

## **Introduction**

Students completing an application for graduation are required to complete the online Graduate Exit Survey. The survey asks students about their intended degrees, their satisfaction with services at MCC, and their future educational or career plans. A committee of MCC administration, faculty and staff meet periodically to revise the survey instrument. Minor updates were made to the survey in spring 2010: making term of graduation easier to choose, prompting the student for the 8-digit Emplid number instead of the older 9-digit SSN-based ID number, and adding International Education to the list of campus services. This report provides student responses to each question as well as demographic information.

Results are divided into four sections: 1) Respondent Profile, 2) Satisfaction and Student Experience, 3) Future Plans, and 4) Trends.

## **Methodology**

Survey responses were collected online using Remark Web software and downloaded at the end of the academic year. A response was only included in the final cohort if the student entered a valid identification number so their graduation could be verified. This report only contains responses of those confirmed graduates who completed the survey.

Student-provided ID numbers were matched against IDs in the MCCC Institutional Research Information System (IRIS). Those with valid IDs were then matched against students with conferred degrees or certificates within the academic year of this report. This yielded a cohort of 1,558 responses out of the 2,256 total responses to the survey. Data contained in this report are based on student responses to the survey unless otherwise noted.

## **Highlighted Results**

### Respondent Profile

As with prior years, the most students graduated in the spring semester (48.7%), and the majority of students reported primarily attending the Southern and Dobson Campus (75.5%). Just under half of graduates in this survey were in the 20-24 age group (46.7%). The next largest age groups were 25-29 (22.0%), 30-39 (16.2%) and 40-49 (7.3%). Considerably more respondents were female (58.5%) than male (40.8%), and the majority were either white (69.2%) or Hispanic (14.8%).

Of the total number of degrees and certificates students reported earning, the most common were the Associate in Arts degree (28.0%), the Associate in Applied Science degree (19.7%), the Arizona General Education Curriculum in Arts Certificate (18.4%), and the Certificate of Completion (11.5%). Over one-third (39.0%) of students reported earning their degree or certificate within 2-years, while just over a quarter (29.4%) said it took them five or more years to graduate.

### Satisfaction and Student Experience

Nearly all respondents (98.8%) reported being either satisfied or very satisfied with the overall quality of instruction at MCC. Students were asked to rate their satisfaction with a variety of services and departments they may have used while attending MCC. In general, graduates were satisfied with the services at the college. Over 90% of respondents indicated being either satisfied or very satisfied in 15 of the 18 areas identified in the survey; graduates were least satisfied with the areas of counseling, financial aid, and academic advisement.

### Future Plans

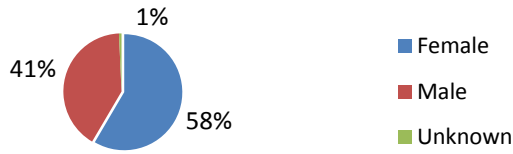
Over three-quarters of graduates plan on attending a four-year university after graduation, and over half of that group indicated Arizona State University as their likely choice. Nearly all (97.6%) of those graduates planning to transfer said they were either somewhat prepared or very well prepared to transfer as a result of their education at MCC. However, nearly a quarter of students (23.6%) who used academic advisement services said their advisement did not help them to complete a university transfer process.

Of those students indicating no plans to transfer after graduating, the majority (69.4%) said they plan to use their degree for a career-oriented purpose: beginning a full-time career (41.8%), applying the degree or certificate to a current career (13.9%), or changing careers (13.6%). While all graduates indicating plans to directly enter the workforce said they were either somewhat or very well prepared to do so because of their education at MCC, 25.7% of students who used academic advisement services said their advisement did not help them to understand career options related to their degree.

