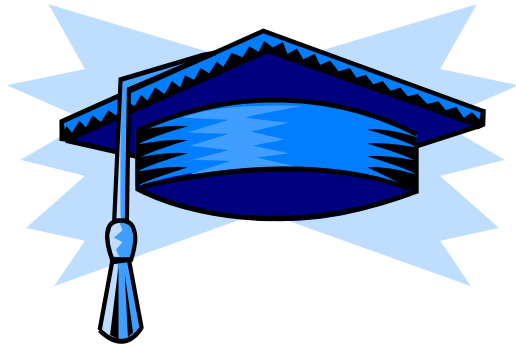


# Delgado

COMMUNITY COLLEGE

## Graduate Intent and Satisfaction Survey

Fall 2008 to Spring 2009



Prepared by the Office of Institutional Research  
Published on April 28, 2010

## **Table of Contents**

**page no.**

### **Graduate Intent**

Graduates Continuing Education	1
Employment Status	1
Employment Status by Major	11

### **Graduate Satisfaction**

Demographics	2
College Wide Level of Satisfaction	3
Top and Bottom Five Rated Services	7
Satisfaction by Campus	8
Comments	13

### **Methodology**

Graduates are surveyed at the time they apply for graduation.

### **Summary of Graduate Satisfaction Results**

- ✓ 850 out of 1,007 graduates filled out the survey.
- ✓ 50% were Caucasian and 33% African American.
- ✓ In general, 2008-2009 graduates were less satisfied with Delgado than those of the previous year.
- ✓ 76% were satisfied with their overall Delgado experience.
- ✓ 82% were satisfied with their overall coursework.
- ✓ Delgado's Website and the Student Open Computer Labs were the highest rated services.
- ✓ 82% Plan to continue their education after graduation.
- ✓ 82% of respondents are already employed.

## Graduate Intent

	Number	Percent
Respondents -Graduate Intent	850	84.4%
Respondents -Graduate Satisfaction	844	83.8%
<b>Total Graduates</b>	<b>1,007</b>	

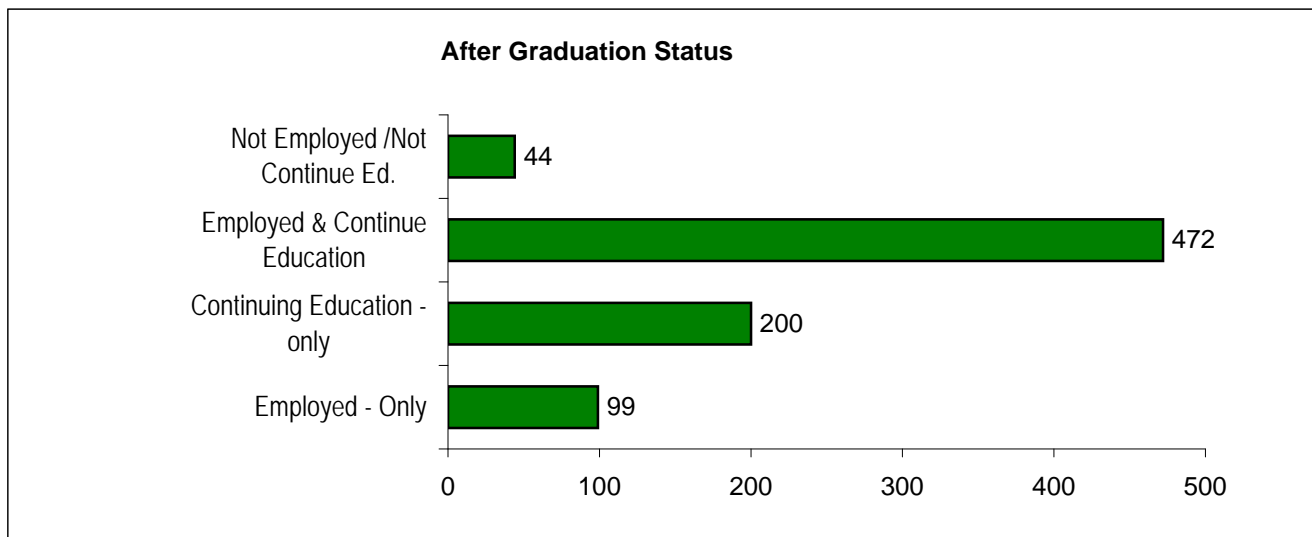


After Graduation do you plan to:	Yes	%	No	%	No Response	%
Continue your Education?	699	82.2%	148	17.4%	3	0.4%
If so, do you plan to continue in your current field of study or a related field?	622	89.0%	74	10.6%	3	0.4%

At what institution did you continue your education?	
Delgado Community College	93
Dillard University	4
Loyola University	42
LSU	94
Nicholls State	12
Our Lady of Holy Cross College	22
SUNO	49
UNO	125
Xavier	0
Other	0
No Response	258
<b>Total</b>	<b>699</b>

Employment Status		
<b>Employed</b>	<b>572</b>	<b>81.8%</b>
Employed in a related field	382	66.8%
Seeking employment in related field	153	26.7%
<b>Not Employed</b>	<b>245</b>	<b>35.1%</b>
Seeking employment in a related field	153	62.4%
<b>No Response</b>	<b>83</b>	<b>11.9%</b>

