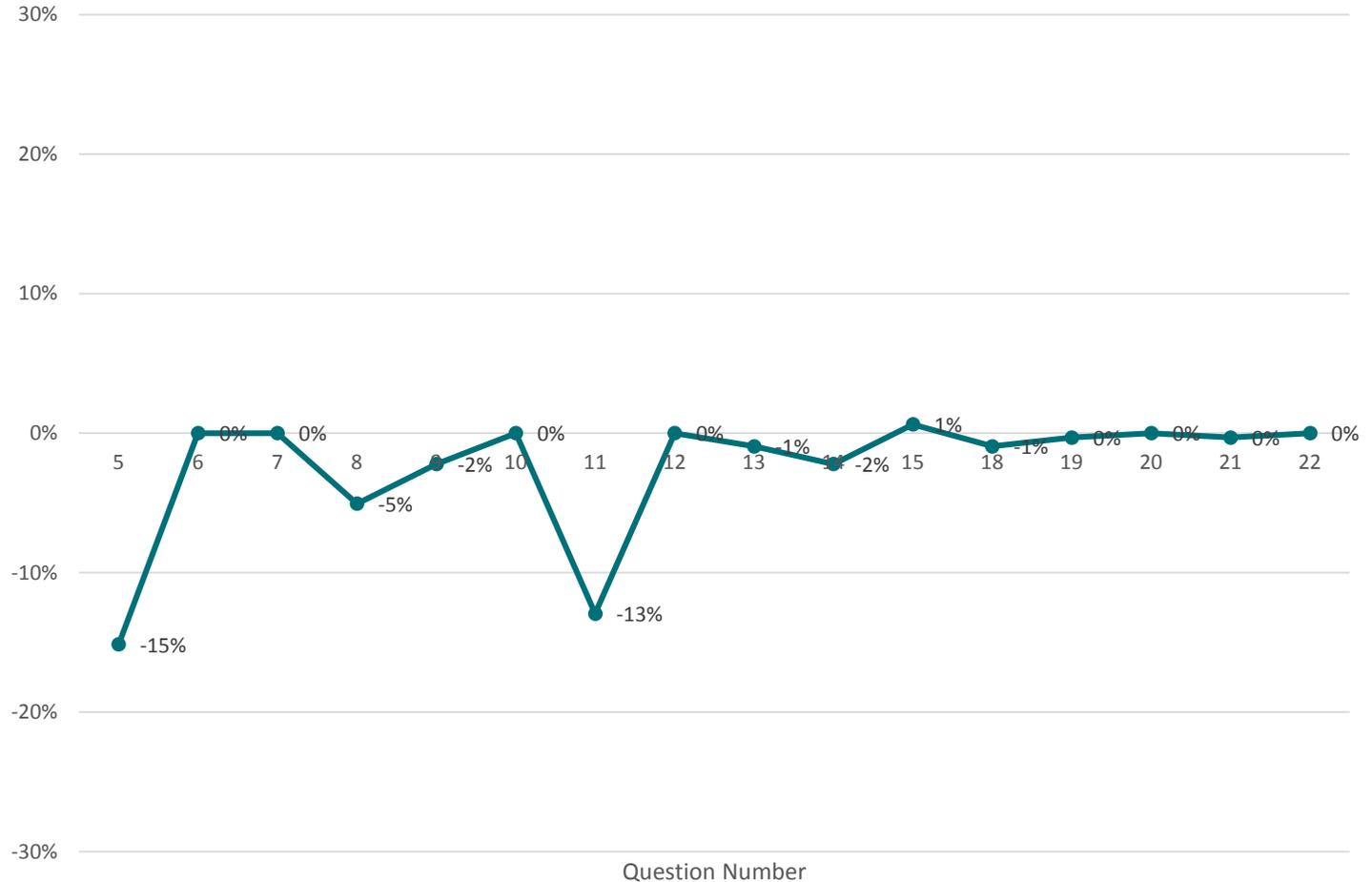


# Spring 2018 most-skipped questions

- Q5 - What degrees or certificates have you earned from San Diego Miramar College in the past five years? Please include the year you earned it.
  - Open answer (6 prompts)
  - Had -25% of total responses compared to previous question (the next question gained 24% back)
- Q9 - Please indicate your level of agreement with the following statements regarding your experience at Miramar College.
  - 18 Likert scales
  - Had -20% of total responses compared to previous required question
- Q11 - Please describe what Miramar College has done well in supporting you in meeting your career and personal goals.
  - Open answer
  - Had -20% of total responses compared to previous question
- Q16 - How do you perceive that your experience attending Miramar College has shaped your employment and educational plans and opportunities?
  - Open answer
  - Had -28% of total responses compared to previous question

# Change in response numbers from question to question as a percent of the total - Spring 2019

- 317 total respondents
- Questions with skip logic excluded



# Spring 2019 most-skipped questions

- Q5 - What was your primary education goal when you began taking courses at Miramar College?
  - Multiple choice with 16 options
  - Had -15% of total responses compared to previous required question
- Q8 - Which on-campus service(s) did you utilize? Please check all that apply.
  - Multiple choice with 18 options
  - Had -5% of total responses compared to previous question
- Q11 - Please describe what Miramar College has done well in supporting your career, educational, and personal goals.
  - Open answer
  - Had -13% of total responses compared to previous question

# Conclusions

- The 2019 survey had more total responses and a higher percent of respondents answering all required questions. This could be due to a number of factors:
  - Skip logic, progress bar, mobile-friendly format, fewer open-answer questions, chance
- 4 of the 6 questions that lost the most respondents were open answer.
  - The prompt “Please describe what Miramar College has done well in supporting your career, educational and personal goals.” lost relatively large percentages of respondents in both surveys.
- The other 2 questions that lost the most respondents were visually large (16-option multiple choice, 18 Likert scales).
- It’s not apparent if requiring responses increases response rate.
  - There were more responses for 2019, which required questions to be answered, but for 2018 some respondents would come back and answer other questions after skipping one.