

## **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 2015-16 graduates in the MCCC Institutional Research Information System (IRIS).

This yielded a cohort of 2,332 valid survey responses out of a total 2,456 graduates, a 95% 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

Fifty one percent graduated in the Spring, with 31% completing in Fall and 18 % in Summer. As with prior years, the majority of students reported primarily attending the Southern and Dobson Campus (70%), with 12% attending Red Mountain, 12% selecting "other" and 6% attending online. More graduates were female (52%) than male (47%), and the majority were either white (60%) or Hispanic (19%).

More graduates earned two awards (45%) than just one award (33%), and 21% of graduates earned three or more awards. Under half (44%) of graduates reported earning their degree or certificate within 2-years, while 17% 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 16 of the 19 areas identified in the survey, and all areas received a satisfaction rating of over 87%. Graduates were least satisfied with Financial Aid, Advisement/Registration and Transfer Services.

### Future Plans

Over half (58%) of graduates plan on transferring to a four-year university after graduation. Of that group, 59% indicated Arizona State University as their likely choice with Northern Arizona University the next transfer choice at 20%. Nearly all (97%) 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, 14% 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: 19% plan to enter a full-time career; 6% plan to apply their award to their current job; and 4% want to change careers. For those grads entering the workforce after graduation, 94% said they were either somewhat or very well prepared to do so because of their education at MCC. However, 18% of students who used academic advisement services said their advisement did not help them to understand career options related to their degree.

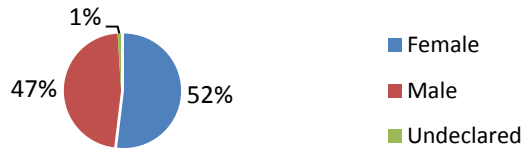
### Employment

At the time of the survey, 41% 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 (32%) or were unemployed (27%). Employment location of graduates was diverse: 32% in Mesa, 15% in Tempe, 10% in Chandler, 10% in Phoenix, 8% in Gilbert and 6% in Scottsdale.

## Section I: Respondent Profile

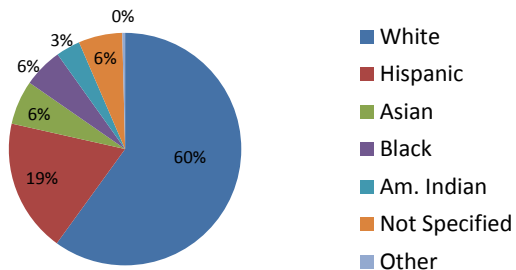
### Gender\*:

	#	%
Female	1211	51.9
Male	1098	47.1
Undeclared	23	1.0
Total	2332	100.0



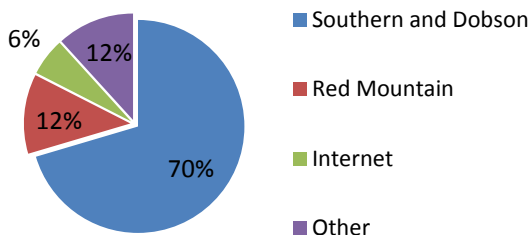
### Ethnicity\*:

	#	%
White	1399	60.0
Hispanic	432	18.5
Asian	143	6.1
Black	128	5.5
Am. Indian	79	3.4
Not Specified	142	6.1
Other	9	0.4
Total	2332	100.0



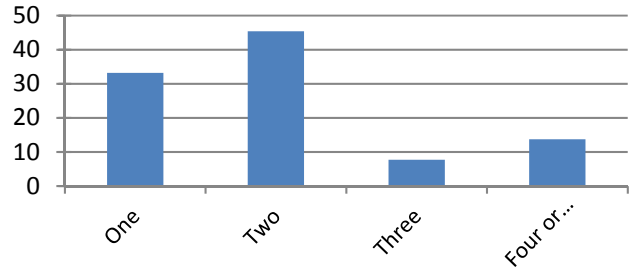
### Where have you taken classes most often?

	#	%
Southern and Dobson	1642	70.4
Red Mountain	282	12.1
Internet	134	5.7
Other	274	11.7
Total	2332	100.0



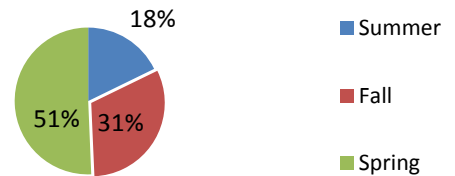
### Number of Degrees/Certs Completed\*:

