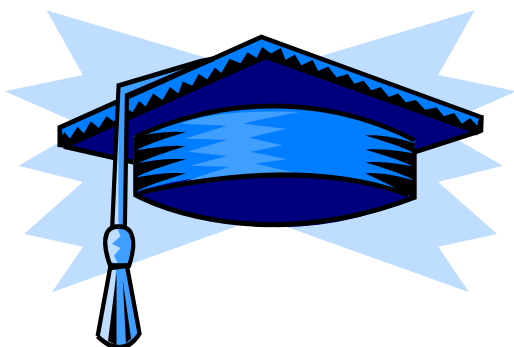


Delgado

COMMUNITY COLLEGE

Graduate Satisfaction Survey

Fall 2006 to Spring 2007



Prepared by the Office of Institutional Research
Published on November 6, 2007

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Methodology

Graduates are surveyed at the time they apply for graduation. The Academic year 2006-2007 is the first Graduate Satisfaction survey following Hurricane Katrina.

Summary of Graduate Satisfaction Results

- ✓ 558 out of 1,097 graduates filled out the survey.
- ✓ 55.6% were Caucasian and 27.1% African American.
- ✓ 83.8% were satisfied with their overall Delgado experience.
- ✓ 92.6% were satisfied with their overall coursework.
- ✓ Delgado's Website and the Student Open Computer Labs were the highest rated services.
- ✓ 76.2% plan to continue their education after graduation.
- ✓ 64.4% of respondents are already employed.

Graduate Intent

	Number	Percent
Respondents -Graduate Intent	555	50.6%
Respondents -Graduate Satisfaction	558	50.9%
Total Graduates	1,097	

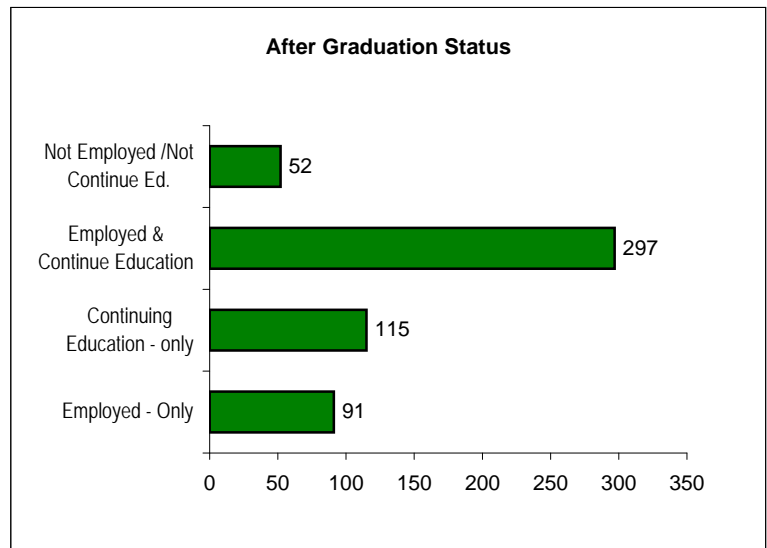
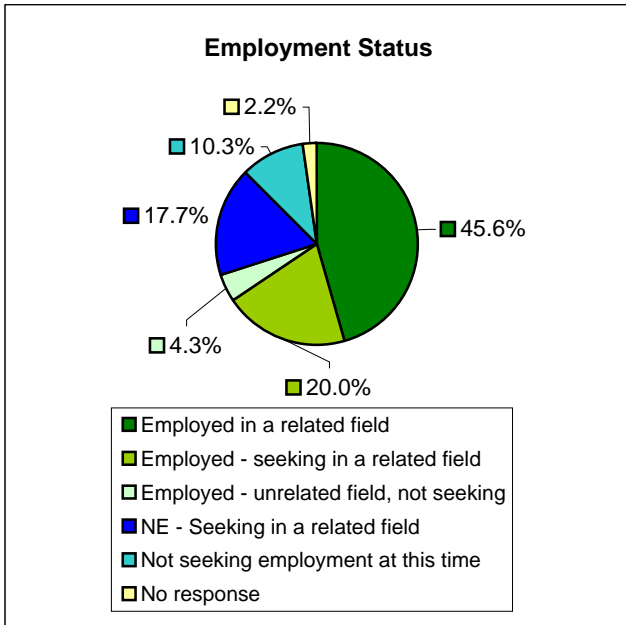


After Graduation do you plan to:	Yes	%	No	%	No Response	%
Continue your Education?	412	74.2%	135	24.3%	8	1.4%
If so, do you plan to continue in your current field of study or a related field?	359	87.1%	46	11.2%	7	1.7%

