

# 2013 Graduate Follow-Up Survey

Office of Institutional Research and Planning

A large, abstract graphic composed of overlapping, semi-transparent geometric shapes in shades of blue and grey, creating a layered, architectural effect. The shapes are arranged in a way that suggests depth and movement, with some shapes appearing to be in front of others.

Fall 2014

# Camden County College 2013 Graduate Follow-Up Survey – Fall 2014

## I. Respondents

The One Year Graduate Follow-Up Survey is administered one year after students graduate. In 2012, 1,782 2011 graduates were surveyed and three hundred and nine were returned for a 17.3% return rate. In 2014, 1,552 2013 graduates were surveyed two hundred and eight one were returned for an 18.1% return rate. Surveys were delivered to students through e-mail and direct mail.

Email letters were sent to students containing a link to take the survey on Survey Monkey. Those that could not be reached through e-mail were mailed out a survey and included a preaddressed self-stamped envelope for the survey to be returned in. The responses from these surveys were then entered into Survey Monkey so that all responses were in the same file. Of the total responses to the survey, 241 (86%) were via email and 40 (14%) were via the direct mailings.

## II. Educational Goal Attainment

Of the students surveyed, two hundred and sixty-one, or 92.8%, of them responded that they had achieved their primary objective by the time they left Camden County College. The options for objectives being: to improve job skills, to prepare for a first career, to prepare for a career change, transfer credit, personal interest or to earn an Associate Degree or Certificate. [Figure 1]

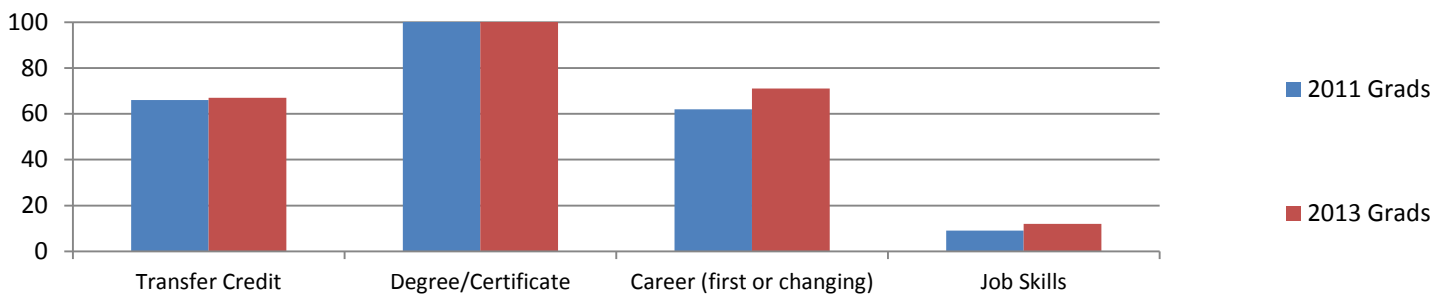


Figure 1

### Comparing 2013 and 2011 graduates

- ✓ 45% of 2013 respondents reported that their primary objective for attending Camden County College was to graduate and earn an Associate Degree or Certificate. This is slightly down from the 54% reported from the 2011 graduates.
- ✓ 93% of the respondents reported achieving their primary goal for attending the College. This is the same from the 93% reported in 2011.
- ✓ 94% of the respondents would recommend Camden County College to prospective students; which is also the same from the 94% that would recommend the College from the 2011 survey.

## III. Support Services at Camden County College

Twelve of the College's support services were rated on 6-point scale, ranging from "excellent" to "poor", or the options of "did not know existed" and "did not use".

The three areas that received the highest "Excellent" ratings in the 2013 graduate survey were the Admissions Process (39.5%), Quality of Teaching (36.9%) and Registration (34.3%).

The areas receiving the highest percentage of "Poor" responses were Parking, Academic Advisement, Job Placement and Transfer Information. This is basically the same as the 2011 survey with the exception of Transfer Information replacing Financial Aid. Parking seems to always be labeled an issue; so it's interesting to note the range across the scale – 19%

rated it excellent, 27% rated it good, 27% rated it average and 20% rated it poor. Also a point to note that 22% of respondents indicated they did not know that Job Placement Assistance existed at the College.

	<u>2013 Grads</u>	<u>2011 Grads</u>
Parking	20%	26%
Financial Aid	7%	13%
Academic Advisement	11%	9%
Transfer Information	8%	7%
Job Placement	9%	11%

#### Transfers and Transferring Credits:

Of the 281 respondents, just over half, 53% or 148, have transferred to another degree-granting institution; this is down from the 79% that reported the same in the 2011 survey.

- ✓ 83% are enrolled in a program related to the major completed at Camden County College
- ✓ 77% are full-time
- ✓ 100 graduates are enrolled in a New Jersey institution
- ✓ Only 4 graduates responded that they are enrolled in a proprietary school.
- ✓ 37% responded having some type of problem transferring to another degree-granting institution.

