

Jackson State Community College
Graduate Exit Survey Report
Academic Year 2014-2015

During the summer of 2012 the Office of Institutional Research and Accountability began surveying all exiting graduates at the time of the General Education Exit Exam (now the Proficiency Profile). It was thought that since all graduates are required to take this exam (with few exceptions) we would have a much larger response rate than prior years. The survey was previously given out at graduation or graduation practice. By handing out the surveys in May at graduation, we often did not hear from our December completers. By giving this survey year-round at the time of the exit Exam, we experience a much higher response rate. The following outlines the satisfaction of the 2014-2015 JSCC graduates as it pertains to services offered by JSCC. The following results were logged during the testing period of July 2014 through May 8, 2015. During this time, 390 exiting students completed this survey. Students were asked to rate their overall satisfaction with their experience at JSCC. 46.4% responded that they were "Very Satisfied" with JSCC; 46.9% were "Satisfied" with JSCC; 5.6% ranked their experiences as neutral; and only 1.0% (four respondents) responded that they were "Dissatisfied." No graduate responded that he/she was "Very Dissatisfied" with JSCC.

Students were questioned about the reasons they chose to come to Jackson State, their satisfaction with faculty and services offered, basic demographic information and if and where they planned to continue their education. When asked how important it was that friends recommended JSCC, 20.5% answered "Very Important," 41.5% "Important," and 37.9% responded that it was "Not Important." When asked how the reputation of JSCC

was regarded in deciding to enroll, 42.2% responded “Very Important,” 47.0% responded “Important,” and 10.8% “Not Important.” Convenience and affordability ranked highest among reasons to attend JSCC for the third year in a row (66.8% “Very Important” and 84.6% “Very Important” respectively). The availability of a specific major/program again ranked third in reasons to attend JSCC with 66.7% responding “Very Important,” 26.9% “Important” and 6.4% “Not Important.” Three other reasons for attending JSCC were ranked in the following order: 1) “the ability to attend JSCC and then transfer to a four-year college” with 56.7% responding “Very Important,” 27.9% “Important,” and 15.4% “Not Important;” 2) “The ability to take classes online” with 44.1% responding “Very Important,” 27.6% “Important,” and 28.4% “Not Important;” and 3) “The reputation of JSCC faculty” with 37.2% responding “Very Important,” 47.4% “Important,” and 15.4% “Not Important.”

Exiting students were asked four questions ranking their satisfaction with the faculty at JSCC. The overall response was positive with very few exceptions. When asked how satisfied they were with the overall *quality of teaching* students received at JSCC they answered: 42.8% Very Satisfied, 46.7% Satisfied, 9.2% Neither Satisfied or Dissatisfied, and 1.3% Dissatisfied (five respondents). No student reported as being Very Dissatisfied. When asked how satisfied students were with the availability of faculty members outside of class, they responded: 33.9% Very Satisfied, 49.6% Satisfied, 15.4% Neither Satisfied or Dissatisfied, 0.8% Dissatisfied (three responses), and 0.3% Very Dissatisfied (one response). When asked to rank their satisfaction about their own *faculty advisors*, the responses were: 46.4% Very Satisfied, 31.0% Satisfied, 17.4% Neither Satisfied or Dissatisfied, 4.1% Dissatisfied (16 respondents), and 1.0% Very Dissatisfied (down from

5.9% in prior year). Finally students were asked to rank their overall satisfaction with the faculty at JSCC. The responses were: 46.4% Very Satisfied, 46.9% Satisfied, 5.6% Neither Satisfied or Dissatisfied, 1.0% Dissatisfied (four responses), and no student claimed to be Very Dissatisfied.

The table below shows the satisfaction rates of various services (Academic services as well as Student Services).

Service or Department	Very Satisfied or Satisfied	Neither Satisfied or Dissatisfied	Very Dissatisfied or Dissatisfied	Never Used
Admissions	88.47%	8.97%	1.54%	1.03%
Financial Aid Services	73.34%	11.54%	5.12%	10%
Security	67.45%	14.21%	2.07%	16.28%
Classroom Facilities	85.6%	10.54%	2.31%	1.54%
Computer Labs	86.38%	9%	0.51%	4.11%
Library Services	87.18%	6.17%	0%	6.68%
The Writing Center	58.14%	8.01%	0%	33.85%
Service Learning or Volunteer Opportunities	38.18%	12.21%	0%	49.35%
Student Activities	46.78%	14.65%	2.31%	36.25%
Records Office	75.84%	10.54%	2.05%	11.57%
Business Services	79.02%	10.05%	1.55%	8.76%
Academic Advising	70.95%	11.57%	3.08%	14.4%
Counseling Services	42.93%	10.28%	0%	46.79%
Fitness Facilities	29.64%	13.4%	2.32%	54.64%
Job Placement Services	27.8%	13.51%	1.3%	57.4%
Academic Assistance Center	69.17%	6.99%	0%	23.83%
Veterans' Services	21.19%	13.18%	0%	65.63%
Disability Resource Center	20.62%	13.66%	0.52%	65.21%