At what institution did you continue your education?	
Delgado Community College	59
Dillard University	2
Loyola University	42
LSU	36
Nicholls State	14
Our Lady of Holy Cross College	12
SUNO	28
UNO	61
Xavier	8
Other	120
No Response	173
Total	555

Employment Status		
Employed	388	69.9%
Employed in a related field	253	65.2%
Seeking employment in related field	111	28.6%
Not Employed	155	27.9%
Seeking employment in a related field	98	63.2%
Not seeking employment at this time	57	36.8%
No Response	12	2.2%

If not employed in your field, why:		
Total not employed in field	155	
Continuing education	36	23.2%
Not enough jobs in your fields	2	1.3%
Salaries not adequate	1	0.6%
Prefer to work in another field	0	0.0%
Need more skills	6	3.9%
No Response	110	71.0%

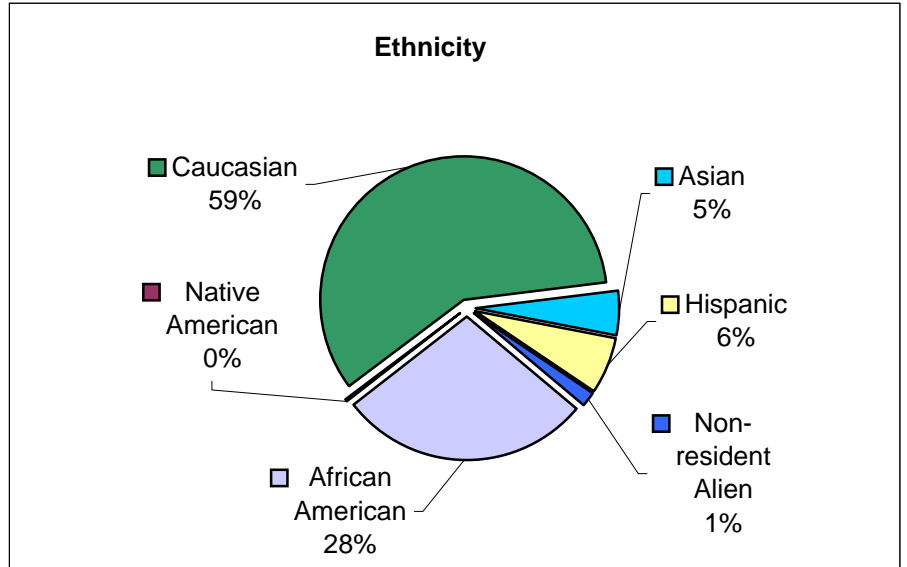


*All graduates continuing education regardless of employment status.

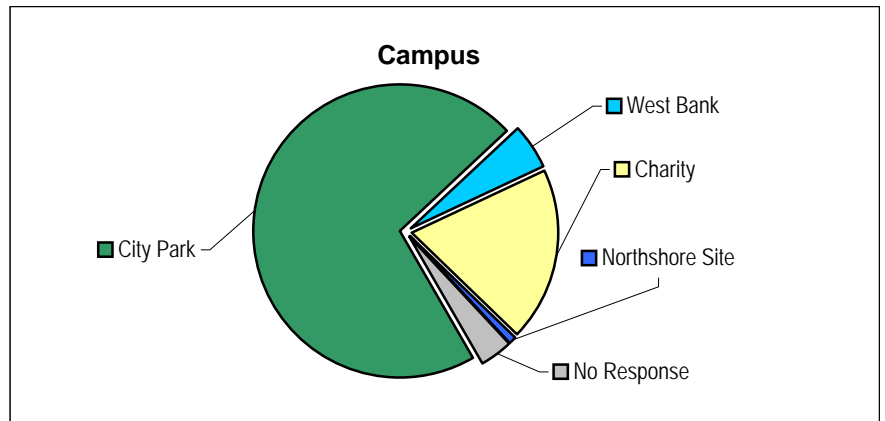
Have you obtained advanced skills as a result of your studies which will help you advance in your career?		
Yes	428	77.1%
No	91	16.4%
No response	6.5	6.5%

