

Delgado

COMMUNITY COLLEGE

Graduate Satisfaction Survey

Fall 2007 and Spring 2008



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Methodology

Graduates are surveyed at the time they apply for graduation. The Academic year 2007-2008 is the second Graduate Satisfaction survey following Hurricane Katrina.

Summary of Graduate Satisfaction Results

- ✓ 696 (69%) out of 1,007 graduates filled out the survey.
- ✓ 50.8% were Caucasian and 32.2% African American.
- ✓ 77.7% were satisfied with their overall Delgado experience.
- ✓ 83.5% were satisfied with their overall coursework.
- ✓ Delgado's Website and the Student Open Computer Labs were the highest rated services.
- ✓ 75.4% plan to continue their education after graduation.
- ✓ 63.4% of respondents are already employed.

Graduate Intent

	Number	Percent
Respondents - Graduate Intent	696	69.1%
Respondents - Graduate Satisfaction	853	84.7%
Total Graduates	1,007	

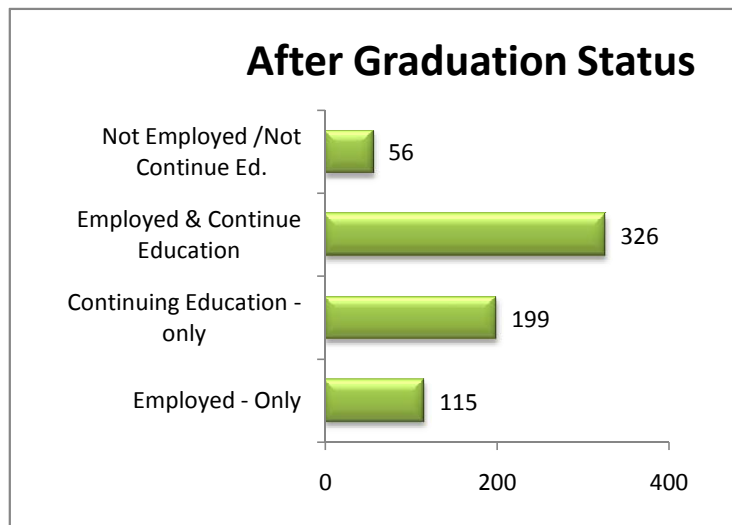
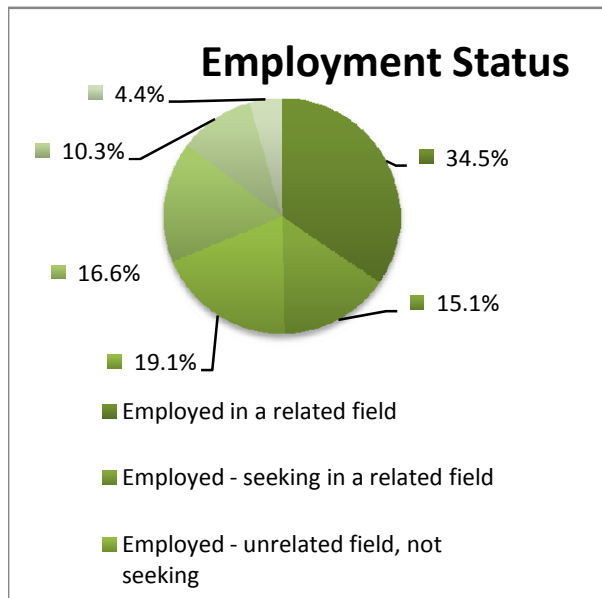


After Graduation do you plan to:	Yes	%	No	%	No Response	%
Continue your Education?	525	75.4%	166	23.9%	5	0.7%
If so, do you plan to continue in your current field of study or a related field?	466	88.8%	53	31.9%	6	120.0%

At what institution did you continue your education?	
Delgado Community College	58
Dillard University	3
Loyola University	44
LSU	61
Nicholls State	16
Our Lady of Holy Cross College	10
SUNO	27
UNO	75
Xavier	5
Other	145
No Response	252
Total	696

Employment Status		
Employed	441	63.4%
Employed in a related field	281	63.7%
Seeking employment in related field	123	27.9%
Not Employed	219	31.5%
Seeking employment in a related field	135	61.6%
Not seeking employment at this time	84	38.4%
No Response	36	5.2%

If not employed in your field or not planning to seek employment in your field; why?		
Continuing education	18	21.7%
Not enough jobs in your fields	2	2.4%
Salaries not adequate	4	4.8%
Prefer to work in another field	10	12.0%
Need more skills	3	3.6%
No Response	46	55.4%

