

**Mt. San Antonio College  
Graduate Survey Report  
Classes of 2005, 2006, and 2007**

Prepared by:

Maria Tsai  
Research Analyst  
Lisa DiDonato  
Project Manager, Basic Skills Research Team  
Research and Institutional Effectiveness  
Mt. San Antonio College  
Walnut, CA

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## **Mt. San Antonio College Graduate Survey Report: Classes of 2005 and 2006 Executive Summary**

Prospective graduates of Mt. San Antonio College (Mt. SAC) who petitioned through the Admission and Records Office during the Academic years of 2004-2005, 2005-2006, and 2006-2007 were asked to complete a Graduate Survey. The main purpose of this survey is to collect opinions from graduating students on their college experiences at Mt. San Antonio College. A total of 489 survey questionnaires from the Class of 2005, 1,204 from the Class of 2006, and 948 from the Class of 2007 were returned. The overall response rate for the Class of 2005 was 36%. The Class of 2006 response rate was 73%. The graduating class of 2007 had a response rate of 54%. Some highlights of the survey results are listed below.

### **Demographic characteristics of survey respondents**

- ▶ Survey respondents from all three years consisted of about 60% women and 40% men.
- ▶ Survey respondents most frequently selected the 21-25 year old age group for all three years. This represented about 50% of all respondents for each year.
- ▶ The most selected ethnic group of our survey respondents from all years was “Hispanic/Latino” nearly 36% of those surveyed in 2006-2007, reported this as their ethnic group. “Asian/Pacific Islander/Filipino” along with “White” were the next largest groups.
- ▶ About 56 % of the respondents from all years reported graduating with an Associate of Arts degree
- ▶ Close to two thirds (65%) of the 2005 group, 45% of the 2006 group, and 57% of the 2007 group said they planned to work full-time or part-time after graduation. For all three years, the majority of those students planning to work indicated their jobs were or would be related to their majors.
- ▶ Over half of the survey respondents from all years reported spending more than three years to achieve their degrees.
- ▶ Over 60% of all survey respondents from all three years reported planning to transfer to a four-year college. Out of those planning to transfer, 71% of the 2005, 68% of the 2006 and nearly 80% of the 2007 survey respondents were transferring to UC, or CSU campuses. Cal Poly Pomona, Cal State Fullerton and Cal State Los Angeles have consistently been the top three universities our graduates plan on transferring to.

### **Survey respondents’ experience at Mt. San Antonio College**

- ▶ The percentage of students who took all of their credits for their degree at Mt. SAC exclusively continues to rise, from nearly 41% in 2005 to almost 49% in 2007.
- ▶ The percentage of those pursuing their degree full-time over the last three years has also increased.
- ▶ Across all 3 years, the number one challenge or obstacle reported by students for completing their educational goals at Mt. SAC was “Work Schedule” issues (*48% in 2005, 44% in 2006, and 41% in 2007*). “Financial burden” was also cited frequently as a challenge to obtaining educational goals (34% in 2005, 35% in 2006, and 34% in 2007).

## **Survey respondents' perception of Mt. San Antonio College**

Prospective graduates from all three years were asked to rate the same set of key elements of their Mt. SAC experiences and the Student Support services they had used. However, the rating scales were not the same on the 2005 and the 2006 surveys. For this reason, the rating results from these two years should be viewed separately and no comparison should be made between the two results.

- ▶ The vast majority of survey respondents from all years were satisfied with their overall experiences at Mt. SAC (91% with ratings of Good to Outstanding in 2005, 94% with ratings of "Satisfied" to "Very Satisfied" in 2006, and nearly all (99%) of students in 2007).
- ▶ The respondents were asked to rate items related to their experiences at Mt. SAC. Nearly all of these items received high satisfactory level ratings. All but one item was higher than 70% in 2005. In 2006 and 2007, these ratings increased. 90% of the respondents during this time period, ranked all but one, of their Mt. SAC experiences as satisfactory or above. The area that received the lowest satisfactory ratings consistently from all three years was the "Availability of Classes" (53% in 2005, 73% in 2006, and 75% in 2007). The most favorably rated experience for all three years was "The Quality of Instruction" (92% in 2005, 98% in 2006, and 99% in 2007).
- ▶ All student support services received high satisfactory ratings from respondents for all three years.

In summary, the typical prospective graduating student at Mt. San Antonio College is

- Female
- Hispanic
- Age 25 or younger
- Receiving an Associate of Arts degree
- Working after graduation
- Attended Mt. SAC for at least three years
- Planning to transfer to a four-year university
- Is satisfied with his/her overall experience at Mt. SAC.

## Introduction

A graduate or exit survey is one of the most commonly used tools by higher education institutions to evaluate students' perceptions of their future alma mater. For the past five years, students of Mt. Antonio College (Mt. SAC) who petitioned to graduate with an Associate degree through the Admission and Records Office were asked to complete a Graduate Survey. The survey asks these students to provide their personal views on their experiences at Mt. SAC. The purpose of the survey is to better understand what prospective Mt. SAC graduates think about the programs and services they received. Students were asked to rate their satisfaction with the instructional programs, student services, as well as, their overall Mt. SAC experience. They were also requested to name major concerns and obstacles they faced while attaining their educational goals. This report is based upon the survey responses of the Class of 2005, the Class of 2006 and the Class of 2007 Mt. SAC prospective graduates. A total of 489 surveys from 2005, 1,204 from 2006, and 948 from 2007 were collected. The following sections present the demographics and academic background of the survey respondents, their future plans after graduation, and their satisfaction levels with those key components of their Mt. SAC college experience. Caution needs to be stressed when interpreting these results. These findings are based on self-report and only represent those who responded to the survey and do not necessarily represent the entire graduating class.

## Method

### Instrument and Procedure

This Graduation Survey questionnaire was first developed in 2002 by a collective effort of Student Services managers, the Research Office, and other colleagues experienced with survey design. Initially, focus was placed more on the satisfaction level of our graduates' overall college experience and whether they had used services available to them. Over the years, additional questions were included to cover more ratings on the key components of their overall college experiences. The 2005 Graduate survey was printed on an 11x17 paper, double-sided, and folded into four continuous pages. It consisted of 13 check-mark type questions, as well as two open ended questions for comment or commendation. Early in the spring semester of 2005, the survey questionnaires were mailed out to students who had petitioned to graduate in the fall semester. It was distributed with the graduation petition form by the Admission and Records Office during. A total of 489 surveys were returned (about 36% of the total 1,365 Associate degree awardees). The 2006 survey was redesigned for use as a scannable document. This made for easier processing with the Remark Office OMR software. It was also in 2006 that changes to the rating scale was made to reflect a more balanced range. The survey was distributed with the graduation petition form throughout the 2005-2006 academic year, by the Admission & Records Office. A total of 1,204 questionnaires were returned (about 73% of the total 1,655 Associate degree awardees). The 2007 survey was conducted in the same fashion as the previous years with only minor adjustments to the instrument. The response rate was 54% of those who subsequently graduated.

Graduation Term 2004-2005			Graduation Term 2005-2006			Graduation Term 2006-2007		
	Count	Percent		Count	Percent		Count	Percent
Fall 2004	85	17.38%	Fall 2005	392	32.56%	Fall 2006	319	33.65%
Spring 2005	329	67.28%	Spring 2006	645	53.57%	Spring 2007	471	49.68%
Summer 2005	41	8.38%	Summer 2006	114	9.47%	Summer 2007	95	10.02%
						Winter 2007	6	0.63%
						Other	2	0.21%
No Response	34	6.95%	No Response	53	4.40%	No Response	55	5.80%
<b>Grand Total</b>	<b>489</b>	<b>100.00%</b>	<b>Grand Total</b>	<b>1,204</b>	<b>100.00%</b>	<b>Grand Total</b>	<b>948</b>	<b>100.00%</b>

## Results

Data collected from the 2005, 2006, and 2007 Mt. SAC prospective graduates who completed the survey were analyzed and are reported on the following pages.

### A. Demographic Characteristics of Survey Respondents

The following characteristics provide a brief description of our survey respondents:

- Female (63% in 2005; 60% in 2006; 59% in 2007),
- Age twenty-five or younger (62% in 2005, 63% in 2006, 67% in 2007),
- Most frequently reported ethnic identification
  - Hispanic (33% in 2005; 35% in 2006; 36% in 2007)
  - Asian (24% in 2005; 25% in 2006; 22% in 2007),
  - White (26% in 2005; 24% in 2006; 26% in 2007)
- Graduating with an AA degree
- Graduating in the Spring semester (67% in 2005, 54% in 2006, 53% in 2007)
- Attended Mt. SAC more than three years in order to complete their degree (48% in 2005, 52% in 2006).