Graduate Satisfaction Demographics

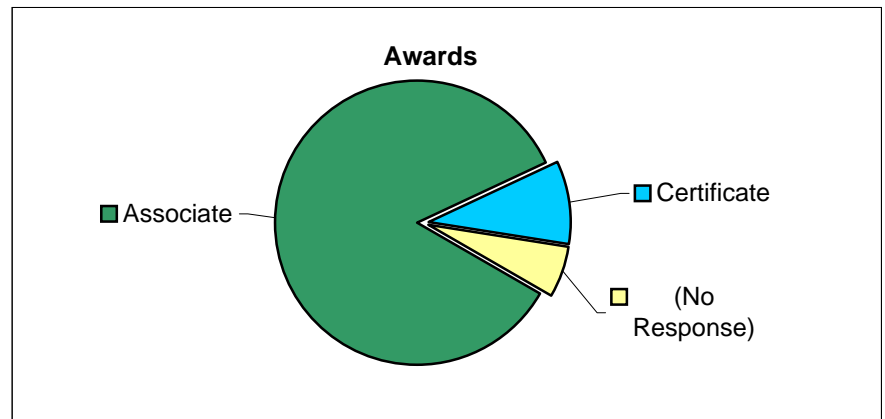
Ethnicity		
African American	151	27.1%
Native American	1	0.2%
Caucasian	310	55.6%
Asian	27	4.8%
Hispanic	34	6.1%
Non-resident Alien	9	1.6%
(No Response)	26	4.7%
Total	558	100.0%



Campus		
City Park	398	71.3%
West Bank	28	5.0%
Charity	107	19.2%
Northshore Site	4	0.7%
Other	1	0.2%
No Response	20	3.6%
Total	558	100.0%



Gender		
Female	401	71.9%
Male	155	27.8%
(No Response)	2	0.4%
Total	558	100.0%



College Wide Level of Satisfaction

College Wide Level of Satisfaction:	Average Rating*	
		2006-2007
Overall satisfaction with your Delgado experience		4.12
Overall satisfaction with your coursework		4.32
Overall quality of your instruction at Delgado		4.21
Overall competency of your instructors at Delgado		4.25
Availability of classes (# of sections were offered)		4.03
Convenience of courses (Day & Time)		4.09
The courses I needed were offered		4.21

% of students who responded positively**	
	2006-2007
	83.8%
	92.6%
	86.3%
	86.4%
	78.5%
	80.5%
	86.3%

Student Services

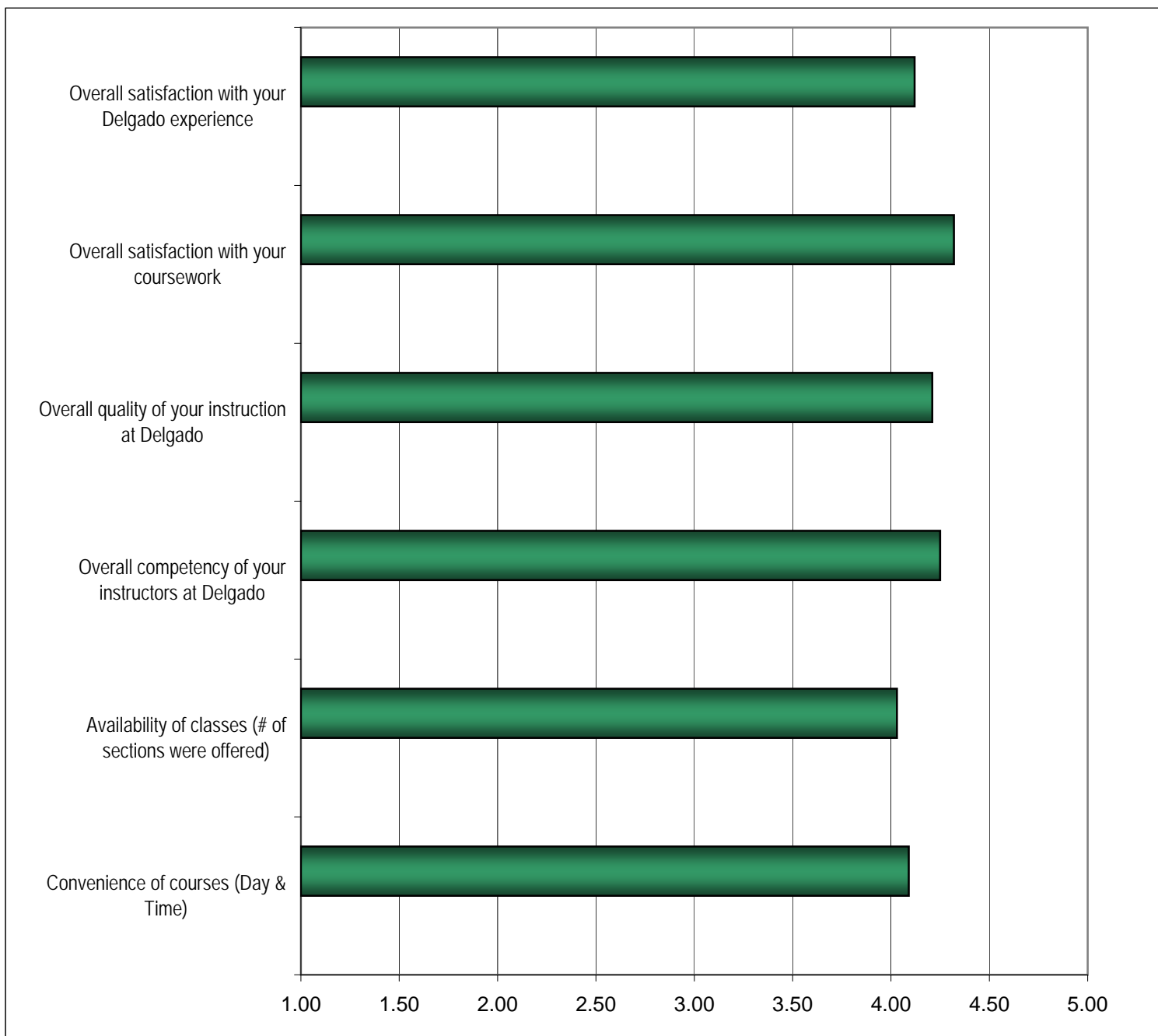
Academic Advisement		3.89
New Student Orientation Program		3.83
Financial Aid Office		3.42
Registration		3.81
Veterans Services		3.87
Delgado's Web Site		4.07
Delgado's Bookstore		3.99
Career and Counseling Center		3.84
Student Employment Services		3.85
Disability Services		3.87
Buildings and Grounds maintenance		3.82
Student Health Services		3.84
Library		3.76
Student Open Computer Labs		4.05
English Grammar Lab - City Park		4.06
Writing Center & English Composition Lab - City Park		4.07
Math Lab - City Park		4.09
Hibernia Enrichment Center - City Park		3.89
Reading Lab - City Park		3.91
Security		3.75
Parking		3.20
Skills Lab - Charity		3.88
Learning Resource Center - West Bank		3.94
Computer Assisted Learning Lab - Charity		3.94
Student Life Center		4.02
Food Services		3.76
Distance Education Offerings		3.89
Technology use in classes		3.96
Tutoring Services		4.14
Northshore Labs		3.78

