



Institutional Effectiveness Overview

Graduating Student Survey



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Summary of Graduating Student Exit Survey

The purpose of the Graduating Student Exit Survey is to measure graduating students' perceptions of personal development and overall quality and effectiveness of Coahoma Community College. In May 2009, the Office of Institutional Effectiveness administered the Graduating Student Exit Survey to one hundred and seventy-four (174) graduating students during commencement practice. The Graduating Student Exit Survey consisted of three sections: Demographics, Opinion Statements about Student Development, and Level of Satisfaction with College Services and Environment.

Overall, graduates indicated that their college-level general education competencies had improved since taking courses at Coahoma Community College. Secondly, the Survey results indicated that graduating students perceived the quality of the course content, the employees' concern for students as individuals, and the challenge of the course content as major strengths of the College. Additionally, the Survey indicated that 13 of 19 college services/environment items evaluated received higher satisfaction ratings than the previous year.

Section I: Demographics

Section I of the Survey consisted of six items on demographics including gender, age, race/ethnicity, major, campus location, and reasons/goals for attending college.

Gender: 77% of the respondents were female; 21.2% were male.

Age: 48.3% of respondents were 20 to 29 years of age; 26.3% were 30 to 39; 12.6% were 40 to 49; 5.7% were 50 to 59; and 5.2% were 18 to 19.

Race/Ethnicity: 94.8% of respondents were African American; 1.2% were Caucasian; 1.2% were of two or more races; and .60% were Hispanic.

Major: 55.2% of the respondents were academic majors; 37.3% were career-technical majors.

Campus Location: 72.4% of the respondents attended classes in Clarksdale at CCC's main campus, the Allied Health Training Center, or the Coahoma County Higher Education Center; 2.30% attended classes in Charleston; 3.45 attended classes in Mound Bayou; 4.02% attended classes in Rosedale; 3.45% attended classes in Shaw; 5.17 attended classes in Tunica; and 1.15 attended classes in Webb.

Reasons/Goals for Attending College: 41.9% of the respondents indicated that their reason/goal for attending college was to obtain an associate degree; 21.7% to transfer to a four-year institution; 12.6% to complete a certificate program; 10.1% to improve self or for personal enjoyment; 4.5% to obtain or update job-related skills; 3% to change careers; and 2% for "other" reasons.

Section II: Opinion Statements about College-Level General Education Competencies

Section II questions of the Survey totaled seven opinion items related to student attainment of the institution's college-level general education competencies. Respondents were instructed to respond to each statement ranging from Strongly Agree, to Strongly Disagree, to Neutral. The results reported are based on a 5-point scale with 5=Strongly Agree, 4=Agree, 3=Neutral, 2=Disagree, and 1=Strongly Disagree.

All statements received above a 4.0 rating. The student opinion items that received the highest ratings were *“My technology skills have improved since taking courses at Coahoma Community College”* (4.29) and *“My oral communication skills have improved since taking courses at Coahoma Community College”* (4.26).

The student development items that received the lowest ratings were *“My science reasoning skills have improved since taking courses at Coahoma Community College”* (4.09) and *“My mathematical problem-solving skills have improved since taking courses at Coahoma Community College”* (4.05).

The 2008-09 average rating for each statement (in rank order) is provided in the table below.

<i>Section II* Student Development</i>	<i>2008-09 Rating</i>	<i>2007-08 Rating</i>	<i>2006-07 Rating</i>
My technology skills have improved since taking courses at CCC (Computers/Programs).	4.29	N/A	N/A
My oral communication skills have improved since taking courses at CCC.	4.26	N/A	N/A
My critical thinking skills have improved since taking courses at CCC.	4.26	N/A	N/A
My written communication skills have improved since taking courses at CCC.	4.22	N/A	N/A
My historical and cultural awareness skills have improved since taking courses at CCC.	4.10	N/A	N/A
My science reasoning skills have improved since taking courses at CCC .	4.09	N/A	N/A
My mathematical problem-solving skills have improved since taking courses at CCC.	4.05	N/A	N/A

** All items in the Student Development section were added to the 2008-09 Graduating Student Survey.*

Section III: Level of Satisfaction with College Services and Environment

Section III questions of the Survey totaled 20 items related to aspects of CCC's environment and services. Respondents were instructed to rate each service ranging from Strongly Satisfied, to Strongly Dissatisfied, to Unable to Determine.

The results reported are based on a 5-point scale with 5=Strongly Satisfied, 4=Satisfied, 3=Unable to Determine, 2=Dissatisfied, and 1=Strongly Dissatisfied. These ratings indicate the aspects of Coahoma Community College's environment and services graduating students are most and least satisfied.

The college services/environment items that received the highest ratings were "*Quality of course content in major area of study*" (4.40) and "*Concern for you as an individual*" (4.32). The college services/environment items that received the lowest ratings were "*General registration procedures*" (3.88) and "*Maintenance of student housing*" (3.80). 14 of the 19 college services/environment items received a satisfaction rating of 4.00 or higher.

The 2008-09 average rating for each statement (in rank order) is provided in the table below.

<i>Category III College Services/Environment</i>	<i>2008-09 Rating</i>	<i>2007-08 Rating</i>	<i>2006-07 Rating</i>
Quality of course content in major area of study	4.40	4.31	4.30
Concern for you as an individual	4.32	4.18	4.15
Challenge offered by your major area of study	4.25	4.20	4.20
Attitude of college non-teaching staff toward students	4.16	3.97	3.99
Library resources and services	4.16	4.15	4.14
Academic advising and counseling services	4.12	4.10	4.07
Access to appropriate technology	4.09	4.09	4.10
College-sponsored student programs	4.08	4.00	3.87
Billing and fee payment procedures	4.07	3.90	3.87
Maintenance of classrooms and buildings	4.06	3.90	3.90
Attitude of the college faculty toward students	4.04	4.00	4.07
Provisions provided for students with disabilities	4.04	4.02	4.02
College bookstore inventory and services	4.03	3.88	3.78
Recreation, social gatherings, cultural events, and entertainment	4.03	3.89	3.82
Financial Aid services	3.99	4.02	4.19
Personal security and safety	3.97	4.08	4.09
General registration procedures	3.88	3.67	3.84
Maintenance of student housing	3.80	3.69	3.84
Cafeteria food and services	3.79	3.46	3.60