## Section I: Respondent Profile

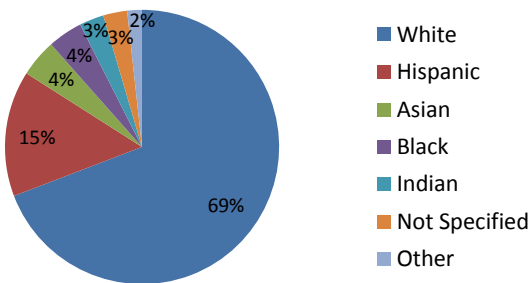
### Sex\*:

	#	%
Female	911	58.5
Male	636	40.8
Unknown	11	0.7
Total	1558	100.0



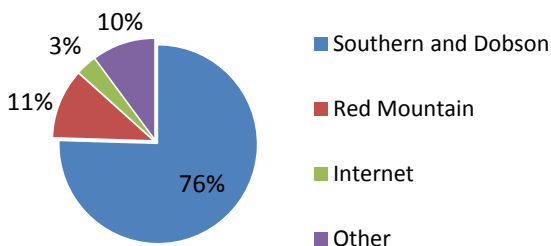
### Ethnicity\*:

	#	%
White	1078	69.2
Hispanic	231	14.8
Asian	69	4.4
Black	64	4.1
Indian	45	2.9
Not Specified	44	2.8
Other	27	1.7
Total	1558	100.0



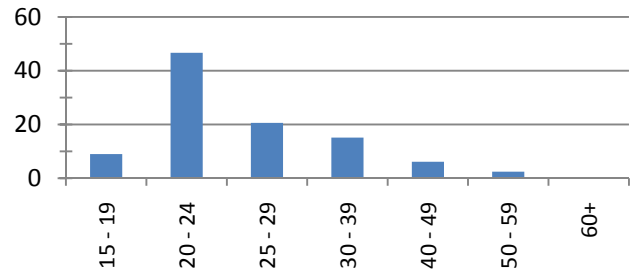
### Where have you taken classes most often?

	#	%
Southern and Dobson	1176	75.5
Red Mountain	174	11.2
Internet	50	3.2
Other	158	10.1
Total	1558	100.0



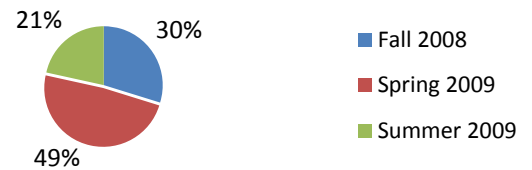
### Age\*:

	#	%
15 - 19	76	4.9
20 - 24	727	46.7
25 - 29	342	22.0
30 - 39	252	16.2
40 - 49	114	7.3
50 - 59	41	2.6
60+	6	0.4
Total	1558	100.0



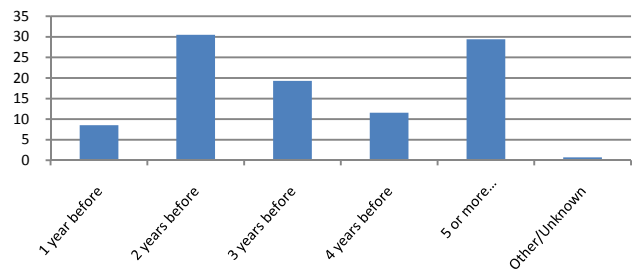
### Term of Degree Completion\*:

	#	%
Fall 2008	464	29.8
Spring 2009	758	48.7
Summer 2009	336	21.6
Total	1558	100.0



### When did you begin your degree or certificate program?

	#	%
1 year before	133	8.5
2 years before	475	30.5
3 years before	301	19.3
4 years before	180	11.6
5 or more years before	458	29.4
Other/Unknown	11	0.7
Total	1558	100.0



**What award are you applying for: (Please select all that apply.)**

1,558 respondents planned to apply for 2,303 awards.		
Associate Degrees	#	%
AA Associate in Arts	645	28.0
AAEE Associate in Arts - Elementary Education	40	1.7
AAS Associate in Applied Science	453	19.7
ABUS Associate in Business	70	3.0
AAFA Associate in Arts - Fine Arts	6	0.3
AGS Associate in General Studies	150	6.5
AS Associate in Science	114	5.0
ATP Associate in Transfer Partnership	11	0.5
Certificates	#	%
CCL Certificate of Completion	264	11.5
AC Academic Certificate	15	0.7
AGEC Arizona General Education Curriculum Arts	423	18.4
AGEC Arizona General Education Curriculum Business	45	2.0
AGEC Arizona General Education Curriculum Science	67	2.9

