

Delgado

COMMUNITY COLLEGE

Graduate Satisfaction Survey

Spring 2005



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Methodology

Graduates are surveyed at the time they apply for graduation. Only City Park graduates completed the survey this semester.

Summary of Graduate Satisfaction Results

- ✓ 254 out of 539 graduates filled out the survey.
- ✓ 78.3% of the Spring respondents were female.
- ✓ 47.2% were Caucasian and 38.6% African American.
- ✓ 84.9% were satisfied with their overall Delgado experience.
- ✓ 90.0% were satisfied with their overall coursework.
- ✓ The Skills Lab at Charity and the Student Open Computer Labs were the highest rated services.
- ✓ Parking and the Disability Services Office were the lowest rated services.
- ✓ Overall, Spring 2005 graduates were less satisfied than those of Spring 2004.

Graduate Intent

	Number	Percent
Respondents -Graduate Intent	254	47.1%
Respondents -Graduate Satisfaction	254	47.1%
Total Graduates	539	

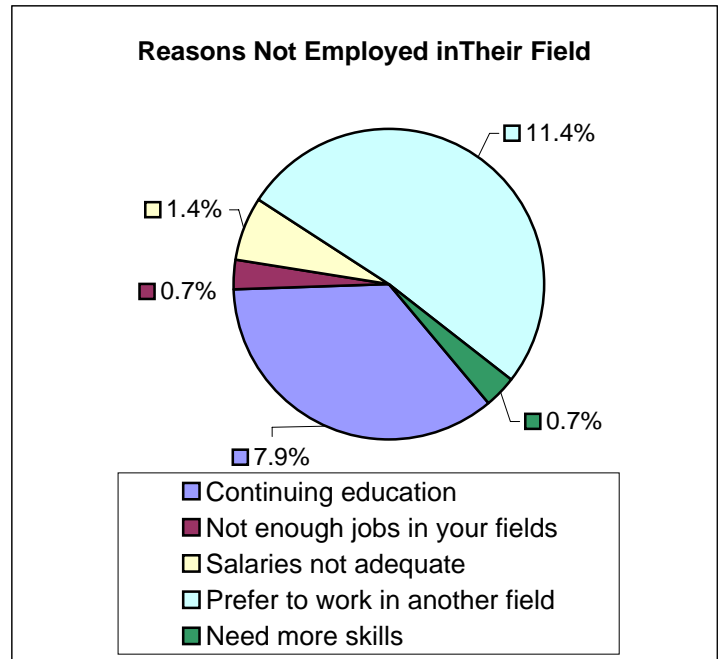
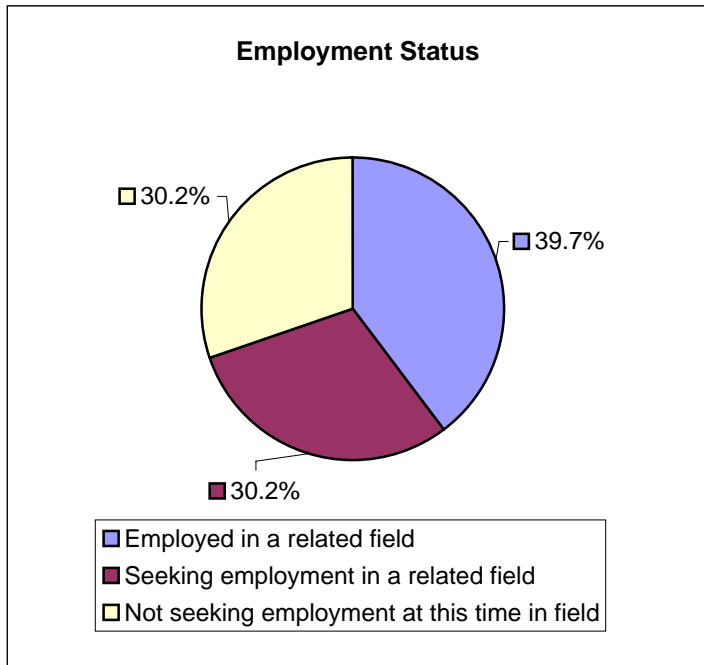


After Graduation do you plan to:	Yes	%	No	%	No Response	%
Continue your Education?	203	79.9%	49	19.3%	2	0.8%
If so, do you plan to continue in your current field of study or a related field?	182	89.7%	18	36.7%	3	150.0%
Choose another field of study?	22	10.8%	145	71.4%	36	17.7%

At what institution did you continue your education?	
Delgado Community College	24
Dillard University	5
Loyola University	26
LSU	31
Nicholls State	4
Our Lady of Holy Cross College	12
SUNO	12
UNO	16
Xavier	5
Other	65
No Response	54
Total	254