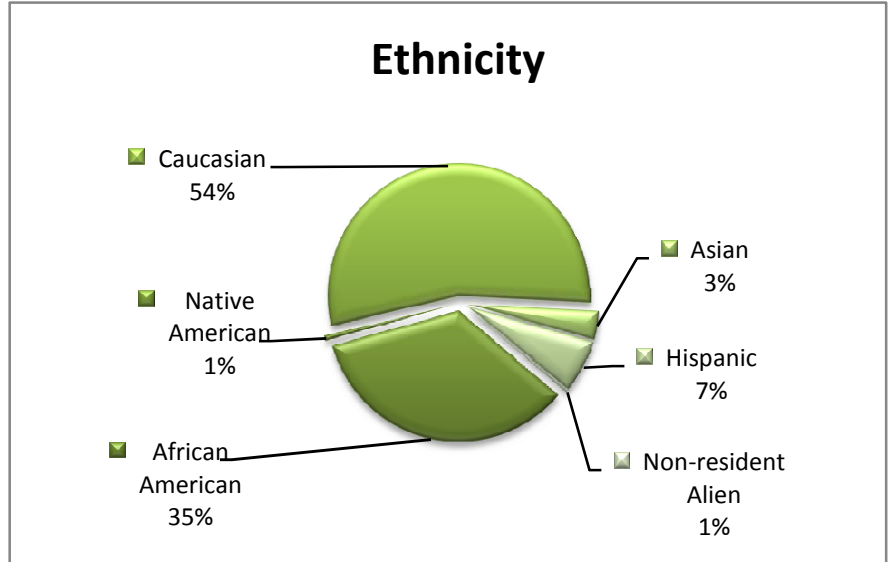


*All graduates continuing education regardless of employment status.

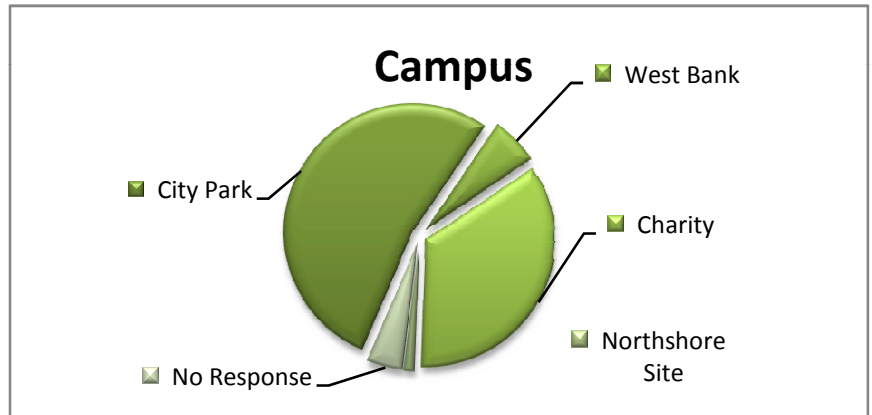
Have you obtained advanced skills as a result of your studies which will help you advance in your career?		
Yes	545	77.1%
No	115	16.4%
No response	36	6.5%

Graduate Satisfaction Demographics

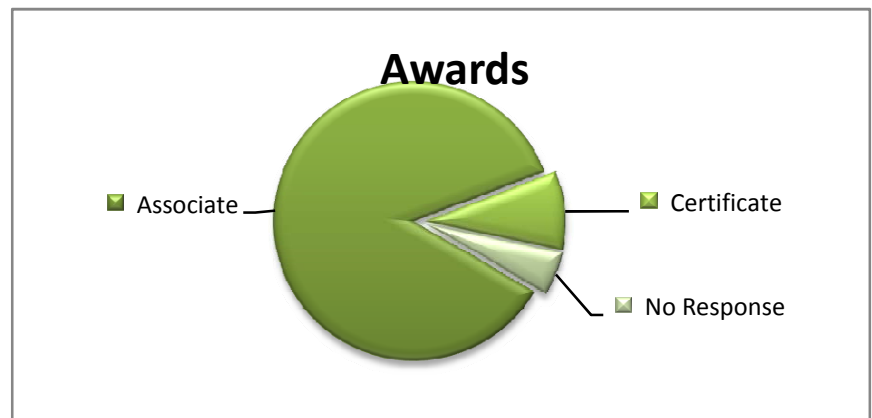
Ethnicity		
African American	275	32.2%
Native American	5	0.6%
Caucasian	433	50.8%
Asian	28	3.3%
Hispanic	52	6.1%
Non-resident Alien	2	0.2%
No Response	58	6.8%
Total	853	100.0%



Campus		
City Park	454	53.2%
West Bank	51	6.0%
Charity	298	34.9%
Northshore Site	11	1.3%
Other	0	0.0%
No Response	39	4.6%
Total	853	100.0%



Gender		
Female	643	75.4%
Male	201	23.6%
No Response	9	1.1%
Total	853	100.0%



College Wide Level of Satisfaction

College Wide Level of Satisfaction:	Average Rating*		% of students who responded positively**	
	2006-2007	2007-2008	2006-2007	2007-2008
Overall satisfaction with your Delgado experience	4.12	4.00	83.8%	77.7%
Overall satisfaction with your coursework	4.32	4.12	92.6%	83.5%
Overall quality of your instruction at Delgado	4.21	4.05	86.3%	79.4%
Overall competency of your instructors at Delgado	4.25	4.07	86.4%	80.0%
Availability of classes (# of sections were offered)	4.03	3.91	78.5%	72.3%
Convenience of courses (Day & Time)	4.09	4.01	80.5%	76.7%
The courses I needed were offered	4.21	4.12	86.3%	80.8%