**What is your current employment status?**

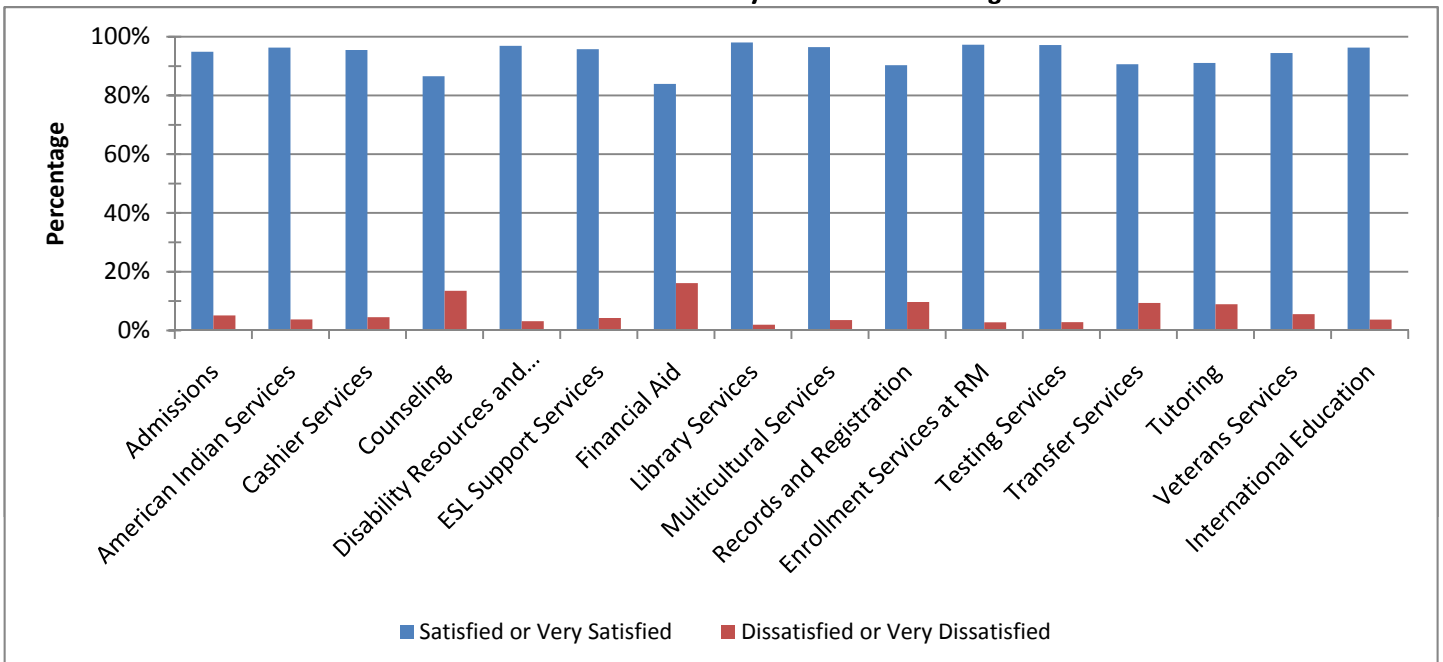
	#	%
Employed in a job related to my degree	379	24.4
Employed in a job not related to my degree	711	45.8
Unemployed and seeking employment	255	16.4
Unemployed but not currently seeking employment	209	13.4
Total	1554	100