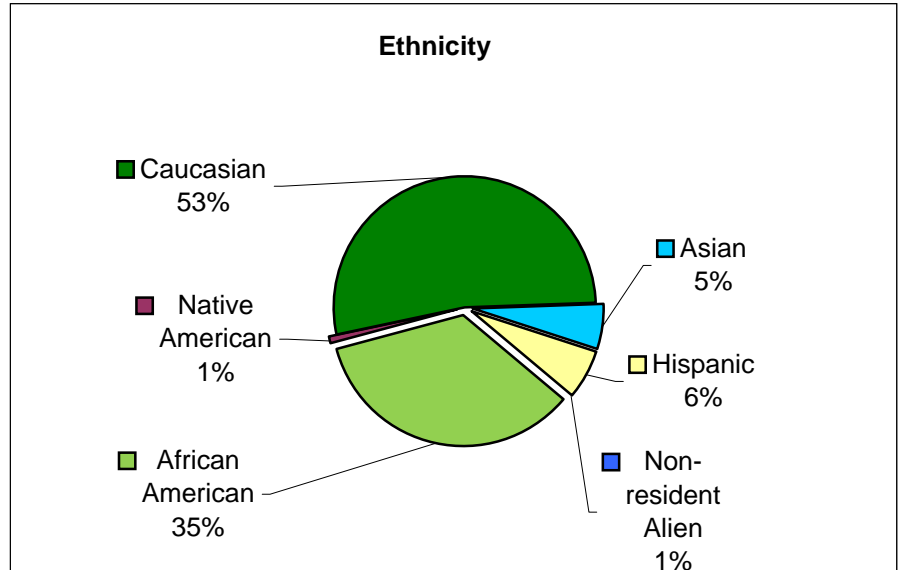
If not employed in your field, why:		
<b>Total not employed in field</b>	<b>468</b>	
Continuing education	95	20.3%
Not enough jobs in your fields	8	1.7%
Salaries not adequate	7	1.5%
Prefer to work in another field	11	2.4%
Need more skills	7	1.5%
No Response	340	72.6%



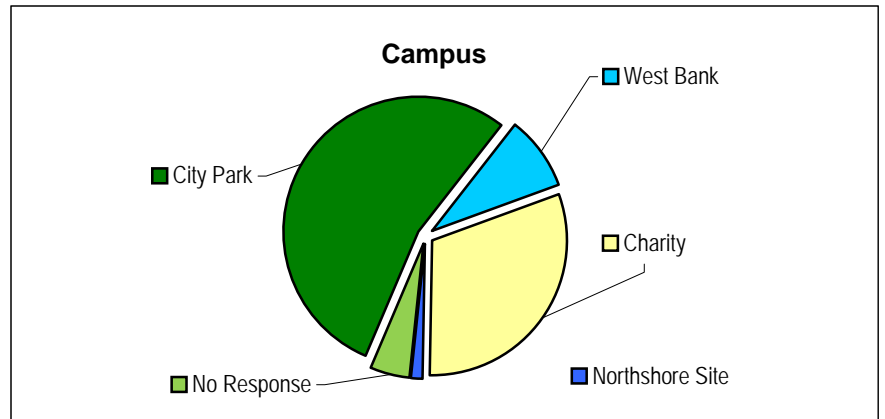
Have you obtained advanced skills as a result of your studies which will help you advance in your career?		
Yes	658	77.4%
No	128	15.1%
No response	64	7.5%

## Graduate Satisfaction Demographics of respondents

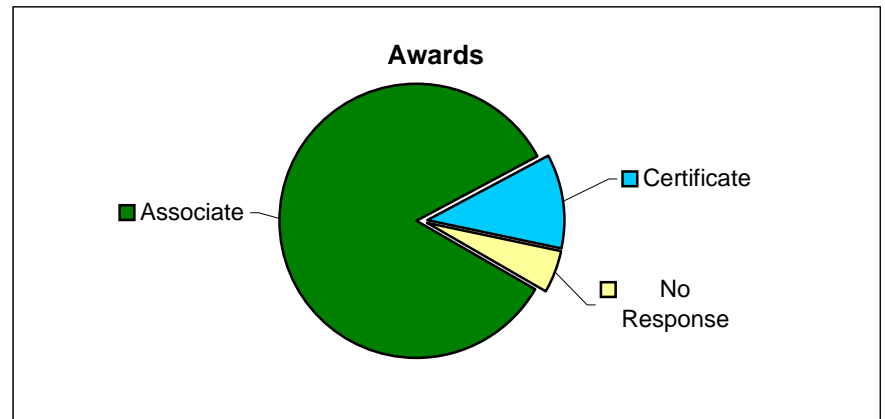
Ethnicity		
African American	279	33.1%
Native American	5	0.6%
Caucasian	424	50.2%
Asian	43	5.1%
Hispanic	49	5.8%
Non-resident Alien	1	0.1%
No Response	43	5.1%
<b>Total</b>	<b>844</b>	<b>100.0%</b>



Campus		
City Park	456	54.0%
West Bank	74	8.8%
Charity	258	30.6%
Northshore Site	12	1.4%
Other	4	0.5%
No Response	40	4.7%
<b>Total</b>	<b>844</b>	<b>100.0%</b>



Gender		
Female	629	74.5%
Male	206	24.4%
No Response	9	1.1%
<b>Total</b>	<b>844</b>	<b>100.0%</b>