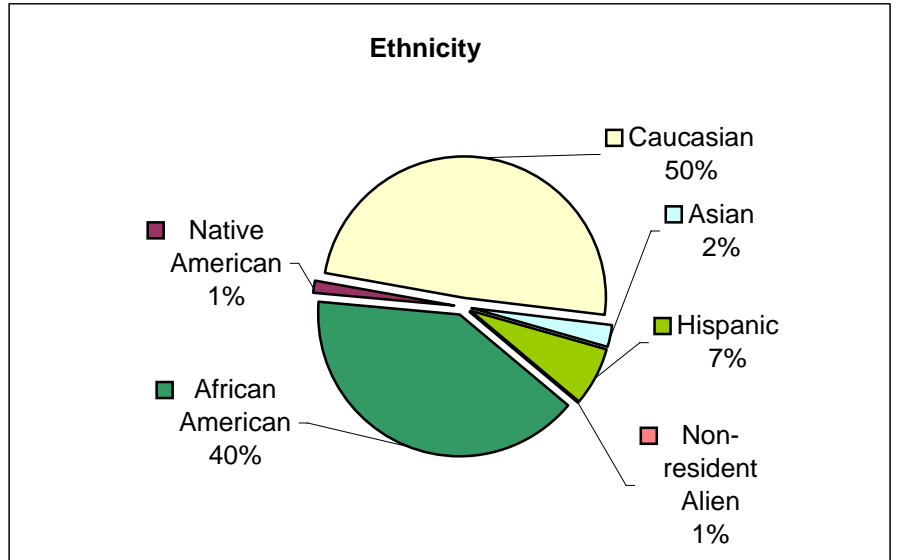
Employment Status		
Total Employed	162	63.8%
Employed in a related field	92	56.8%
Seeking employment in a related field	70	43.2%
Not seeking employment at this time in field	70	43.2%
No Response	0	0.0%

If not employed in your field, why:		
Total not employed in field	140	55.1%
Continuing education	11	7.9%
Not enough jobs in your fields	1	0.7%
Salaries not adequate	2	1.4%
Prefer to work in another field	16	11.4%
Need more skills	1	0.7%
No Response	39	27.9%



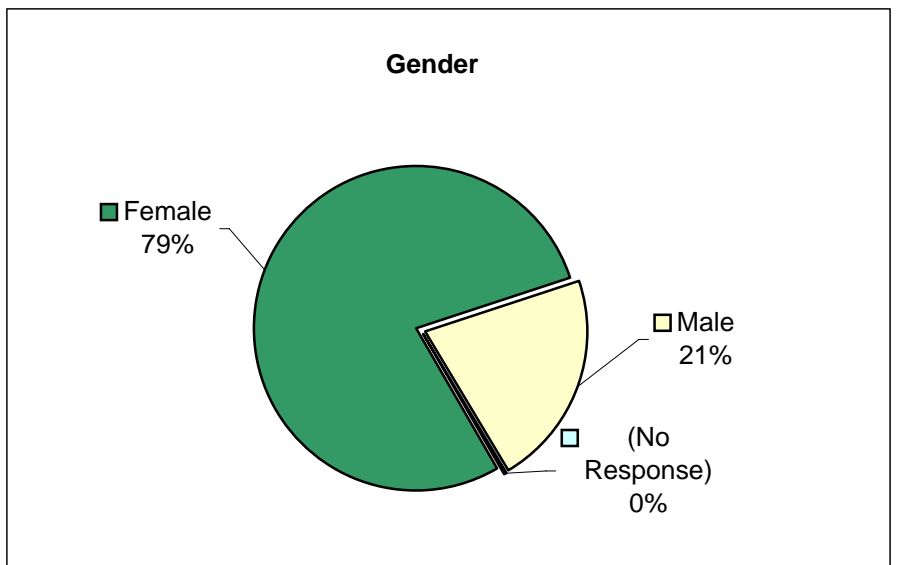
Graduate Satisfaction Demographics

Ethnicity		
African American	98	38.6%
Native American	3	1.2%
Caucasian	120	47.2%
Asian	6	2.4%
Hispanic	16	6.3%
Non-resident Alien	0	0.0%
(No Response)	11	4.3%
Total	254	100.0%



Campus		
City Park	80	0.0%
West Bank	53	20.9%
Charity	106	41.7%
Northshore Site	3	1.2%
Other	0	0.0%
(No Response)	12	4.7%
Total	254	100.0%

Gender		
Female	199	78.3%
Male	54	21.3%
(No Response)	1	0.4%
Total	254	100.0%



Degree		
Associate	236	66.5%
Certificate	34	9.6%
(No Response)	85	23.9%
Total	355	100.0%

