

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

Prepared by:

Maria Tsai
Research Analyst
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 who petitioned through the Admission and Records Office during the Academic years of 2004-2005 and 2005-2006 were asked to complete a Graduate Survey. The main purpose of this survey is to collect opinions from our graduating students on their college experiences at Mt. San Antonio College. A total of 489 survey questionnaires from Class of 2005 and 1,204 from Class of 2006 were returned. The overall response rates for Classes of 2005 and 2006 are 36% and 73%, respectively. Some highlights of the survey results are listed below.

Demographic characteristics of survey respondents

- ▶ Survey Respondents from both years consist of about 60% of women, and 40% of men.
- ▶ The largest age group of the survey respondents is of 21-25 years old (about 50%). Over 60% out of the total respondent groups are of age 25 or under from both years.
- ▶ The largest ethnic groups of our survey respondents from both years are Hispanic/Latino (34%), Asian/Pacific Islander/Filipino (24%), and White (25%).
- ▶ About 56 % of the respondents from both years reported graduating with an Associate of Arts degree, 28% of 2005 and 32% of 2006 reported receiving an Associate of Science degree, and 14% of 2005 and 12% of 2006 indicated graduating with multiple degrees or Certificate.
- ▶ Close to two thirds (65%) of the 2005 group and 45% of the 2006 group said they planned to work full-time or part-time after graduation. Majority of those planning to work students (73% from both years) indicated their jobs were/would be related to their majors.
- ▶ Over half of the survey respondents from both years reported spending more than three years to attain their degrees.
- ▶ A total of 68% of the 2005 and 63% of the 2006 survey respondents said they planned to transfer to a four-year college. Out of those planning to transfer, 71% of the 2005 and 68% of the 2006 survey respondents were transferring to UC, or CSU campuses. Cal Poly Pomona, Cal State Fullerton and Cal State Los Angeles are the top three universities our graduates planned on transferring to.

Survey respondents' experience at Mt. San Antonio College

- ▶ Some 41% of our survey respondents from both years had all their credits taken at Mt. SAC and close to 60% indicated that they had attended Mt. SAC primarily full time.
- ▶ Only about 32% of survey respondents from both years indicated they had participated in at least one type of student activity on campus.
- ▶ The top three challenges/obstacles named by survey respondents that they had faced while completing their educational goals at Mt. SAC are *Work Schedule* (48% in 2005, 44% in 2006), *Enrolling in required classes* (37% in 2005, 28% in 2006), and *Financial burden* (34% in 2005, 35% in 2006).

Survey respondents' perception of Mt. San Antonio College

Prospective graduates from both years were asked to rate a 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 Graduate 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.

- ▶ Vast majority of survey respondents from both years are 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).
- ▶ All elements but one of Mt. SAC experience being rated received high satisfactory level ratings (all higher than 70% in 2005 except one and all higher than 90% in 2006 except one). Areas of College experience that were most favorably rated by survey respondents were *the Quality of Instruction (92%), Computer facilities (90%), and the Faculty (91%)* in 2005, and *the Quality of Instruction (98%) and College Climates (Safety, 97% and Sensitivity to diversity, 98%)* in 2006. The area that received the lowest rating consistently from both years was the *Availability of Classes (53% in 2005 and 73% in 2006)*.
- ▶ All student support Services received high satisfactory ratings from users of both years (all higher than 74% in 2005 and all higher than 87% in 2006). Services received most favorable ratings were *Tutoring services (WRAC, 88%, Learning Assistance, 88%, MARC, 86%)* in 2005 and *Veterans Affairs (98%), Disabled Student Services (98%) and Child Development Center (96%)* in 2006. Services that were rated slightly less satisfactory were *Counseling (74%), New Student Orientation (74%), and Student Life (76%)* in 2005, and *Counseling (87%) and Financial Aid/Scholarships (89%)* in 2006.

In summary, the typical prospective graduate student is

- female
- Hispanic
- age 25 or younger
- receiving an Associate of Arts degree
- working after graduation
- a Mt. SAC student for at least three years
- planning to transfer to four-year university
- satisfied with his/her overall experience at Mt. SAC.