## College Wide Level of Satisfaction

College Wide Level of Satisfaction:	Average Rating*	
	2007-2008	2008-2009
Overall satisfaction with your Delgado experience	4.00	3.98
Overall satisfaction with your coursework	4.12	4.07
Overall quality of your instruction at Delgado	4.05	4.04
Overall competency of your instructors at Delgado	4.07	4.05
Availability of classes (# of sections were offered)	3.91	3.82
Convenience of courses (Day & Time)	4.01	3.94
The courses I needed were offered	4.12	4.08

% of students who responded positively**	
2007-2008	2008-2009
77.7%	76.0%
83.5%	82.2%
79.4%	79.5%
80.0%	80.1%
72.3%	69.2%
76.7%	73.3%
80.8%	80.3%

### Student Services

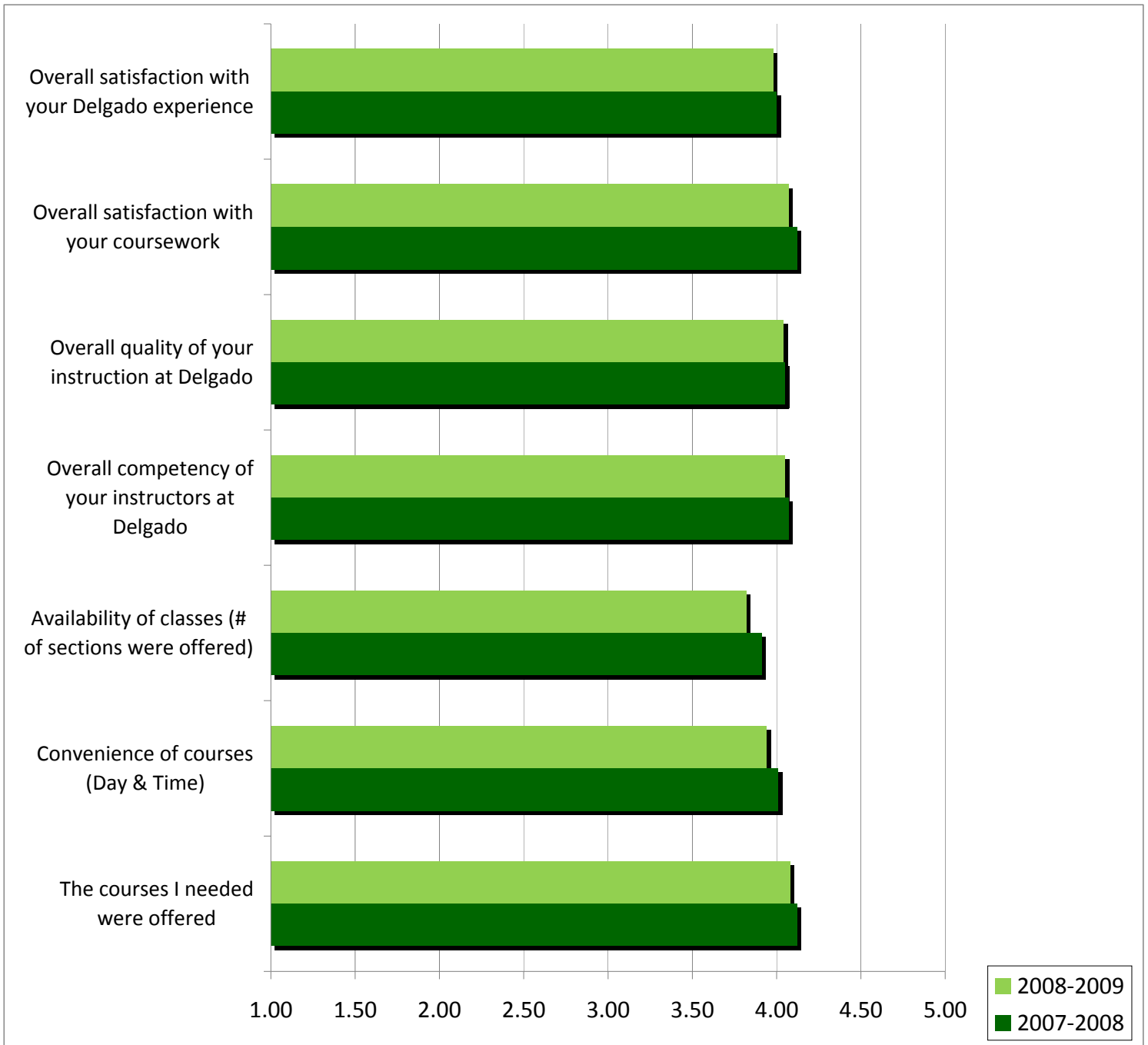
Academic Advisement	3.81	3.80
New Student Orientation Program	3.88	3.80
Financial Aid Office	3.49	3.42
Registration	3.82	3.71
Veterans Services	3.89	3.86
Delgado's Web Site	4.11	4.02
Delgado's Bookstore	3.95	3.91
Career and Counseling Center	3.84	3.78
Student Employment Services	3.85	3.79
Disability Services	3.95	3.88
Buildings and Grounds maintenance	3.82	3.83
Student Health Services	3.95	3.84
Library	3.85	3.84
Student Open Computer Labs	4.05	4.01
English Grammar Lab - City Park	3.99	3.98
Writing Center & English Composition Lab - City Park	4.02	4.00
Math Lab - City Park	4.03	4.00
Hibernia Enrichment Center - City Park	3.99	3.88
Reading Lab - City Park	3.99	3.88
Security	3.84	3.79
Parking	3.14	3.01
Skills Lab - Charity	3.94	3.85
Learning Resource Center - West Bank	3.95	3.91
Computer Assisted Learning Lab - Charity	3.95	3.90
Student Life Center	3.98	3.92
Food Services	3.85	3.75
Distance Education Offerings	4.00	3.91
Technology use in classes	3.93	3.91
Tutoring Services	3.92	3.83
Northshore Labs	3.86	3.86