	#	%
One	774	33.2
Two	1058	45.4
Three	180	7.7
Four or more	320	13.7
Total	2332	100.0



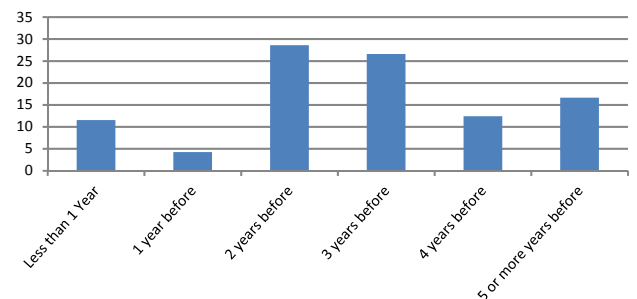
### Term of Award Completion\*:

	#	%
Summer	415	17.8
Fall	735	31.5
Spring	1182	50.7
Total	2332	100.0



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

	#	%
Less than 1 Year	269	11.5
1 year before	99	4.2
2 years before	667	28.6
3 years before	620	26.6
4 years before	289	12.4
5 or more years before	388	16.6
Total	2332	100.0



\*IRIS Data

## Section II: Satisfaction and Student Experience

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

	#	%
To a great extent	1592	68.3
To some extent	695	29.8
To a small extent	44	1.9
To no extent	1	0.0
Total	2332	100

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

	#	%
Very satisfied	1322	56.7
Satisfied	972	41.7
Dissatisfied	27	1.2
Very dissatisfied	11	0.5
Total	2332	100.0

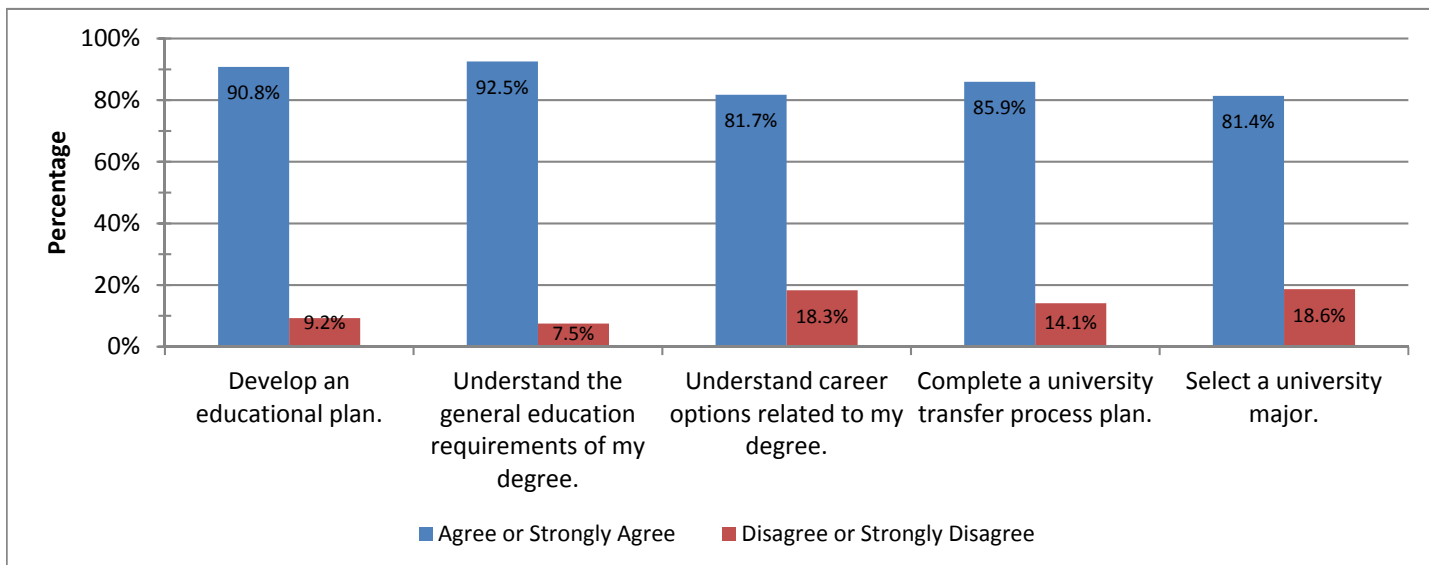
Students were asked to rate their satisfaction with the services they used while attending MCC:

	Very satisfied		Satisfied		Dissatisfied		Very dissatisfied		Total Valid
	#	%	#	%	#	%	#	%	#
Admissions and Records	985	44.3	1092	49.1	101	4.5	46	2.1	2224
American Indian Services	189	61.4	109	35.4	4	1.3	6	1.9	308
Career Services	357	46.7	363	47.5	29	3.8	16	2.1	765
Cashier Services	778	42.5	967	52.9	59	3.2	25	1.4	1829
Childrens Center	168	62.0	95	35.1	4	1.5	4	1.5	271
Counseling	536	50.2	452	42.4	46	4.3	33	3.1	1067
Disability Resources	189	55.4	131	38.4	12	3.5	9	2.6	341
Enrollment Services at Red Mountain	426	54.7	321	41.2	19	2.4	13	1.7	779
ESL Support Services	165	58.7	106	37.7	4	1.4	6	2.1	281
Financial Aid	654	44.3	632	42.8	134	9.1	56	3.8	1476
International Education	194	58.6	121	36.6	12	3.6	4	1.2	331
Library Services	999	58.8	675	39.8	17	1.0	7	0.4	1698
Multicultural Services	258	60.4	157	36.8	6	1.4	6	1.4	427
Advisement and Registration	989	47.4	884	42.3	154	7.4	61	2.9	2088
Student Life	389	51.9	336	44.8	15	2.0	10	1.3	750
Testing Services	769	46.7	836	50.8	33	2.0	9	0.5	1647
Transfer Services	522	43.6	551	46.0	87	7.3	37	3.1	1197
Learning Enhancement Center	452	54.8	327	39.6	34	4.1	12	1.5	825
Veterans Services	194	59.9	111	34.3	12	3.7	7	2.2	324

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

	#	%
Very satisfied	989	46.4
Satisfied	922	43.3
Dissatisfied	161	7.6
Very dissatisfied	59	2.8
Total	2131	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	1361	58.4
Begin a full-time career	434	18.6
Transfer to a career/technical college	52	2.2
Apply my degree or certificate to my current job	130	5.6
Other	162	6.9
Change careers	93	4.0
Use degree/cert for personal reasons	100	4.3
Total	2332	100.0

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

	#	%
Arizona State University	802	58.9
Northern Arizona University	271	19.9
Other	181	13.3
University of Arizona	37	2.7
Brigham Young University	37	2.7
Grand Canyon University	33	2.4
Total	1361	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	838	61.6
Somewhat prepared	485	35.6
Somewhat unprepared	32	2.4
Very unprepared	6	0.4
Total	1361	100.0

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

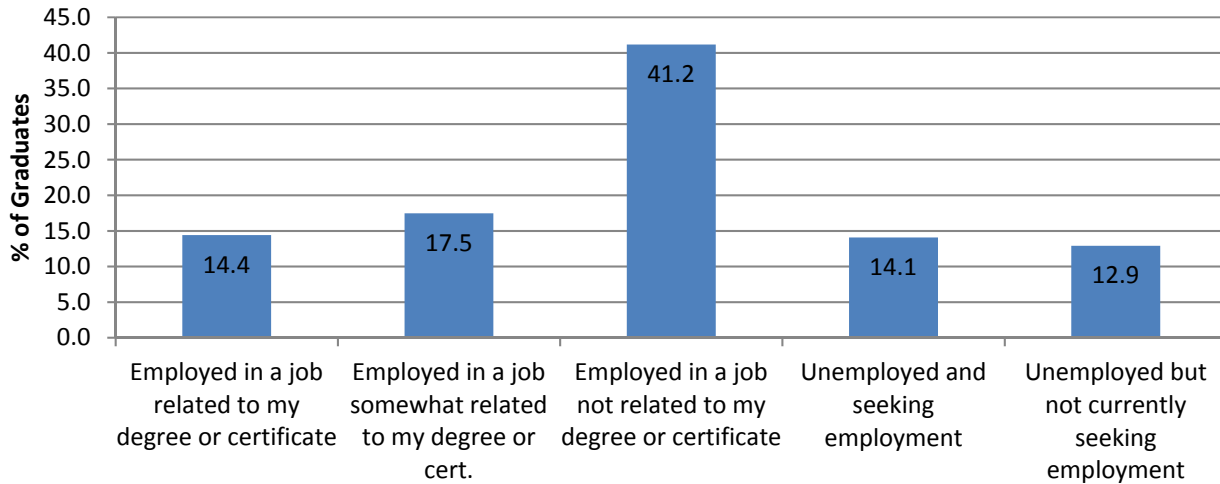
	#	%
Very well prepared	28	53.8
Somewhat prepared	22	42.3
Somewhat unprepared	1	1.9
Very unprepared	1	1.9
Total	52	100.0

## Section IV: Employment

### What is your current employment status?

	#	%
Employed in a job related to my degree or certificate	336	14.4
Employed in a job somewhat related to my degree or cert.	407	17.5
Employed in a job not related to my degree or certificate	960	41.2
Unemployed and seeking employment	328	14.1
Unemployed but not currently seeking employment	301	12.9
Total	2332	100

### Graduate Employment Status



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

	#	%
Mesa	746	32.0
Other	436	18.7
Tempe	350	15.0
Chandler	225	9.6
Phoenix	228	9.8
Gilbert	175	7.5
Scottsdale	139	6.0
Ahwatukee	33	1.4
Total	2332	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	1033	47.1
Somewhat prepared	1028	46.8
Somewhat unprepared	114	5.2
Very unprepared	20	0.9
Total	2195	100.0