College Wide Level of Satisfaction

College Wide Level of Satisfaction:	Average Rating*	
	Spring 2004	Spring 2005
Overall satisfaction with your Delgado experience	4.20	4.14
Overall satisfaction with your coursework	4.22	4.26
Overall quality of your instruction at Delgado	4.15	4.15
Overall competency of your instructors at Delgado	4.11	4.11
Availability of classes (# of sections were offered)	3.89	3.88
Convenience of courses (Day & Time)	3.97	4.02
The courses I needed were offered	4.08	4.22

% of students who responded positively**	
Spring 2004	Spring 2005
83.1%	84.9%
87.4%	90.0%
84.5%	84.9%
81.1%	85.2%
67.5%	74.7%
70.9%	77.6%
80.0%	88.4%

Student Services

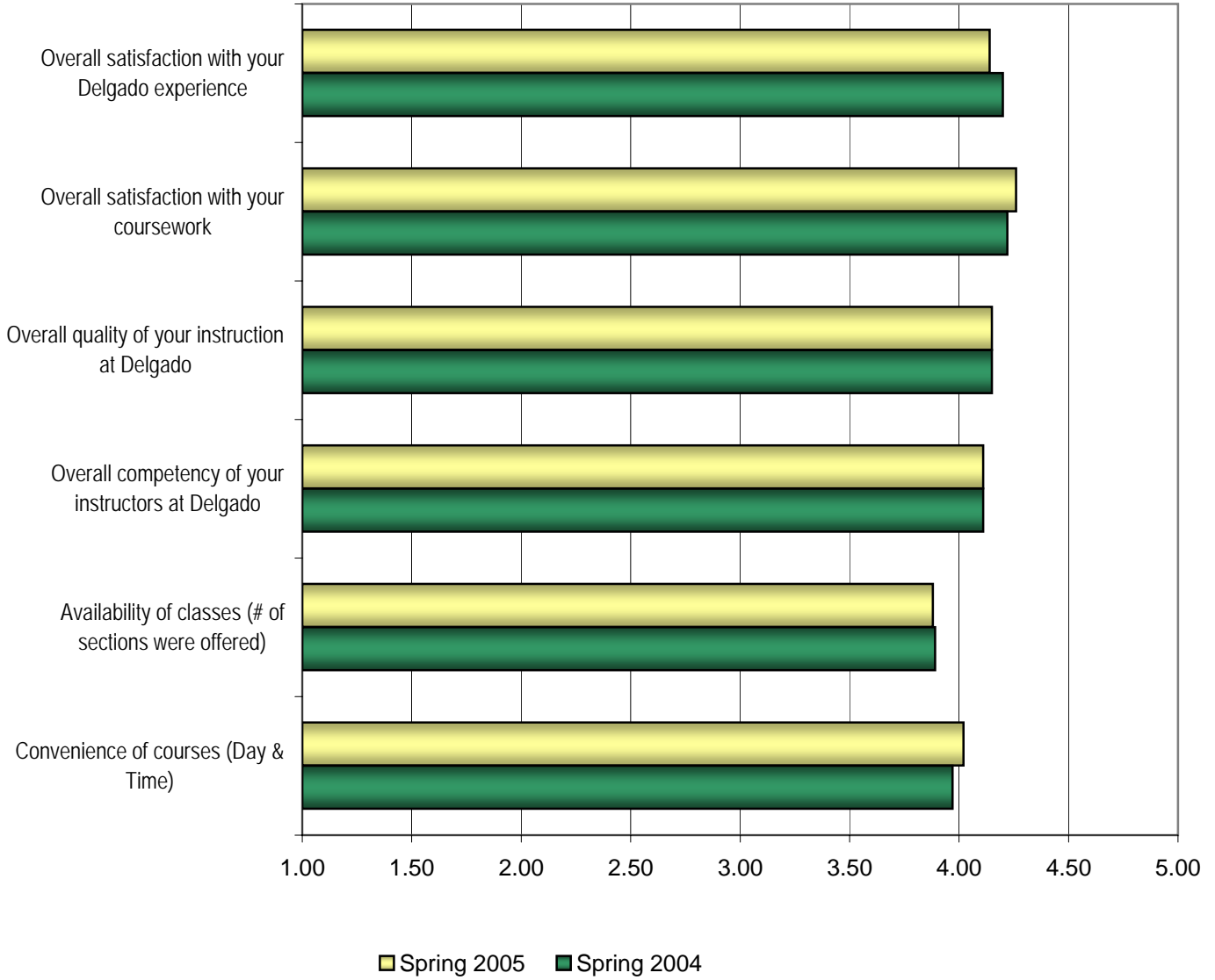
Academic Advisement	3.82	3.63
New Student Orientation Program	3.82	3.69
Financial Aid Office	3.49	3.45
Registration	3.85	3.70
Veterans Services	3.88	3.68
Delgado's Web Site	3.96	3.94
Delgado's Bookstore	3.81	3.64
Career and Counseling Center	3.84	3.64
Student Employment Services	3.77	3.73
Disability Services	3.96	3.64
Buildings and Grounds maintenance	3.89	3.86
Student Health Services	3.85	3.65
Library	4.16	3.85
Student Open Computer Labs	4.22	4.05
English Grammar Lab - City Park	4.12	3.93
Writing Center & English Composition Lab - City Park	4.18	3.89
Math Lab - City Park	4.11	4.07
Hibernia Enrichment Center - City Park	3.78	3.65
Reading Lab - City Park	3.90	3.69
Security	3.70	3.88
Parking	2.87	2.70
Skills Lab - Charity	3.88	4.08
Learning Resource Center - West Bank	3.84	3.84
Computer Assisted Learning Lab - Charity	3.94	4.00
Student Life Center	3.98	3.85
Food Services	3.75	3.44
Distance Education Offerings	3.83	3.67
Technology use in classes	3.91	3.88
Tutoring Services	3.93	3.75
Northshore Labs	3.75	3.68