The following tables provide a complete description of the demographic information of survey respondents.

#### *Demographics*

Gender	2004-2005		2005-2006		2006-2007	
	Count	Percent	Count	Percent	Count	Percent
Male	174	35.58%	475	39.45%	389	41.03%
Female	309	63.19%	728	60.47%	558	58.86%
No Response	6	1.23%	1	0.08%	1	0.11%
<b>Grand Total</b>	<b>489</b>	<b>100.00%</b>	<b>1,204</b>	<b>100.00%</b>	<b>948</b>	<b>100.00%</b>

*Demographics*

Age Group	2004-2005		2005-2006		2006-2007	
	Count	Percent	Count	Percent	Count	Percent
20 or Less	60	12.27%	171	14.2	136	14.35%
21-25	241	49.28%	589	48.92%	497	52.43%
26-30	72	14.72%	200	16.61%	146	15.40%
31-40	60	12.27%	138	11.46%	95	10.02%
41-54	40	8.18%	96	7.97%	66	6.96%
55+	5	1.02%	10	0.83%	6	0.63%
No Response	11	2.25%	0	0.00%	2	0.21%
<b>Grand Total</b>	<b>489</b>	<b>100.00%</b>	<b>1204</b>	<b>100.00%</b>	<b>948</b>	<b>100.00%</b>

*Demographics*

Ethnicity	2004-2005		2005-2006		2006-2007	
	Count	Percent	Count	Percent	Count	Percent
Hispanic/Latino	163	33.33%	426	35.33%	339	35.76%
White	129	26.38%	286	23.75%	248	26.16%
Asian/Pacific Islander/Filipino	117	23.93%	297	24.67%	209	22.05%
Multiple Races	31	6.34%	83	6.89%	51	5.38%
Black/African American	24	4.91%	52	4.32%	51	5.38%
Other	17	3.48%	53	4.40%	43	4.54%
Native American	4	0.82%	2	0.17%	1	0.11%
No Response	4	0.82%	5	0.42%	6	0.63%
<b>Grand Total</b>	<b>489</b>	<b>100.00%</b>	<b>1,204</b>	<b>100.00%</b>	<b>948</b>	<b>100.00%</b>

The table below reveals that about 56% of respondents from the first two years reported receiving an Associate of Arts degree. In the third year, 2007, this rate increased to nearly 63%. The following table shows the different combinations of awards reported being received by our survey respondents.

*Expected Degree(s)*

Award Type	2004-2005		2005-2006		2006-2007	
	Count	Percent	Count	Percent	Count	Percent
AA only	273	55.83%	669	55.56%	594	62.66%
AS only	136	27.81%	384	31.89%	276	29.11%
AA & AA	0	0.00%	7	0.58%	0	0.00%
AA & AS	14	2.86%	43	3.57%	28	2.95%
AA & CC	8	1.64%	8	0.66%	7	0.74%
AS & CC	42	8.59%	30	2.49%	14	1.48%
AA & AS & CC	8	1.64%	18	1.50%	2	0.21%
AA & CC & CC	0	0.00%	1	0.08%	0	0.00%
AA & AS & AS	0	0.00%	1	0.08%	0	0.00%
No Response	8	1.64%	43	3.57%	27	2.85%
<b>Grand Total</b>	<b>489</b>	<b>100.00%</b>	<b>1,204</b>	<b>100.00%</b>	<b>948</b>	<b>100.00%</b>

To find out how long it took for our prospective graduates to complete their course of study, survey respondents were asked to enter the first enrollment year for their awarded degree. Since their enrollment patterns cannot be determined from this information, the following table represents respondents' **maximum amount of time** spent to earn their degree.

First Enrollment Year	Approximate Length to Degree in Year			Approximate Length to Degree in Year			Approximate Length to Degree in Year		
	2004-2005	Count	Percent	2005-2006	Count	Percent	2006-2007	Count	Percent
Prior 1999	More than 6 years	67	13.70%	More than 7 years	146	12.13%	More than 8 years	75	7.91%
1999	6 years	36	7.36%	7 years	57	4.73%	8 years	41	4.32%
2000	5 years	53	10.84%	6 years	86	7.14%	7 years	39	4.11%
2001	4 years	79	16.16%	5 years	141	11.71%	6 years	82	8.65%
2002	3 years	106	21.68%	4 years	193	16.03%	5 years	110	11.60%
2003	2 years	76	15.54%	3 years	256	21.26%	4 years	150	15.82%
2004	1 year	30	6.13%	2 year	149	12.38%	3 years	184	19.41%
2005	Less than 1 year	8	1.64%	1 year	68	5.65%	2 year	113	11.92%
2006				Less than 1 year	16	1.33%	1 year	50	5.27%
2007							Less than 1 year	10	1.05%
No Response	Unknown	34	6.95%	Unknown	92	7.64%	Unknown	94	9.92%
<b>Grand Total</b>		<b>489</b>	<b>100.00%</b>		<b>1,204</b>	<b>100.00%</b>		<b>948</b>	<b>100.00%</b>

College students are often concerned about the cost of their college education. Less than half of the survey respondents from all three years indicated receiving financial aid while attending Mt. SAC. The most reported types of financial aid awarded were Board of Governor's Fee Waiver, Pell Grant, and Cal Grant. Additionally, for each of the three years of the survey, eight out of every ten respondents who rated the financial aid application, were satisfied with the process.

#### Financial Aid

Aid Recipients	2004-2005		2005-2006		2006-2007	
	Count	Percent	Count	Percent	Count	Percent
Yes	223	42.95%	576	47.84%	443	46.73%
No	253	54.19%	611	50.75%	456	48.10%
No Response	13	2.87%	17	1.41%	49	5.17%
<b>Total</b>	<b>489</b>	<b>100.00%</b>	<b>1,204</b>	<b>100.00%</b>	<b>948</b>	<b>100.00%</b>

*Financial Aid*

Type of Aid Awarded	2004-2005		2005-2006		2006-2007	
	Count*	Percent*	Count*	Percent*	Count*	Percent*
Cal Grant	86	38.57%	186	32.29%	173	35.23%
Pell Grant	111	49.78%	250	43.40%	197	40.12%
Student/Perkins Loans	15	6.73%	53	9.20%	33	6.72%
Board of Governor's Fee Waiver	187	83.86%	477	82.81%	378	76.99%
Work Study	18	8.07%	56	9.72%	57	11.61%
Mt. SAC Scholarships	17	7.62%	47	8.16%	39	7.94%
Other	10	4.48%	43	7.47%	42	8.55%
<b>Total Number of Recipients</b>	<b>223</b>		<b>576</b>		<b>491</b>	

\*Total count or percentage of Financial Aid awards add up more than the total number of recipients or 100% because students may receive multiple financial aid awards.

*Financial Aid*

Satisfaction Rating with the application Process	2004-2005		2005-2006		2006-2007	
	Count	Percent	Count	Percent	Count	Percent
Satisfied	203	81.20%	505	81.98%	409	83.98%
Not Satisfied	47	18.80%	111	18.02%	78	16.02%
<b>Total Applicants</b>	<b>250</b>	<b>100.00%</b>	<b>616</b>	<b>100.00%</b>	<b>487</b>	<b>100.00%</b>

## B. Transfer or Job Plan After Graduation

Over the past three years there has been an increase in the percentage of students reporting intentions of working after graduation. About two thirds of the 2005 survey respondents, 45% of the 2006 respondents, and almost 57% of 2007 respondents indicated planning to work either full-time or part-time after graduation. Among this group, 53% of 2005, 47% of 2006, and nearly 60% of 2007 students said that they were continuing their jobs. Only 47% of 2005, 53% of 2006, and 40% of 2007 respondents were starting a new job. Among those who reported starting a new job, 73% of the 2005, and 2006 respondents indicated that their new jobs were or would be related to their majors. Interestingly, in 2007 there was a decrease in the number of respondents who reported that their job would be related to their major.

