

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. This report provides student responses to most questions as well as demographic information.

Methodology

Survey responses are collected online using Remark Web software and downloaded at the end of each fiscal year. A response is only included in the final analysis if the respondent is verified as a graduate. Student-entered ID numbers were matched against IDs of FY 2016-17 graduates in the MCCC Institutional Research Information System (IRIS).

This yielded a cohort of 1,608 valid survey responses out of a total 2,258 graduates, a 71% completion rate. Some reasons for graduates not having exit survey results include incorrectly entered IDs and graduate application processing exceptions allowing students to skip the survey.

Highlighted Results

Respondent Profile

Sixty-one percent graduated in the Spring, with 38% completing in Fall and 1% in Summer. As with prior years, the majority of students reported primarily attending the Southern and Dobson Campus (78%), with 10% attending Red Mountain, 4% selecting "other" and 8% attending online. More graduates were female (54%) than male (45%), and the majority were either white (50%) or Hispanic (18%).

More graduates earned two awards (47%) than just one award (36%), and 17% of graduates earned three or more awards. Under half (42%) of graduates reported earning their degree or certificate within 2-years, while 16% said it took them five or more years to graduate.

Satisfaction and Student Experience

Nearly all respondents (98%) reported being either satisfied or very satisfied with the overall quality of instruction at MCC, and that same percentage indicated they achieved their educational objective at MCC to either a great extent or to some extent. Students were asked to rate their satisfaction with a variety of services and departments they may have used while attending

the college; in general, graduates were satisfied with the services they received. Over 90% of graduates indicated being either satisfied or very satisfied in 19 of the 19 areas identified in the survey. Graduates were least satisfied with Financial Aid, Advisement/Registration and Transfer Services.

Future Plans

Over half (59%) of graduates plan on transferring to a four-year university after graduation. Of that group, 61% indicated Arizona State University as their likely choice with Northern Arizona University the next transfer choice at 16%. Nearly all (98%) 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, 12% of grads who used academic advisement services said their advisement did not help them to complete a university transfer process.

Nearly a third of graduates, 29%, reported they will use their degree or certificate for a career-related purpose: 20% plan to enter a full-time career; 6% plan to apply their award to their current job; and 3% want to change careers. For those grads entering the workforce after graduation, 95% said they were either somewhat or very well prepared to do so because of their education at MCC. However, 16% of students who used academic advisement services said their advisement did not help them to understand career options related to their degree.

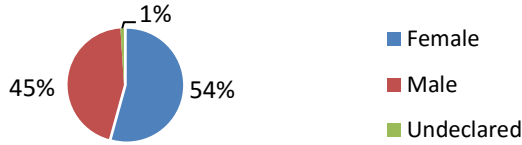
Employment

At the time of the survey, 39% said they were employed in a job unrelated to their field of study. A smaller amount of graduates were either employed in a job related or somewhat related to their field (34%) or were unemployed (27%). Employment location of graduates was diverse: 35% in Mesa, 14% in Tempe, 10% in Chandler, 10% in Phoenix, 9% in Gilbert and 6% in Scottsdale.

Section I: Respondent Profile

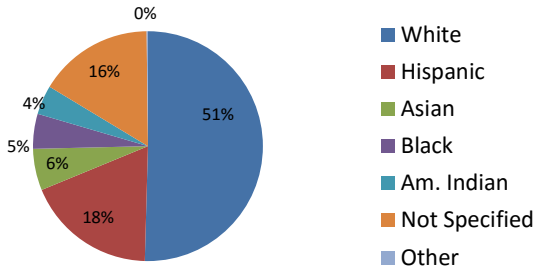
Gender*:

	#	%
Female	873	54.3
Male	719	44.7
Undeclared	16	1.0
Total	1608	100.0



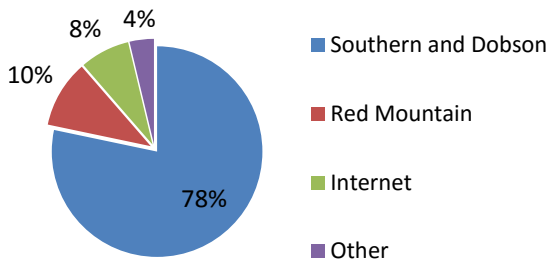
Ethnicity*:

	#	%
White	811	50.4
Hispanic	295	18.3
Asian	94	5.8
Black	79	4.9
Am. Indian	66	4.1
Not Specified	260	16.2
Other	3	0.2
Total	1608	100.0



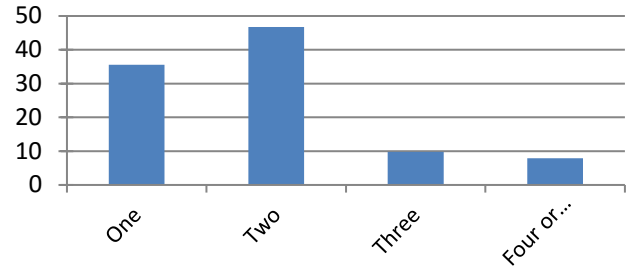
Where have you taken classes most often?

	#	%
Southern and Dobson	1259	78.3
Red Mountain	166	10.3
Internet	123	7.6
Other	60	3.7
Total	1608	100.0



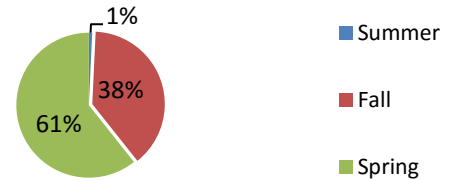
Number of Degrees/Certs Completed*:

	#	%
One	572	35.6
Two	752	46.8
Three	157	9.8
Four or more	127	7.9
Total	1608	100.0



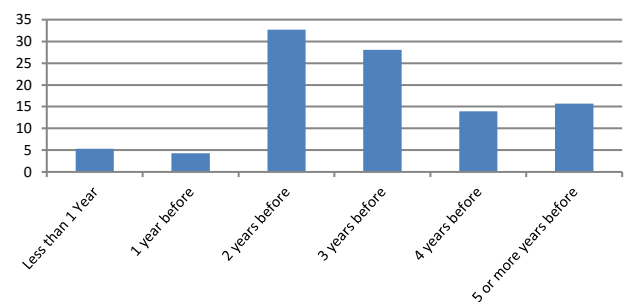
Term of Award Completion*:

	#	%
Summer	12	0.7
Fall	620	38.6
Spring	976	60.7
Total	1608	100.0



When did you begin your degree or certificate program?

	#	%
Less than 1 Year	86	5.3
1 year before	69	4.3
2 years before	526	32.7
3 years before	451	28.0
4 years before	224	13.9
5 or more years before	252	15.7
Total	1608	100.0



Section II: Satisfaction and Student Experience

To what extent did you achieve your educational objective at MCC?

