



Delgado Community College

Department of Institutional Research

Graduate Intent and Satisfaction – Spring 2019

Posted on: May 1, 2019

Purpose:

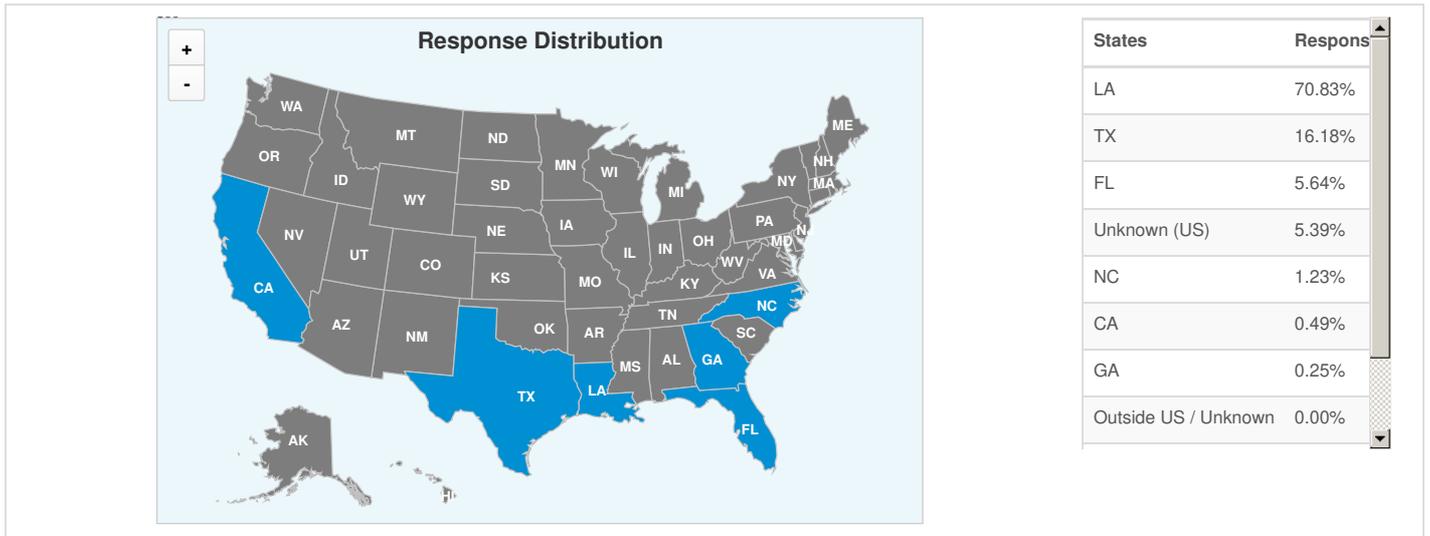
1. To gauge the satisfaction of graduate prospects with their experience at Delgado Community College.
2. To investigate the projected path DCC graduates take in terms of continuing education and/or career prospects in their field of study.

Content:

- MOST OF THE AGGREGATE DATA received and summarized from the Graduate Intent and Satisfaction Survey.
- The following data were collected but not included in the report for student privacy:
 - Up-to-Date Student Contact Information, Self-Reported, Required
 - Current Employment Information, Self-Reported, Optional
- APPENDED AT THE END of the aggregate data are:
 - Text Responses, cleaned of empty fields for:
 - Question about Work-Study Department
 - Comments/Suggestions about Delgado Community College
 - Comments/Suggestions about survey Proper
 - Manually Aggregated data for Self-Reported Number of Semesters at Delgado Community College, located under questions of Financial Aid

The survey was sent out, collected, and mainly analyzed using the survey QuestionPro. The survey was active April 2 to April 19, 2019. Out of the 711 target audience, 427 started the survey and a total of 408 surveys were completed. This provides a successful response rate of 57.4% and a completion rate of 95.6%. Most questions were optional or not applicable to all students. As such, each question may not have a full count of 408 responses.

