

Delgado

COMMUNITY COLLEGE

Graduate Satisfaction Survey

Fall 2004



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Table of Contents

page no.

Graduate Intent

Graduates Continuing Education	1
Employment Status	1

Graduate Satisfaction

Demographics	2
College Wide Level of Satisfaction	3
College Wide Level of Satisfaction with Student Services	3
Top and Bottom Five Rated Services	7
Comments	11

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

- ✓ 506 out of 809 graduates filled out the survey.
- ✓ 70.4% of the Fall respondents were female.
- ✓ 50.8% were Caucasian and 33% African American.
- ✓ 84.3% were satisfied with their overall Delgado experience.
- ✓ 88.9% were satisfied with their overall coursework.
- ✓ Student Open Computer Labs, The Writing Center & English Composition Lab and Math Lab at City Park were the highest rated services.
- ✓ Parking and The Financial Aid Office were the lowest rated services.
- ✓ Overall, Fall 2004 graduates were less satisfied than those of Fall 2003.

Graduate Intent

	Number	Percent
Respondents -Graduate Intent	481	59.5%
Respondents -Graduate Satisfaction		0.0%
Total Graduates	809	

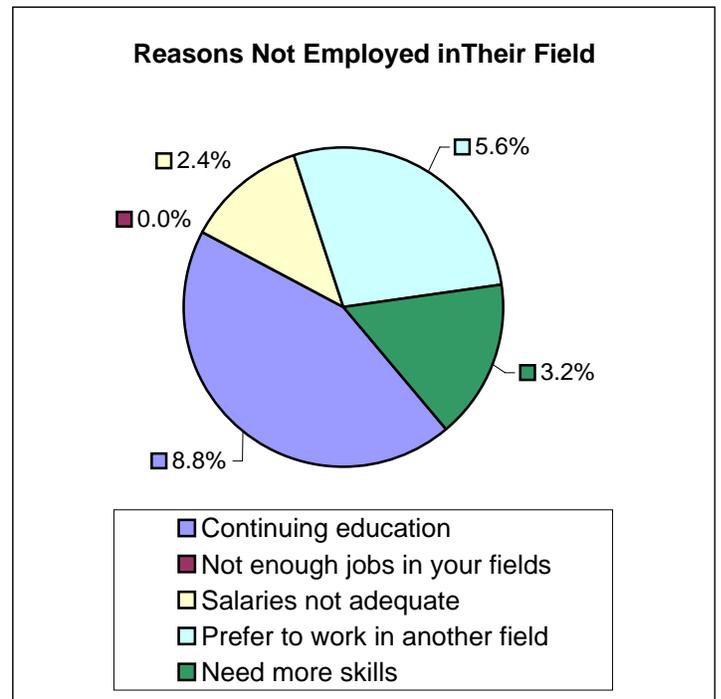
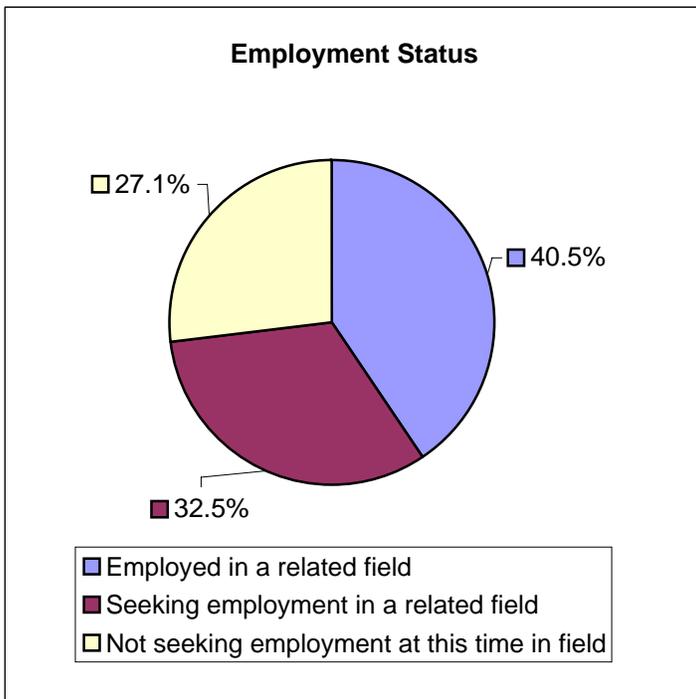


After Graduation do you plan to:	Yes	%	No	%	No Response	%
Continue your Education?	361	75.1%	117	24.3%	3	0.6%
If so, do you plan to continue in your current field of study or a related field?	322	89.2%	37	31.6%	2	66.7%
Choose another field of study?	50	13.9%	242	67.0%	69	19.1%

At what institution did you continue your education?	
Delgado Community College	72
Dillard University	10
Loyola University	30
LSU	51
Nicholls State	2
Our Lady of Holy Cross College	8
SUNO	21
UNO	54
Xavier	3
Other	87
No Response	143
Total	481