Introduction

A Graduate survey is one of the most commonly used tools by higher education institutions to evaluate the overall performance of college education through the opinions of their graduates. For the past five years, students of Mt. Antonio College (Mt. SAC) who had petitioned to graduate with an Associate degree through the Admission and Records Office were asked to complete a Graduate Survey providing their personal views on the college experiences they had with Mt. SAC. The purpose of this survey is to understand how our prospective graduates think about the programs and services they had associated with at this college. Students were asked to rate their satisfaction with the instructional programs, student services, and overall Mt. SAC experience, and to name major concerns and obstacles they had faced while attaining their educational goals. This report is based on the survey responses of Class of 2005 and Class of 2006 Mt. SAC graduates. A total of 489 surveys from Class of 2005 and 1,204 from Class of 2006 were collected from each corresponding academic year. The following sections present the demographics and academic background of the survey respondents, their future plan after graduation, and the satisfaction levels with those key components of their Mt. SAC college experience. Caution needs to be stressed when interpreting the information provided below--- these results are based on self-report and only represent those who responded to the survey, not the whole 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. At first, focus was placed more on the satisfaction level of our graduates with the 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 the overall college experiences. The 2005 Graduate survey is printed on an 11x17 paper, double-sided that folded into four continuous pages. It consists of 13 check-marked type of questions as well as two open ended questions for comment or commendation. In early Spring semester of 2005, the survey questionnaires were mailed out to students who had petitioned to graduate in the fall semester and distributed with the graduation petition form to those petitioned in the Spring semester through the Admission and Records Office. A total of 489 surveys were returned (about 36% of the total 1,365 Associate degree awardees). The 2006 survey was redesigned using a scannable format for easier processing with the Remark Office OMR software and had changed the rating scale to reflect a more balanced range. The survey was distributed throughout the academic year in 2005-2006 with the graduation petition form through Admission & Records Office, a total of 1,204 questionnaires were returned (about 73% of the total 1,655 Associate degree awardees).

Graduation Term	2004-2005		Graduation Term	2005-2006	
	Count	Percent		Count	Percent
Fall 2004	85	17.38%	Fall 2005	392	32.56%
Spring 2005	329	67.28%	Spring 2006	645	53.57%
Summer 2005	41	8.38%	Summer 2006	114	9.47%
No Response	34	6.95%	No Response	53	4.40%
Grand Total	489	100.00%	Grand Total	1,204	100.00%

Results

Data collected from the Classes of 2005 and 2006 Mt. SAC prospective graduates who completed the survey were analyzed and reported in the following segments.

A. Demographic Characteristics of Survey Respondents

A profile of our survey respondents shows they are most likely to possess these characteristics:

- female (63% in 2005, 60% in 2006),
- age twenty-five or younger (62% in 2005, 63% in 2006),
- either Hispanic (33% in 2005, 35% in 2006), Asian (24% in 2005, 25% in 2006), or White (26% in 2005, 24% in 2006),
- graduating with AA degree (62%),
- graduating in the Spring semester (67% in 2005, 54% in 2006), and
- have spent more than three years to complete degree (48% in 2005, 52% in 2006).

Demographics	2004-2005		2005-2006	
	Count	Percent	Count	Percent
Gender				
Male	174	35.58%	475	39.45%
Female	309	63.19%	728	60.47%
No Response	6	1.23%	1	0.08%
Grand Total	489	100.00%	1,204	100.00%

Demographics	2004-2005		2005-2006	
	Count	Percent	Count	Percent
Age Group				
20 or less	60	12.27%	171	14.20%
21-25	241	49.28%	589	48.92%
26-30	72	14.72%	200	16.61%
31-40	60	12.27%	138	11.46%
41-54	40	8.18%	96	7.97%
55+	5	1.02%	10	0.83%
No Response	11	2.25%	0	0.00%
Grand Total	489	100.00%	1,204	100.00%