Graduate Intent and Satisfaction Spring 2019



Gender:

Answer	Count	Percent	20%	40%	60%	80%	100%
Male	83	20.39%	<div style="width: 20.39%;"></div>				
Female	324	79.61%	<div style="width: 79.61%;"></div>				
Total	407	100 %					

Ethnicity:

Answer	Count	Percent	20%	40%	60%	80%	100%
Hispanic	27	7.18%	<div style="width: 7.18%;"></div>				
Non-Hispanic	349	92.82%	<div style="width: 92.82%;"></div>				
Total	376	100 %					

Race:

Answer	Count	Percent	20%	40%	60%	80%	100%
Asian	14	3.48%	<div style="width: 3.48%;"></div>				
Native American/Alaskan Native	4	1%	<div style="width: 1%;"></div>				
African American	192	47.76%	<div style="width: 47.76%;"></div>				
Hispanic	14	3.48%	<div style="width: 3.48%;"></div>				
Caucasian/White	158	39.3%	<div style="width: 39.3%;"></div>				
Other/Prefer Not to Disclose	20	4.98%	<div style="width: 4.98%;"></div>				
Total	402	100 %					

Your Primary Campus/Site:

Answer	Count	Percent	20%	40%	60%	80%	100%
City Park Campus	202	49.51%	<div style="width: 49.51%;"></div>				
Jefferson Site	41	10.05%	<div style="width: 10.05%;"></div>				
West Bank Campus	42	10.29%	<div style="width: 10.29%;"></div>				
Sidney Collier Site	43	10.54%	<div style="width: 10.54%;"></div>				
Charity School of Nursing	66	16.18%	<div style="width: 16.18%;"></div>				
Online Only/Distance Learning	14	3.43%	<div style="width: 3.43%;"></div>				

Total	408	100 %
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Division:

Answer	Count	Percent	20%	40%	60%	80%	100%
Allied Health	75	18.66%					
Arts & Humanities	94	23.38%					
Business & Technology	84	20.9%					
Communication	10	2.49%					
Nursing	83	20.65%					
Math & Science	14	3.48%					
Technical	42	10.45%					
Total	402	100 %					

DEGREE:

Answer	Count	Percent	20%	40%	60%	80%	100%
Accounting	11	11.34%					
American Sign Language Interpreting	13	13.4%					
Architectural/Design Construction Technology	4	4.12%					
Business Administration	15	15.46%					
Business and Management concentration in General Business	8	8.25%					
Business and Management concentration in Human Resources Management/Leadership	5	5.15%					
Business and Management concentration in Entrepreneurship/Small Business Management	9	9.28%					
Business and Management concentration in Marketing	1	1.03%					
Business and Management concentration in Music Business	1	1.03%					
Business and Management concentration in Retail Management	1	1.03%					
Care and Development of Young Children	14	14.43%					
Civil and Construction Applied Engineering Technology concentration in Civil Construction	3	3.09%					
Computer Aided Design and Drafting	2	2.06%					
Computer Information Technology concentration in Programmer/Analyst	2	2.06%					
Computer Information Technology concentration in Web Design	2	2.06%					
Computer Information Technology concentration in Information Security/Assurance	6	6.19%					
Total	97	100 %					

CERTIFICATE:

Answer	Count	Percent	20%	40%	60%	80%	100%
(Air Conditioning) Certified HVAC Technician	2	2.94%					
Accounting Technology: Account Clerk	7	10.29%					

Carpentry	2	2.94%	■
Computer Aided Design and Drafting	3	4.41%	■
Computer Network Technician	4	5.88%	■
Culinary Management	2	2.94%	■
Electrician: Commercial	4	5.88%	■
Electrician: Residential	7	10.29%	■
Emergency Medical Technician-Paramedic	1	1.47%	■
Entrepreneurship	3	4.41%	■
Fire Science Technology	1	1.47%	■
Funeral Service	3	4.41%	■
General Studies	27	39.71%	■
Industrial Maintenance Technology	1	1.47%	■
Logistics Technology	1	1.47%	■
Total	68	100 %	

TECHNICAL DIPLOMA:						
Answer	Count	Percent	20%	40%	60%	80% 100%
(Air Conditioning) Master HVAC/R Technician	8	12.7%	■			
Cosmetology	7	11.11%	■			
Nursing – Practical Nursing	28	44.44%	■	■	■	
Other	20	31.75%	■	■	■	
Total	63	100 %				