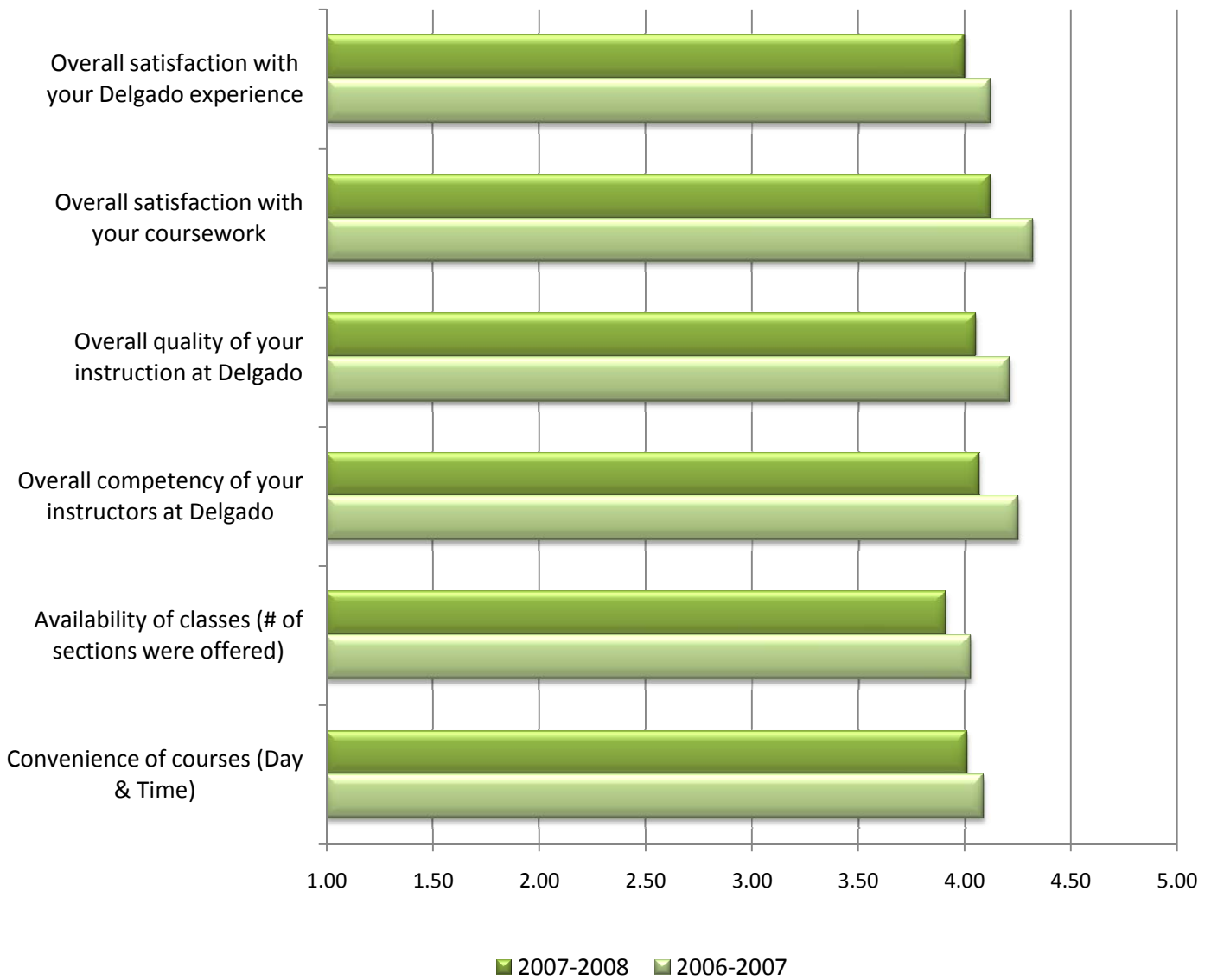
Student Services

Academic Advisement	3.89	3.81	70.5%	67.3%
New Student Orientation Program	3.83	3.88	65.8%	68.4%
Financial Aid Office	3.42	3.49	54.0%	55.0%
Registration	3.81	3.82	69.3%	68.2%
Veterans Services	3.87	3.89	63.1%	65.0%
Delgado's Web Site	4.07	4.11	80.1%	81.6%
Delgado's Bookstore	3.99	3.95	76.5%	75.3%
Career and Counseling Center	3.84	3.84	64.6%	66.1%
Student Employment Services	3.85	3.85	63.4%	65.0%
Disability Services	3.87	3.95	63.3%	69.6%
Buildings and Grounds maintenance	3.82	3.82	66.0%	67.4%
Student Health Services	3.84	3.95	64.1%	70.7%
Library	3.76	3.85	66.1%	71.6%
Student Open Computer Labs	4.05	4.05	77.9%	78.3%
English Grammar Lab - City Park	4.06	3.99	72.8%	72.4%
Writing Center & English Composition Lab - City Park	4.07	4.02	72.9%	74.5%
Math Lab - City Park	4.09	4.03	75.2%	74.5%
Hibernia Enrichment Center - City Park	3.89	3.99	62.8%	70.4%
Reading Lab - City Park	3.91	3.99	63.9%	71.1%
Security	3.75	3.84	64.8%	68.2%
Parking	3.20	3.14	47.4%	46.2%
Skills Lab - Charity	3.88	3.94	66.5%	71.9%
Learning Resource Center - West Bank	3.94	3.95	66.1%	69.3%
Computer Assisted Learning Lab - Charity	3.94	3.95	71.2%	72.1%
Student Life Center	4.02	3.98	77.6%	74.2%
Food Services	3.76	3.85	65.3%	68.9%
Distance Education Offerings	3.89	4.00	64.9%	72.6%
Technology use in classes	3.96	3.93	71.3%	71.6%
Tutoring Services	4.14	3.92	65.5%	70.2%
Northshore Labs	3.78	3.86	59.3%	66.0%