**Section II: Satisfaction and Student Experience**

**How satisfied are you with the overall quality of instruction at MCC?**

	#	%
Very satisfied	891	57.2
Satisfied	649	41.7
Dissatisfied	14	0.9
Very dissatisfied	4	0.3
Total	1558	100.0

**Students were asked to rate their satisfaction with the services they used while attending MCC:**



**While enrolled at MCC, did you receive assistance from the MCC Career Services office?**

	#	%
Yes	189	12.1
No	1369	87.9
Total	1558	100.0

**If you received assistance from MCC Career Service, please select all career services you used.**

	#	%
Job referrals	30	12.4
Internship referrals	18	7.5
Resume and interview assistance	30	12.4
Job search assistance	36	14.9
Career exploration and planning	66	27.4
Other	61	25.3
Total Duplicated Responses	241	100.0

**How satisfied were you with the career services you received at MCC?**

	#	%
Very satisfied	54	37.2
Satisfied	84	57.9
Dissatisfied	7	4.8
Very dissatisfied	0	0.0
Total	145	100.0

**Did you receive academic advisement while at MCC?**

	#	%
Yes	1297	83.2
No	261	16.8
Total	1558	100.0

**If yes, where did you receive academic advisement while at MCC? (Please select all that apply.)**

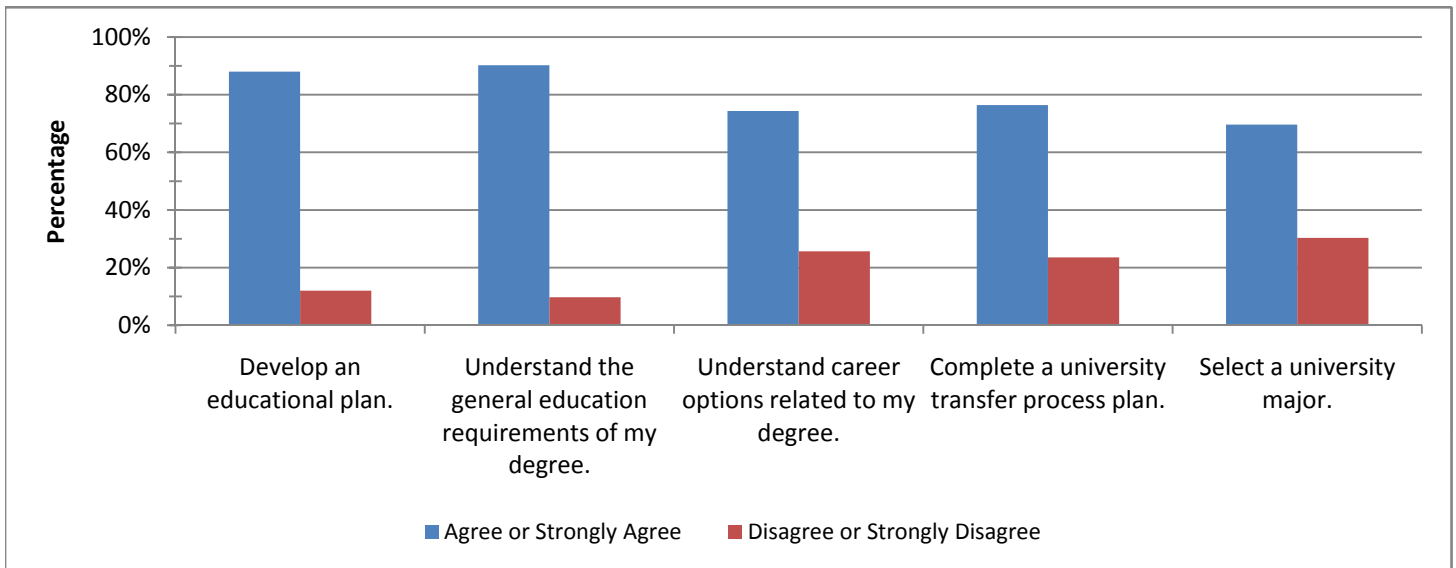
	#	%
Advisement Center	1055	51.8
Faculty	302	14.8
Internet	168	8.2
Transfer Services	132	6.5
Phone	119	5.8
Enrollment Services at Red Mountain	90	4.4
Multicultural Services	48	2.4
Veterans Services	41	2.0
Disability Resources and Services	21	1.0
Re-Entry Services	20	1.0
American Indian Services	17	0.8
Other	11	0.5
ESL Support Services	10	0.5
International Education Office	3	0.1
Total Duplicated Responses	2037	100.0

**How satisfied were you with the academic advisement you received at MCC?**

	#	%
Very satisfied	474	36.7
Satisfied	672	52.0
Dissatisfied	110	8.5
Very dissatisfied	36	2.8
Total	1292	100.0

Please rate your level of agreement with the following statements:

Advisement has helped me to ...