GRAD-FEST: Level of Satisfaction with Educational Services						
Question	Count	Score	Very Dissatisfied	Dissatisfied	Neutral	Satisfied Very Satisfied Not Applicable
The content of my coursework was relevant and useful.	401	4.34	■	■	■	■
I feel my program prepared me to work in my field.	391	4.3	■	■	■	■
I had access to technology needed to complete my classes.	397	4.37	■	■	■	■
Courses matched my scheduling needs.	390	4.3	■	■	■	■
My instructors at Delgado were of high quality.	392	4.31	■	■	■	■
I am satisfied with my overall Delgado experience.	389	4.25	■	■	■	■
Average		4.31				

GRAD-FEST: Level of Satisfaction with Student Services						
Question	Count	Score	Very Dissatisfied	Dissatisfied	Neutral	Satisfied Very Satisfied Applicable/Did Not Use
Financial Aid Office	400	3.96	■	■	■	■
Academic Advising	398	4.06	■	■	■	■
Admissions Office	397	4.1	■	■	■	■
Registrar's Office	398	4.14	■	■	■	■
Answer Center	396	4.02	■	■	■	■
Disability Services	397	3.98	■	■	■	■

Veteran's Services	396	4.03	
Trio Student Support Services Program	396	3.96	
Single Stop USA	395	3.99	
Career Services	393	3.98	
Tutoring Services	396	4.04	
Student Organizations/Extracurricular Activities	396	4.1	
Student Government	393	4.01	
Average		4.03	

GRAD-FEST: Level of Satisfaction with Collegewide Amenities

Question	Count	Score	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable/Did Not Use
Food Services	395	3.67						
Delgado Website	395	4.17						
LOLA	398	4.24						
Delgado E-mail	398	4.06						
Canvas	396	4.3						
Security	396	4.13						
Parking	396	3.7						
Grounds Maintenance (Pond, Lawn, etc.)	394	4.06						
Building Maintenance (A/C, Classroom, Restroom, etc)	393	3.72						
Library	395	4.14						
Student Open Computer Labs	393	4.16						
Average		4.03						

GRAD-FEST: Level of Satisfaction with Campus-Specific Amenities (City Park)

Question	Count	Score	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable/Did Not Use
Student Life Center	196	4.14						
Delgado Book Store	196	4.09						
Gym/Fitness Center	197	4.03						
Timothy K. Baker Theater	197	4.14						
Joey Georgusis Center for Children	195	4.01						
The Irma Thomas Center for W.I.S.E. Women	197	4.13						
Reading Lab	197	4.15						
Writing Center	196	4.25						
American Sign Language Skills Lab	198	4.18						
ESL Listening/Speaking Classroom	196	4.02						
Mathematics Learning Center	196	4.11						
Hibernia Enrichment Center	195	4.09						
Science Resource Center	197	4.15						
Average		4.11						

GRAD-FEST: Level of Satisfaction with Campus-Specific Amenities (West Bank)									
Question	Count	Score	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable/ Did Not Use	
Student Life Center	42	4.29							
The Irma Thomas Center for W.I.S.E. Women	42	4.23							
Learning Resources Center	42	4.35							
Math Tutoring Center	42	4.43							
English Learning Resources Center	42	4.5							
Science Resource Center	42	4.28							
Accounting & Economics Tutoring Lab	42	4.26							
Marketing & Retail Management Lab	42	4.15							
Average		4.31							

GRAD-FEST: Level of Satisfaction with Campus-Specific Amenities (Charity)									
Question	Count	Score	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable/ Did Not Use	
Nursing Skills Laboratories	62	4.18							
Dr. J. Terence Kelly Human Patient Simulator Lab	61	4.19							
Average		4.18							

GRAD-FEST: Level of Satisfaction with Site-Specific Amenities (Sidney Collier)									
Question	Count	Score	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable/ Did Not Use	
Tutoring Center	41	3.93							
Pearson Vue Testing Center	40	4.03							
Average		3.98							

During your time at Delgado Community College, did you use any/all of the following means of financial aid?								
Question	Count	Score	Yes	No				
TOPS	373	1.84						
Pell Grant	396	1.3						
Delgado Scholarships	371	1.91						
Student Loans	398	1.26						
Other Educational Loans	369	1.95						
Work-Study Program	369	1.93						
Average		1.69						

On a scale from 1 to 5, 1 being lowest and 5 being highest, how would you rate your experience working in your department of hire for the work-study program?								
Answer	Count	Percent	20%	40%	60%	80%	100%	
2	1	7.69%						
4	2	15.38%						
5 - Highest	10	76.92%						

Total	13	100 %
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Are you currently employed?