66.4%	59.3%
64.6%	61.8%
55.7%	55.8%
68.6%	66.3%
61.3%	52.4%
73.7%	75.9%
69.0%	63.8%
63.8%	56.1%
57.2%	57.7%
62.4%	50.7%
71.2%	69.3%
61.5%	53.2%
81.7%	69.9%
83.3%	79.6%
72.4%	64.2%
73.8%	65.3%
75.6%	74.5%
55.7%	48.1%
61.7%	53.8%
60.8%	71.2%
35.4%	33.5%
60.0%	81.8%
57.8%	65.4%
61.1%	76.2%
75.1%	66.5%
63.2%	51.7%
61.2%	55.8%
71.9%	69.8%
62.9%	65.4%
51.9%	55.3%

* Scale is 1 to 5, 5 = Very Satisfied

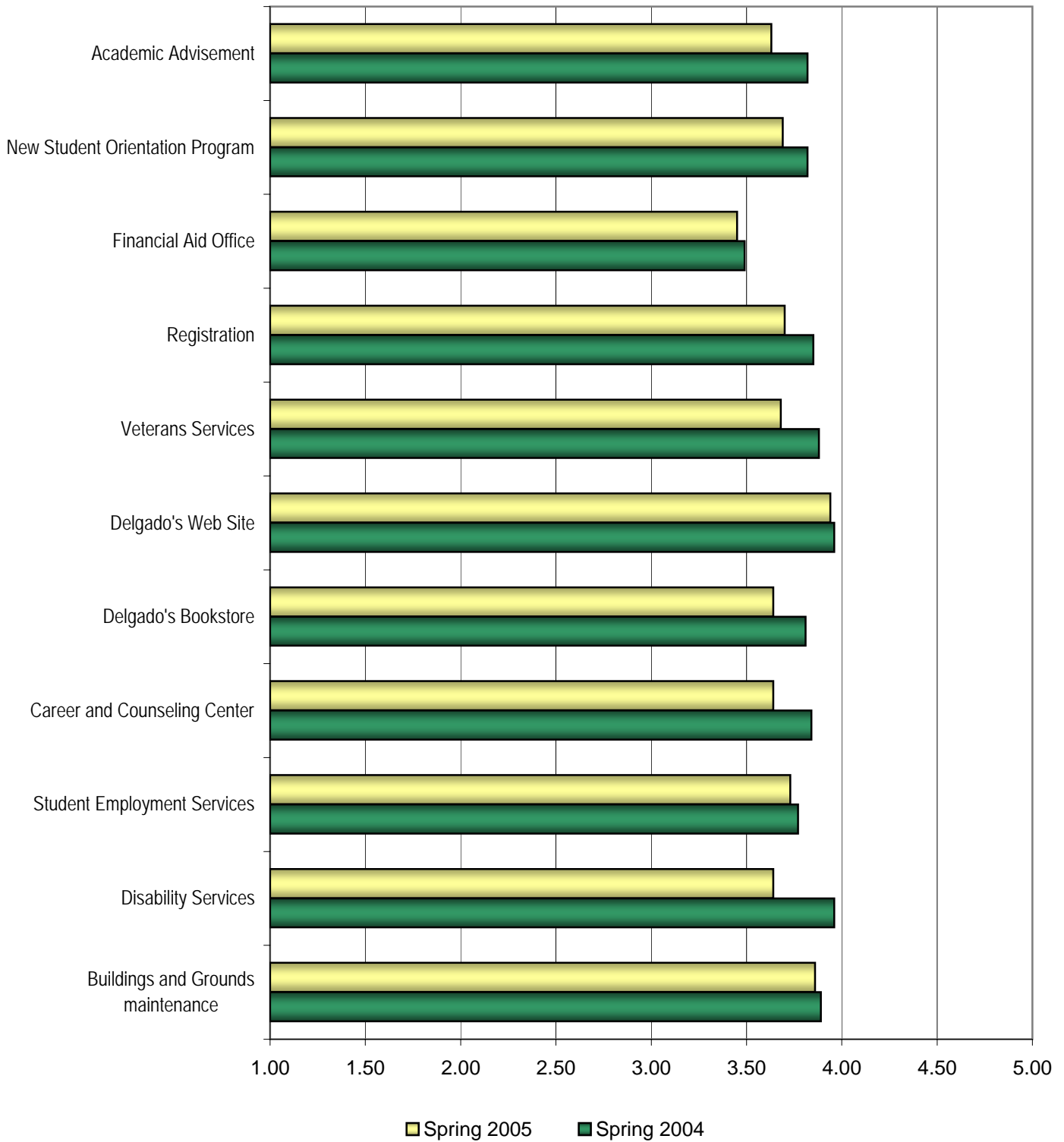
** Percentage of students who responded Satisfied or Very Satisfied