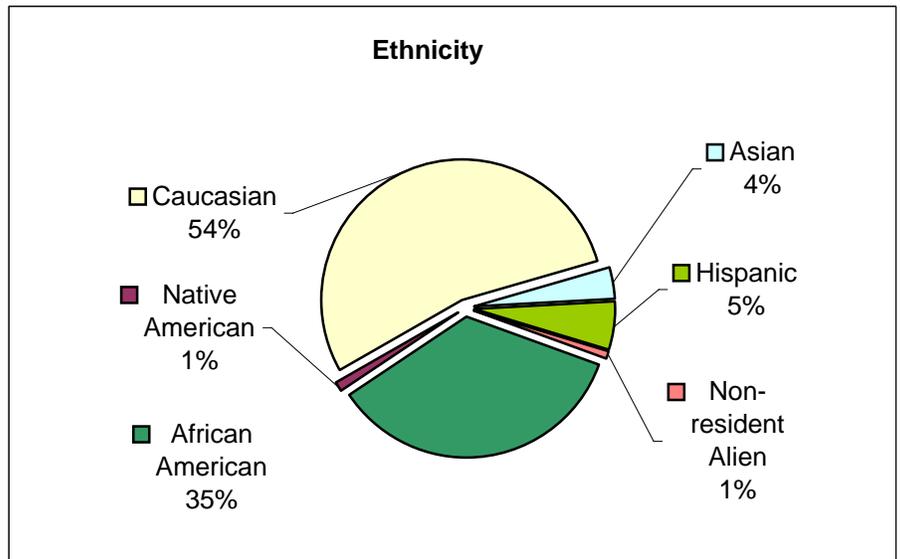
Employment Status		
Total Employed	481	100%
Employed in a related field	187	38.9%
Seeking employment in a related field	150	31.2%
Not seeking employment at this time in field	125	26.0%
No Response	19	4.0%

If not employed in your field, why:		
Total not employed in field	125	100%
Continuing education	11	8.8%
Not enough jobs in your fields	0	0.0%
Salaries not adequate	3	2.4%
Prefer to work in another field	7	5.6%
Need more skills	4	3.2%
No Response	100	80.0%



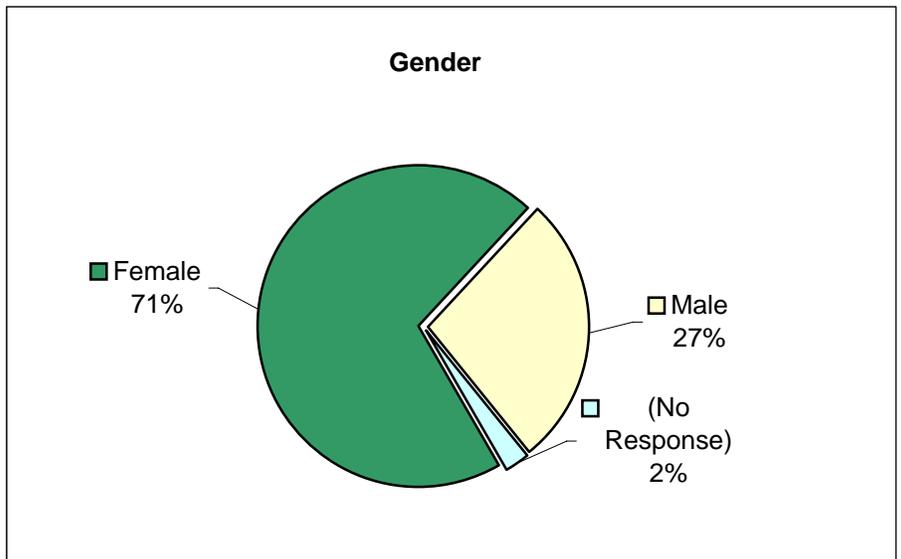
Graduate Satisfaction Demographics

Ethnicity		
African American	167	33.0%
Native American	5	1.0%
Caucasian	257	50.8%
Asian	17	3.4%
Hispanic	26	5.1%
Non-resident Alien	4	0.8%
(No Response)	30	5.9%
Total	506	100.0%



Campus		
City Park	302	0.0%
West Bank	33	6.5%
Charity	137	27.1%
Northshore Site	4	0.8%
Other	0	0.0%
(No Response)	30	5.9%
Total	506	100.0%

Gender		
Female	356	70.4%
Male	138	27.3%
(No Response)	12	2.4%
Total	506	100.0%



Degree		
Associate	388	76.7%
Certificate	61	12.1%
(No Response)	57	11.3%
Total	506	100.0%

College Wide Level of Satisfaction

College Wide Level of Satisfaction:	Average Rating*	
	Fall 2004	Fall 2003
Overall satisfaction with your Delgado experience	4.10	4.19
Overall satisfaction with your coursework	4.21	4.31
Overall quality of your instruction at Delgado	4.07	4.32
Overall competency of your instructors at Delgado	4.11	4.24
Availability of classes (# of sections were offered)	3.88	4.08
Convenience of courses (Day & Time)	3.97	4.04

% of students who responded positively**	
Fall 2004	Fall 2003
84.3%	84.1%
88.9%	88.0%
81.5%	85.0%
81.0%	83.1%
73.9%	74.3%
75.6%	74.3%