What student activities at MCC have you been involved with outside of class? (Please select all that apply.)

	#	%
Clubs/Organizations	244	13.2
Attended athletic events	140	7.6
Attended music dance theatre performances	169	9.1
Guest speakers college-wide forums and dialogs	120	6.5
Participated in community service activities	247	13.4
Did not participate outside of class	834	45.1
Other	96	5.2
Total Duplicated Responses	1850	100.0

### Section III: Future Plans

Do you plan to transfer to a four-year university?

	#	%
Yes	1231	79.0
No	327	21.0
Total	1558	100.0

If you plan to transfer, which four-year college or university do you plan to transfer to?

	#	%
Arizona State University	703	57.4
Undecided	165	13.5
Northern Arizona University	163	13.3
Other**	78	6.4
University of Arizona	35	2.9
Grand Canyon University	34	2.8
University of Phoenix	23	1.9
Brigham Young University	23	1.9
Total	1224	100.0

\*\*Other responses specified on next page.

**Which four-year college or university do you plan to transfer to?**

<b>Other Specified:</b>	<b>#</b>	<b>Other Specified:</b>	<b>#</b>
Adams State College	1	Pennsylvania State University	1
Argosy University	1	Ritsumeikan Asia Pacific University	1
Art Center Design College	1	savannah college of art and design	1
Ashford College	1	Seattle Pacific University	1
Aurora University	1	Shenandoah University School of Pharmacy	1
Brigham Young University Hawaii	1	Tennessee Technological University	1
Brigham Young University-Idaho	1	Tour University	1
Cal Poly pomona	1	UMKC	1
cal state	1	Undecided: either ASU or WGU	1
California State University of Northridge	1	University of North Carolina at Asheville	1
Chamberlain College of Nursing	1	University of British Columbia	1
Colorado State University	1	University of Denver	1
Columbia Southern	1	University of Hawaii - Manoa	1
Devry University	1	University of Maine	1
Fashion Institute of Technology	2	University of Maryland	1
Fitchburg State College	1	university of memphis	1
Fort Lewis College	1	University of Minnesota	1
George Washington University	1	University of Montana	1
Idaho State University	1	University of North Carolina	1
Indiana University	1	University of South Dakota	1
John Jay College of Criminal Justice	1	University of South Florida	1
linfield college	1	University of Utah	1
Marymount University	1	University of Wyoming	1
Mesa State College	1	UNLV	2
Michigan State University	1	UNO- Univ of Omaha	1
Midwestern University	3	Utah state	1
Not sure yet	1	Utah Valley University	1
oregon	1	West Texam A&M	1
Ottawa University	1	Western Governor's University	1
out of state somewhere	1	Western International University	4
Parsons	1	William Penn University	1

**As a result of your education at MCC, how well prepared are you to transfer to a four-year college or university?**

	<b>#</b>	<b>%</b>
Very well prepared	752	61.2
Somewhat prepared	446	36.3
Somewhat unprepared	28	2.3
Very unprepared	2	0.2
Total	1228	100.0

**If you don't plan transfer, what do you plan to use your degree for:**

	<b>#</b>	<b>%</b>
Transfer to a career and technical program or college	36	10.9
Begin a full time career	138	41.8
Change careers	45	13.6
Apply my degree in my current job	46	13.9
Enter military service	0	0.0
Use my degree mainly for personal reasons	25	7.6
Undecided	27	8.2
Other	13	3.9
Total	330	100.0

If you are planning to directly enter the workforce, answer the following question:  
As a result of your education at MCC, how well prepared are you to enter the workforce?