College Wide Level of Satisfaction



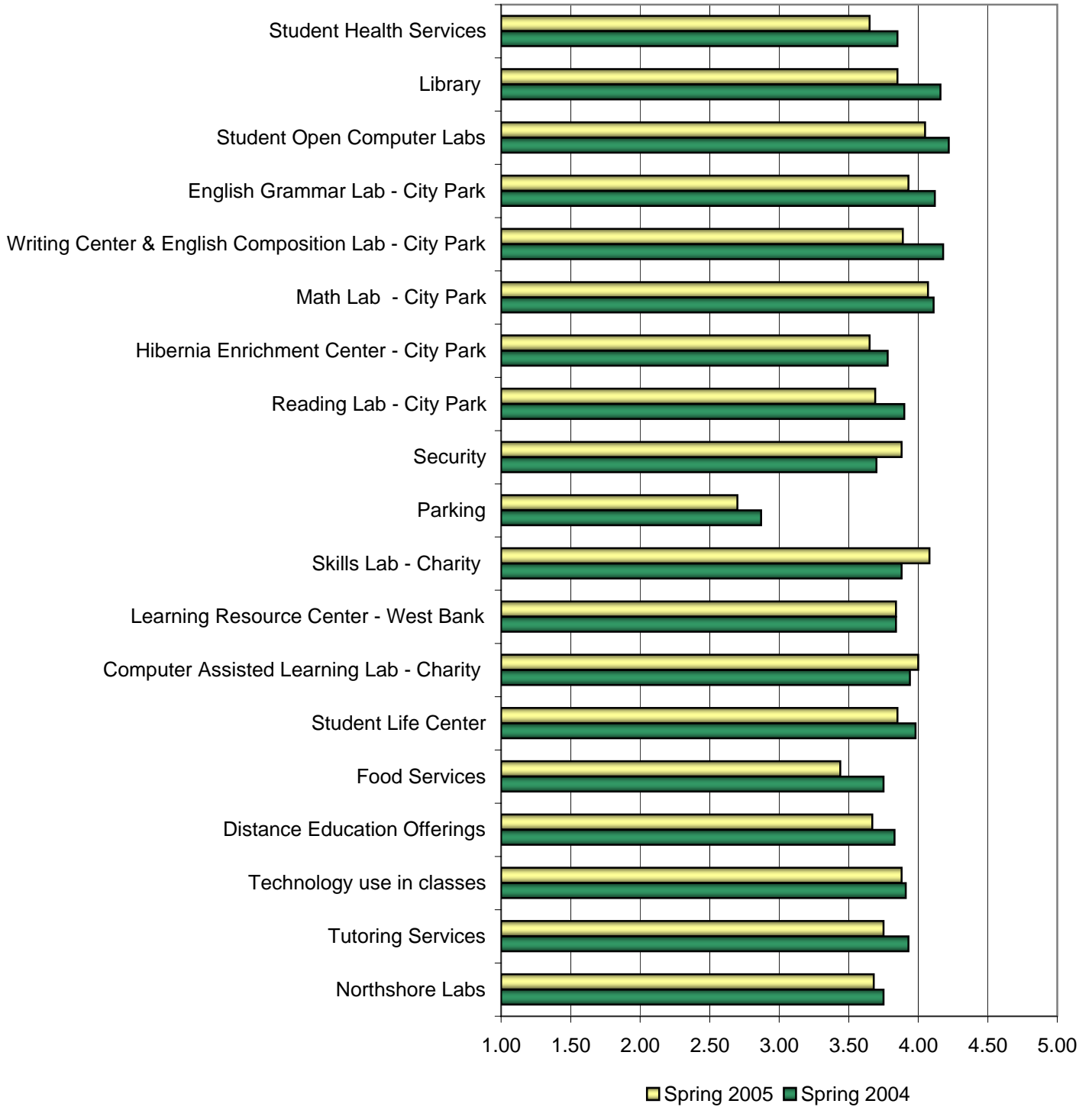
* Average Rating Scale is 1 to 5, 5 = Very Satisfied