Student Services

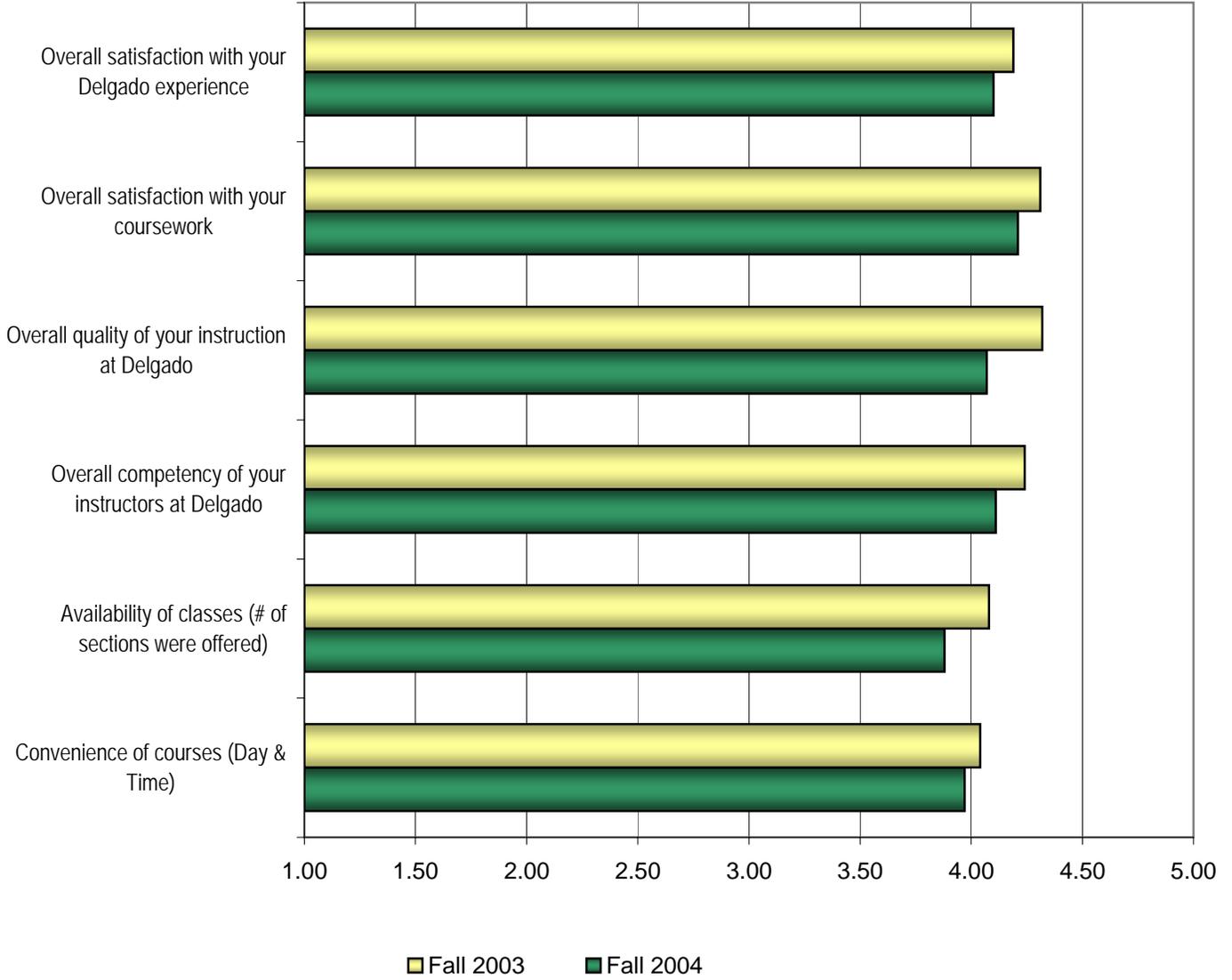
Academic Advisement	3.77	3.96
Distance Education Offerings	3.77	n/a
Library	3.82	3.74
New Student Orientation Program	3.72	4.11
Registration	3.57	n/a
Technology use in classes	3.79	n/a
The courses I needed were offered	4.18	n/a
Buildings and grounds maintenance	3.73	3.89
Career and Counseling Center	3.63	3.89
Delgado's Bookstore	3.71	3.82
Delgado's Web Site	3.87	3.82
Disability Services	3.74	4.05
Financial Aid Office	3.33	3.24
Food Services	3.49	n/a
Parking	2.59	n/a
Security	3.69	n/a
Student Employment Services	3.62	3.77
Student Health Services	3.71	3.73
Student Life Center	3.88	n/a
Veterans Services	3.78	3.89
English Grammar Lab - City Park	4.01	3.78
Hibernia Enrichment Center - City Park	3.73	n/a
Math Lab - City Park	4.02	3.75
Reading Lab - City Park	3.76	n/a
Student Open Computer Labs	4.11	3.82
Tutoring Services	3.80	n/a
Writing Center & English Composition Lab - City Park	4.02	3.79
Learning Resource Center - West Bank	3.89	n/a
Computer Assisted Learning Lab - Charity	3.92	3.83
Skills Lab - Charity	3.97	3.85
Northshore Labs	3.70	n/a

65.2%	71.4%
60.1%	n/a
70.9%	79.5%
62.2%	76.1%
59.4%	63.5%
67.5%	n/a
86.0%	n/a
63.1%	66.3%
54.3%	67.3%
65.3%	65.4%
71.5%	69.3%
54.2%	66.1%
50.7%	43.4%
56.4%	n/a
32.7%	n/a
63.3%	n/a
52.4%	59.5%
59.1%	78.8%
71.4%	n/a
59.9%	64.5%
72.6%	83.6%
53.8%	n/a
76.6%	79.2%
58.2%	n/a
81.8%	85.6%
66.8%	n/a
74.2%	81.7%
69.0%	n/a
75.2%	84.4%
76.3%	87.0%
53.8%	n/a