### *Plan after Graduation*

<b>Job Plan</b>	<b>2004-2005</b>		<b>2005-2006</b>		<b>2006-2007</b>	
	<b>Count</b>	<b>Percent</b>	<b>Count</b>	<b>Percent</b>	<b>Count</b>	<b>Percent</b>
Begin Full-time Degree Related Job	118	24.13%	228	18.94%	159	16.77%
Begin Full-time Degree Unrelated Job	4	0.82%	12	1.00%	11	1.16%
Begin Part-time Degree Related Job	19	3.89%	32	2.66%	32	3.38%
Begin Part-time Degree Unrelated Job	8	1.64%	12	1.00%	14	1.48%
Continue Full-time Degree Related Job	58	11.86%	79	6.56%	96	10.13%
Continue Full-time Degree Unrelated Job	33	6.75%	53	4.40%	55	5.80%
Continue Part-time Degree Related Job	37	7.57%	55	4.57%	68	7.17%
Continue Part-time Degree Unrelated Job	42	8.59%	69	5.73%	104	10.97%
Incomplete or No response	170	34.76%	664	55.15%	409	43.14%
<b>Total</b>	<b>489</b>	<b>100.00%</b>	<b>1,204</b>	<b>100.00%</b>	<b>948</b>	<b>100.00%</b>

### *Plan after Graduation*

<b>Job Plan</b>	<b>2004-2005</b>		<b>2005-2006</b>		<b>2006-2007</b>	
	<b>Count</b>	<b>Percent</b>	<b>Count</b>	<b>Percent</b>	<b>Count</b>	<b>Percent</b>
Continued Job	170	53.00%	256	47.00%	323	59.93%
New Job	149	47.00%	284	53.00%	216	40.07%
<b>Total Count</b>	<b>319</b>	<b>100.00%</b>	<b>540</b>	<b>100.00%</b>	<b>539</b>	<b>100.00%</b>
Related to Major	232	73.00%	394	73.00%	355	65.86%
Unrelated to Major	87	27.00%	146	27.00%	184	34.14%
<b>Total Count</b>	<b>319</b>	<b>100.00%</b>	<b>540</b>	<b>100.00%</b>	<b>539</b>	<b>100.00%</b>

Over 60% of survey respondents reported planning to transfer to either a UC or CSU campus each of the 3 years. A total of 68% of 2005, 63% of 2006, and 64% of 2007 students indicated a plan to transfer to a four-year college after graduation. The top five transfer colleges selected by all survey respondents were: Cal Poly Pomona, Cal State Fullerton, Cal State LA, Cal State Long Beach, and Cal State San Bernardino.

*Plan after Graduation*

Transfer to Four Year College	2004-2005		2005-2006		2006-2007	
	Count	Percent	Count	Percent	Count	Percent
Will Transfer	331	67.69%	762	63.29%	609	64.24%
Will not Transfer	158	32.31%	442	36.71%	339	35.76%
<b>Grand Total</b>	<b>489</b>	<b>100.00%</b>	<b>1,204</b>	<b>100.00%</b>	<b>948</b>	<b>100.00%</b>

*Plan after Graduation*

Transfer to UC or CSU or Other	2004-2005		2005-2006		2005-2006	
	Count	Percent	Count	Percent	Count	Percent
UC	10	3.00%	40	0.052	19	3.32%
CSU	225	68.00%	479	62.90%	437	76.27%
Undecided	52	15.70%	74	9.70%	41	7.16%
Other	40	12.10%	94	12.30%	76	13.26%
<b>Grand Total</b>	<b>327</b>	<b>100.00%</b>	<b>687</b>	<b>100.00%</b>	<b>573</b>	<b>100.00%</b>

*Transfer Plan*

Transfer College	2004-2005		2005-2006		2006-2007			
	Count	Percent	Count	Percent	Count	Percent		
Cal Poly Pomona	88	18.00%	Cal Poly Pomona	189	15.70%	Cal Poly Pomona	165	17.41%
CSU Fullerton	69	14.11%	CSU Fullerton	149	12.38%	CSU Fullerton	164	17.30%
CSU Los Angeles	30	6.13%	CSU Los Angeles	47	3.90%	CSU Los Angeles	34	3.59%
CSU Long Beach	10	2.04%	CSU Long Beach	31	2.57%	CSU Long Beach	23	2.43%
CSU San Bernardino	9	1.84%	CSU San Bernardino	29	2.41%	CSU San Bernardino	14	1.48%
Univ. of La Verne	8	1.64%	Univ. of La Verne	19	1.58%	Southern Illinois Univ.	14	1.48%
Southern Illinois Univ.	6	1.23%	UCLA	13	1.08%	CSU Northridge	11	1.16%
Azusa Pacific Univ.	4	0.82%	Southern Illinois Univ.	13	1.08%	San Diego State Univ.	8	0.84%
UC Irvine	4	0.82%	Azusa Pacific Univ.	12	1.00%	Univ. of La Verne	7	0.74%
UC Riverside	3	0.61%	UC Riverside	9	0.75%	Azusa Pacific Univ.	6	0.63%
USC	3	0.61%	Loma Linda Univ.	9	0.75%	UCLA	5	0.53%
Undecided	52	10.63%	Undecided	74	6.15%	Undecided	41	4.32%
Other Two Year	5	1.02%	Other Two Year	0	0.00%	Other Two Year	10	1.05%
Other Four Year	36	7.36%	Other Four Year	93	7.72%	Other Four Year	71	7.49%
Not Specified	4	0.82%	Not Specified	75	6.23%	Not Specified	71	7.49%
Not Transferring	158	32.31%	Not Transferring	442	36.71%	Not Transferring	304	32.07%
<b>Total</b>	<b>489</b>	<b>100.00%</b>	<b>Total</b>	<b>1,204</b>	<b>100.00%</b>	<b>Total</b>	<b>948</b>	<b>100.00%</b>

## C. College Experience at Mt. San Antonio College

There seems to be a common trend for community college students (whether by the student's choice or not) to earn credits from more than one college. Such a trend is evidenced here in that less than half all survey respondents (41% in 2005, 42% in 2006, and 49% in 2007) received all their degree units exclusively at Mt. SAC. However, the percentage of respondents who reported attending Mt. SAC full-time to pursue their degree rises each year. In 2005 almost 59% reported attending full-time. This rose to nearly 60% in 2006 and in 2007, 61% reported attending full-time.

### *Academic Background*

Enrollment History	2004-2005		2005-2006		2006-2007	
	Count	Percent	Count	Percent	Count	Percent
Pursued degree primarily full-time	284	58.08%	719	59.72%	581	61.29%
Pursued degree primarily part-time	179	36.61%	449	37.29%	322	33.97%
Took all Courses of awarded degree at Mt. SAC	200	40.90%	506	42.02%	461	48.63%
Have attended other colleges	183	37.42%	425	35.30%	315	33.23%
Have transferred coursework from other colleges	136	27.81%	289	24.00%	223	23.52%

When asked about the total number of semesters enrolled at Mt. SAC in order to complete their degrees, 39% of the 2005, 29% of the 2006, and 19% of the 2007 respondents said they used less than seven semesters. This represents a 10% decrease each year.

### *Mt. SAC Experience*

#### **Total Number of Terms enrolled at Mt. SAC**

	2004-2005		2005-2006		2006-2007	
	Count	Percent	Count	Percent	Count	Percent
Six or less	192	39.26%	349	28.99%	175	18.46%
Seven to twelve	148	30.27%	342	28.41%	195	20.57%
Thirteen or more	23	4.70%	45	3.74%	48	5.06%
No Response	126	25.77%	468	38.87%	530	55.91%
<b>Total</b>	<b>489</b>	<b>100.00%</b>	<b>1204</b>	<b>100.00%</b>	<b>948</b>	<b>100.00%</b>