67.3%	66.6%
68.4%	65.3%
55.0%	52.8%
68.2%	63.7%
65.0%	62.8%
81.6%	77.8%
75.3%	72.2%
66.1%	62.6%
65.0%	61.9%
69.6%	64.7%
67.4%	67.2%
70.7%	65.7%
71.6%	69.1%
78.3%	76.4%
72.4%	69.0%
74.5%	68.9%
74.5%	70.5%
70.4%	63.3%
71.1%	63.7%
68.2%	66.3%
46.2%	42.5%
71.9%	67.9%
69.3%	65.5%
72.1%	70.6%
74.2%	70.5%
68.9%	63.5%
72.6%	68.8%
71.6%	70.8%
70.2%	64.1%
66.0%	61.4%

\* Scale is 1 to 5, 5 = Very Satisfied

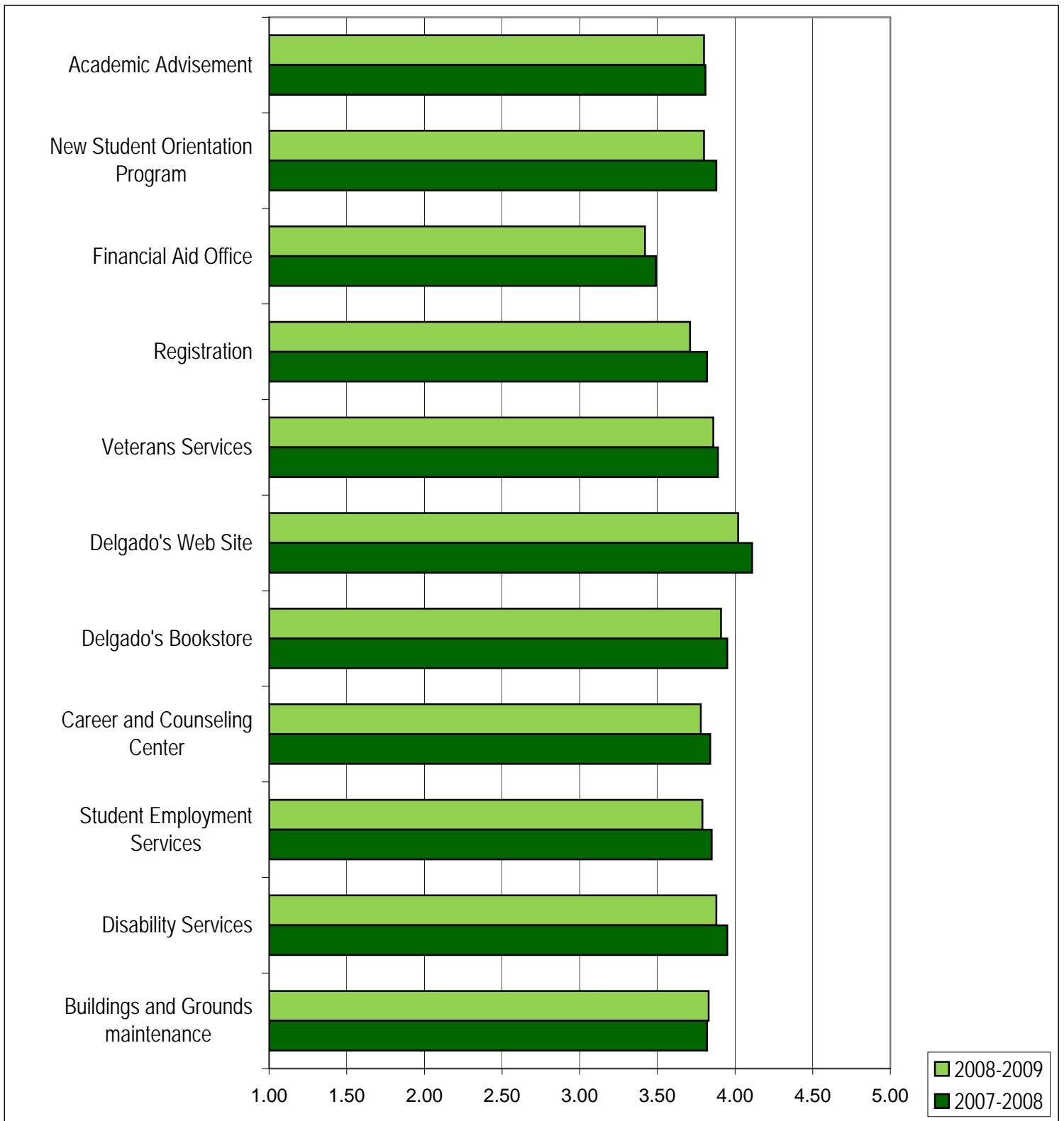
\*\* Percentage of students who responded Satisfied or Very Satisfied