Demographics	2004-2005		2005-2006	
Ethnicity	Count	Percent	Count	Percent
Hispanic/Latino	163	33.33%	426	35.38%
White	129	26.38%	286	23.75%
Asian/Pacific Islander/Filipino	117	23.93%	297	24.67%
Multiple Races	31	6.34%	83	6.89%
Black/African American	24	4.91%	52	4.32%
Other	17	3.48%	53	4.40%
Native American	4	0.82%	2	0.17%
No Response	4	0.82%	5	0.42%
Grand Total	489	100.00%	1,204	100.00%

Out of the total survey respondents, about 56% from both years reported receiving an Associate of Arts degree, 28% of 2005 and 32% of 2006 reported receiving an Associate of Science degree, and 14% of 2005 and 12% of 2006 indicated graduating with multiple degrees or Certificate. The following table shows the different combinations of awards reported receiving by our survey respondents.

Expected Degree(s)	2004-2005		2005-2006	
Award Type	Count	Percent	Count	Percent
AA only	273	55.83%	669	55.56%
AS only	136	27.81%	384	31.89%
AA & AA	0	0.00%	7	0.58%
AA & AS	14	2.86%	43	3.57%
AA & CC	8	1.64%	8	0.66%
AS & CC	42	8.59%	30	2.49%
AA & AS & CC	8	1.64%	18	1.50%
AA & CC & CC	0	0.00%	1	0.08%
AA & AS & AS	0	0.00%	1	0.08%
No Response	8	1.64%	43	3.57%
Grand Total	489	100.00%	1,204	100.00%

To find out how long did it take for our prospective graduates to complete their study, survey respondents were asked to enter the first enrollment year for their awarded degree. Not knowing the continuity of their enrollment pattern at Mt. SAC, the following table represents only the **maximum time to degree estimate** in year of these survey respondents.

First Enrollment Year	Approximate Length to Degree in Year	2004-2005		Approximate Length to Degree in Year	2005-2006	
		Count	Percent		Count	Percent
Prior 1999	More than 6 years	67	13.70%	More than 7 years	146	12.13%
1999	6 years	36	7.36%	7 years	57	4.73%
2000	5 years	53	10.84%	6 years	86	7.14%
2001	4 years	79	16.16%	5 years	141	11.71%
2002	3 years	106	21.68%	4 years	193	16.03%
2003	2 years	76	15.54%	3 years	256	21.26%
2004	1 year	30	6.13%	2 year	149	12.38%
2005	Less than 1 year	8	1.64%	1 year	68	5.65%
2006				Less than 1 year	16	1.33%
No Response	Unknown	34	6.95%	Unknown	92	7.64%
Grand Total		489	100.00%		1,204	100.00%

Financial concern of their college education is very common among community college students. Less than half of the survey respondents from both years indicated of 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. Approximately eight out of every ten survey respondents from both years who rated the financial aid application were satisfied with the process.

Financial Aid	2004-2005		2005-2006	
	Count	Percent	Count	Percent
Aid Recipients				
Yes	223	42.95%	576	47.84%
No	253	54.19%	611	50.75%
No Response	13	2.87%	17	1.41%
Total	489	100.00%	1,204	100.00%

Financial Aid	2004-2005		2005-2006	
	Count*	Percent*	Count*	Percent*
Type of Aid Awarded				
Cal Grant	86	38.57%	186	32.29%
Pell Grant	111	49.78%	250	43.40%
Student/Perkins Loans	15	6.73%	53	9.20%
Board of Governor's Fee Waiver	187	83.86%	477	82.81%
Work Study	18	8.07%	56	9.72%
Mt. SAC Scholarships	17	7.62%	47	8.16%
Other	10	4.48%	43	7.47%
Total Number of Recipients	223	100.00%	576	100.00%

*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	2004-2005		2005-2006	
Satisfaction Rating with the application Process	Count	Percent	Count	Percent
Satisfied	203	81.20%	505	81.98%
Not Satisfied	47	18.80%	111	18.02%
Total Applicants	250	100.00%	616	100.00%

B. Transfer or Job Plan After Graduation

About two thirds of the 2005 survey respondents and 45% of the 2006 respondents indicated a plan to work either full-time or part-time after graduation. For this group, 53% of 2005 and 47% of 2006 said that they were continuing their jobs while 47% of 2005 and 53% of 2006 were starting a new job. Some 73% of both 2005 and 2006 respondents from this same group stated that their jobs were or would be related to their majors.