	70.5%
	65.8%
	54.0%
	69.3%
	63.1%
	80.1%
	76.5%
	64.6%
	63.4%
	63.3%
	66.0%
	64.1%
	66.1%
	77.9%
	72.8%
	72.9%
	75.2%
	62.8%
	63.9%
	64.8%
	47.4%
	66.5%
	66.1%
	71.2%
	77.6%
	65.3%
	64.9%
	71.3%
	65.5%
	59.3%

* Scale is 1 to 5, 5 = Very Satisfied

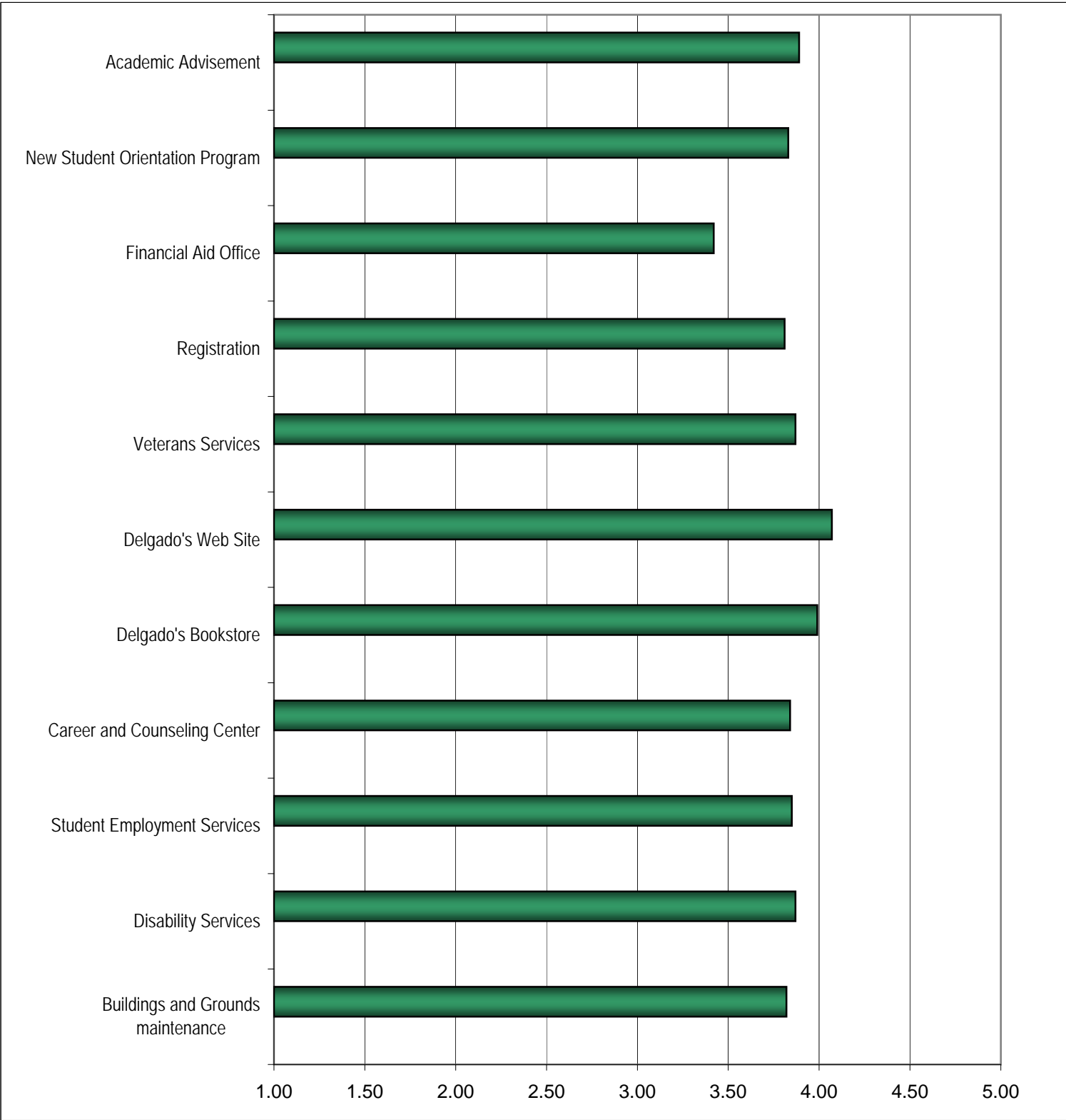
** Percentage of students who responded Satisfied or Very Satisfied

College Wide Level of Satisfaction



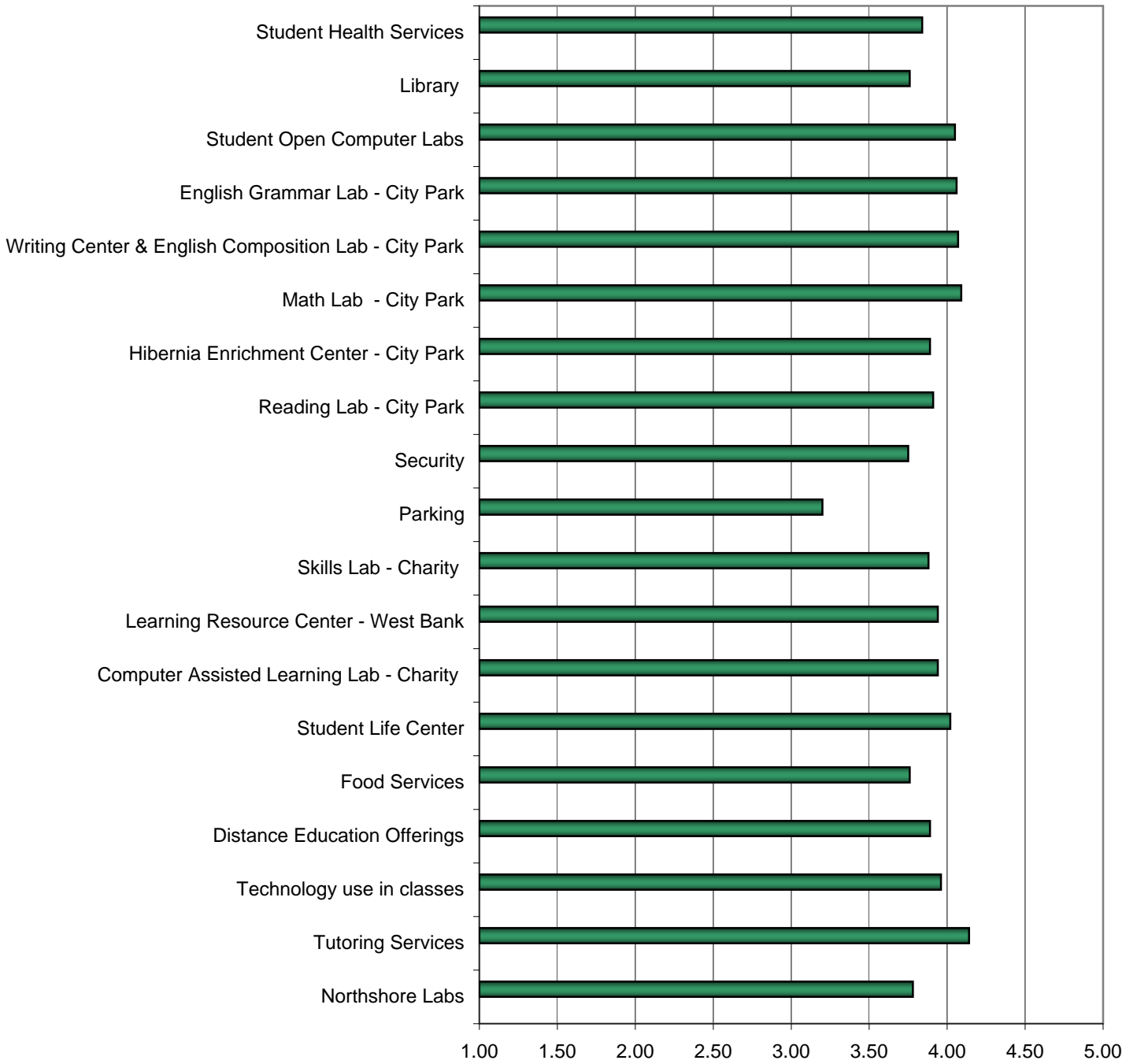
* Average Rating Scale is 1 to 5, 5 = Very Satisfied