## College-wide Level of Satisfaction



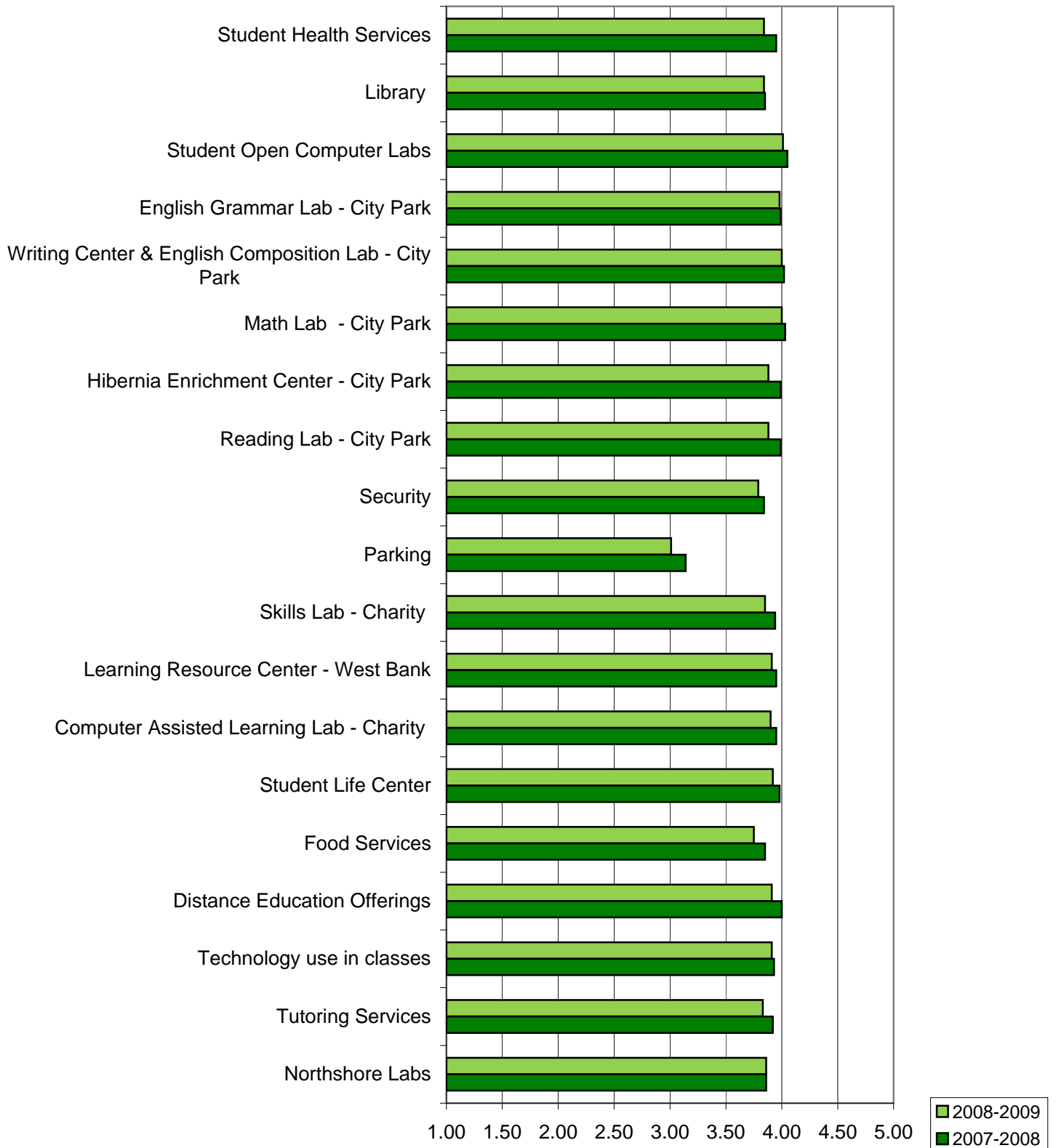
\* Average Rating Scale is 1 to 5, 5 = Very Satisfied