	#	%
Very well prepared	182	70.3
Somewhat prepared	73	28.2
Somewhat unprepared	3	1.2
Very unprepared	1	0.4
Total	259	100.0

After you graduate, what alumni services or activities would be of interest to you? (Please select all that apply.)

	#	%
Arts events i.e. theatre music art	248	11.5
Athletic events	140	6.5
Career networking	271	12.6
Fitness Center	231	10.7
Social events	172	8.0
Special offers and discounts for Alumni	339	15.7
None	757	35.1
Total Duplicated Responses	2158	100.0

How would you like to be notified about Alumni activities?

	#	%
Mail	319	35.0
Email	546	59.9
Both	46	5.0
Total	911	100.0

Would you like to know more about opportunities to volunteer at the College after you graduate?

	#	%
Yes	258	16.6
No	1300	83.4
Total	1558	100.0

Please indicate the type of activities you would be interested in. (Please select all that apply.)

	#	%
Student support i.e. guest speaking mentoring job shadowing	172	31.4
Fundraising for scholarships	71	13.0
Planning alumni activities and social events	61	11.2
Assisting with recruitment and community outreach	72	13.2
Serving on an Alumni board or committee	66	12.1
Participating in legislative advocacy	46	8.4
Other***	59	10.8
Total Duplicated Responses	547	100.0

\*\*\*Other Activities Specified:

ATHLETIC RECRUITING	Nursing Club??
Benefit Concerts or Soloist Engagements	phi theta kappa activities
Directing Plays	PHOTOGRAPHY EVENTS
ESL	Planetarium
fashion show	Service Learning
General Event Participation/Helper	sports
helping veterans	Tennis Team
hispanic community	unsure at the moment
Native American Advisement	Volunteer Work like United Way
NURSING	

## Section IV: MCC Graduate Exit Survey Trends

### Respondent Profile

	AY2008-09	AY2009-10
Total # respondents	2,232	2,256
Total # included in results	1,441	1,558
Actual AY graduates	1,891	1,892

#### Sex\*:

	AY2008-09	AY2009-10
Female	61.1%	58.5%
Male	37.7%	40.8%
Undeclared	1.2%	0.7%

#### Age\*:

	AY2008-09	AY2009-10
15 - 19	9.0%	4.9%
20 - 24	46.7%	46.7%
25 - 29	20.6%	22.0%
30 - 39	15.1%	16.2%
40 - 49	6.1%	7.3%
50 - 59	2.4%	2.6%
60+	0.2%	40.0%

#### Ethnicity\*:

	AY2008-09	AY2009-10
White	70.4%	69.2%
Hispanic	14.7%	14.8%
Asian	4.2%	4.4%
Black	3.2%	4.1%
American Indian	2.4%	2.9%
Not Specified	2.4%	2.8%
Other	2.6%	1.7%

#### Term of Degree Completion\*:

	AY2008-09	AY2009-10
Fall 2008	36.4%	29.8%
Spring 2009	45.4%	48.7%
Summer 2009	18.3%	21.6%

#### When did you begin your degree or certificate program?

	AY2008-09	AY2009-10
1 year before	10.4%	8.5%
2 years before	22.1%	30.5%
3 years before	19.6%	19.3%
4 years before	12.6%	11.6%
5 or more years before	26.0%	29.4%
Other/Unknown	9.3%	0.7%

#### Where have you taken classes most often?

	AY2008-09	AY2009-10
Southern and Dobson	81.6%	75.5%
Red Mountain	9.3%	11.2%
Internet	1.7%	3.2%
Other	7.4%	10.1%