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

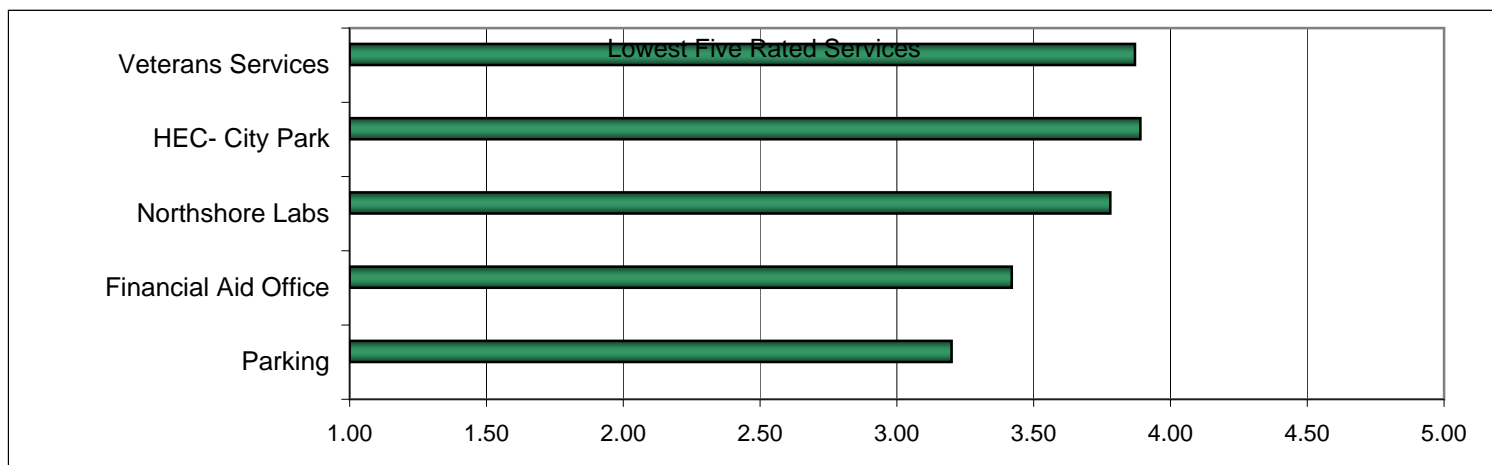
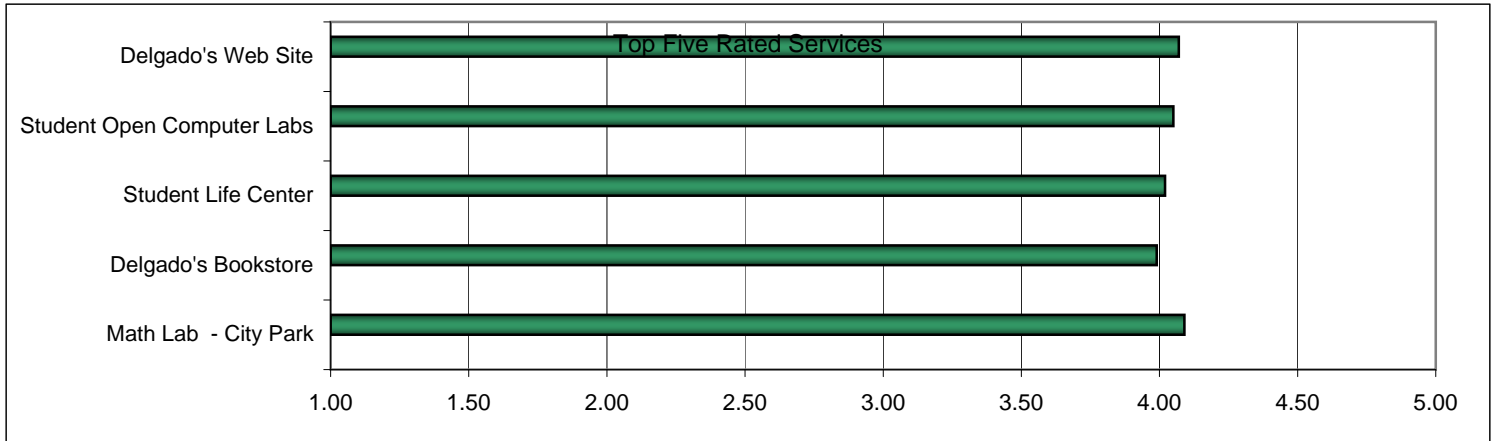
Top Five Rated Services	Average Rating*	
		2006-2007
Delgado's Web Site		4.07
Student Open Computer Labs		4.05
Student Life Center		4.02
Delgado's Bookstore		3.99
Math Lab - City Park		4.09