## 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

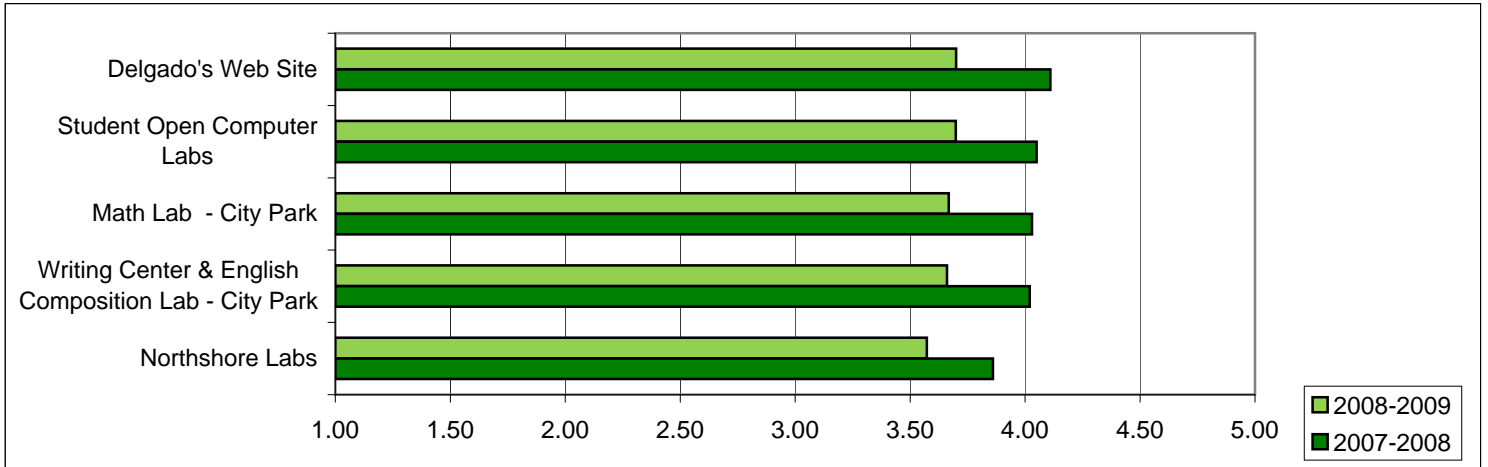


\* Average Rating Scale is 1 to 5, 5 = Very Satisfied



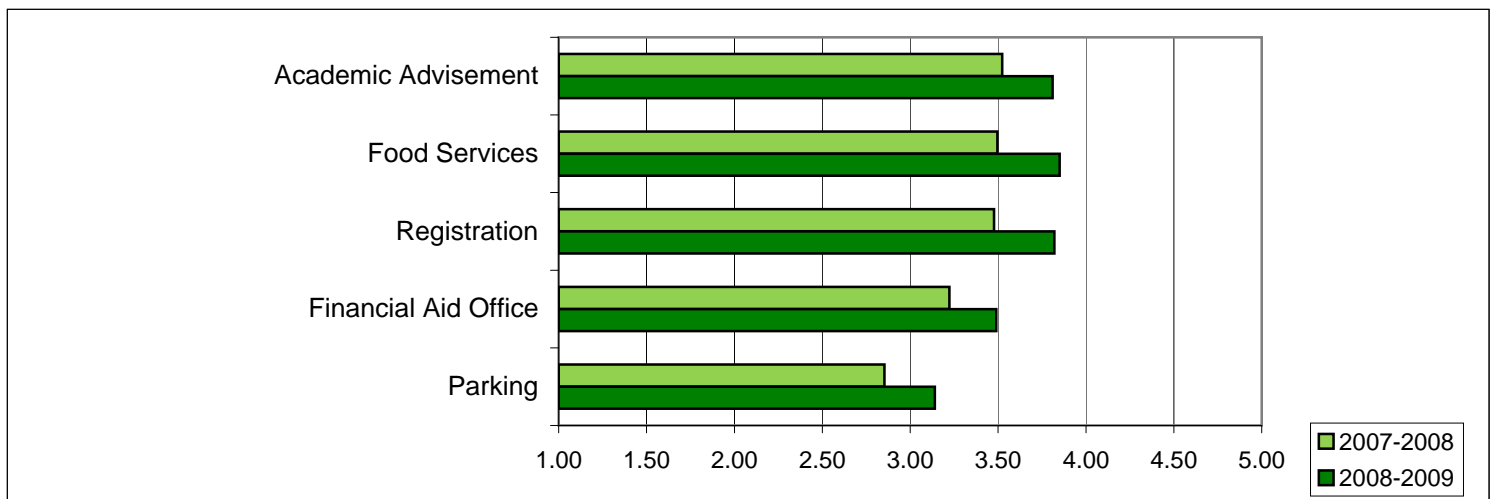
## Top and Bottom Five Rated Services

Top Five Rated Services	Average Rating*		% of students who responded positively**	
	2007-2008	2008-2009	2007-2008	2008-2009
Delgado's Web Site	4.11	3.70	81.6%	77.8%
Student Open Computer Labs	4.05	3.70	78.3%	76.4%
Math Lab - City Park	4.03	3.67	74.5%	70.5%
Writing Center & English Composition Lab - City Park	4.02	3.66	74.5%	68.9%
Northshore Labs	3.86	3.57	72.6%	61.4%



Five Lowest Rated Services	Average Rating*		% of students who responded positively**	
	2007-2008	2008-2009	2007-2008	2008-2009
Academic Advisement	3.81	3.52	67.3%	66.6%
Food Services	3.85	3.50	68.9%	63.5%
Registration	3.82	3.48	68.2%	63.7%
Financial Aid Office	3.49	3.22	55.0%	52.8%
Parking	3.14	2.85	46.2%	42.5%

\* 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*	
	2007-2008	2008-2009
Overall satisfaction with your Delgado experience	4.08	4.06
Overall satisfaction with your coursework	4.24	4.16
Overall quality of your instruction at Delgado	4.16	4.13
Overall competency of your instructors at Delgado	4.19	4.16
Availability of classes (# of sections were offered)	4.01	3.96
Convenience of courses (Day & Time)	4.10	3.99
The courses I needed were offered	4.18	4.15

% of students who responded positively**	
2007-2008	2008-2009
79.3%	78.5%
86.9%	84.1%
82.8%	82.6%
83.2%	83.1%
76.5%	72.10%
79.0%	73.00%
82.0%	80.40%