MT. SAC Experience

2004-2005			2005-2006			2006-2007		
Total Number of Terms enrolled at Mt. SAC	Count	Percent	Total Number of Terms enrolled at Mt. SAC	Count	Percent	Total Number of Terms enrolled at Mt. SAC	Count	Percent
24	1	0.20%	23	1	0.08%	121	1	0.11%
20	2	0.41%	22	1	0.08%	68	1	0.11%
18	1	0.20%	20	2	0.17%	60	2	0.21%
17	3	0.61%	19	1	0.08%	30	1	0.11%
16	4	0.82%	18	3	0.25%	23	1	0.11%
15	3	0.61%	17	7	0.58%	21	3	0.32%
14	3	0.61%	16	5	0.42%	20	1	0.11%
13	6	1.23%	15	6	0.50%	18	4	0.42%
12	11	2.25%	14	8	0.66%	17	4	0.42%
11	10	2.04%	13	11	0.91%	16	4	0.42%
10	23	4.70%	12	33	2.74%	15	2	0.21%
9	20	4.09%	11	18	1.50%	14	9	0.95%
8	44	9.00%	10	63	5.23%	13	15	1.58%
7	40	8.18%	9	56	4.65%	12	19	2.00%
6	69	14.11%	8	90	7.48%	11	14	1.48%
5	46	9.41%	7	82	6.81%	10	34	3.59%
4	42	8.59%	6	140	11.63%	9	26	2.74%
3	15	3.07%	5	65	5.40%	8	52	5.49%
2	20	4.09%	4	72	5.98%	7	50	5.27%
			3	30	2.49%	6	50	5.27%
			2	31	2.57%	5	44	4.64%
			1	11	0.91%	4	42	4.43%
						3	27	2.85%
						2	9	0.95%
						1	3	0.32%
No Response	126	25.77%	No Response	468	38.87%	No Response	530	55.91%
<b>Grand Total</b>	<b>489</b>	<b>100.00%</b>	<b>Grand Total</b>	<b>1204</b>	<b>100.00%</b>	<b>Grand Total</b>	<b>948</b>	<b>100.00%</b>
<b>Average</b>	<b>7.01</b>		<b>Average</b>	<b>7.03</b>		<b>Average</b>	<b>8.4</b>	

Involvement in student activities is another important part of the college experience. It tends to create bonds among students and build a sense of belonging to the school. For all three years, only about 67% of the survey respondents indicated they had not participated in any student activities on campus.

*MT. SAC Experience*

Student Activities	2004-2005		2005-2006		2006-2007	
	Count*	Percent	Count*	Percent	Count*	Percent
Competitive Athletics	23	14.29%	93	0.2403	71	18.68%
Student Government	6	3.73%	19	4.91%	20	5.26%
Performance Group	9	5.59%	29	7.49%	18	4.74%
On-campus Employment	41	25.47%	104	26.87%	71	18.68%
Honors Program/PTK/AGS	50	31.06%	98	25.32%	61	16.05%
Other Competitive Group//Team	16	9.94%	24	6.20%	15	3.95%
Student Club	74	45.96%	166	42.89%	124	32.63%
<b>Total Participants</b>	<b>161</b>	<b>32.93%</b>	<b>387</b>	<b>32.14%</b>	<b>380</b>	<b>59.56%</b>
<b>None Participation/No Response**</b>	<b>328</b>	<b>67.07%</b>	<b>817</b>	<b>67.86%</b>	<b>638</b>	<b>67.30%</b>

\*Activity count may be duplicated if the student has participated more than one activity.

\*\* None Participation count is an unduplicated count of those respondents who did not mark any student activities.

When asked to pick the greatest challenges they faced while attaining their goals at Mt. SAC. The number one response across all three years was, "Work Schedule". The other most frequently cited challenges were, "Enrolling in Required Classes", "Financial Burden", "Work Load", and "Setting Educational Goals".

*MT. SAC Experience*

**Greatest challenges toward Reaching Goals**

	2004-2005 (N=489)			2005-2006 (N=1204)			2006-2007 (N=948)		
	Count	Percent	Rank	Count	Percent	Rank	Count	Percent	Rank
Work Schedule	235	48.06%	1	531	44.10%	1	388	40.93%	1
Financial Burden	166	33.95%	3	419	34.80%	2	325	34.28%	2
Setting my educational goal	135	27.61%	5	328	27.24%	4	276	29.11%	3
Enrolling in required classes	183	37.42%	2	337	27.99%	3	260	27.43%	4
Work Load	161	32.92%	4	315	26.16%	5	233	24.58%	5
Social and personal management skills	88	18.00%	7	212	17.61%	6	182	19.20%	6
Family responsibilities	96	19.63%	6	206	17.11%	7	163	17.19%	7
Personal/Family emergencies	77	15.75%	8	158	13.12%	8	153	16.14%	8
Lack of emotional support	60	12.27%	9	101	8.39%	10	102	10.76%	9
Classroom Instruction	39	7.98%	15	113	9.39%	9	84	8.86%	10
Personal Health issues	52	10.63%	10	84	6.98%	13	80	8.44%	11
Didn't know where to go for help	45	9.20%	12	94	7.81%	11	77	8.12%	12
Language barrier	50	10.22%	11	90	7.48%	12	72	7.59%	13
Competency in basic skills	40	8.18%	13	78	6.48%	14	72	7.59%	14
Insufficient places to study on campus	40	8.18%	13	72	5.98%	16	66	6.96%	15
College adjustment	31	6.34%	16	77	6.40%	15	46	4.85%	16
Lack of faculty interaction	31	6.34%	16	47	3.90%	17	38	4.01%	17
Computer literacy and access	25	5.11%	18	34	2.82%	18	36	3.80%	18

D. Survey Respondents' Ratings of College Elements and Services at Mt. San Antonio College

A successful learning experience involves the combination of quality instructional programs, supportive student services, and a friendly, caring, safe environment. Mt. San Antonio College strives to provide its students with this type of optimal educational environment. Our respondents reported high levels of satisfaction with their overall experience at Mt. SAC. In fact, over 92% of the 2005 survey respondents marked "Outstanding" and "Good" when asked to rate their overall Mt. SAC experience. In 2006 98% of the respondents marked "Very satisfied" or "Satisfied". This rating increased to 99% in 2007. Thus, the efforts of the college to create a successful learning experience are not without some success. Please note that because of the two different rating scales used for the 2005 and 2006 surveys, care needs to be taken when analyzing the results. Each year should be evaluated separately without comparing 2005 to 2006 or 2007.

Rating of Overall Experience at Mt. SAC	Outstanding		Good		Fair		Poor		Total Count
	#	%	#	%	#	%	#	%	#
2005 Survey Respondents	156	32.70%	287	60.17%	32	6.71%	2	0.42%	477

Rating of Overall Experience at Mt. SAC	Very satisfied		Satisfied		Dissatisfied		Very dissatisfied		Total Count
	#	%	#	%	#	%	#	%	#
2006 Survey Respondents	483	41.89%	650	56.37%	18	1.56%	2	0.17%	1,153

Rating of Overall Experience at Mt. SAC	Very satisfied		Satisfied		Dissatisfied		Very dissatisfied		Total Count
	#	%	#	%	#	%	#	%	#
2007 Survey Respondents	380	42.22%	512	56.89%	7	0.78%	1	0.11%	900

When asked to rate some key elements of their college experiences, the 2005 survey respondents were most satisfied with the “Quality of Instruction”, “Computer Facilities”, and the “Faculty”, but least satisfied with “Class Availability”, “Classroom Facility”, and “Student Activities” on campus. The 2006 and 2007 respondents gave very high ratings to almost all elements of their Mt. SAC experience except for “Class Availability”. Generally speaking, our graduates felt good about the experiences they had at Mt. SAC, all elements being rated, except for “Class Availability”, received at least 70% of satisfactory level ratings (Outstanding or Good) in 2005 and over 90% in 2006 and 2007 (Very Satisfied or Satisfied).