* Scale is 1 to 5, 5 = Very Satisfied

** Percentage of students who responded Satisfied or Very Satisfied

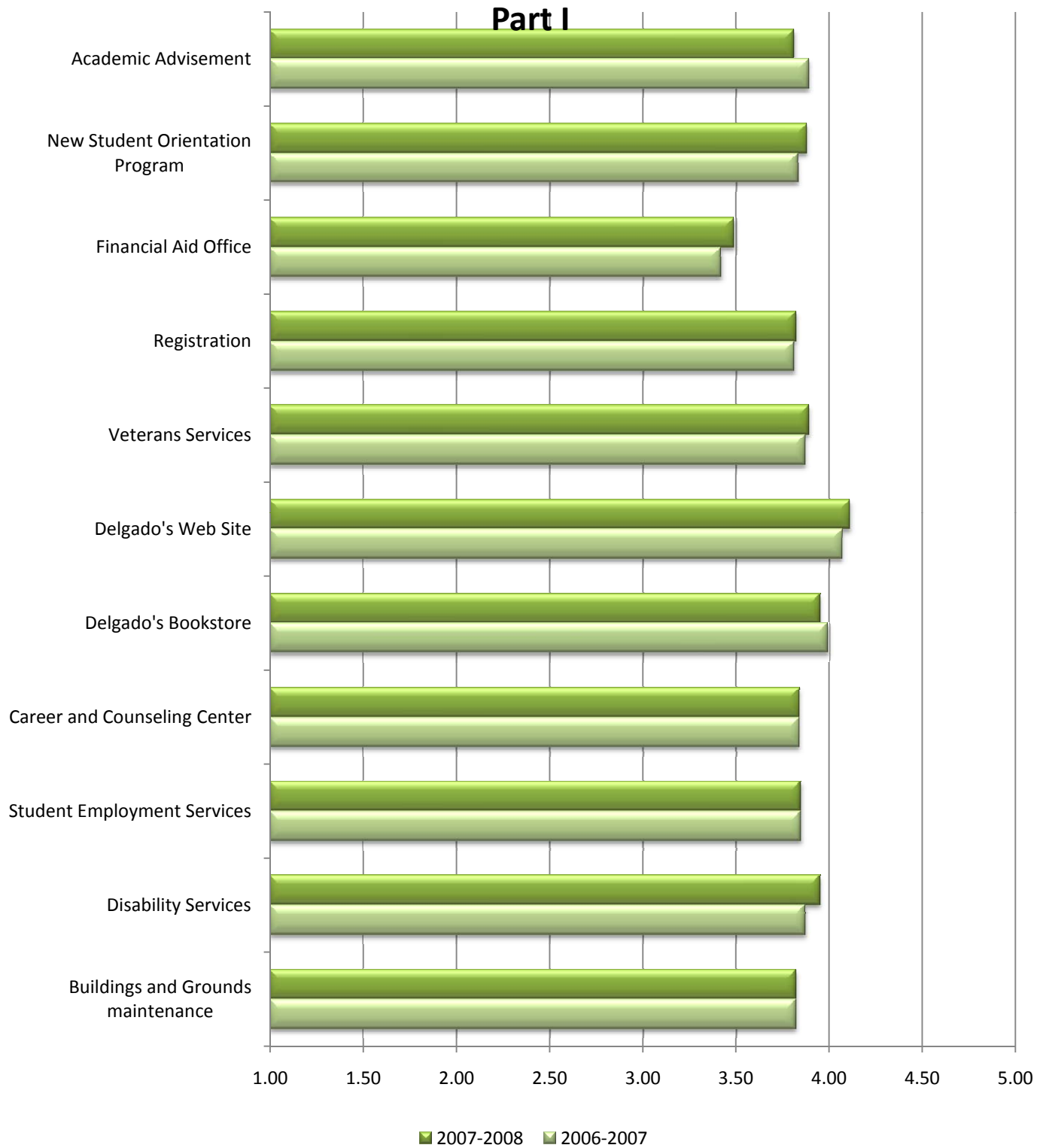
College Wide Level of Satisfaction