* Scale is 1 to 5, 5 = Very Satisfied

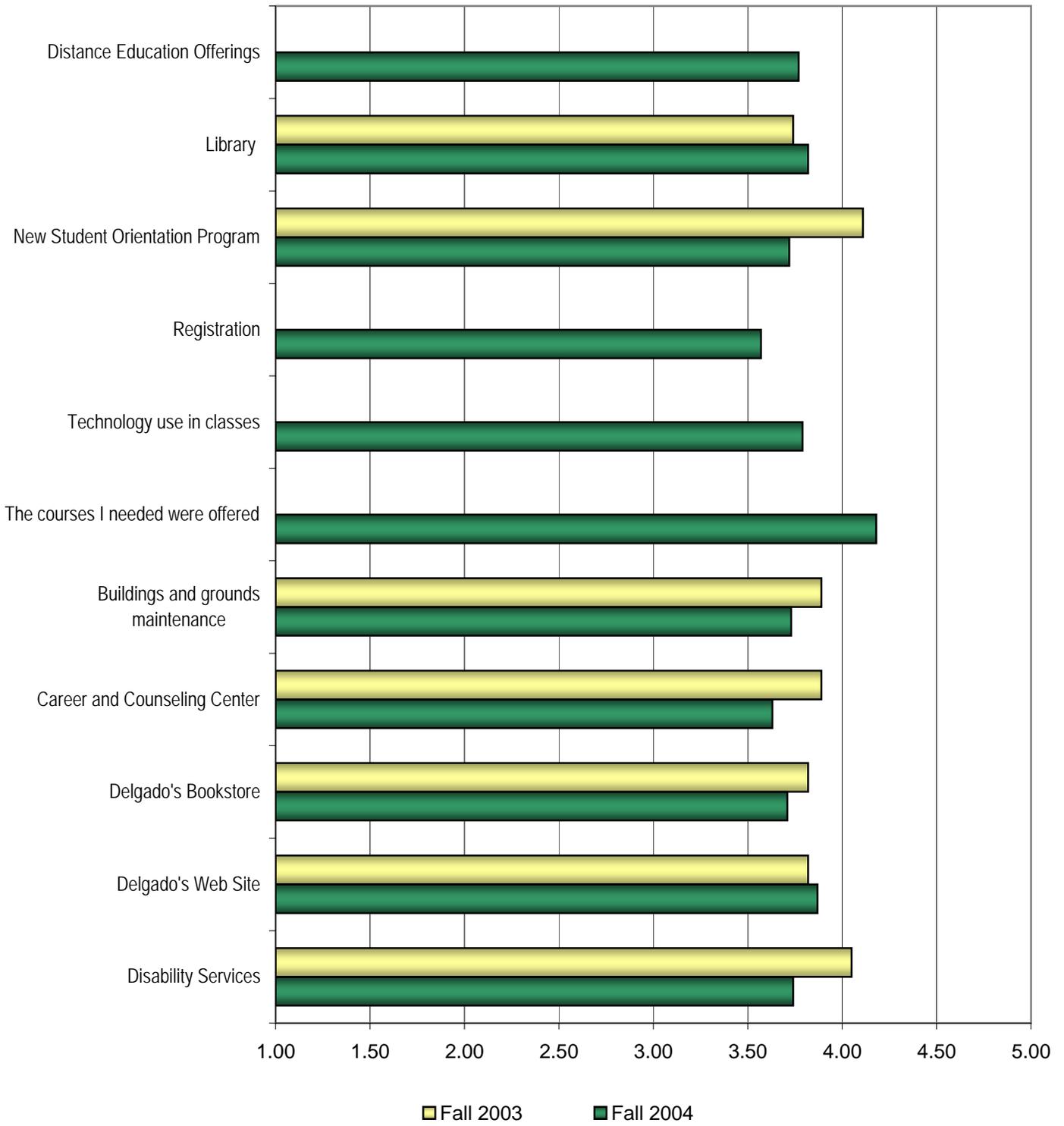
** Percentage of students who responded Satisfied or Very Satisfied