Rating of Mt. SAC Experience in these elements:	Graduate Survey 2004-2005								
	Outstanding		Good		Fair		Poor		Total Count
	#	%	#	%	#	%	#	%	#
Quality of Instruction	149	31.43%	288	60.76%	37	7.81%	0	0.00%	474
Classroom Facilities	54	11.34%	281	59.03%	135	28.36%	6	1.26%	476
Computer Facilities	158	34.50%	253	55.24%	44	9.61%	3	0.66%	458
Computer Availability	126	29.03%	239	55.07%	62	14.29%	7	1.61%	434
Library Resources	163	35.21%	246	53.13%	49	10.58%	5	1.08%	463
College Climate: Safety	141	29.50%	279	58.37%	55	11.51%	3	0.63%	478
College Climate: Friendliness	122	26.01%	264	56.29%	78	16.63%	5	1.07%	469
College Climate: Sensitivity to diversity	163	34.98%	248	53.22%	49	10.52%	6	1.29%	466
Faculty: Professional competency	166	34.87%	265	55.67%	41	8.61%	4	0.84%	476
Faculty: Concern for Students	131	27.46%	258	54.09%	80	16.77%	8	1.68%	477
Class sizes	88	18.53%	273	57.47%	98	20.63%	16	3.37%	475
Class Availability	51	10.87%	198	42.22%	150	31.98%	70	14.93%	469
Helpfulness of administrators	112	23.88%	252	53.73%	89	18.98%	16	3.41%	469
Helpfulness of staff	112	23.63%	260	54.85%	88	18.57%	14	2.95%	474
Availability of non-class activities on campus	53	14.72%	213	59.17%	87	24.17%	7	1.94%	360
Preparation received for career	110	24.89%	234	52.94%	85	19.23%	13	2.94%	442
Preparation received for transfer	117	28.40%	200	48.54%	79	19.17%	16	3.88%	412
Mt. SAC Website	123	26.91%	257	56.24%	69	15.10%	8	1.75%	457
Overall Experience at Mt. SAC	156	32.70%	287	60.17%	32	6.71%	2	0.42%	477

Rating of Mt. SAC Experience in these elements:	Graduate Survey 2005-2006								
	Very satisfied		Satisfied		Dissatisfied		Very dissatisfied		Total Count
	#	%	#	%	#	%	#	%	#
Quality of Instruction	503	42.81%	654	55.66%	16	1.36%	2	0.17%	1,175
Classroom Facilities	299	25.40%	800	67.97%	72	6.12%	6	0.51%	1,177
Computer Facilities	502	42.94%	630	53.89%	30	2.57%	7	0.60%	1,169
Computer Availability	489	41.72%	620	52.90%	53	4.52%	10	0.85%	1,172
Library Resources	493	42.14%	635	54.27%	37	3.16%	5	0.43%	1,170
College Climate: Safety	473	40.22%	669	56.89%	32	2.72%	2	0.17%	1,176
College Climate: Friendliness	413	35.15%	715	60.85%	41	3.49%	6	0.51%	1,175
College Climate: Sensitivity to diversity	448	38.72%	689	59.55%	16	1.38%	4	0.35%	1,157
Faculty: Professional competency	434	37.38%	689	59.35%	35	3.01%	3	0.26%	1,161
Faculty: Concern for Students	386	33.10%	714	61.23%	60	5.15%	6	0.51%	1,166
Class sizes	357	30.78%	698	60.17%	96	8.28%	9	0.78%	1,160
Class Availability	249	21.36%	605	51.89%	247	21.18%	65	5.57%	1,166
Helpfulness of administrators	324	27.98%	733	63.30%	83	7.17%	18	1.55%	1,158
Helpfulness of staff	336	28.97%	742	63.97%	73	6.29%	9	0.78%	1,160
Availability of non-class activities on campus	234	20.97%	804	72.04%	67	6.00%	11	0.99%	1,116
Preparation received for career	362	31.40%	694	60.19%	84	7.29%	13	1.13%	1,153
Preparation received for transfer	349	31.38%	652	58.63%	91	8.18%	20	1.80%	1,112
Mt. SAC Website	438	38.09%	641	55.74%	64	5.57%	7	0.61%	1,150
Overall Experience at Mt. SAC	483	41.89%	650	56.37%	18	1.56%	2	0.17%	1,153

Rating of Mt. SAC Experience in these elements:	Graduate Survey 2006-2007								
	Very satisfied		Satisfied		Dissatisfied		Very dissatisfied		Total Count
	#	%	#	%	#	%	#	%	#
Quality of Instruction	361	39.93%	533	58.96%	8	0.88%	2	0.22%	904
Classroom Facilities	208	23.09%	620	68.81%	71	7.88%	2	0.22%	901
Computer Facilities	382	42.68%	487	54.41%	22	2.46%	4	0.45%	895
Computer Availability	378	42.09%	466	51.89%	48	5.35%	6	0.67%	898
Library Resources	374	41.79%	487	54.41%	29	3.24%	5	0.56%	895
College Climate: Safety	372	41.20%	504	55.81%	25	2.77%	2	0.22%	903
College Climate: Friendliness	312	34.63%	544	60.38%	42	4.66%	3	0.33%	901
College Climate: Sensitivity to diversity	376	41.96%	497	55.47%	20	2.23%	3	0.33%	896
Faculty: Professional competency	329	36.51%	549	60.93%	20	2.22%	3	0.33%	901
Faculty: Concern for Students	313	34.70%	542	60.09%	43	4.77%	4	0.44%	902
Class sizes	278	30.79%	539	59.69%	80	8.86%	6	0.66%	903
Class Availability	223	24.78%	452	50.22%	196	21.78%	29	3.22%	900
Helpfulness of administrators	271	30.21%	553	61.65%	63	7.02%	10	1.11%	897
Helpfulness of staff	278	30.85%	562	62.38%	54	5.99%	7	0.78%	901
Availability of non-class activities on campus	193	22.68%	593	69.68%	51	5.99%	14	1.65%	851
Preparation received for career	283	31.98%	531	60.00%	59	6.67%	12	1.36%	885
Preparation received for transfer	251	29.25%	535	62.35%	54	6.29%	18	2.10%	858
Mt. SAC Website	356	39.64%	494	55.01%	40	4.45%	8	0.89%	898
Overall Experience at Mt. SAC	380	42.22%	512	56.89%	7	0.78%	1	0.11%	900

Student assistance programs and services also play a key role in a student's progress toward their educational goals. Survey respondents were asked to rate the services they had used while attending Mt. SAC. Again, a great majority of the survey respondents from all years reported being pleased with the services they had used. All services listed received higher than 74% "Satisfied" or "Very Satisfied" ratings in 2005. Over 87% of the respondents reported being "Satisfied" or "Very Satisfied" in 2006. While in 2007, 85% of students rated their satisfaction levels with the services they received as "Satisfied" or "Very Satisfied".

Rating of Mt. SAC Services:	Graduate Survey 2004-2005								
	Outstanding		Good		Fair		Poor		Total Count
	#	%	#	%	#	%	#	%	#
Tutoring: Learning Assistance	83	33.47%	135	54.44%	25	10.08%	5	2.02%	248
Tutoring: MARC	91	39.74%	107	46.72%	29	12.66%	2	0.87%	229
Tutoring: WRAC	21	17.95%	82	70.09%	14	11.97%	0	0.00%	117
Counseling: Counselors	132	31.06%	181	42.59%	85	20.00%	27	6.35%	425
Advising: Advisors	128	30.48%	198	47.14%	68	16.19%	26	6.19%	420
Admissions/Records/Registration	86	18.42%	280	59.96%	88	18.84%	13	2.78%	467
Assessment Center/Placement Testing	59	15.73%	235	62.67%	70	18.67%	11	2.93%	375
New Student Orientation (counseling)	65	18.26%	199	55.90%	81	22.75%	11	3.09%	356
Student Life/Student Activities	46	17.62%	152	58.24%	57	21.84%	6	2.30%	261
Student Health Center	76	27.64%	161	58.55%	33	12.00%	5	1.82%	275
Financial Aid/Scholarships	82	28.28%	143	49.31%	51	17.59%	14	4.83%	290
EOPS/CARE	46	40.00%	48	41.74%	20	17.39%	1	0.87%	115
Child Development Center	27	29.35%	49	53.26%	15	16.30%	1	1.09%	92
Career/Job Placement	40	22.99%	93	53.45%	34	19.54%	7	4.02%	174
Disabled Student Services (DSPS)	28	33.73%	41	49.40%	13	15.66%	1	1.20%	83
Overall Experience with Student Services	89	20.41%	270	61.93%	73	16.74%	4	0.92%	436