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

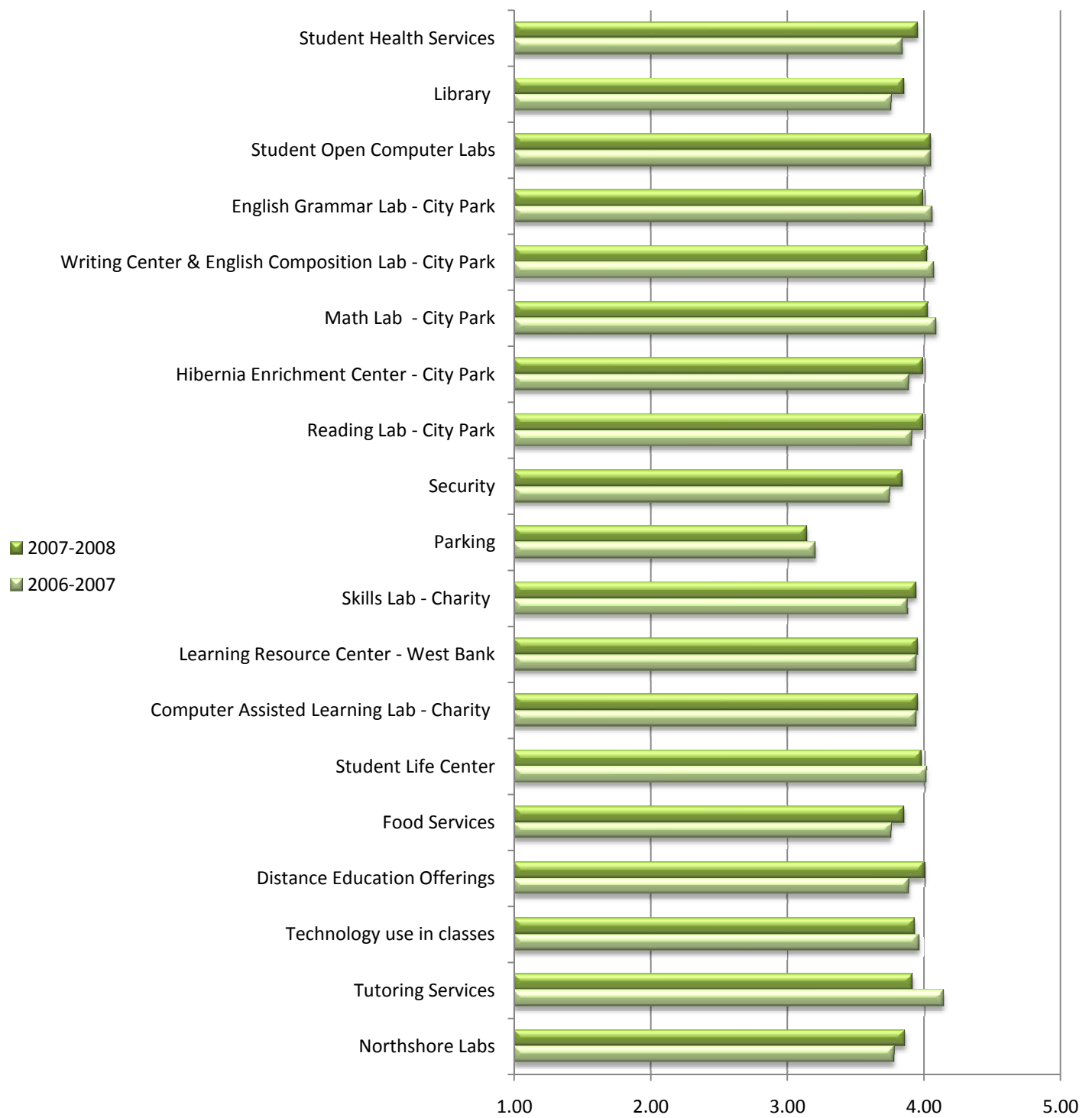
College Wide Level of Satisfaction with Student Services