	#	%
To a great extent	1181	73.4
To some extent	409	25.4
To a small extent	16	1.0
To no extent	2	0.1
Total	1608	100

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

	#	%
Very satisfied	984	61.2
Satisfied	594	36.9
Dissatisfied	22	1.4
Very dissatisfied	8	0.5
Total	1608	100.0

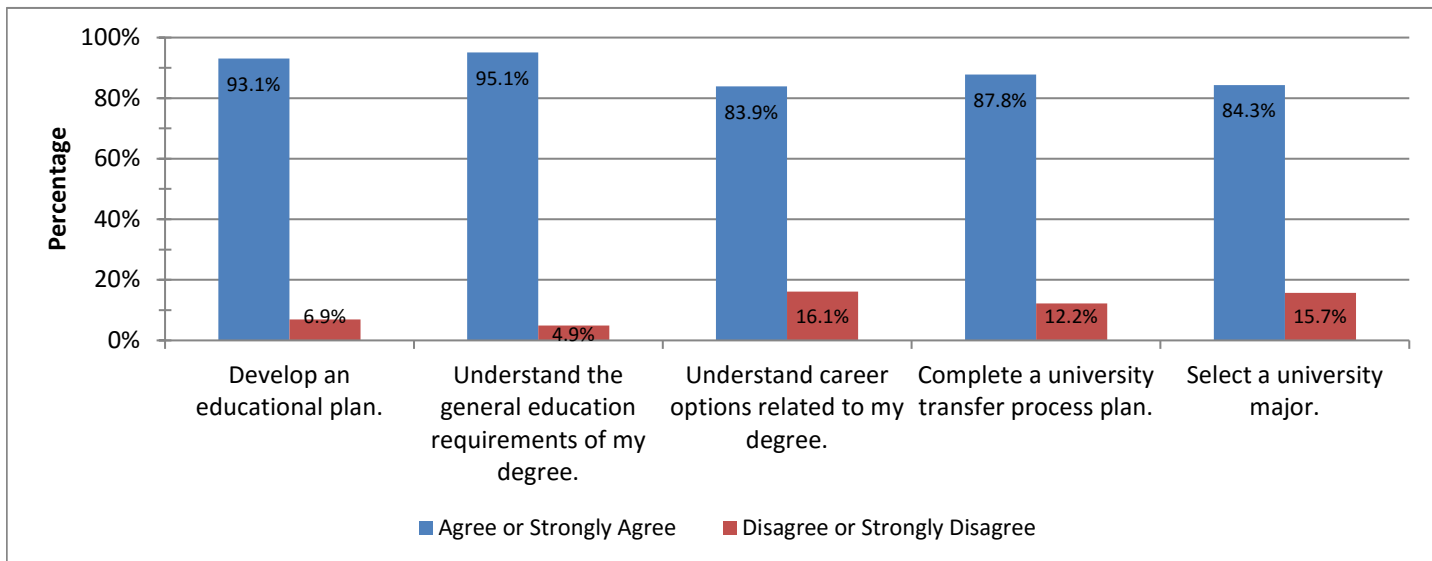
Students were asked to rate their satisfaction with the services they used while attending MCC:

	Very satisfied		Satisfied		Dissatisfied		Very dissatisfied		Total Valid
	#	%	#	%	#	%	#	%	#
Admissions and Records	743	48.3	717	46.6	54	3.5	24	1.6	1538
American Indian Services	171	62.4	99	36.1	1	0.4	3	1.1	274
Career Services	283	53.1	213	40.0	27	5.1	10	1.9	533
Cashier Services	609	46.6	654	50.1	37	2.8	6	0.5	1306
Childrens Center	149	60.1	95	38.3	2	0.8	2	0.8	248
Counseling	400	53.0	303	40.1	38	5.0	14	1.9	755
Disability Resources	166	57.8	110	38.3	7	2.4	4	1.4	287
Enrollment Services at Red Mountain	327	57.1	223	38.9	17	3.0	6	1.0	573
ESL Support Services	137	57.3	94	39.3	6	2.5	2	0.8	239
Financial Aid	494	46.7	458	43.3	64	6.1	41	3.9	1057
International Education	147	57.4	99	38.7	3	1.2	7	2.7	256
Library Services	788	64.1	431	35.0	9	0.7	2	0.2	1230
Multicultural Services	209	60.1	129	37.1	7	2.0	3	0.9	348
Advisement and Registration	766	52.0	600	40.7	71	4.8	36	2.4	1473
Student Life	311	53.0	257	43.8	15	2.6	4	0.7	587
Testing Services	625	52.4	540	45.3	20	1.7	8	0.7	1193
Transfer Services	419	48.4	386	44.6	37	4.3	24	2.8	866
Learning Enhancement Center	381	60.2	230	36.3	15	2.4	7	1.1	633
Veterans Services	151	60.2	92	36.7	4	1.6	4	1.6	251

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

	#	%
Very satisfied	786	52.2
Satisfied	611	40.6
Dissatisfied	83	5.5
Very dissatisfied	26	1.7
Total	1506	100.0

Please rate your level of agreement with the following statements:
 Advisement has helped me to ...