Rating of Mt. SAC Services:	Graduate Survey 2005-2006								
	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied		Total Count
	#	%	#	%	#	%	#	%	#
Tutoring: Learning Assistance	273	38.13%	410	57.26%	28	3.91%	5	0.70%	716
Tutoring: MARC	283	45.21%	316	50.48%	21	3.35%	6	0.96%	626
Tutoring: WRAC	107	29.97%	233	65.27%	14	3.92%	3	0.84%	357
Counseling: Counselors	357	33.71%	564	53.26%	98	9.25%	40	3.78%	1059
Advising: Advisors	347	35.77%	523	53.92%	66	6.80%	34	3.51%	970
Admissions/Records/Registration	315	27.68%	719	63.18%	84	7.38%	20	1.76%	1138
Assessment Center/Placement Testing	240	24.72%	673	69.31%	49	5.05%	9	0.93%	971
New Student Orientation (counseling)	221	26.22%	569	67.50%	51	6.05%	2	0.24%	843
Student Life/Student Activities	210	29.17%	469	65.14%	35	4.86%	6	0.83%	720
Student Health Center	259	35.87%	436	60.39%	20	2.77%	7	0.97%	722
Financial Aid/Scholarships	237	33.38%	393	55.35%	57	8.03%	23	3.24%	710
EOPS/CARE	130	37.46%	190	54.76%	18	5.19%	9	2.59%	347
Child Development Center	106	36.93%	171	59.58%	7	2.44%	3	1.05%	287
Career/Job Placement	139	31.81%	265	60.64%	27	6.18%	6	1.37%	437
Disabled Student Services (DSPS)	72	35.82%	124	61.69%	3	1.49%	2	1.00%	201
Veterans Affairs	39	30.71%	86	67.72%	2	1.57%		0.00%	127
Overall Experience with Student Services	232	29.59%	527	67.22%	22	2.81%	3	0.38%	784

Rating of Mt. SAC Services:	Graduate Survey 2006-2007								
	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied		Total Count
	#	%	#	%	#	%	#	%	#
Tutoring: Learning Assistance	203	38.01%	311	58.24%	17	3.18%	3	0.56%	534
Tutoring: MARC	209	41.72%	272	54.29%	19	3.79%	1	0.20%	501
Tutoring: WRAC	82	29.08%	190	67.38%	10	3.55%	0	0.00%	282
Counseling: Counselors	313	38.08%	416	50.61%	64	7.79%	29	3.53%	822
Advising: Advisors	271	37.96%	382	53.50%	46	6.44%	15	2.10%	714
Admissions/Records/Registration	243	28.00%	547	63.02%	61	7.03%	17	1.96%	868
Assessment Center/Placement Testing	181	24.07%	528	70.21%	38	5.05%	5	0.66%	752
New Student Orientation (counseling)	179	28.01%	420	65.73%	34	5.32%	6	0.94%	639
Student Life/Student Activities	162	30.00%	355	65.74%	18	3.33%	5	0.93%	540
Student Health Center	206	38.36%	310	57.73%	16	2.98%	5	0.93%	537
Financial Aid/Scholarships	204	39.16%	241	46.26%	59	11.32%	17	3.26%	521
EOPS/CARE	91	38.72%	125	53.19%	15	6.38%	4	1.70%	235
Child Development Center	83	36.24%	140	61.14%	6	2.62%	0	0.00%	229
Career/Job Placement	95	31.15%	187	61.31%	16	5.25%	7	2.30%	305
Disabled Student Services (DSPS)	75	41.21%	100	54.95%	7	3.85%	0	0.00%	182
Overall Experience with Student Services	215	33.91%	389	61.36%	26	4.10%	4	0.63%	634

## **Conclusion**

Surveying the students expected to graduate in 2005, 2006, and 2007 has provided valuable data to assist the college in reviewing its programs and services. The survey reveals that the demographic characteristics of our survey respondents remain diversified but consistent for the past three years. It also shows that over all three years, respondents reported the greatest satisfaction with "The Quality of Instruction", "The Faculty", and "The Computer Facilities". They reported less satisfaction with "Class Availability". It also reveals that, the respondents were most satisfied with the "Tutoring Services" and least satisfied with the services they received from "Counseling" and "Financial Aid" (it should be noted that the services that received the lower satisfaction ratings were ranked as "Satisfied" or "Very Satisfied" by 70% to 85% of respondents) for all three years. This survey has also provided a glimpse into the challenges and obstacles some of our students encountered as they worked toward their degrees. "Work schedule", "Financial Burden", "Enrolling in required classes", and "Setting educational goals" were the most frequently cited challenges. Overall, the respondents reported being very satisfied with their college experience at Mt San Antonio College. The feedback provided from this survey offers Mt. SAC the opportunity to evaluate current practices and investigate areas where improvements may be necessary. Thus, our former graduates may play a part in enhancing the college experience of future Mt SAC students.

**APPENDIX A: 2005 Graduate Survey Questionnaire**

# Mt. San Antonio College

## 2005 Graduate Survey

As you are an upcoming graduate, we are interested in receiving your feedback about your educational experience at Mt. SAC. Your participation in answering the following questions will greatly help us to assess our effectiveness. Please take a few moments to complete this form and return the survey in the enclosed envelope or bring it to the Admissions Office before April 15, 2005. Thank you!

Today's Date \_\_\_\_\_ Graduation Term: \_\_\_ Fall '04 \_\_\_ Spring '05 \_\_\_ Summer '05

1. **Gender:** \_\_\_ Male \_\_\_ Female 2. **Age Group:** \_\_\_ 20 or less \_\_\_ 21-25 \_\_\_ 26-30 \_\_\_ 31-40 \_\_\_ 41-54 \_\_\_ 55 +

3. **Ethnicity** (check all that apply):

\_\_\_ White \_\_\_ Hispanic/Latino \_\_\_ Asian/Pacific Islander/Filipino \_\_\_ Native American  
\_\_\_ Black/African American \_\_\_ Other

4. **First enrollment at Mt. SAC for your degree:** \_\_\_ Summer \_\_\_ Fall \_\_\_ Spring of \_\_\_\_\_ (Year)

5. **Number of semesters taken at Mt. SAC to obtain your degree:** \_\_\_\_\_ semesters

6. **Degree(s) Receiving:** \_\_\_ AA \_\_\_ AS ► Major: \_\_\_\_\_  
\_\_\_ Certificate ► Program: \_\_\_\_\_

7. **Check the following statements that apply to you:** (Mark and answer all that apply)

- \_\_\_ I pursued my degree at Mt. SAC primarily full time (12 units or more each semester)  
\_\_\_ I pursued my degree at Mt. SAC primarily part time (less than 12 units each semester)  
\_\_\_ I took all of my college courses at Mt. SAC  
\_\_\_ I have attended colleges other than Mt. SAC ► How many? \_\_\_\_  
\_\_\_ I transferred coursework from other community colleges ► Approximately, how many units? \_\_\_\_

8. **Please check the appropriate box that best describes your plans after graduation.** ( mark all that apply)

I will 

<input type="checkbox"/> begin
<input type="checkbox"/> continue

 a 

<input type="checkbox"/> full time
<input type="checkbox"/> part time

 job that 

<input type="checkbox"/> is
<input type="checkbox"/> isn't

 directly related to my major.

I will transfer to a four-year college  
► Name of college \_\_\_\_\_  
► Major \_\_\_\_\_

9. **Were you involved in any of the following activities at Mt. SAC?** (Check all that apply)

\_\_\_ Competitive Athletics \_\_\_ Student Government \_\_\_ Performance Group  
\_\_\_ On-campus employment \_\_\_ Honors Program/PTK/AGS \_\_\_ Other competitive group/team  
\_\_\_ Student Club (Name: \_\_\_\_\_)

10. **a. While attending Mt. SAC, did you receive any financial aid?** \_\_\_ Yes \_\_\_ No

If yes, what type(s) of aid did you receive: \_\_\_ Cal Grant \_\_\_ Pell Grant \_\_\_ Student/Perkins Loans  
\_\_\_ Board of Governor's Fee Waiver(BOGW) \_\_\_ Work Study \_\_\_ Mt. SAC Scholarships \_\_\_ Other

**b. Are you satisfied with the process of applying for financial aid?** \_\_\_ Yes \_\_\_ No \_\_\_ Not Applicable

If no, please tell us why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**11. Please rate your experience with each of the following elements at Mt. SAC:**