College Wide Level of Satisfaction



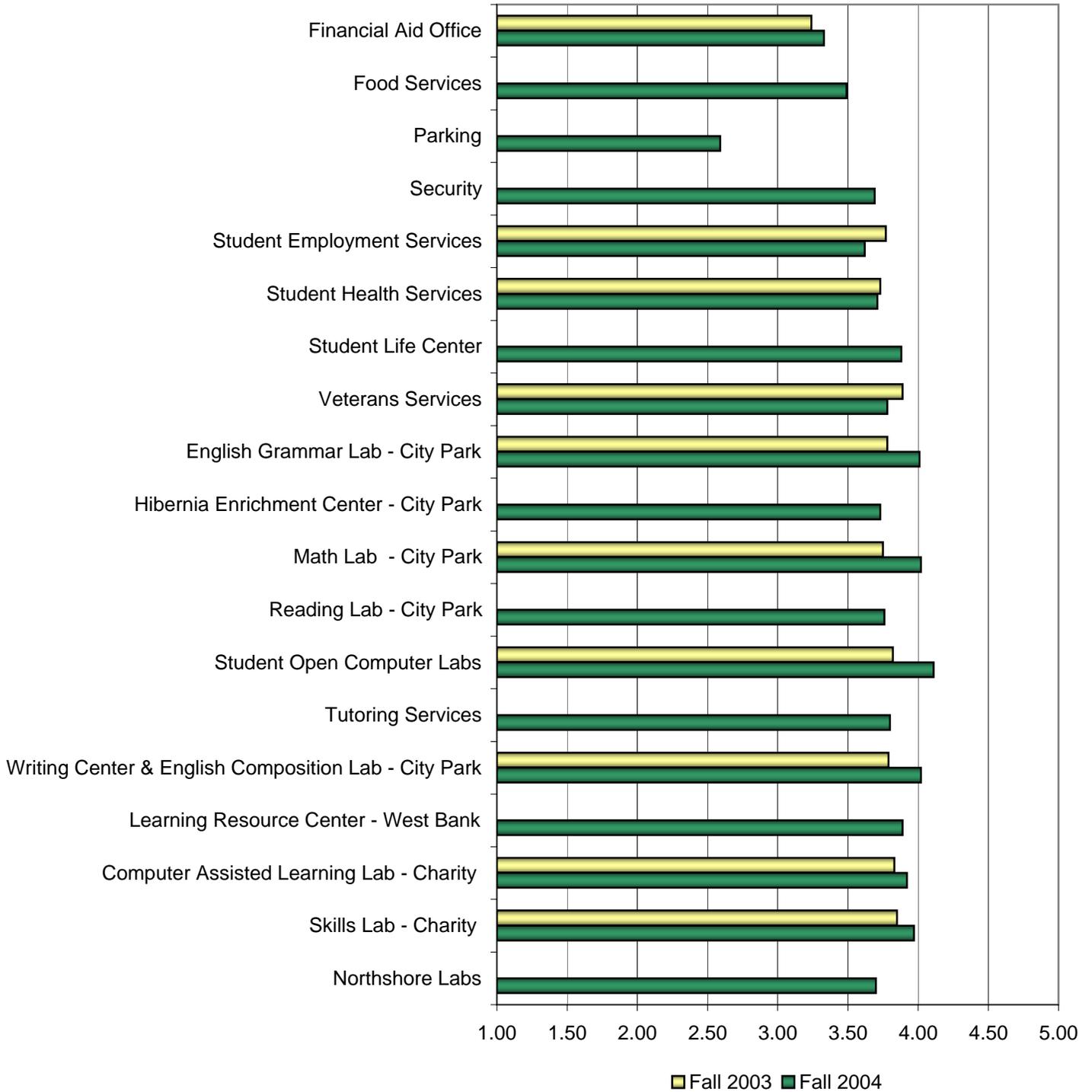
* Average Rating Scale is 1 to 5, 5 = Very Satisfied

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

Top and Bottom Five Rated Services

Top Five Rated Services	Average Rating*	
	Fall 2004	Fall 2003
Student Open Computer Labs	4.11	3.82
Writing Center & English Composition Lab - City Park	4.02	3.79
Math Lab - City Park	4.02	3.75
English Grammar Lab - City Park	4.01	3.78
Skills Lab - Charity	3.97	3.85

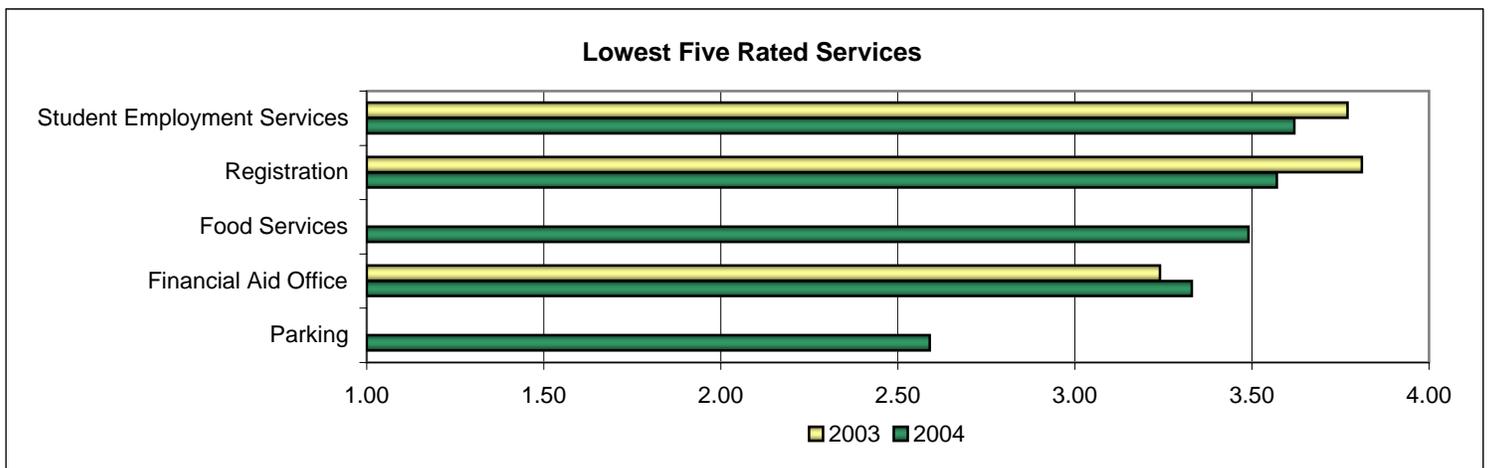
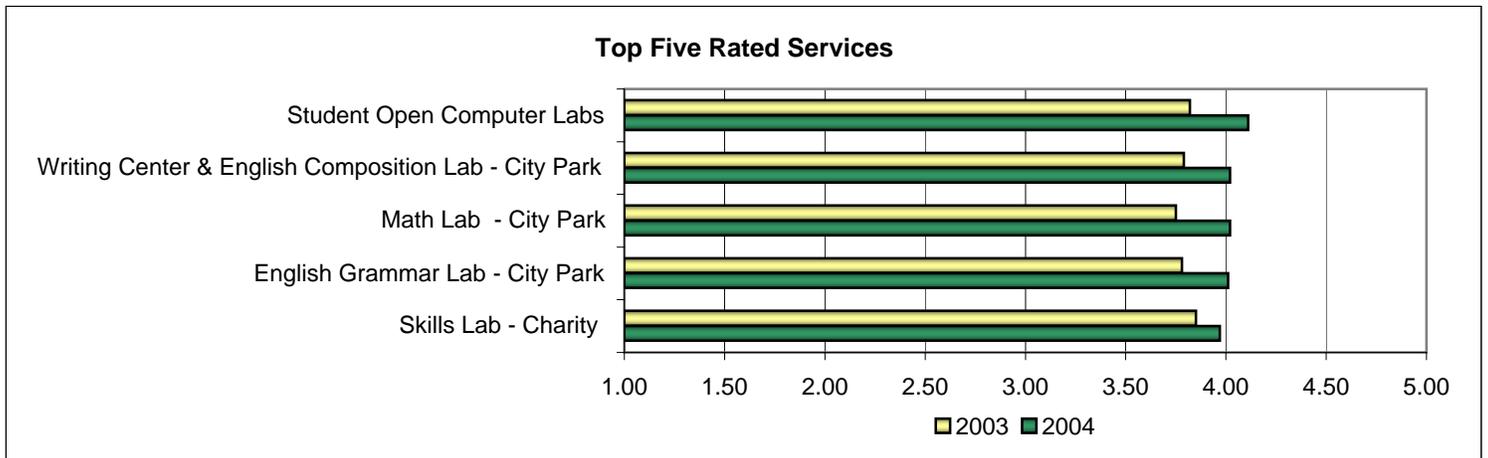
% of students who responded positively**	
Fall 2004	Fall 2003
81.8%	85.6%
74.2%	81.7%
76.6%	79.2%
72.6%	83.6%
76.3%	87.0%