College Wide Level of Satisfaction with Student Services Part I



* Average Rating Scale is 1 to 5, 5 = Very Satisfied

College Wide Level of Satisfaction With Student Services Part II



* Average Rating Scale is 1 to 5, 5 = Very Satisfied

Note: Spring 2004 Graduate Satisfaction Survey contains some questions that are not comparable to Spring 2003.

Top and Bottom Five Rated Services

Top Five Rated Services	Average Rating*	
	Spring 2004	Spring 2005
Skills Lab - Charity	3.88	4.08
Student Open Computer Labs	4.22	4.05
Computer Assisted Learning Lab - Charity	3.94	4.00
Delgado's Web Site	3.96	3.94
Math Lab - City Park	4.11	4.07

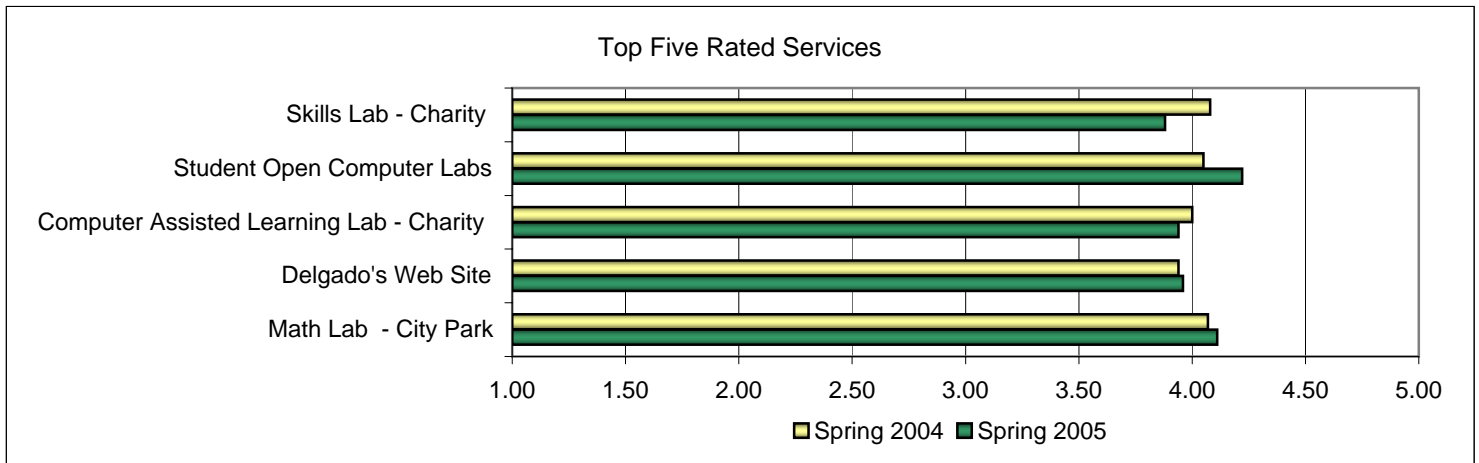
% of students who responded positively**	
Spring 2004	Spring 2005
60.0%	81.8%
83.3%	79.6%
61.1%	76.2%
73.7%	75.9%
75.6%	74.5%

Lowest Five Rated Services	Average Rating*	
	Spring 2004	Spring 2005
Academic Advisement	3.82	3.63
Financial Aid Office	3.49	3.45
Food Services	3.75	3.44
Disability Services	3.96	3.64
Parking	2.87	2.70

% of students who responded positively**	
Spring 2004	Spring 2005
66.4%	59.3%
55.7%	55.8%
63.2%	51.7%
62.4%	50.7%
35.4%	33.5%

* Scale is 1 to 5, 5 = Very Satisfied

** Percentage of students who responded Satisfied or Very Satisfied



City Park Campus Level of Satisfaction

City Park Campus Level of Satisfaction:	Average Rating*
	Spring 2005
Overall satisfaction with your Delgado experience	4.24
Overall satisfaction with your coursework	4.32
Overall quality of your instruction at Delgado	4.26
Overall competency of your instructors at Delgado	4.18
Availability of classes (# of sections were offered)	3.80
Convenience of courses (Day & Time)	4.00
The courses I needed were offered	4.18