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

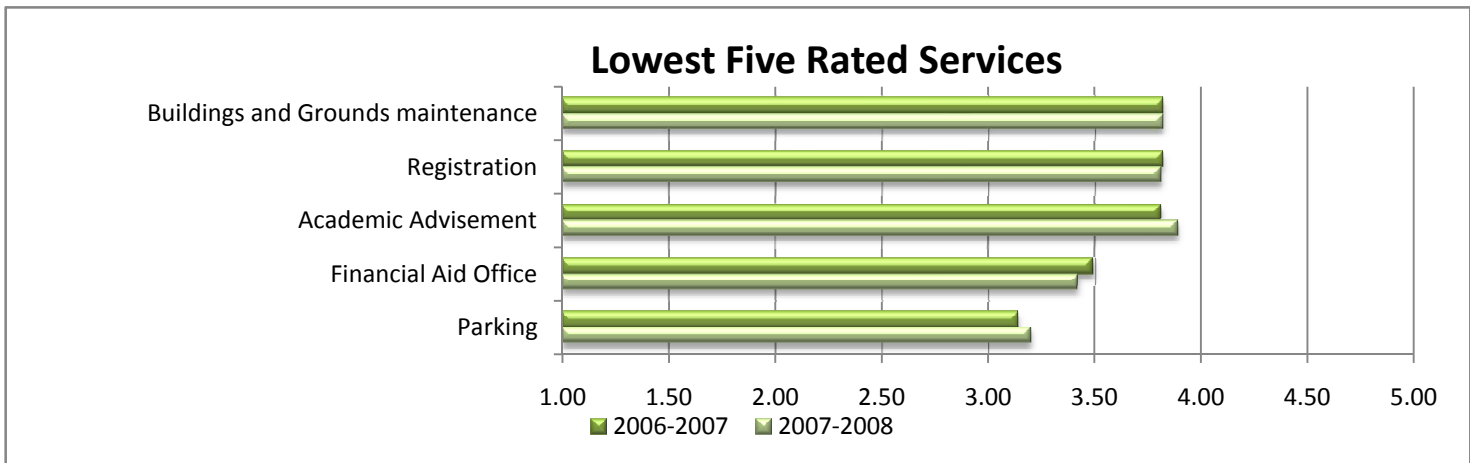
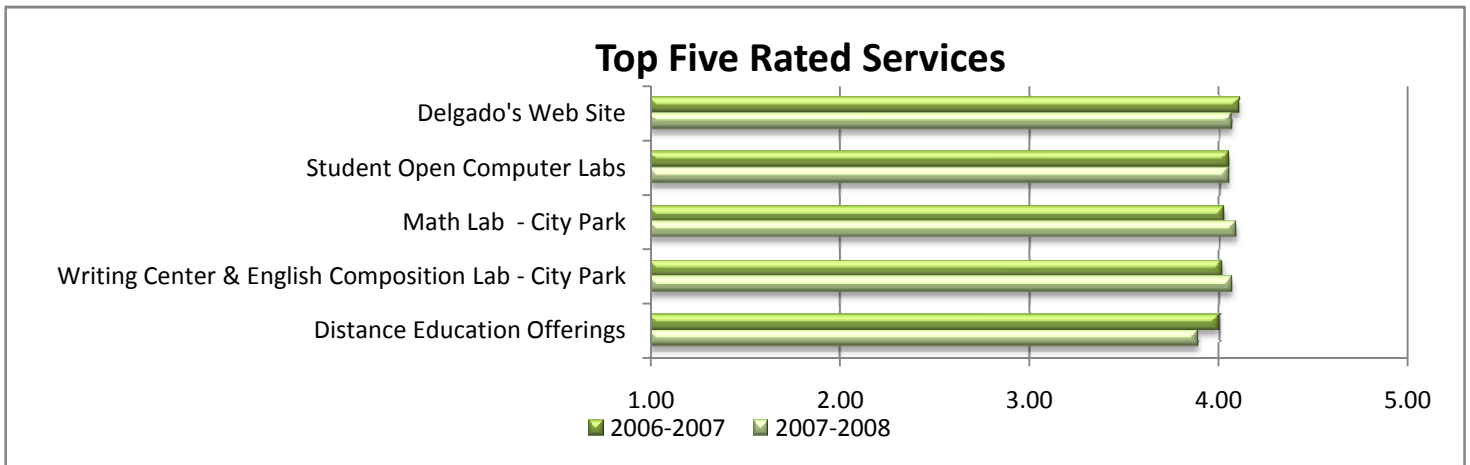
Top Five Rated Services	Average Rating*	
	2006-2007	2007-2008
Delgado's Web Site	4.07	4.11
Student Open Computer Labs	4.05	4.05
Math Lab - City Park	4.09	4.03
Writing Center & English Composition Lab - City Park	4.07	4.02
Distance Education Offerings	3.89	4.00

% of students who responded positively**	
2006-2007	2007-2008
80.1%	81.6%
77.9%	78.3%
75.2%	74.5%
72.9%	74.5%
64.9%	72.6%

Lowest Five Rated Services	Average Rating*	
	2006-2007	2007-2008
Buildings and Grounds maintenance	3.82	3.82
Registration	3.81	3.82
Academic Advisement	3.89	3.81
Financial Aid Office	3.42	3.49
Parking	3.20	3.14