\*IRIS Data

**What award are you applying for: (Please select all that apply.)**

	AY2008-09	AY2009-10
<b>Associate Degrees</b>		
AA Associate in Arts	27.6%	28.0%
AAEE Associate in Arts - Elementary Education	2.0%	1.7%
AAS Associate in Applied Science	20.3%	19.7%
ABUS Associate in Business	1.8%	3.0%
AAFA Associate in Arts - Fine Arts	70.0%	0.3%
AGS Associate in General Studies	7.7%	6.5%
AS Associate in Science	5.1%	5.0%
ATP Associate in Transfer Partnership	1.0%	0.5%
<b>Certificates</b>		
CCL Certificate of Completion	11.4%	11.5%
AC Academic Certificate	1.0%	0.7%
AGEC Arizona General Education Curriculum Arts	16.6%	18.4%
AGEC Arizona General Education Curriculum Business	1.3%	2.0%
AGEC Arizona General Education Curriculum Science	3.5%	2.9%

**What is your current employment status?**

	AY2008-09	AY2009-10
Employed in a job related to my degree	28.1%	24.4%
Employed in a job not related to my degree	45.5%	45.8%
Unemployed and seeking employment	12.9%	16.4%
Unemployed but not currently seeking employment	13.5%	13.4%

**Satisfaction and Student Experience**

**How satisfied are you with the overall quality of instruction at MCC?**

	AY2008-09	AY2009-10
Very satisfied	57.3%	57.2%
Satisfied	41.2%	41.7%
Dissatisfied	1.3%	0.9%
Very dissatisfied	0.2%	0.3%

**Students were asked to rate their satisfaction with the services they used while attending MCC:**

	% Satisfied or Very Satisfied	
Department	AY2008-09	AY2009-10
Library Services	98.0%	98.0%
Enrollment Services at RM	97.0%	97.3%
Testing Services	97.0%	97.2%
Disability Resources and Services	92.3%	96.9%
Multicultural Services	98.6%	96.5%
International Education	N/A	96.3%
American Indian Services	96.3%	96.3%
ESL Support Services	98.3%	95.7%
Cashier Services	93.3%	95.5%
Admissions	94.7%	94.9%
Veterans Services	94.8%	94.4%
Tutoring	89.7%	91.1%
Transfer Services	89.1%	90.6%
Records and Registration	91.0%	90.3%
Counseling	83.9%	86.5%
Financial Aid	79.4%	83.9%

**While enrolled at MCC, did you receive assistance from the MCC Career Services office?**

	AY2008-09	AY2009-10
Yes	15.1%	12.1%
No	84.9%	87.9%

**If you received assistance from MCC Career Service, please select all career services you used.**

	AY2008-09	AY2009-10
Job referrals	7.1%	12.4%
Internship referrals	5.6%	7.5%
Resume and interview assistance	10.1%	12.4%
Job search assistance	11.1%	14.9%
Career exploration and planning	29.3%	27.4%
Other	36.9%	25.3%

*Note: Total percentage is >100 due to students selecting multiple choices.*

**How satisfied were you with the career services you received at MCC?**

	AY2008-09	AY2009-10
Very satisfied	39.5%	37.2%
Satisfied	55.7%	57.9%
Dissatisfied	2.4%	4.8%
Very dissatisfied	2.4%	0.0%

**Did you receive academic advisement while at MCC?**

	AY2008-09	AY2009-10
Yes	86.0%	83.2%
No	14.0%	16.8%

**If yes, where did you receive academic advisement while at MCC? (Please select all that apply.)**

	AY2008-09	AY2009-10
Advisement Center	52.7%	51.8%
Faculty	15.2%	14.8%
Internet	6.5%	8.2%
Transfer Services	7.6%	6.5%
Phone	7.3%	5.8%
Enrollment Services at Red Mountain	3.6%	4.4%
Multicultural Services	1.8%	2.4%
Veterans Services	1.5%	2.0%
Disability Resources and Services	1.2%	1.0%
Re-Entry Services	1.4%	1.0%
American Indian Services	0.7%	0.8%
Other	0.0%	0.5%
ESL Support Services	0.5%	0.5%
International Education Office	N/A	0.1%

**How satisfied were you with the academic advisement you received at MCC?**

	AY2008-09	AY2009-10
Very satisfied	33.1%	36.7%
Satisfied	51.4%	52.0%
Dissatisfied	11.5%	8.5%
Very dissatisfied	4.1%	2.8%

Please rate your level of agreement with the following statements:

Advisement has helped me to ...