Plan after Graduation	2004-2005		2005-2006	
Job Plan	Count	Percent	Count	Percent
Begin Full-time Degree Related Job	118	24.13%	228	18.94%
Begin Full-time Degree Unrelated Job	4	0.82%	12	1.00%
Begin Part-time Degree Related Job	19	3.89%	32	2.66%
Begin Part-time Degree Unrelated Job	8	1.64%	12	1.00%
Continue Full-time Degree Related Job	58	11.86%	79	6.56%
Continue Full-time Degree Unrelated Job	33	6.75%	53	4.40%
Continue Part-time Degree Related Job	37	7.57%	55	4.57%
Continue Part-time Degree Unrelated Job	42	8.59%	69	5.73%
Incomplete or No response	170	34.76%	664	55.15%
Total	489	100.00%	1,204	100.00%

Plan after Graduation	2004-2005		2005-2006	
Job Plan	Count	Percent	Count	Percent
Continued Job	170	53%	256	47%
New Job	149	47%	284	53%
Related to Major	232	73%	394	73%
Unrelated to Major	87	27%	146	27%
Total Count	319	100.00%	540	100.00%

A total of 68% of 2005 and 63% of 2006 survey respondents indicated a plan to transfer to a four-year college after graduation, and about 70% of them were transferring to either UC or CSU campuses. The top five colleges our survey respondents chose to transfer to were Cal Poly Pomona, Cal State Fullerton, Cal State LA, Cal State Long Beach, and Cal State San Bernardino.

Plan after Graduation	2004-2005		2005-2006	
Transfer to Four Year College	Count	Percent	Count	Percent
Will Transfer	331	67.69%	762	63.29%
Will not Transfer	158	32.31%	442	36.71%
Grand Total	489	100.00%	1,204	100.00%

Plan after Graduation	2004-2005		2005-2006	
Transfer to UC or CSU	Count	Percent	Count	Percent
UC	10	3.0%	40	5.2%
CSU	225	68.0%	479	62.9%
Undecided	52	15.7%	74	9.7%
Other	40	12.1%	94	12.3%
No Response	4	1.2%	75	9.8%
Grand Total	331	100.00%	762	100.00%

Transfer Plan	2004-2005		Transfer Plan	2005-2006	
College Name	Count	Percent	College Name	Count	Percent
Cal Poly Pomona	88	18.00%	Cal Poly Pomona	189	15.70%
CSU Fullerton	69	14.11%	CSU Fullerton	149	12.38%
CSU Los Angeles	30	6.13%	CSU Los Angeles	47	3.90%
CSU Long Beach	10	2.04%	CSU Long Beach	31	2.57%
CSU San Bernardino	9	1.84%	CSU San Bernardino	29	2.41%
Univ. of La Verne	8	1.64%	Univ. of La Verne	19	1.58%
Southern Illinois Univ.	6	1.23%	UCLA	13	1.08%
Azusa Pacific Univ.	4	0.82%	Southern Illinois Univ.	13	1.08%
UC Irvine	4	0.82%	Azusa Pacific Univ.	12	1.00%
UC Riverside	3	0.61%	UC Riverside	9	0.75%
USC	3	0.61%	Loma Linda Univ.	9	0.75%
Undecided	52	10.63%	Undecided	74	6.15%
Other Two Year	5	1.02%	Other Two Year	0	0.00%
Other Four Year	36	7.36%	Other Four Year	93	7.72%
Not Specified	4	0.82%	Not Specified	75	6.23%
Not Transferring	158	32.31%	Not Transferring	442	36.71%
Total	489	100.00%	Total	1,204	100.00%

C. College Experience at Mt. San Antonio College

There seems to be a common trend for community college students, whether by choice or not, to earn credits from more than one college. Such a trend is evidenced here in that less than half of the survey respondents (41% in 2005, 42% in 2006) had all their credits taken at Mt. SAC. Close to 60% of the survey respondents from both years said to have pursued their degrees primarily full-time, which is quite different from the majority of our regular credit students who mostly are attending Mt. SAC part-time.