% of students who responded positively**
Spring 2005
85.9%
87.1%
84.7%
84.5%
70.2%
73.2%
84.5%

Rated by City Park and Northshore students	Average Rating*
	Spring 2005
Total City Park Responded: 80	
Total Northshore Responded: 3	
Academic Advisement	3.90
New Student Orientation Program	3.75
Financial Aid Office	3.49
Registration	3.94
Veterans Services	3.92
Delgado Web Site	4.00
Delgado Bookstore	3.85
Career and Counseling Center	3.90
Student Employment Services	3.80
Disability Services	3.85
Buildings and grounds maintenance	4.05
Student Health Center	3.81
Library	4.14
Student Open Computer Lab	4.18
English Grammer Lab	4.06
Writing Center & English Composition Lab	3.98
Math Lab	4.09
Hibernia Enrichment Center	3.70
Reading Lab	3.79
Security	3.81
Parking	2.91
Student Life Center	3.93
Food Services	3.62
Distance Education Offerings	3.75
Technology used in classes	4.05
Tutoring Services	4.00
Northshore Labs	3.87

% of students who responded positively**
Spring 2005
72.0%
63.5%
53.8%
75.3%
61.5%
77.1%
69.5%
70.0%
65.0%
61.5%
78.1%
62.5%
80.2%
81.1%
72.3%
73.9%
77.8%
55.0%
65.5%
65.2%
36.5%
71.1%
56.9%
62.5%
72.7%
71.4%
66.7%

* Scale is 1 to 5, 5 = Very Satisfied

** Percentage of 93 students who responded Satisfied or Very Satisfied

West Bank Campus Level of Satisfaction

Rated by Westbank students only	Average Rating*
Total Responded: 53	Spring 2005
Overall satisfaction with your Delgado experience	4.18
Overall satisfaction with your coursework	4.32
Overall quality of your instruction at Delgado	4.19
Overall competency of your instructors at Delgado	4.21
Availability of classes (# of sections were offered)	3.93
Convenience of courses (Day & Time)	4.05
The courses I needed were offered	4.18

% of students who responded positively**
Spring 2005
86.0%
92.9%
89.5%
89.5%
73.2%
78.6%
86.0%

Student Services

Academic Advisement	3.54
New Student Orientation Program	3.49
Financial Aid Office	3.87
Registration	3.91
Veterans Services	3.53
Delgado's Web Site	4.04
Delgado's Bookstore	3.45
Career and Counseling Center	3.44
Student Employment Services	3.65
Disability Services	3.59
Buildings and Grounds maintenance	3.79
Student Health Services	3.54
Library	4.00
Security	3.86
Parking	2.96
Learning Resource Center - West Bank	3.89
Student Life Center	3.69
Food Services	3.18
Distance Education Offerings	3.60
Technology use in classes	3.55
Tutoring Services	3.92

57.1%
51.1%
73.3%
72.7%
42.1%
77.2%
55.4%
41.2%
47.8%
47.1%
61.5%
46.4%
71.7%
75.0%
40.0%
68.4%
62.5%
39.3%
45.0%
63.2%
69.2%

* Scale is 1 to 5, 5 = Very Satisfied

** Percentage of 53 students who responded Satisfied or Very Satisfied

Charity School of Nursing Level of Satisfaction

Rated by CSN students only	Average Rating*
	Spring 2005
Total Responded: 106	
Overall satisfaction with your Delgado experience	4.06
Overall satisfaction with your coursework	4.18
Overall quality of your instruction at Delgado	4.05
Overall competency of your instructors at Delgado	4.01
Availability of courses	3.91
Convenience of courses	4.01
The courses I needed were offered	4.27

% of students who responded positively**
Spring 2005
83.5%
90.7%
82.6%
83.5%
78.9%
80.6%
92.6%

Student Services

Academic Advisement	3.47
New Student Orientation Program	3.75
Financial Aid Office	3.23
Registration	3.41
Veterans Services	3.59
Delgado's Web Site	3.84
Delgado's Bookstore	3.58
Career and Counseling Center	3.51
Student Employment Services	3.71
Disability Services	3.50
Buildings and grounds maintenance	3.75
Student Health Services	3.58
Library	3.55
Student Life Center	3.82
Parking	2.44
Security	3.93
Food Services	3.35
Distance Education Offerings	3.65
Technology use in classes	3.89
Computer Assisted Learning Lab - Charity	4.12
Skills Lab - Charity	4.20