% of students who responded positively**	
2006-2007	2007-2008
66.0%	67.4%
69.3%	68.2%
70.5%	67.3%
54.0%	55.0%
47.4%	46.2%

* 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*	
	2006-2007	2007-2008
Overall satisfaction with your Delgado experience	4.16	4.08
Overall satisfaction with your coursework	4.34	4.24
Overall quality of your instruction at Delgado	4.23	4.16
Overall competency of your instructors at Delgado	4.26	4.19
Availability of classes (# of sections were offered)	4.07	4.01
Convenience of courses (Day & Time)	4.08	4.10
The courses I needed were offered	4.23	4.18

% of students who responded positively**	
2006-2007	2007-2008
83.5%	79.3%
91.5%	86.9%
84.2%	82.8%
84.1%	83.2%
77.7%	76.5%
77.7%	79.0%
84.6%	82.0%

Rated by City Park and Northshore students	Average Rating*	
	2006-2007	2007-2008
Total City Park Responded: 453		
Total Northshore Responded: 11		
Academic Advisement	3.96	3.91
New Student Orientation Program	3.82	3.96
Financial Aid Office	3.40	3.58
Registration	3.85	3.94
Veterans Services	3.86	3.90
Delgado Web Site	4.05	4.17
Delgado Bookstore	3.97	3.99
Career and Counseling Center	3.85	3.92
Student Employment Services	3.80	3.89
Disability Services	3.84	4.03
Buildings and grounds maintenance	3.79	3.89
Student Health Center	3.83	4.02
Library	3.69	3.78
Student Open Computer Lab	4.01	4.07
English Grammar Lab	4.10	4.03
Writing Center & English Composition Lab	4.10	4.06
Math Lab	4.10	4.04
Hibernia Enrichment Center	3.90	4.00
Reading Lab	3.92	3.97
Security	3.66	3.81
Parking	3.21	3.22
Student Life Center	4.04	4.01
Food Services	3.79	3.93
Distance Education Offerings	3.88	4.03
Technology used in classes	3.98	3.98
Tutoring Services	4.25	3.99
Northshore Labs	3.76	3.85

% of students who responded positively**	
2006-2007	2007-2008
71.6%	71.8%
63.2%	71.1%
50.7%	55.9%
69.2%	72.2%
60.4%	63.7%
77.9%	83.2%
72.8%	75.6%
62.3%	69.1%
58.7%	65.6%
60.2%	70.9%
61.3%	70.6%
61.1%	73.3%
60.8%	67.6%
73.8%	77.1%
74.4%	73.1%
74.7%	75.8%
75.3%	75.0%
63.2%	69.2%
64.8%	68.8%
60.5%	67.0%
46.6%	48.1%
78.6%	75.6%
64.8%	71.9%
64.2%	72.8%
71.1%	73.9%
63.5%	72.1%
58.8%	63.2%

* Scale is 1 to 5, 5 = Very Satisfied

** Percentage of 402 students who responded Satisfied or Very Satisfied

West Bank Campus Level of Satisfaction

Rated by Westbank students only	Average Rating*	
	2007-2008	
Total Responded: 51		
Overall satisfaction with your Delgado experience	4.07	4.31
Overall satisfaction with your coursework	4.46	4.41
Overall quality of your instruction at Delgado	4.25	4.31
Overall competency of your instructors at Delgado	4.25	4.35
Availability of classes (# of sections were offered)	3.96	3.86
Convenience of courses (Day & Time)	4.21	4.06
The courses I needed were offered	4.15	4.12

% of students who responded positively**	
2007-2008	
78.6%	90.2%
96.4%	96.1%
85.7%	94.1%
85.7%	94.1%
78.6%	64.7%
85.7%	80.4%
81.5%	74.5%

Student Services

Academic Advisement	4.00	3.67
New Student Orientation Program	4.12	3.78
Financial Aid Office	4.22	3.72
Registration	4.30	4.12
Veterans Services	4.00	3.76
Delgado's Web Site	4.22	4.22
Delgado's Bookstore	4.26	4.16
Career and Counseling Center	3.86	3.62
Student Employment Services	3.93	3.37
Disability Services	3.93	3.47
Buildings and Grounds maintenance	4.00	3.82
Student Health Services	4.00	3.90
Library	4.29	4.16
Security	4.07	3.68
Parking	4.04	3.51
Learning Resource Center - West Bank	4.18	4.18
Student Life Center	3.89	4.11
Food Services	3.83	3.44
Distance Education Offerings	3.87	4.10
Technology use in classes	4.13	3.93
Tutoring Services	3.80	3.88

74.1%	57.1%
76.9%	58.7%
77.8%	60.5%
85.2%	78.0%
58.3%	57.1%
77.8%	82.4%
85.2%	86.0%
63.6%	48.7%
60.0%	48.1%
64.3%	47.4%
76.9%	62.0%
66.7%	61.3%
83.3%	86.4%
70.4%	52.3%
83.3%	55.1%
72.7%	79.5%
61.1%	77.8%
66.7%	52.9%
60.0%	80.6%
75.0%	70.5%
66.7%	70.8%