Lowest Five Rated Services	Average Rating*	
	Fall 2004	Fall 2003
Student Employment Services	3.62	3.77
Registration	3.57	3.81
Food Services	3.49	n/a
Financial Aid Office	3.33	3.24
Parking	2.59	n/a

% of students who responded positively**	
Fall 2004	Fall 2003
52.4%	59.5%
59.4%	63.5%
56.4%	n/a
50.7%	43.4%
32.7%	n/a

* Scale is 1 to 5, 5 = Very Satisfied

** Percentage of students who responded Satisfied or Very Satisfied



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

City Park Campus Level of Satisfaction

Rated by City Park and Northshore students	Average Rating*	
	Fall 2004	***Fall 2003
Total City Park Responded: 302		
Total Northshore Responded: 4		
Overall satisfaction with your Delgado experience	4.12	3.83
Overall satisfaction with your coursework	4.24	3.86
Overall quality of your instruction at Delgado	4.10	3.83
Overall competency of your instructors at Delgado	4.15	3.81
Availability of classes (# of sections were offered)	3.91	3.67
Convenience of courses (Day & Time)	3.95	3.67

% of students who responded positively**	
Fall 2004	***Fall 2003
85.4%	84.6%
89.0%	87.6%
81.5%	85.1%
81.7%	83.6%
74.4%	74.6%
73.8%	75.4%

Student Services

Academic Advisement	3.85	3.60
Distance Education Offerings	3.81	n/a
Library	4.03	3.74
New Student Orientation Program	3.76	3.72
Registration	3.67	3.54
Technology use in classes	3.88	n/a
The courses I needed were offered	4.18	n/a
Buildings and grounds maintenance	3.85	3.60
Career and Counseling Center	3.66	3.56
Delgado's Bookstore	3.75	3.54
Delgado's Web Site	3.89	3.58
Disability Services	3.82	3.64
Financial Aid Office	3.40	3.09
Food Services	3.71	n/a
Parking	2.77	2.59
Security	3.71	3.41
Student Employment Services	3.73	3.39
Student Health Services	3.79	3.73
Student Life Center	3.97	3.53
Veterans Services	3.81	n/a
English Grammar Lab - City Park	4.11	3.78
Hibernia Enrichment Center - City Park	3.83	n/a
Math Lab - City Park	4.08	3.75
Reading Lab - City Park	3.83	n/a
Student Open Computer Labs	4.17	3.82
Tutoring Services	3.94	n/a
Writing Center & English Composition Lab - City Park	4.11	3.79
Northshore Labs	3.77	n/a

69.0%	71.8%
61.8%	n/a
78.6%	79.5%
62.2%	76.8%
61.8%	64.9%
72.3%	n/a
84.9%	n/a
68.3%	67.7%
57.8%	67.7%
65.2%	66.5%
71.5%	71.9%
58.6%	69.8%
53.8%	43.2%
63.1%	n/a
37.2%	31.7%
63.7%	60.7%
57.4%	58.9%
64.8%	78.8%
75.5%	64.7%
63.0%	n/a
77.1%	83.6%
57.3%	n/a
78.5%	79.2%
61.6%	n/a
81.6%	85.6%
71.8%	n/a
79.1%	81.7%
58.5%	n/a

* Scale is 1 to 5, 5 = Very Satisfied

** Percentage of students who responded Satisfied or Very Satisfied

***Fall 2003 did not include responded from the Northshore Site.

West Bank Campus Level of Satisfaction

Rated by Westbank students only	Average Rating*	
	Fall 2004	Fall 2003
Total Responded: 33		
Overall satisfaction with your Delgado experience	4.15	n/a
Overall satisfaction with your coursework	4.27	n/a
Overall quality of your instruction at Delgado	4.15	n/a
Overall competency of your instructors at Delgado	4.09	n/a
Availability of classes (# of sections were offered)	3.88	n/a
Convenience of courses (Day & Time)	3.91	n/a