Academic Background	2004-2005		2005-2006	
Enrollment History	Count	Percent	Count	Percent
Pursued degree primarily full-time	284	58.08%	719	59.72%
Pursued degree primarily part-time	179	36.61%	449	37.29%
Took all Courses of awarded degree at Mt. SAC	200	40.90%	506	42.02%
Have attended other colleges	183	37.42%	425	35.30%
Have transferred coursework from other colleges	136	27.81%	289	24.00%

When asked about the total number of semesters enrolled at Mt. SAC to complete their degrees, 39% of the 2005 and 29% of the 2006 respondents said they used less than seven semesters, about 30% from both years used seven to twelve semesters, and less than 5% from both years said they used more than thirteen semesters to finish their degrees.

MT. SAC Experience	2004-2005		2005-2006	
Total Number of Terms enrolled at Mt. SAC	Count	Percent	Count	Percent
Six or less	192	39.26%	349	28.99%
Seven to twelve	148	30.27%	342	28.41%
Thirteen or more	23	4.70%	45	3.74%
No Response	126	25.77%	468	38.87%
Total	489	100.00%	1,204	100.00%

MT. SAC Experience	2004-2005		2005-2006		
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%
20	2	0.41%	22	1	0.08%
18	1	0.20%	20	2	0.17%
17	3	0.61%	19	1	0.08%
16	4	0.82%	18	3	0.25%

MT. SAC Experience	2004-2005		Total Number of Terms enrolled at Mt. SAC	2005-2006	
	Count	Percent		Count	Percent
15	3	0.61%	17	7	0.58%
14	3	0.61%	16	5	0.42%
13	6	1.23%	15	6	0.50%
12	11	2.25%	14	8	0.66%
11	10	2.04%	13	11	0.91%
10	23	4.70%	12	33	2.74%
9	20	4.09%	11	18	1.50%
8	44	9.00%	10	63	5.23%
7	40	8.18%	9	56	4.65%
6	69	14.11%	8	90	7.48%
5	46	9.41%	7	82	6.81%
4	42	8.59%	6	140	11.63%
3	15	3.07%	5	65	5.40%
2	20	4.09%	4	72	5.98%
			3	30	2.49%
			2	31	2.57%
			1	11	0.91%
No Response	126	25.77%	No Response	468	38.87%
Grand Total	489	100.00%	Grand Total	1,204	100.00%
Average	7.01		Average	7.03	

Involvement in student activities is another important part of college experience that tends to bond students and builds rapport among them. Only one third (33%) of the survey respondents from both years indicated they had participated in at least one student activity on campus.

MT. SAC Experience	2004-2005		2005-2006	
	Count*	Percent	Count*	Percent
Competitive Athletics	23	14.29%	93	24.03%
Student Government	6	3.73%	19	4.91%
Performance Group	9	5.59%	29	7.49%
On-campus Employment	41	25.47%	104	26.87%
Honors Program/PTK/AGS	50	31.06%	98	25.32%
Other Competitive Group//Team	16	9.94%	24	6.20%
Student Club	74	45.96%	166	42.89%
Total Participants	161	32.93%	387	32.14%
None Participation/No Response**	328	67.07%	817	67.86%

*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 had faced while attaining their goals at Mt. SAC, our survey respondents indicated Work Schedule, Enrolling in Required Classes, Financial Burden, Work Load, and Setting Educational Goal were the most difficult ones for them.