<b>Please rate the following:</b>	<b>Rating (please circle one only)</b>				
a. Quality of instruction.....	Outstanding	Good	Fair	Poor	N/A
b. Classroom facilities.....	Outstanding	Good	Fair	Poor	N/A
c. Computer: Facilities .....	Outstanding	Good	Fair	Poor	N/A
Availability.....	Outstanding	Good	Fair	Poor	N/A
d. Library Resources.....	Outstanding	Good	Fair	Poor	N/A
e. College climate: Safety .....	Outstanding	Good	Fair	Poor	N/A
Friendliness .....	Outstanding	Good	Fair	Poor	N/A
Sensitivity to diversity.....	Outstanding	Good	Fair	Poor	N/A
f. Faculty: Professional competency .....	Outstanding	Good	Fair	Poor	N/A
Concern for students.....	Outstanding	Good	Fair	Poor	N/A
g. Classes: Sizes (# of students in class).....	Outstanding	Good	Fair	Poor	N/A
Availability (for registering in).....	Outstanding	Good	Fair	Poor	N/A
h. Helpfulness of administrators .....	Outstanding	Good	Fair	Poor	N/A
i. Helpfulness of staff.....	Outstanding	Good	Fair	Poor	N/A
j. Availability of non-class activities on campus...	Outstanding	Good	Fair	Poor	N/A
k. Preparation received for career .....	Outstanding	Good	Fair	Poor	N/A
l. Preparation received for transfer .....	Outstanding	Good	Fair	Poor	N/A
m. Mt. SAC website.....	Outstanding	Good	Fair	Poor	N/A
n. Overall experience at Mt. SAC.....	Outstanding	Good	Fair	Poor	N/A

**12. Please rate the following Mt. SAC services that you have used while working toward your degree:**

<b>Mt. SAC services:</b>	<b>Rating (Please circle one for each serviced used)</b>				
a. Tutoring: Learning Assistance.....	Outstanding	Good	Fair	Poor	N/A
MARC .....	Outstanding	Good	Fair	Poor	N/A
WRAC.....	Outstanding	Good	Fair	Poor	N/A
b. Counseling/Advising: Counselors.....	Outstanding	Good	Fair	Poor	N/A
Advisors .....	Outstanding	Good	Fair	Poor	N/A
c. Admissions/Records/Registration.....	Outstanding	Good	Fair	Poor	N/A
d. Assessment Center and Placement Testing .....	Outstanding	Good	Fair	Poor	N/A
e. New Student Orientation (Counseling).....	Outstanding	Good	Fair	Poor	N/A
f. Student Life/Student Activities .....	Outstanding	Good	Fair	Poor	N/A
g. Student Health Center.....	Outstanding	Good	Fair	Poor	N/A
h. Financial Aid/Scholarships .....	Outstanding	Good	Fair	Poor	N/A
i. EOPS/CARE.....	Outstanding	Good	Fair	Poor	N/A
j. Child Development Center.....	Outstanding	Good	Fair	Poor	N/A
k. Career/Job Placement.....	Outstanding	Good	Fair	Poor	N/A
l. Disabled Student Services (DSPS).....	Outstanding	Good	Fair	Poor	N/A
m. Overall experience with Student Services.....	Outstanding	Good	Fair	Poor	N/A

**13. While a student at Mt. SAC, what were the greatest challenges that impacted your progress toward reaching your goals?**

**Please check all that apply to you:**

- a. Financial burden (*limited resources to pay for my education*)
- b. Classroom Instruction (*difficulty of class, unprepared for the high level instruction in my classes*)
- c. Setting my educational goal (*unsure of my goal or major*)
- d. Social and personal management skills (*no support network for assistance, lack of time management*)
- e. Language barrier (*still learning the English language; English is not my first language*)
- f. Competency in basic skills (*need remedial assistance in math, reading, and/or writing*)
- g. Work schedule (*conflicting times; rotating or changing work hours*)
- h. Lack of emotional support (*from family, friends*)
- i. Computer literacy and access (*I don't have easy access to a computer; or don't know how to use one*)
- j. Enrolling in required classes (*not enough available classes at times I needed them*)
- k. Personal health issues
- l. College adjustment (*fitting in the college environment or feeling a part of the campus*)
- m. Insufficient places to study on campus
- n. Didn't know where to go for help
- o. Personal/Family emergencies (*unavoidable problems distracted me/kept me from class*)
- p. Lack of faculty interaction (*difficulty being able to meet with instructors to ask questions, get help*)
- q. Work load (*having to work to pay for school and family, not enough time to attend classes and study*)
- r. Family responsibilities (*child care and other obligations*)

**14. Comments/suggestions for improvement at Mt. SAC:**

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**15. Anyone/any office or department you want to praise.**

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**APPENDIX B: 2006 Graduate Survey Questionnaire**

**Mt. San Antonio College  
2005-06 GRADUATE Survey**

As you are an upcoming graduate, we are interested in receiving your feedback about your educational experiences at Mt. SAC. Your participation in answering the following questions will greatly help us to assess our effectiveness and will not impact your graduation.

**INSTRUCTIONS**

Your responses will be kept CONFIDENTIAL.

The survey can be completed in *DARK PEN* or *PENCIL*. Please mark the circles fully as shown:

Like this ●      NOT like these      ⊗      ⊙      ⊘

**EVALUATION QUESTIONS**

Today's Date: (MM/DD/YY)      /      /

**Graduation Term:**

Fall 2005      ○      Summer 2006      ○  
Spring 2006      ○

**Gender:**

Male      ○      Female      ○

**Age Group:**

20 or less      ○      31 to 40      ○  
21 to 25      ○      41 to 54      ○  
26 to 30      ○      55 & older      ○

**Ethnicity:** (Mark ALL that apply.)

White      ○      Native American      ○  
Hispanic / Latino      ○      Black / African American      ○  
Asian / Pacific Islander / Filipino      ○      Other      ○

**First enrollment at Mt. SAC for your degree:**

Summer      ○      Spring      ○  
Fall      ○      ....of \_\_\_\_\_ (Year)

Number of semesters taken at Mt. SAC to obtain your degree      )      semesters

**Degree(s) Receiving:**

A.A.      ○      Certificate      ○  
A.S.      ○

Major      )

Program      )

**Check the following statements that apply to you: (Mark ALL that apply.)**

I pursued my degree at Mt. SAC primarily full-time (12 units or more each semester)      ○  
I pursued my degree at Mt. SAC primarily part-time (less than 12 units each semester)      ○  
I took all of my college courses at Mt. SAC      ○  
I have attended colleges other than Mt. SAC (How many? \_\_\_\_\_)      ○  
I transferred coursework from other community colleges. (Approximately, how many units? \_\_\_\_\_)      ○

**Please check the appropriate bubble(s) that best describes your plans AFTER graduation. (Mark ALL that apply.)**

I will ....      begin      ○      continue      ○  
a ....      full-time      ○      part-time      ○  
job that ....      is      ○      is not      ○

directly related to my major.

I will transfer to a four-year college.      ○

Name of College

Major

**Were you involved in any of the following activities at Mt. SAC? (Mark ALL that apply.)**

Competitive athletics      ○  
On-campus employment      ○  
Student Government      ○  
Honors Program / PTK / AGS      ○  
Performance group      ○  
Other competitive group / team      ○  
Student Club (Name: \_\_\_\_\_)      ○

**While attending Mt. SAC, did you receive any financial aid?**

Yes      ○      No      ○

**If YES to above, what type(s) of financial aid did you receive? (Mark ALL that apply.)**

Cal Grant      ○      Work Study      ○  
Pell Grant      ○      Mt. SAC Scholarship(s)      ○  
Student/Perkins Loan      ○      Other      ○  
Board of Governor's Fee Waiver (BOGW)      ○

**Are you satisfied with the process of applying for financial aid?**

Yes      ○      Not applicable      ○  
No      ○

**If NO to above, please tell us why?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**After completing this page,  
please continue the survey on the back.**

Please rate your experience with each of the following elements at Mt. SAC:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Quality of instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer <u>facilities</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer <u>availability</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College climate -- safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College climate – friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College climate – sensitivity to diversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty professional competency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty concern for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Size of classes (number of students in class)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of classes (for registering in)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of administrators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of non-class activities on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preparation received for career	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preparation received for transfer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mt. SAC website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience at Mt. SAC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following Mt. SAC services:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Did Not Use / Not Applicable
Disabled Student Services (DSPS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience with Student Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**While a student at Mt. SAC, what were the greatest challenges that impacted your progress toward reaching your goals? (Mark ALL that apply.)**