Rated by City Park and Northshore students	Average Rating*	
	2007-2008	2008-2009
<b>Total City Park Responded: 453</b>		
<b>Total Northshore Responded: 11</b>		
Academic Advisement	3.91	3.89
New Student Orientation Program	3.96	3.82
Financial Aid Office	3.58	3.53
Registration	3.94	3.82
Veterans Services	3.90	3.92
Delgado Web Site	4.17	4.05
Delgado Bookstore	3.99	3.96
Career and Counseling Center	3.92	3.84
Student Employment Services	3.89	3.84
Disability Services	4.03	3.88
Buildings and grounds maintenance	3.89	3.91
Student Health Center	4.02	3.89
Library	3.78	3.76
Student Open Computer Lab	4.07	4.02
English Grammar Lab	4.03	4.04
Writing Center & English Composition Lab	4.06	4.05
Math Lab	4.04	4.05
Hibernia Enrichment Center	4.00	3.99
Reading Lab	3.97	3.96
Security	3.81	3.83
Parking	3.22	3.12
Student Life Center	4.01	3.99
Food Services	3.93	3.89
Distance Education Offerings	4.03	3.98
Technology used in classes	3.98	3.95
Tutoring Services	3.99	3.97
Northshore Labs	3.85	3.97

% of students who responded positively**	
2007-2008	2008-2009
71.8%	69.40%
71.1%	64.20%
55.9%	55.00%
72.2%	65.60%
63.7%	64.70%
83.2%	77.10%
75.6%	73.70%
69.1%	63.90%
65.6%	62.40%
70.9%	64.50%
70.6%	70.00%
73.3%	67.10%
67.6%	64.00%
77.1%	75.80%
73.1%	71.20%
75.8%	70.90%
75.0%	72.90%
69.2%	67.50%
68.8%	65.20%
67.0%	65.00%
48.1%	43.30%
75.6%	73.00%
71.9%	68.5%
72.8%	70.90%
73.9%	70.80%
72.1%	68.60%
63.2%	64.1%

\* Scale is 1 to 5, 5 = Very Satisfied

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

## West Bank Campus Level of Satisfaction

Rated by Westbank students only	Average Rating*	
	2007-2008	2008-2009
<b>Total Responded: 51</b>		
Overall satisfaction with your Delgado experience	4.31	4.32
Overall satisfaction with your coursework	4.41	4.38
Overall quality of your instruction at Delgado	4.31	4.32
Overall competency of your instructors at Delgado	4.35	4.23
Availability of classes (# of sections were offered)	3.86	3.97
Convenience of courses (Day & Time)	4.06	4.15
The courses I needed were offered	4.12	4.23

% of students who responded positively**	
2007-2008	2008-2009
90.2%	87.80%
96.1%	94.6%
94.1%	89.20%
94.1%	86.3%
64.7%	74.0%
80.4%	82.20%
74.5%	83.60%

### Student Services

Academic Advisement	3.67	4.07
New Student Orientation Program	3.78	3.98
Financial Aid Office	3.72	3.88
Registration	4.12	4.1
Veterans Services	3.76	4.03
Delgado's Web Site	4.22	4.15
Delgado's Bookstore	4.16	4.03
Career and Counseling Center	3.62	3.98
Student Employment Services	3.37	3.96
Disability Services	3.47	4.11
Buildings and Grounds maintenance	3.82	4.08
Student Health Services	3.90	4.04
Library	4.16	4.13
Security	3.68	3.9
Parking	3.51	3.53
Learning Resource Center - West Bank	4.18	4.16
Student Life Center	4.11	4.04
Food Services	3.44	3.91
Distance Education Offerings	4.10	4.17
Technology use in classes	3.93	4.22
Tutoring Services	3.88	4.02

57.1%	75.70%
58.7%	73.80%
60.5%	66.20%
78.0%	74.6%
57.1%	64.90%
82.4%	81.10%
86.0%	71.00%
48.7%	66.00%
48.1%	64.40%
47.4%	69.40%
62.0%	76.20%
61.3%	73.50%
86.4%	78.10%
52.3%	70.50%
55.1%	59.60%
79.5%	76.80%
77.8%	74.10%
52.9%	66.00%
80.6%	81.30%
70.5%	82.40%
70.8%	72.30%

\* Scale is 1 to 5, 5 = Very Satisfied

\*\* Percentage of 28 students who responded Satisfied or Very Satisfied

## Charity School of Nursing Level of Satisfaction

Rated by CSN students only	Average Rating*	
	2007-2008	2008-2009
<b>Total Responded: 298</b>		
Overall satisfaction with your Delgado experience	3.82	3.79
Overall satisfaction with your coursework	3.86	3.85
Overall quality of your instruction at Delgado	3.82	3.82
Overall competency of your instructors at Delgado	3.84	3.84
Availability of courses	3.74	3.56
Convenience of courses	3.83	3.81
The courses I needed were offered	4.00	3.95

% of students who responded positively**	
2007-2008	2008-2009
73.0%	69.10%
75.8%	76.70%
71.4%	72.8%
73.1%	74.80%
66.4%	63.30%
72.3%	71.80%
79.5%	79.40%

### Student Services

Academic Advisement	3.66	3.57
New Student Orientation Program	3.76	3.73
Financial Aid Office	3.32	3.2
Registration	3.56	3.42
Veterans Services	3.85	3.72
Delgado's Web Site	3.98	3.93
Delgado's Bookstore	3.85	3.8
Career and Counseling Center	3.73	3.66
Student Employment Services	3.80	3.66
Disability Services	3.87	3.78
Buildings and grounds maintenance	3.66	3.65
Student Health Services	3.82	3.69
Library	3.84	3.87
Parking	2.87	3.72
Security	3.90	2.72
Food Services	3.70	3.41
Distance Education Offerings	3.83	3.7
Technology use in classes	3.79	3.76
Computer Assisted Learning Lab - Charity	3.93	3.86
Skills Lab - Charity	3.96	3.83