50.5%
65.7%
49.0%
56.0%
51.4%
74.3%
63.9%
50.8%
56.3%
43.8%
66.7%
49.2%
61.0%
63.2%
28.3%
73.7%
51.9%
55.9%
70.6%
82.5%
89.7%

* Scale is 1 to 5, 5 = Very Satisfied

** Percentage of 106 students who responded Satisfied or Very Satisfied

Employment Status Prior to Graduation

All Campuses *Based on Reported Job Titles	Employed in an Unrelated Field	Unknown if in a Related Field	*Not Employed	Employed in a Related Field	Total
Accounting	5	0	2	2	9
Admin Office Technology	0	0	1	1	2
Air Conditioning & Refrigeration					0
American Sign Language					0
Business Administration	2	0	0	3	5
Business Training					0
CET - Architectural Tech	2	0	1	1	4
CET - Civil Tech.	0	0	1	0	1
CET - Construction Mgt	0	0	2	0	2
Computer Info Technology	2	0	3	0	5
Computer Networking Tech	0	0	1	0	1
Computer Repair					0
Construction Management					0
Criminal Justice	3	0	2	4	9
Culinary Arts	0	0	0	1	1
Diagnostic Medical Sonography					0
Dietetic Technician	1	0	2	0	3
Drafting	1	0	0	3	4
Early Childhood Education	3	0	9	4	16
Educational Interpreting					0
Elect Electronics Engr Tech	1	0	1	0	2
Electrical Construction					0
Emergency Med Tech					0
EST - Biomedical Equip Repair	1	0	4	0	5
EST-Electronics Repair					0
Fine Arts	0	0	1	0	1
Fire Protection Technology					0
Funeral Service Education	3	0	2	0	5
General Studies/Science	1	0	9	8	18
Health Information Technology					0
Horticulture Technology	0	0	0	1	1
Hospitality					0
Interior Design					0
Legal Secretary	2	0	1	0	3
Machine Tool Technology					0
Management	3	0	3	1	7
Massage Therapy	0	0	1		1
Medical Lab Technician					0
Motor Vehicle Technology	0	0	2	2	4
Music					0
Nuclear Medicine Technology					0
Nursing	12	0	48	34	94

* Not employed is assumed where students did not indicate an employer.

Employment Status Prior to Graduation(cont.)

All Campuses	Employed in an Unrelated field	Unknown if in a Related Field	*Not Employed	Employed in a Related Field	Total
*Based on Reported Job Titles					
Occupational Therapy Assistant					0
Ophthalmic Medical Assistant	0	0	1	0	1
Performance & Media Art	1	0	2	0	3
Pharmacy Technician	1	0	3	0	4
Physical Therapist Assisting					0
Practical Nursing					0
Radiological Technology					0
Respiratory Care Technology					0
Safety & Health Tech					0
Surgical Technology	2	0	2	0	4
Visual Communications	1	0	6	1	8
No Response**	0	13	18	0	31
Total	47	13	128	66	254

* Not employed is assumed where students did not indicate an employer.

Spring 2005 Graduate Intent & Satisfaction Comments

I am most grateful for the opportunity afforded me by Delgado to continue my education.

I will not require follow-up since I am employed.

I will seek a full-time accounting job after graduation. My current job as front desk agent is not related to the accounting field of study so there is no advancement at Holiday Inn Express.

I am going on to earn my B.A. in history and eventually my master's, so that I can come back and be an instructor at a Community College.

Thanks for everything!

I had a wonderful experience and loved it.

My long term goal is to be a nursing educator. I have 3-years experience as a full-time high school teacher/ part-time college instructor prior to my arrival to the U.S. I love teaching and would not hesitate to apply for a teaching position at Charity once I am qualified and the opportunity coincides with my availability. Proud to be a Charity graduate.

Charity School of Nursing has changed my life in all aspects. I attained so much personal growth. I feel Charity has prepared me in an indescribable way for a life long journey of continuous learning. As my class motto states, "I am dressed, armed and ready to nurse.

I plan to continue working as a paramedic for PPEMS because the benefits are excellent. I do plan to work as a PRN at a local hospital possibly in E.R. to build my nursing skills. When my children get older, I plan to work full-time as a nurse.

All of my clinical instructors were exceptional.

I hope that more of the courses are offered on-line for Funeral Service Ed. and Criminal Justice.

The education that I received at Delgado was better than I originally anticipated.

Again, I would like to thank all VIP's, Faculty and Instructors for providing me with the education. Delgado has made me more productive with the technology I've been exposed to. Words can't express my gratitude. Thank you financial aide for your assistance.

Thank you, especially my teachers.

I have been here at Delgado for a long time. I have made some great friends and have really enjoyed my time here. Delgado was great choice for me.