- Financial burden *(limited resources to pay for my education)*
- Classroom instruction *(difficulty of class, unprepared for the high level instruction in my classes)*
- Setting my educational goal *(unsure of my goal or major)*
- Social and personal management skills *(no support network for assistance, lack of time management)*
- Language barrier *(still learning the English language; English is not my first language)*
- Competency in basic skills *(need remedial assistance in math, reading, and/or writing)*
- Work schedule *(conflicting times; rotating or changing work hours)*
- Lack of emotional support *(from family, friends)*
- Computer literacy and access *(I don't have easy access to a computer; or don't know how to use one)*
- Enrolling in required classes *(not enough available classes at times I needed them)*
- Personal health issues
- College adjustment *(fitting in the college environment or feeling a part of the campus)*
- Insufficient places to study on campus
- Didn't know where to go for help
- Personal/Family emergencies *(unavoidable problems distracted me/kept me from class)*
- Lack of faculty interaction *(difficulty being able to meet with instructors to ask questions, get help)*
- Work load *(having to work to pay for school and family, not enough time to attend classes and study)*
- Family responsibilities *(child care and other obligations)*

**Comments/Suggestions for improvement at Mt. SAC.**

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**Please continue on the next page.**

Please rate the following Mt. SAC services:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Did Not Use / Not Applicable
Tutoring at Learning Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring at MARC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring at WRAC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling/Advising with <u>Counselors</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling/Advising with <u>Advisors</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admissions/Records/Registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment Center & Placement Testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Student Orientation through Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Life / Student Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Health Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid / Scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EOPS / CARE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Development Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career / Job Placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Anyone / Any office or department you want to praise?

Please share with us any interesting, unusual, noteworthy accomplishment or facts related to your graduation from Mt. SAC. This will help us in preparing a report about this year's graduating class. For example, are you graduating along with another immediate family member? Are you a current employee of Mt. SAC? If you are over 50, do you mind sharing your age and any other information (number of children, grandchildren, etc.)? Have you recently returned from active military duty?

Please provide contact information IF you agree to be interviewed and/or share the above information:

Name

Address

City/Zip

Phone (work) ( ) --

Phone (home) ( ) --

Phone (cell) ( ) --

E-mail

The Mt. SAC Commencement Ceremony is scheduled for May 19, 2006.

I plan to attend.

I do not plan to attend.

Thank you for taking the time to give us your feedback.

**APPENDIX C: 2007 Graduate Survey Questionnaire**

**Mt. San Antonio College  
2006-07 GRADUATE Survey**

As you are an upcoming graduate, we are interested in receiving your feedback about your educational experiences at Mt. SAC. Your participation in answering the following questions will greatly help us to assess our effectiveness and will not impact your graduation.

**INSTRUCTIONS**

Your responses will be kept CONFIDENTIAL.

The survey can be completed in *DARK PEN* or *PENCIL*. Please mark the circles fully as shown:

Like this ● NOT like these ☒ ☑ ☓

**EVALUATION QUESTIONS**

Today's Date: (MM/DD/YY)      /      /

**Graduation Term:**

Fall 2006      ○      Summer 2007      ○  
Spring 2007      ○

**Gender:**

Male      ○      Female      ○

**Age Group:**

20 or less      ○      31 to 40      ○  
21 to 25      ○      41 to 54      ○  
26 to 30      ○      55 & older      ○

**Ethnicity:** (Mark ALL that apply.)

White      ○      Native American      ○  
Hispanic / Latino      ○      Black / African American      ○  
Asian / Pacific Islander / Filipino      ○      Other      ○

**First enrollment at Mt. SAC for your degree:**

Summer      ○      Spring      ○  
Fall      ○      ....of \_\_\_\_\_ (Year)

**Number of semesters taken at Mt. SAC to obtain your degree:**

\_\_\_\_\_ semesters

**Degree(s) Receiving:**

A.A.      ○      Certificate      ○  
A.S.      ○

**Major:**

**Program:**

**Check the following statements that apply to you: (Mark ALL that apply.)**

I pursued my degree at Mt. SAC primarily full-time (12 units or more each semester)      ○  
I pursued my degree at Mt. SAC primarily part-time (less than 12 units each semester)      ○  
I took all of my college courses at Mt. SAC      ○  
I have attended colleges other than Mt. SAC (How many? \_\_\_\_\_)      ○  
I transferred coursework from other community colleges. (Approximately, how many units? \_\_\_\_\_)      ○

**Please check the appropriate bubble(s) that best describes your plans AFTER graduation. (Mark ALL that apply.)**

I will .... begin      ○      continue      ○  
a .... full-time      ○      part-time      ○  
job that .... is      ○      is not      ○

directly related to my major.

I will transfer to a four-year college.      ○

**Name of College**

**Major**

**Were you involved in any of the following activities at Mt. SAC? (Mark ALL that apply.)**

Competitive athletics      ○  
On-campus employment      ○  
Student Government      ○  
Honors Program / PTK / AGS      ○  
Performance group      ○  
Other competitive group / team      ○  
Student Club (Name: \_\_\_\_\_)      ○

**While attending Mt. SAC, did you receive any financial aid?**

Yes      ○      No      ○

**If YES to above, what type(s) of financial aid did you receive? (Mark ALL that apply.)**

Cal Grant      ○      Work Study      ○  
Pell Grant      ○      Mt. SAC Scholarship(s)      ○  
Student/Perkins Loan      ○      Other      ○  
Board of Governor's Fee Waiver (BOGW)      ○

**Are you satisfied with the process of applying for financial aid?**

Yes      ○      Not applicable      ○  
No      ○

**If NO to above, please tell us why?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**After completing this page,  
please continue the survey on the back.**

Please rate your experience with each of the following elements at Mt. SAC:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Quality of instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer <u>facilities</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer <u>availability</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College climate -- safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College climate – friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College climate – sensitivity to diversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty professional competency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty concern for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Size of classes (number of students in class)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of classes (for registering in)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of administrators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of non-class activities on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preparation received for career	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preparation received for transfer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mt. SAC website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience at Mt. SAC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following Mt. SAC services:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Did Not Use / Not Applicable
Tutoring at Learning Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring at MARC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring at WRAC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling/Advising with <u>Counselors</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling/Advising with <u>Advisors</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admissions/Records/R registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment Center & Placement Testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Student Orientation through Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Life / Student Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Health Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid / Scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EOPS / CARE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Development Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career / Job Placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following Mt. SAC services:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Did Not Use / Not Applicable
Disabled Student Services (DSPS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience with Student Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

While a student at Mt. SAC, what were the greatest challenges that impacted your progress toward reaching your goals? (Mark ALL that apply.)	Very Dissatisfied	Did Not Use / Not Applicable
Financial burden (limited resources to pay for my education)	<input type="radio"/>	<input type="radio"/>
Classroom instruction (difficulty of class, unprepared for the high level instruction in my classes)	<input type="radio"/>	<input type="radio"/>
Setting my educational goal (unsure of my goal or major)	<input type="radio"/>	<input type="radio"/>
Social and personal management skills (no support network for assistance, lack of time management)	<input type="radio"/>	<input type="radio"/>
Language barrier (still learning the English language; English is not my first language)	<input type="radio"/>	<input type="radio"/>
Competency in basic skills (need remedial assistance in math, reading, and/or writing)	<input type="radio"/>	<input type="radio"/>
Work schedule (conflicting times; rotating or changing work hours)	<input type="radio"/>	<input type="radio"/>
Lack of emotional support (from family, friends)	<input type="radio"/>	<input type="radio"/>
Computer literacy and access (I don't have easy access to a computer; or don't know how to use one)	<input type="radio"/>	<input type="radio"/>
Enrolling in required classes (not enough available classes at times I needed them)	<input type="radio"/>	<input type="radio"/>
Personal health issues	<input type="radio"/>	<input type="radio"/>
College adjustment (fitting in the college environment or feeling a part of the campus)	<input type="radio"/>	<input type="radio"/>
Insufficient places to study on campus	<input type="radio"/>	<input type="radio"/>
Didn't know where to go for help	<input type="radio"/>	<input type="radio"/>
Personal/Family emergencies (unavoidable problems distracted me/kept me from class)	<input type="radio"/>	<input type="radio"/>
Lack of faculty interaction (difficulty being able to meet with instructors to ask questions, get help)	<input type="radio"/>	<input type="radio"/>
Work load (having to work to pay for school and family, not enough time to attend classes and study)	<input type="radio"/>	<input type="radio"/>
Family responsibilities (child care and other obligations)	<input type="radio"/>	<input type="radio"/>

**Comments/Suggestions for improvement at Mt. SAC.**

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**Please continue on the next page.**