% of students who responded positively**	
Fall 2004	Fall 2003
84.8%	n/a
90.9%	n/a
84.8%	n/a
87.5%	n/a
69.7%	n/a
69.7%	n/a

Student Services

Academic Advisement	3.36	n/a
Distance Education Offerings	3.44	n/a
Library	3.73	n/a
New Student Orientation Program	3.35	n/a
Registration	3.74	n/a
Technology use in classes	3.57	n/a
The courses I needed were offered	4.13	n/a
Buildings and grounds maintenance	3.48	n/a
Career and Counseling Center	3.55	n/a
Delgado's Bookstore	3.55	n/a
Delgado's Web Site	3.61	n/a
Disability Services	3.22	n/a
Financial Aid Office	3.59	n/a
Food Services	3.50	n/a
Parking	3.00	n/a
Security	3.35	n/a
Student Employment Services	3.17	n/a
Student Health Services	3.57	n/a
Student Life Center	3.37	n/a
Veterans Services	3.55	n/a
Student Open Computer Labs	3.82	n/a
Tutoring Services	3.36	n/a
Learning Resource Center - West Bank	3.86	n/a

50.0%	n/a
55.6%	n/a
61.5%	n/a
52.2%	n/a
71.0%	n/a
61.9%	n/a
78.1%	n/a
55.2%	n/a
50.0%	n/a
63.6%	n/a
63.6%	n/a
44.4%	n/a
51.9%	n/a
58.3%	n/a
38.7%	n/a
46.2%	n/a
41.7%	n/a
57.1%	n/a
52.6%	n/a
45.5%	n/a
75.0%	n/a
57.1%	n/a
76.2%	n/a

* Scale is 1 to 5, 5 = Very Satisfied

** Percentage of students who responded Satisfied or Very Satisfied

Charity Campus Level of Satisfaction

Rated by CSN students only	Average Rating*	
	Fall 2004	Fall 2003
Total Responded: 137		
Overall satisfaction with your Delgado experience	4.03	3.78
Overall satisfaction with your coursework	4.16	3.90
Overall quality of your instruction at Delgado	3.99	3.82
Overall competency of your instructors at Delgado	4.04	3.80
Availability of classes (# of sections were offered)	3.82	3.69
Convenience of courses (Day & Time)	4.03	3.61

% of students who responded positively**	
Fall 2004	Fall 2003
81.8%	83.5%
86.9%	91.3%
80.1%	85.3%
78.8%	83.7%
72.3%	74.0%
79.4%	69.2%

Student Services

Academic Advisement	3.67	3.63
Distance Education Offerings	3.64	n/a
Library	3.42	3.83
New Student Orientation Program	3.74	3.73
Registration	3.29	3.32
Technology use in classes	3.68	n/a
The courses I needed were offered	4.26	n/a
Buildings and grounds maintenance	3.55	3.51
Career and Counseling Center	3.57	3.50
Delgado's Bookstore	3.68	3.47
Delgado's Web Site	3.87	3.36
Disability Services	3.71	3.36
Financial Aid Office	3.17	n/a
Food Services	2.73	n/a
Parking	2.06	1.70
Security	3.69	3.70
Student Employment Services	3.52	3.53
Student Health Services	3.51	n/a
Student Life Center	3.72	n/a
Veterans Services	3.69	3.50
Computer Assisted Learning Lab - Charity	4.00	3.83
Skills Lab - Charity	4.08	3.85

59.7%	70.6%
53.6%	n/a
57.3%	85.4%
64.7%	76.1%
50.7%	57.4%
59.8%	n/a
90.4%	n/a
54.6%	60.0%
49.4%	63.2%
67.4%	62.6%
72.6%	57.1%
44.7%	35.7%
45.5%	n/a
32.8%	n/a
20.5%	14.0%
65.1%	76.9%
43.8%	57.9%
44.6%	n/a
63.4%	n/a
51.3%	61.1%
84.4%	n/a
85.6%	87.0%

* Scale is 1 to 5, 5 = Very Satisfied

** Percentage of students who responded Satisfied or Very Satisfied

Fall 2004 Graduate Survey Comments

Students need to have regular sessions on job availability for degree seeking and qualifications, job resumes and opportunities other than obvious subject areas; such as, teacher assistant and child specific jobs like bus attendants, etc.

I would like to thank the staff and faculty for doing their jobs well and promoting an environment full of learning and growth.

Thanks, Delgado for a chance to renew my goals and achieve them.

Charity Nursing school was much more "rigorous" than I expected. They do a great job on giving nursing theory information. The hands-on clinical nursing experience helps you feel more prepared for the actual job skills required to be a nurse. I didn't realize that nurses did so much until my clinical rotations. I'm still in awe of the veteran of the nursing profession.

I am pleased with the education I got at Delgado. I remember the days when it was thought of as a glorified high school. That's certainly not the case now, and I have actively encouraged people I know to give Delgado a try.

I do not like the independent study skills for IV starts and venipuncture. I feel this is too critical a skill not to be taught and practiced with an instructor. The lab teacher is not available for instruction. Very unsatisfied with this area.

I thoroughly enjoyed the Massage Therapy certificate program. Sallye Raymond is doing an excellent job with the program.