The information in bold print above highlights those services which received a satisfaction rating of 70% or higher. Those in the "Never Used" column could be services that need more exposure on campus. These could be services that help to retain students and fulfill

the needs that they have. Students are not always aware of the services available that could be beneficial to them. Also, it is important to note that some functions such as Veterans Services or the Disability Resource Center are not available to all students and therefore are expected to have a high percentage of students who never use the service.

*The satisfaction rating of the Fitness Facilities increased by ten percent from the prior year.

*There were several areas that had a 0% dissatisfaction rate.

When asked "What services did not exist at JSCC that you would like to see?" 48 students responded with the following suggestions:

- Housing: 1
- Food/Cafeteria (with more options, bigger size, Starbucks, etc.): 3 (28 in prior year)
- Fitness facilities (upgrade) or more sports options/intramurals: 4 (23 in prior year)
- More student activities: 4 (11 in prior year)
- Child Care: 2 (4 in prior year)
- Advising/Tutoring: 8
- Academic: courses/programs: 7
- More Job Placement opportunities: 3
- Security/lighting: 3
- More transferable engineering classes (engineering major; Aesthetician program; more majors offered overall;

Other comments:

"library needs to be quiet!!!!"

"African American advising and resources."

"More interaction between students and teachers"

"student mentoring with the freshman, I think it would help keep freshmen in school and help them decide on goals."

"There should be a shuttle service for students who don't have cars to get from side of the campus to the other. My first year I did not have a car so I had to walk from the

McWherter center to the other side of campus to use the library. When it was raining, too hot, or too cold, I couldn't always find a way."

"Community Outreach Groups"

"I would like to see a newer building for Allied Health. Specifically one with more Radiography equipment and room."

"More interaction between students and teachers"

*We did see many less negative responses/comments regarding the fitness facilities and food options on campus.

Of the 390 students who completed this survey, 77.2% took a course offered completely online. In contrast, only 30.7% took a course offered via video broadcast or distance learning. 68.7% of graduating students completing this survey were female, with 31.3% being male. The following percentages represent students within different age ranges: 20 years or younger, 14.4%; 21-22 years, 27.4%; 23-24 years, 11.8%; 25-34 years, 23.8%; 35-44 years, 15.9%; 45-54 years, 4.1%, and 55 years or older, 2.6%. Of these graduates, 34.7% stated that they completed their degrees within two years of enrolling at Jackson State. 71.9% reported that they completed their degrees within three years of enrolling at Jackson State. 81.7% of the exiting students reported that they worked a job while attending JSCC, 42.1% of them working full-time. 78.6% of respondents claimed to be full-time students during the majority of their time as JSCC students.

Graduates were also asked whether or not they took Developmental or Learning Support courses while at Jackson State. 44.7% stated that they took at least one Learning Support course, while 55.3% said they did not need remedial courses. Graduates were asked if they planned on continuing their education after completing their Associates Degrees from JSCC. Almost 81% (315 students) of those who answered yes stated that they were continuing on to a specific institution. Many (40%) of those claimed to be

transferring but did not know where they planned to continue. Of these students planning to transfer, 94 of them plan on transferring to the University of Memphis (66 of which specified that they would be attending the Lambuth Campus). The following numbers represent the students planning to transfer to the corresponding institution: Union University-3, Bethel University-6, UTM-39, UTK-8, MTSU-12, and APSU-17. Five other students chose to transfer to institutions outside of the TBR system or out of the JSCC service area.

The Office of Institutional Research & Accountability will continue to survey students at the time of the general education exit exam. For the 2015-2016 survey administration, the “Food Service/Dining Options” service was added to the matrix. There was also a question added regarding services that have improved during a student’s time at Jackson State. These results will be included in the 2015-2016 report.