Answer	Count	Percent	20%	40%	60%	80%	100%
Yes, Part-Time	128	31.37%					
Yes, Full-Time	151	37.01%					
No	129	31.62%					
Total	408	100 %					

Is your current job related to your field of study?

Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	125	44.8%					
No	154	55.2%					
Total	279	100 %					

Do you plan to continue working in your field of study?

Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	124	99.2%					
No	1	0.8%					
Total	125	100 %					

Why aren't you seeking employment in your current field of study?

Answer	Count	Percent	20%	40%	60%	80%	100%
I'm concentrating on school	79	53.74%					
There aren't enough jobs in my field	4	2.72%					
The salary isn't adequate	7	4.76%					
I'd prefer to work in another field	9	6.12%					
I lack a necessary certification	15	10.2%					
I lack necessary skills	5	3.4%					
Other	28	19.05%					
Total	147	100 %					

Are you planning to continue your education?

Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	319	78.19%					
No	89	21.81%					
Total	408	100 %					

Where are you planning to continue your education?

Answer	Count	Percent	20%	40%	60%	80%	100%
Delgado	110	25.76%					
Loyola	8	1.87%					
Tulane	10	2.34%					
Dillard	10	2.34%					
Nicholls	7	1.64%					

UNO	56	13.11%	
Holy Cross	10	2.34%	
Southeastern	10	2.34%	
ULL	28	6.56%	
LSU	38	8.9%	
SUNO	29	6.79%	
Xavier	2	0.47%	
Undecided	73	17.1%	
Other	36	8.43%	
Total	427	100 %	

Degree Goal:

Answer	Count	Percent	20%	40%	60%	80%	100%
Associate	73	20.05%					
BA	110	30.22%					
BS	105	28.85%					
MA	17	4.67%					
MS	27	7.42%					
MBA	12	3.3%					
M.Ed.	4	1.1%					
Ed.D.	2	0.55%					
JD	1	0.27%					
PhD	13	3.57%					
Total	364	100 %					

When do you anticipate starting your continuing education?

Answer	Count	Percent	20%	40%	60%	80%	100%
Summer 2019	39	12.79%					
Fall 2019	129	42.3%					
Spring 2020	48	15.74%					
Summer 2020	4	1.31%					
Fall 2020	42	13.77%					
Spring 2021	4	1.31%					
Fall 2021	17	5.57%					
Spring 2022	7	2.3%					
Other	15	4.92%					
Total	305	100 %					

Non Aggregate Data for Graduate Intent and Satisfaction Survey, Spring 2019

1. The question below was originally located in the Financial Aid section of questions.

Which department did you work for, under the work-study program?
Student Worker
student computer lab
Music and Art
Financial Aid
Communications
BUSINESS TECHNOLOGY
business
Answer Center
answer center
Advisor
Adult Education Program & Childcare
Admissions

Total responses: 12

2. Comments/suggestions are copied verbatim. Empty responses were omitted for brevity.

Please submit any comments/suggestions about Delgado Community College you would like to make inside the box provided below:
wonderful experience
Unorganized
To have instructors who are willing to help the students instead of telling them to drop the classes.
There should have more atms around the campus.
The online learning is great!
The lighting outside was very dark when attending night classes. I felt unsafe while walking to my car.
The lack of parking at charity, horrible bathrooms, climate control, including the broken ac.
The architecture program was way better before Professor Mirizai left. With Alvarado I didn't learn anything what so ever, for someone that has very high expectations and never shows up to class. And expects students to already know stuff. I mean this is why we come to school to learn if I already knew the stuff I wouldn't have come here. They need a better instructor someone that will lead our students to success.
Thanks for the guidance and patience.
Thank you!
Students need more parking. The teachers lots are always empty and the students lots are always packed.
Sara Stickland and Chris Leblanc are not ideal teachers and I feel like I wasted time and money when I was enrolled in their classes.
provide a cafe for charity students and update the building