I have found most of the instructors at Delgado to be very skilled teachers, and have enjoyed most of my classes. My only complaints are that I received some bad advice from the veteran's counselor that may have slowed my progress. I am also somewhat disappointed with the poor condition that LaRocca Hall is in considering that it is still a fairly new building.

I think Delgado is an excellent, exceptional institution. I enjoyed my experiences here and I'm very sorry to be leaving. If only this were a 4 year institution my level of satisfaction would increase by 100%. I am grateful for the things I've learned at Delgado. Nobody's Better!

Please keep the library open ALL Day! We are students that pay money to use it; so keep it open for us. It's not fair to come here for school and have the library closed for 3 hours. Please do something! Thank you!

Maybe get student workers for the library, so that it can at least be open 1 hour before school and throughout the school day.

Need better arrangements for students parking.

Need more options for in school eating services, i.e. deli, cafeteria, etc.

The library did not open until 9, which is when we were in class. The librarian spent a lot of time on the telephone. The book store did not carry additional textbook resources that went with the textbook, i.e. workbooks, CD's, etc. and the prices were much higher than competitors not affiliated with the school.

Fall 2004 Graduate Survey

Comments

Charity needs food services. Nursing students practically live at Charity!! Malnourishment is #1 at Charity. Library needs help!

Students need better insurance plans with more comprehensive care!

With cheap, available parking, working water fountains and a lower teacher/student ratio the clinical rotations at charity nursing school would be an even better program? Another concern I have is security for us female students, when we get out of our evening clinicals at Charity hospital. Could there be a security guard escort for the female students from Charity hospital to the near by parking lots at night? We could use a male security officer to make us feel safer. My greatest concern is that you are overloading clinical instructors with too many students! If you go above a ratio of 1:6 - it is potentially very unsafe nursing practice - particularly in the 'critical care areas, (ER,ICU,CCU, etc.)

In my final semester of school the Charity library was rarely opened at times I could utilize the books - not very helpful. Also the librarian is the most unhelpful person. She constantly made students wait to check books out and rarely assisted people with looking for materials most employees seemed not to want to help students very. Very frustrating when all we want is an education!

The Human Patient Simulator at Charity was very helpful.

Financial Aid: I applied for and was awarded an SGA scholarship for my first semester at Charity. I felt pride for getting it. However, by the time anything was credited to my account, I was feeling humiliated. Despite having the letter of award for \$500, I was basically blown off by the financial people I showed it to including the woman who works in financial aid at Charity. Everyone I showed the letter to acted as though he/she had never seen one before. No one offered the information that scholarships aren't credited to student accounts for weeks after school starts. This was a problem for me because I wanted to pay the balance due and couldn't. The end of the story is that the scholarship was reduced to \$300 because I was on Charity's campus, not the main one.

Delgado's children's center (city park) was excellent for my two young daughters while I've been in school. I wouldn't have made it without them! Thanks.

The American Sign Language lab was the most wonderful tool at Delgado.

My overall experience here at Delgado has been wonderful. Thanks. P.S. I'll be back.

I think that all of the services offered here at DCC were very helpful to me at some time or another. I would like to thank you on behalf of every single working parent student for being such a resourceful facility.

The math department needs better math instructors.

I was very pleased with my overall experience here at Delgado. I made a lot of friends and learned new and exciting things.

I am very proud to be a Delgado Community College grad.

Fall 2004 Graduate Survey

Comments

I appreciate certain festival- type events that the SGA hosts, but as I have stated to a newly campaigning official, the money could be used more wisely. There are no microwaves for the students to use in the student life center to heat up their home food. Not all people eat what's in the cafeteria. Also what is the purpose of the televisions if one can't watch a variety of shows or change the volume; certain TV's were never operable for students sitting in certain areas of the SLC! It seems a waste! Spend the money as the students want it. Advertise when the budget is being negotiated and planned, so students can have a voice in the matter.

The Delgado Surgical Technology program needs to be improved. Lack of communication and disrespect was unbearable. I hope for future classes both Northshore and Charity students that things improve.

Parking is very dissatisfying. If I'm paying \$25 decal, I expect to find a parking spot and not in City Park!!! Financial Aid always had a problem with them losing my information and the people behind the counter are rude!!!

More parking spaces available for students.

Need more teachers in the Safety program! One professor doing all that work and lecture is not enough.

Ultrasound studnets shoul be allowed to park in the Charity School of Nursing Parking Garage year-round, not just in the summer.

Parking for studnets should be available for all students who purchases a parking decal. If there are limited parking, then only a limited amount of decals should be issued.

Everyone greeted me with a smile followed by, "May I help you?" in the offices. I found everyone to be personable unlike the university I had attended previously. I enjoyed my experience at Delgado and would recommend Delgado to anyone.

The security is the Worst!

THANK YOU DELGADO! AWESOME STAFF!

The staff and faculty are mostly rude, sarcastic, and unhelpful. Especially in the bursar's office.

Delgado has truly been a wonderful higher education experience. I felt welcome from the beginning. I owe that to Melanie Deffendall. She asked questions and offered her assistance continually. I started at Delgado twelve years after graduating from high school. I was hoping my experience would be a pleasant one. All of my instructors with the exception of one were well able to do their job. even when I needed help the tutors in the lab were great. In any instance, I would refer people to Delgado Community College. My daughter is currently in her first semester here and I hope she enjoys her time here. Only two points I would like to point out is the lack of security and parking. Enforcement need to be stiff for students who don't purchase stickers to park. Lastly, security needs to be more visible for female students who have night classes. Thank you Delgado for perparing me for a 4 year university.