	% of students who responded positively**
	2006-2007
	80.1%
	77.9%
	77.6%
	76.5%
	75.2%

Lowest Five Rated Services	Average Rating*	
		2006-2007
Veterans Services		3.87
Hibernia Enrichment Center -(HEC) City Park		3.89
Northshore Labs		3.78
Financial Aid Office		3.42
Parking		3.20

	% of students who responded positively**
	2006-2007
	63.1%
	62.8%
	59.3%
	54.0%
	47.4%

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

% of students who responded positively**
2006-2007
83.5%
91.5%
84.2%
84.1%
77.7%
77.7%
84.6%

Rated by City Park and Northshore students	Average Rating*
	2006-2007
Total City Park Responded: 398	
Total Northshore Responded: 4	
Academic Advisement	3.96
New Student Orientation Program	3.82
Financial Aid Office	3.40
Registration	3.85
Veterans Services	3.86
Delgado Web Site	4.05
Delgado Bookstore	3.97
Career and Counseling Center	3.85
Student Employment Services	3.80
Disability Services	3.84
Buildings and grounds maintenance	3.79
Student Health Center	3.83
Library	3.69
Student Open Computer Lab	4.01
English Grammar Lab	4.10
Writing Center & English Composition Lab	4.10
Math Lab	4.10
Hibernia Enrichment Center	3.90
Reading Lab	3.92
Security	3.66
Parking	3.21
Student Life Center	4.04
Food Services	3.79
Distance Education Offerings	3.88
Technology used in classes	3.98
Tutoring Services	4.25
Northshore Labs	3.76

% of students who responded positively**
2006-2007
71.6%
63.2%
50.7%
69.2%
60.4%
77.9%
72.8%
62.3%
58.7%
60.2%
61.3%
61.1%
60.8%
73.8%
74.4%
74.7%
75.3%
63.2%
64.8%
60.5%
46.6%
78.6%
64.8%
64.2%
71.1%
63.5%
58.8%

* 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*
Total Responded: 28	2006-2007
Overall satisfaction with your Delgado experience	4.07
Overall satisfaction with your coursework	4.46
Overall quality of your instruction at Delgado	4.25
Overall competency of your instructors at Delgado	4.25
Availability of classes (# of sections were offered)	3.96
Convenience of courses (Day & Time)	4.21
The courses I needed were offered	4.15

% of students who responded positively**
2006-2007
78.6%
96.4%
85.7%
85.7%
78.6%
85.7%
81.5%