* 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	
Total Responded: 298		
Overall satisfaction with your Delgado experience	4.03	3.82
Overall satisfaction with your coursework	4.21	3.86
Overall quality of your instruction at Delgado	4.13	3.82
Overall competency of your instructors at Delgado	4.19	3.84
Availability of courses	3.95	3.74
Convenience of courses	4.11	3.83
The courses I needed were offered	4.23	4.00

% of students who responded positively**	
2007-2008	
86.0%	73.0%
95.3%	75.8%
92.5%	71.4%
93.5%	73.1%
82.2%	66.4%
89.7%	72.3%
94.4%	79.5%

Student Services

Academic Advisement	3.69	3.66
New Student Orientation Program	3.81	3.76
Financial Aid Office	3.20	3.32
Registration	3.55	3.56
Veterans Services	3.93	3.85
Delgado's Web Site	4.13	3.98
Delgado's Bookstore	4.05	3.85
Career and Counseling Center	3.85	3.73
Student Employment Services	4.02	3.80
Disability Services	4.02	3.87
Buildings and grounds maintenance	3.96	3.66
Student Health Services	3.91	3.82
Library	3.89	3.84
Parking	2.87	2.87
Security	4.08	3.90
Food Services	3.69	3.70
Distance Education Offerings	3.95	3.83
Technology use in classes	3.90	3.79
Computer Assisted Learning Lab - Charity	4.16	3.93
Skills Lab - Charity	4.07	3.96

69.6%	61.6%
72.5%	65.8%
55.2%	52.2%
65.4%	59.7%
72.4%	65.0%
86.5%	78.2%
88.0%	73.3%
75.6%	62.7%
79.4%	64.2%
75.0%	68.2%
81.1%	61.6%
75.7%	67.1%
79.4%	73.0%
42.5%	71.8%
86.3%	39.3%
70.7%	62.5%
72.1%	67.4%
73.1%	65.6%
89.0%	75.2%
83.7%	77.7%

* 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	12	7	9	3	31
Admin Office Technology	6	1	1	1	9
American Sign Language	14	19	7	8	48
Business Administration	3	2	1	1	7
Care & Development of Young Children	8	4	7	3	22
CET - Architectural Tech	1	1	2	2	6
CET - Civil Tech.	1	0	0	0	1
CET - Construction Mgt	2	0	0	0	2
Computer Aided Drafting & Design	0	0	0	0	0
Computer Info Technology	0	5	1	4	10
Computer Networking Tech	5	0	2	2	9
Computer Repair	0	0	0	0	0
Construction Management	0	0	0	0	0
Criminal Justice	9	5	7	3	24
Culinary Arts	3	0	0	1	4
Diagnostic Medical Sonography	6	1	3	1	11
Dietetic Technician	0	3	1	0	4
Educational Interpreting	0	5	2	0	7
Elect Electronics Engr Tech	3	2	0	0	5
Electrical Construction	5	1	2	1	9
Emergency Med Tech	1	0	0	0	1
EST - Biomedical Equip Repair	1	3	2	3	9
EST-Electronics Repair	0	0	0	0	0
Fine Arts	0	2	1	1	4
Fire Protection Technology	7	0	1	4	12
Funeral Service Education	2	3	0	4	9
General Studies/Science	0	2	4	2	8
Health Information Technology	4	1	1	1	7
Horticulture Technology	2	1	0	0	3
Hospitality	2	1	0	2	5
Interior Design	4	1	4	2	11
Legal Secretary	0	0	1	1	2
Management	4	5	1	0	10
Massage Therapy	0	1	0	4	5
Medical Coding	0	0	2	1	3
Medical Lab Technician	0	0	2	0	2
Motor Vehicle Technology	15	0	2	4	21
Music	0	1	1	0	2
Nuclear Medicine Technology	0	0	0	0	0
Nursing	53	10	126	41	230

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

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
*Based on Reported Job Titles					
Occupational Therapy Assistant	0	0	0	1	1
Ophthalmic Medical Assistant	1	1	2	2	6
Performance & Media Art	1	6	2	1	10
Pharmacy Technician	2	1	3	1	7
Physical Therapist Assisting	1	0	0	0	1
Practical Nursing	1	0	0	0	1
Radiological Technology	26	0	0	0	26
Radiation Therapy -Certificate	0	0	0	0	0
Respiratory Care Technology	5	0	3	2	10
Safety & Health Tech	0	0	0	1	1
Surgical Technology	3	0	4	1	8
Visual Communications	1	6	0	1	8
Veterinary Technology	6	0	1	0	7
Website Developer	2	0	0	0	2
No Response**	0	0	0	55	55
Total	222	101	208	165	696

* 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. The women who is usually in there is very cold and unfriendly.

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 those receiving pell grants.