Professor Jack Hazard caused a lot of confusion on for me to graduate and very rude. I did end up walking due to an issue from him. I have to walk this May instead of 2018. Very disappointed.
please expand student parking spots.
PLEASE CONSIDER BUILDING A PARKING GARAGE,
Overall, I enjoyed my time at Delgado. I only ran across 2 maintenance workers and 2 instructors who were rude, not helpful, not positive, motivational or anything, since I've been en rolled. At an event for the school, one volunteer was rude but it is okay. Using your resources to succeed should be a great way to get to the next level but some people don't like to help others and have no patience with other humans.
Overall I had a great experience at Delgado Community College. I didn't get accomplished here that I wanted but that was my fault. I didn't and still don't have it all figured out but, I know I'm on the right path.
They need more yellow lines for student parking its not fair you get the parking decal and still you're not promised a spot.
Overall great experiece at the college
Open up the basketball gym
None
none
Non.
no comments other than continue with education
No comment
no
New Food choices for Lunch, like Chick Fil a or something similar. Also we need longer library hours, especially for Finals!
Na
N/a
My overall journey at DCC was okay. I was blessed with good professors that I will always remember! Delgado School system needs help! So many mistakes and so many students had to suffer because of the mistakes that was made by the school and not by the students. Last semester in the fall of 2018, Was my worst semester at Delgado. Overall, it had its ups and downs. No school is not perfect.
My only suggestion would be for coding students that the instructor be more involved in the class instead of just posting you tube videos to teach the course.

MY EXPERIENCE HAS BEEN AN AWESOME ONE
Just happy to be at the finish line
it was good
It was a great experience.
it was a great experience.
It was a great experience and I feel very prepared to excel in LSU's Dental Hygiene program. I'll miss the people I've met and the memories I've made at Delgado.
It was a great experience
It has been a pleasure taking part in Delgado's' education Program
Instructors need more help with Canvas.
Instructors cancelled class at last minute, and some instructors were not helpful at all.
I'm happy i enrolled at Delgado
I'd have to sit down and write a few, but overall I was happy with my experience. One, fix your AC! Clean those vents more often! Two, don't be afraid to challenge us more! Too easy majority of the time!
I would like to see security more visible on the campus in the evenings.
i was supposed to graduate LAST semester but ms Foy lost my degree plan so i had to wait until this semester. very dissatisfied.
I truly enjoyed my time at Delgado Community College as well as Charity School of Nursing.
I think the electrician program would be more beneficial if the students were required to do an internship. This would enable the student to get on the job training. Otherwise how can you possibly get a job without any experience that can be added to your resume.
I really enjoyed my time studying and meeting new people at Delgado Community College.
I previously attended Delgado about 9-10 years ago, and have seen a tremendous change. It has been a very wonderful experience! Everyone has been so accommodating and helpful!
I have worked and attended Delgado and have been completely satisfied with everything
I had an wonderful experience both on campus and online. I just had one issue with an online class where I thought an instructor was working against the online students rather than with them. Other than that, I had a wonderful experience at Delgado and will greatly recommend others to attend.
I felt like we could reorganize the class load for funeral services. Law should be taken for funeral directing since they are affected the most.
I feel so proud of being one the student of this prestigious educational institution. It is highly recommended by me where ever i will go to let others know education it's really work in here.
I enjoyed the time at Delgado and the many people who played a major part in my life, while I attend all 9 years that i were there. I just would like to say this one thing. It's not about how you fall, but it's about getting up.
I appreciated the education I have received at Delgado Community College.
i am so happy that I will be graduating from Delgado Community College with honors. This college has made an difference in my life, thank you!
I am Pleased that I am completing the PN program.
I am a casualty of the Spring 2017 budget cuts (former Dietetic Technician Major) I have experienced the absolute worst this school has to offer—one in which every single level of this institution failed me. The administration even went so far as to deny us right to a 'Teach-out' so as to not waste any more of their precious money. Additionally, the insensitivity to the timing of this decision (during Finals Week) directly lead to my only sub-3.0 at the institution. The wake of my program's termination left me mentally, emotionally, academically, and