61.6%	60.20%
65.8%	65.00%
52.2%	48.40%
59.7%	56.00%
65.0%	59.10%
78.2%	77.70%
73.3%	70.80%
62.7%	60.70%
64.2%	60.90%
68.2%	63.50%
61.6%	60.40%
67.1%	61.30%
73.0%	73.80%
71.8%	68.90%
39.3%	38.10%
62.5%	53.10%
67.4%	62.40%
65.6%	69.20%
75.2%	74.90%
77.7%	73.00%

\* Scale is 1 to 5, 5 = Very Satisfied

\*\* Percentage of 107 students who responded Satisfied or Very Satisfied

## Employment Status Prior to Graduation

All Campuses *Based on Reported Job Titles	Employed in a Related Field	Employed in an Unrelated Field	*Not Employed	Unknown if in a Related Field	Total
Accounting	11	11	4	2	28
Admin Office Technology	3	0	2	0	5
American Sign Language	12	8	6	1	27
American Sign Language - Interpreting	2	2	1	0	5
Business Administration	18	13	4	0	35
Care & Development of Young Children	13	7	9	1	30
CET - Architectural Tech	1	0	2	0	3
CET - Civil Tech.	4	0	0	0	4
CET - Construction Mgt	5	0	1	0	6
Computer Aided Drafting & Design	3	4	2	0	9
Computer Info Technology	2	6	3	0	11
Computer Networking Tech	3	6	0	1	10
Computer Repair	0	0	0	1	1
Construction Management	0	0	1	0	1
Criminal Justice	9	5	3	1	18
Culinary Arts	10	0	1	0	11
Diagnostic Medical Sonography	0	0	7	0	7
Dietetic Technician	1	2	1	0	4
Elect Electronics Engr Tech	4	2	3	0	9
Electrical Construction	0	1	1	0	2
Emergency Med Tech	6	0	0	1	7
EMT - Paramedic	15	0	1	1	17
EST - Biomedical Equip Repair	3	1	0	0	4
EST - Computer Repair	1	1	1	0	3
EST-Electronics Repair	0	0	0	0	0
Fine Arts	1	1	1	0	3
Fire Protection Technology	8	0	0	1	9
Funeral Service Education	3	5	1	0	9
General Studies/Science	11	21	12	3	47
Health Information Technology	3	0	1	0	4
Horticulture Technology	4	0	0	1	5
Hospitality	1	0	1	1	3
Interior Design	3	5	1	0	9
Legal Secretary	0	1	0	1	2
Management	8	4	2	1	15
Massage Therapy	2	2	3	0	7
Medical Coding	0	1	0	0	1
Medical Lab Technician	0	2	4	0	6
Motor Vehicle Technology	9	1	0	0	10
Music	1	2	2	0	5
Nuclear Medicine Technology	0	0	0	0	0
Nursing	124	30	99	10	263

Note: This is pre-graduation employment

## Employment Status Prior to Graduation(cont.)

All Campuses	Employed in a Related Field	Employed in an Unrelated Field	*Not Employed	Unknown if in a Related Field	Total
<b>*Based on Reported Job Titles</b>					
Occupational Therapy Assistant	1	0	9	1	11
Ophthalmic Medical Assistant	1	4	2	0	7
Pastry Arts	0	1	0	0	1
Performance & Media Art	3	8	2	2	15
Pharmacy Technician	6	3	3	1	13
Physical Therapist Assisting	0	0	0	0	0
Practical Nursing	0	0	0	0	0
Radiological Technology	20	0	2	1	23
Radiation Therapy -Certificate	0	0	0	0	0
Respiratory Care Technology	5	1	5	0	11
Safety & Health Tech	0	1	1	1	3
Surgical Technology	7	4	5	0	16
Teaching	0	0	1	0	1
Visual Communications	0	0	0	0	0
Veterinary Technology	11	0	2	0	13
Website Developer	0	0	0	0	0
No Response**	0	0	0	0	0
<b>Total</b>	<b>358</b>	<b>166</b>	<b>212</b>	<b>33</b>	<b>769</b>

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

## 2007-2008 Graduate Intent & Satisfaction Comments

Attending Delgado was a great experience.

Delgado rocks!

We need more student parking spots.

They sell a lot more decals than they do have parking spots.

Website needs a "search" entry place for easier viewing of its contents.

They need some sort of security outside because I was assaulted by a homeless person. I was scared to go to school.

It seems logical to me that the majority of classes are held in building 1. Why is there no computer lab without restrictions. The 1st floor computer lab is often restricts printing and use to hold those services for certain students. That's ridiculous. Hold those special days in building 10 because the majority shouldn't have to walk out there.

Need parking for Charity School of Nursing.

Need improvement in convenience of courses and food services in the student life center. They should extend its hours of services for evening students.

Improve interior design studio and lab. Lab should be larger and the studio needs renovating.

I think that Delgado Community College should be more considerate of every student in regards to scheduled courses. Financial aid should be much more considerate of those paying out of pocket when funds are awarded and not give all to those receiving pell grants.