	%Agree or Strongly Agree	
	AY2008-09	AY2009-10
Develop an educational plan.	84.2%	88.0%
Understand the general education requirements	88.6%	90.3%
Understand career options related to my degree.	70.5%	74.3%
Complete a university transfer process plan.	73.8%	76.4%
Select a university major.	67.1%	69.7%

What student activities at MCC have you been involved with outside of class? (Please select all that apply.)

	AY2008-09	AY2009-10
Clubs/Organizations	13.9%	13.2%
Attended athletic events	8.5%	7.6%
Attended music dance theatre performances	9.9%	9.1%
Guest speakers college-wide forums and dialogs	7.6%	6.5%
Participated in community service activities	13.4%	13.4%
Did not participate outside of class	41.0%	45.1%
Other	5.7%	5.2%

### Future Plans

Do you plan to transfer to a four-year university?

	AY2008-09	AY2009-10
Yes	78.2%	79.0%
No	21.8%	21.0%

If you plan to transfer, which four-year college or university do you plan to transfer to?

	AY2008-09	AY2009-10
Arizona State University	65.7%	57.4%
Undecided	13.7%	13.5%
Northern Arizona University	9.8%	13.3%
Other	4.6%	6.4%
University of Arizona	1.9%	2.9%
Grand Canyon University	2.2%	2.8%
University of Phoenix	1.2%	1.9%
Brigham Young University	0.9%	1.9%

As a result of your education at MCC, how well prepared are you to transfer to a four-year college or university?

	AY2008-09	AY2009-10
Very well prepared	61.3%	61.2%
Somewhat prepared	37.4%	36.3%
Somewhat unprepared	1.0%	2.3%
Very unprepared	0.4%	0.2%

If you don't plan transfer, what do you plan to use your degree for:

	AY2008-09	AY2009-10
Transfer to a career and technical program or college	11.4%	10.9%
Begin a full time career	44.2%	41.8%
Change careers	11.7%	13.6%
Apply my degree in my current job	12.9%	13.9%
Enter military service	0.6%	0.0%
Use my degree mainly for personal reasons	6.9%	7.6%
Undecided	7.9%	8.2%
Other	4.4%	3.9%

**If you are planning to directly enter the workforce, answer the following question:  
As a result of your education at MCC, how well prepared are you to enter the workforce?**

	AY2008-09	AY2009-10
Very well prepared	70.6%	70.3%
Somewhat prepared	29.4%	28.2%
Somewhat unprepared	0.0%	1.2%
Very unprepared	0.0%	0.4%

**After you graduate, what alumni services or activities would be of interest to you? (Please select all that apply.)**

	AY2008-09	AY2009-10
Arts events i.e. theatre music art	11.8%	11.5%
Athletic events	7.1%	6.5%
Career networking	12.5%	12.6%
Fitness Center	12.3%	10.7%
Social events	8.9%	8.0%
Special offers and discounts for Alumni	15.1%	15.7%
None	32.4%	35.1%

**How would you like to be notified about Alumni activities?**

	AY2008-09	AY2009-10
Mail	42.9%	35.0%
Email	52.6%	59.9%
Both	4.5%	5.0%

**Would you like to know more about opportunities to volunteer at the College after you graduate?**

	AY2008-09	AY2009-10
Yes	17.5%	16.6%
No	82.5%	83.4%

**Please indicate the type of activities you would be interested in. (Please select all that apply.)**

	AY2008-09	AY2009-10
Student support i.e. guest speaking mentoring job shadowing	32.5%	31.4%
Fundraising for scholarships	14.4%	13.0%
Planning alumni activities and social events	14.4%	11.2%
Assisting with recruitment and community outreach	15.8%	13.2%
Serving on an Alumni board or committee	13.8%	12.1%
Participating in legislative advocacy	6.0%	8.4%
Other	3.1%	10.8%