Section III: Future Plans

Which of the following best reflect your immediate plans after graduating from MCC?

	#	%
Transfer to a 4-year college or university	953	59.3
Begin a full-time career	318	19.8
Transfer to a career/technical college	32	2.0
Apply my degree or certificate to my current job	92	5.7
Other	94	5.8
Change careers	48	3.0
Use degree/cert for personal reasons	71	4.4
Total	1608	100.0

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

	#	%
Arizona State University	577	61.1
Northern Arizona University	154	16.3
Other	142	15.0
University of Arizona	22	2.3
Brigham Young University	30	3.2
Grand Canyon University	20	2.1
Total	945	100.0

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

	#	%
Very well prepared	623	65.9
Somewhat prepared	302	31.9
Somewhat unprepared	19	2.0
Very unprepared	2	0.2
Total	946	100.0

As a result of your education at MCC, how well prepared are you to transfer to career or technical college?

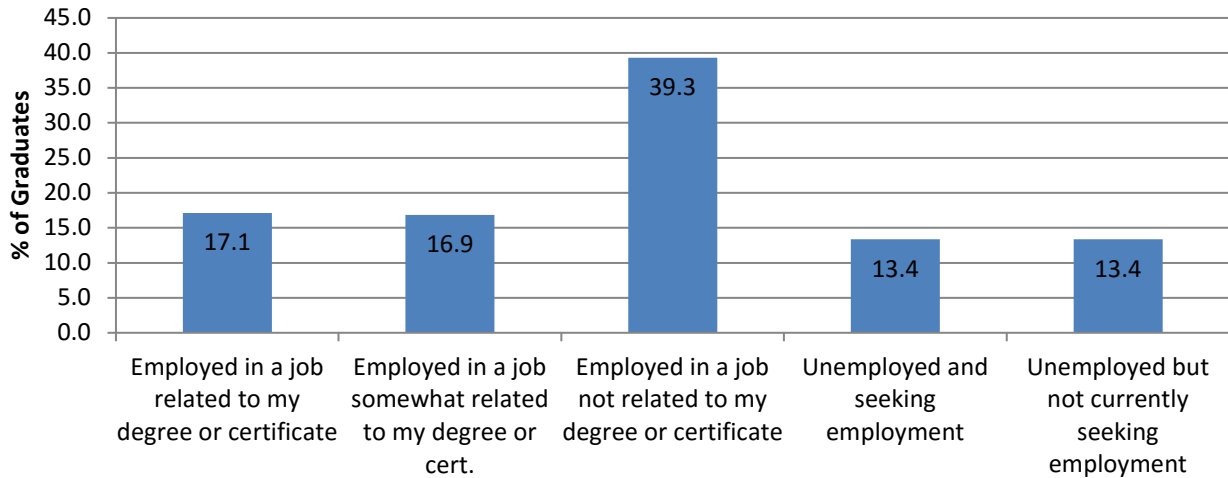
	#	%
Very well prepared	20	62.5
Somewhat prepared	10	31.3
Somewhat unprepared	2	6.3
Very unprepared	0	0.0
Total	32	100.0

Section IV: Employment

What is your current employment status?

	#	%
Employed in a job related to my degree or certificate	275	17.1
Employed in a job somewhat related to my degree or cert.	271	16.9
Employed in a job not related to my degree or certificate	632	39.3
Unemployed and seeking employment	215	13.4
Unemployed but not currently seeking employment	215	13.4
Total	1608	100

Graduate Employment Status



If employed, what city is your primary place of employment?

	#	%
Mesa	533	35.4
Other	202	13.4
Tempe	210	14.0
Chandler	154	10.2
Phoenix	146	9.7
Gilbert	131	8.7
Scottsdale	95	6.3
Ahwatukee	33	2.2
Total	1504	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	794	52.4
Somewhat prepared	649	42.8
Somewhat unprepared	55	3.6
Very unprepared	18	1.2
Total	1516	100.0