financially devastated. Absolutely no support. With that being said, I think you may right to assume that I am understandably dissatisfied with my experience here at Delgado Community College. I'd like the say more but I'm limited by this text box.
GREAT SCHOOL!
Great school
Good teachers in my field, they helped me along the way
During my time at Delgado, I've had some wonderful instructors. If I had any questions they would take time out of their busy schedule to meet with me or make me realize that I have the potential in me to do better... especially in rewriting a essay.
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During my time at Delgado Community College, I have had some great instructors. If I needed to discuss anything pertaining to classes they was always there to help, even out of their busy schedule.
Delgado should have more online courses
Delgado requiring you to retake credits you've already completed as a transfer student is ridiculous.
Delgado needs to improve on their student services at main campus regarding financial aid.
Delgado needs more parking space and better at police campus
Delgado is an efficient and well taken care of school that has professors that care.
delgado is a wonderful college and i enjoyed everybit of it.
Delgado has been excellent. This is my second degree here.
Delgado has been a great thing. It gave me a chance to have classes in my field of study and it was cheaper than other schools, and the teachers were helpful and kind.
Delgado experience was great.
Comments don't make Delgado any better.
CHARITY SCHOOL OF NURSING NEEDS LONGER LIBRARY HOURS, as well as open on weekends. ALSO NEED MORE THAN VENDING MACHINES TO EATBON CAMPUS. HOT FOOD SHOULD BE SOLD HOT DOGS, NACHOS, fries, simple concessions
Charity campus needs maintenance updates with ac, parking for students and an on site cafeteria or cafe area.
As both a student and employee of Delgado, I was extremely disappointed at the level of services out students receive. The Registrars office staff needs to undergo Customer Service training. Having been in the field of Customer Service for years, it is awful the level of service or lack of service. They should be held accountable to some degree. The instructors should be held accountable for their lack of communication with students. Department Chairs and Deans often side with the instructors to save face. Without students, we would not exist. I can honestly say, I now understand why students feel like a number and dollar.
Any new/old policies that are updated/intermitted into the school should send news bulletins to students upon release. There are a lot of things that were new that I was not aware of and did not receive anything about them until the last minute or if it was to late to do anything about. For example, parking is paid for in your tuition is new and not announced. The deadline for graduation had 2 different dates on the initial archive for this semester.
Add more awareness for the Vet Tech Program. Add a cafeteria staff for the Jefferson Parish campus

Total Comments: 90

3. Comments/suggestions are copied verbatim. Empty responses were omitted for brevity.

Please submit any comments/suggestions about THIS SURVEY ONLY you would like to make inside the box provided below:
wonderful
This survey was not time-consuming and covered important aspects.
This survey is great but asking about which degree or certificate was a little confusing. Maybe next time have a comment that says something like if you add in your degree then you don't need to fill in the certificate box.
this is great
These computers used for the graduation survey need to have a mouse hooked up to them to make this go faster and make filling out this survey easier.
These 6 years taught me a lot.... I had great Instructor's, Professor's, and classmates. Last but not lease, I have an amazing Advisor who helped me throughout my last two semester.
There should be a spot about how to improve instructors.
The survey was easy and straight to the point.
The survey is helpful in what experience each student has had at Delgado Community College.
should not be closed and allow students to finish when convenient
really great so far
Quick and easy
One more step to graduation.
None
none
Non.
no comments or suggestions come to mind
No comment
no
Needs longer comment boxes.
Na
N/a

n/a
Mouse cursor too small
More activities and picnic
Make it mobile.
It would have been nice to have specific questions about Canvas features
it was very useful
It is great
It does not matter that you know my name. But this should not be required for me to graduate from college. The fact that this is a mandatory requirement is just another requirement of the arbitrary nonsense that is Delgado.
I enjoy the survey to express my appreciation and my gratitude to the Delgado Community College's teachers members and supporters. Thanks and blessings to all of you.
Great!
Great Survey. Thanks.
everything was perfect to my concern
easy
Did not take long to do and helped me understand that Delgado cares about each and every student.
amazing

Total comments: 52

4. The question below was originally located in the Financial Aid section of questions.

Number of Semesters Self-Reported		Count
2	11	
3	15	
4	70	
5	48	
6	67	
7	27	
8	48	
9	9	
10	34	
11	5	
12	3	
13	1	
14	6	
16	3	
19	2	
24	3	
60	1	

Number	353
Min	2
Q1	4
Median	6
Q3	8
Max	60
Mean	6.767705
Mode	4