MT. SAC Experience Greatest challenges toward Reaching Goals	2004-2005 (N=489)			2005-2006 (N=1204)		
	Count	Percent	Rank	Count	Percent	Rank
Work Schedule	235	48.06%	1	531	44.10%	1
Enrolling in required classes	183	37.42%	2	337	27.99%	3
Financial Burden	166	33.95%	3	419	34.80%	2
Work Load	161	32.92%	4	315	26.16%	5
Setting my educational goal	135	27.61%	5	328	27.24%	4
Family responsibilities	96	19.63%	6	206	17.11%	7
Social and personal management skills	88	18.00%	7	212	17.61%	6
Personal/Family emergencies	77	15.75%	8	158	13.12%	8
Lack of emotional support	60	12.27%	9	101	8.39%	10
Personal Health issues	52	10.63%	10	84	6.98%	13
Language barrier	50	10.22%	11	90	7.48%	12
Didn't know where to go for help	45	9.20%	12	94	7.81%	11
Competency in basic skills	40	8.18%	13	78	6.48%	14
Insufficient places to study on campus	40	8.18%	13	72	5.98%	16
Classroom Instruction	39	7.98%	15	113	9.39%	9
College adjustment	31	6.34%	16	77	6.40%	15
Lack of faculty interaction	31	6.34%	16	47	3.90%	17
Computer literacy and access	25	5.11%	18	34	2.82%	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, and safe environment. Mt. San Antonio College has committed and pursued to provide our students with such optimal educational experience. From the high level of satisfaction expressed by our prospective graduates with the overall Experience at Mt. SAC, the efforts to promote success at this college are being recognized. Over 92% of the 2005 survey respondents marked "Outstanding" and "Good" and 98% of the 2006 survey respondents marked "Very satisfied" or "Satisfied", when asked to rate their overall Mt. SAC experience. Please be noted that because of the two different rating scales used for 2005 and 2006 surveys, one needs to look at the rating results of each year separately and should not compare the two accordingly.

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

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 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 (Outstanding or Good) in 2005 and over 90% in 2006 (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

Student assistance programs and services also play a key role in students' progress toward their educational goals. Positive experience on these aspects helps motivate and facilitate success; negative experience, on the other hand, tends to hinder and discourage students from achieving their 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 both years were pleased with the services they had used. All services listed received higher than 74% of satisfactory ratings in 2005 and over 87% of satisfactory ratings in 2006. The Class of 2005 survey respondents were most satisfied with the Tutoring services (WRAC, Assistance Learning, MARC) while the Class of 2006 were most satisfied with Veterans Affairs, Disabled Student Services, and Child Development Center.

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

Conclusion

The Graduate Surveys of Classes 2005 and 2006 have collected valuable data for the college to review its programs and services. The demographic characteristics of our survey respondents remain diversified but consistent for the past two years. From the ratings of key components of their college experiences, our prospective graduates are most satisfied with *the quality of instruction, faculty, and computer facilities* but least satisfied with *class availability*. Our graduates were also most satisfied with the *tutoring services* and least satisfied with the services they received from *Counseling*. Regardless, all elements and services being rated had actually achieved high satisfactory ratings (70% to 85%) in 2005 and 2006. One other important information collected from the Graduate Survey is the challenges and obstacles our survey respondents reported that they had faced working toward their degrees. *Work schedule, Financial Burden, enrolling in required classes, and setting educational goal* were the most mentioned challenges by our graduates. Overall, the Graduate survey respondents are very satisfied with their college experience at Mt San Antonio College and their attitudes toward the programs and services they had engaged in were also positive. By reviewing feedback from our prospective graduates, the College has the opportunity to evaluate current practices and look into areas where improvement can be made and/or a new approach or service can be developed to further enhance the college experience for our future 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:

Please rate the following:	Rating (please circle one only)				
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:

Mt. SAC services:	Rating (Please circle one for each serviced used)				
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:

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

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
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 Counselors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling/Advising with Advisors	<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"/>

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

Comments/Suggestions for improvement at Mt. SAC.