Student Services

Academic Advisement	4.00
New Student Orientation Program	4.12
Financial Aid Office	4.22
Registration	4.30
Veterans Services	4.00
Delgado's Web Site	4.22
Delgado's Bookstore	4.26
Career and Counseling Center	3.86
Student Employment Services	3.93
Disability Services	3.93
Buildings and Grounds maintenance	4.00
Student Health Services	4.00
Library	4.29
Security	4.07
Parking	4.04
Learning Resource Center - West Bank	4.18
Student Life Center	3.89
Food Services	3.83
Distance Education Offerings	3.87
Technology use in classes	4.13
Tutoring Services	3.80

74.1%
76.9%
77.8%
85.2%
58.3%
77.8%
85.2%
63.6%
60.0%
64.3%
76.9%
66.7%
83.3%
70.4%
83.3%
72.7%
61.1%
66.7%
60.0%
75.0%
66.7%

* 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*
	2006-2007
Total Responded: 107	
Overall satisfaction with your Delgado experience	4.03
Overall satisfaction with your coursework	4.21
Overall quality of your instruction at Delgado	4.13
Overall competency of your instructors at Delgado	4.19
Availability of courses	3.95
Convenience of courses	4.11
The courses I needed were offered	4.23

% of students who responded positively**
2006-2007
86.0%
95.3%
92.5%
93.5%
82.2%
89.7%
94.4%

Student Services

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

69.6%
72.5%
55.2%
65.4%
72.4%
86.5%
88.0%
75.6%
79.4%
75.0%
81.1%
75.7%
79.4%
42.5%
86.3%
70.7%
72.1%
73.1%
89.0%
83.7%

* 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	10	6	5	3	24
Admin Office Technology	2	1	1	1	5
American Sign Language	2	0	1	4	7
Business Administration	14	3	11	3	31
Care & Development of Young Children	9	3	11	4	27
CET - Architectural Tech	1	2	4	1	8
CET - Civil Tech.	0	0	1	0	1
CET - Construction Mgt	1	0	1	0	2
Computer Aided Drafting & Design	2	3	1	0	6
Computer Info Technology	3	4	3	3	13
Computer Networking Tech	6	2	1	1	10
Computer Repair					0
Construction Management					0
Criminal Justice	7	9	4	2	22
Culinary Arts	4	1	2	1	8
Diagnostic Medical Sonography	3	1	4	0	8
Dietetic Technician	1	0	2	0	3
Educational Interpreting	2	0	1	0	3
Elect Electronics Engr Tech	3	0	1	1	5
Electrical Construction	2	1	1	0	4
Emergency Med Tech	1	0	0	0	1
EST - Biomedical Equip Repair	0	1	1	0	2
EST-Electronics Repair					0
Fine Arts	0	1	0	0	1
Fire Protection Technology	2	0	0	0	2
Funeral Service Education	1	2	1	0	4
General Studies/Science	4	17	9	2	32
Health Information Technology	1	1	0	0	2
Horticulture Technology	1	0	0	2	3
Hospitality	1	2	3	0	6
Interior Design	1	0	3	2	6
Legal Secretary	1	2	2	0	5
Management	2	11	3	0	16
Massage Therapy	0	1	0	0	1
Medical Coding	0	1	2	0	3
Medical Lab Technician	0	0	3	0	3
Motor Vehicle Technology	4	3	0	1	8
Music					0
Nuclear Medicine Technology	1	1	4	0	6
Nursing	41	4	43	14	102

* 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	4	0	4
Ophthalmic Medical Assistant	1	0	1	0	2
Performance & Media Art	3	2	0	0	5
Pharmacy Technician	9	0	4	0	13
Physical Therapist Assisting	3	0	14	0	17
Practical Nursing					0
Radiological Technology	16	0	3	2	21
Radiation Therapy -Certificate	3	0	3	0	6
Respiratory Care Technology	5	0	6	2	13
Safety & Health Tech	1	1	0	0	2
Surgical Technology	3	0	2	0	5
Visual Communications	3	4	3	0	10
Veterinary Technology	5	0	1	0	6
Website Developer	1	0	0	0	1
No Response**	0	0	30	28	58
Total	186	90	200	77	553

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

2006-2007 Graduate Intent & Satisfaction Comments

Thanks for being here. A community college is a very valuable resource for a community.

Please fix the parking problem. Include more accounting software courses for accounting students. Financial aid needs to move faster and stop losing peoples documents. Classes shouldn't be cancelled it hurts the students.

I am very glad that online classes were available. I moved to Mississippi after the hurricane and was able to take my last 3 semesters all online.

The writing center is great! They were so helpful and very thorough. I learned a great deal from them. I also loved Dr. Choudhury, Dr Gamble and Ms. Cohen. They were the most incredible instructors.

Slidell parking is awful.

There are 2-3 instructors here that I admire and thank them very much. They know who they are. Thanks for everything.