In response to a question about transferring credit hours, 69.5% respondents indicated they had credit hours earned at the College that were not accepted into another institution; 22% or 33 graduates indicated not being able to transfer eight or more credit hours, 15% or 23 reported 4-7 credit hours not transferring, and 32% or 49 graduates reported 1-3 credit hours not transferring. The total number of graduates indicating having issues transferring credit hours, 69.5%, is significantly higher than the percentage from the 2011 survey, 54%. [Figure 2]

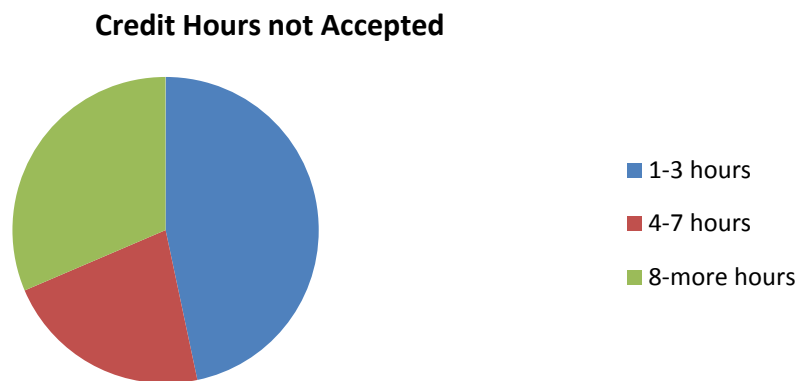


Figure 2

#### IV. Employment of Graduates

Overall, 79% of respondents reported being employed full-time or part-time, which is up slightly from 2011 – 77%. Of the 2013 graduates 59% replied that their present job is either directly related or somewhat related to the program of study completed at CCC, this is slightly lower than the 2011 graduates. [Figure 3]

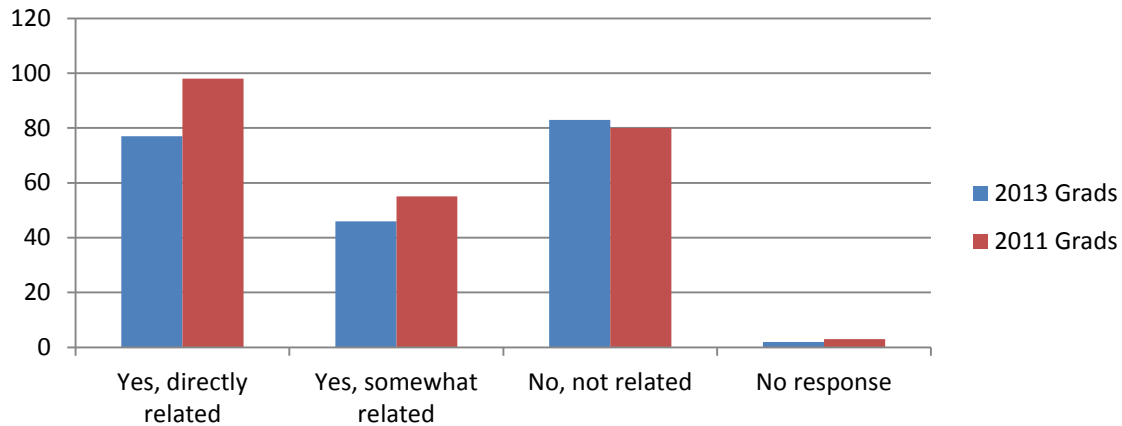


Figure 3

Out of the 281 respondents to this survey, 154 graduates feel that the education/training they received at Camden County College is either useful or very useful in their current job positions.

#### V. Comments

Graduates were given the opportunity to write comments about their experiences at Camden County College; 98 of the respondents elected to add comments.

Overall comments skewed to a very positive experience at Camden County College, noting that the College was very helpful in transitioning them from a high school setting to a college setting. Many noted that positive influence that they faculty had on their educational experience and time at the College. Below are a few samples of the positive comments received:

“The outstanding dedicated teachers and staff who made a difference in my education everyday....are the true humble leaders of CCC and what makes and continues to make this college worth every penny!”

“It is a great school, and the professors are very knowledgeable about their subject. They also have open door policy which is very helpful for advice about projects and career advising. “

“I am extremely grateful for my time at CCC. I was an older student but always felt accepted by both my peers and the faculty.”

“Camden County College was a wonderful experience for me. I enjoyed the classes, professors, and environments of the Blackwood and Cherry Hill campuses.”

“I am so grateful to my professors who were beyond helpful. They made sure we were more than ready to take on the next step in the ophthalmic field. I couldn’t be happier with all that I learned and experience at CCC.”

As seen in previous year surveys, most of the negative comments centered on student services and frustration with staff in financial aid and registration; also several graduates complained about a lack of organization through certain academic departments and teaching staff.

Examples of these comments include:

“At one point while working towards my photonics degree, a class that was required for graduation did not run for two years due to very low enrollment.”

“Marked poor for tutoring svcs because I have utilized them several times & they weren’t knowledgeable enough on the subject.”

“If there are services to help gain employment, it should have better availability and or access.

“online courses at CCC were poorly orgnized (sp)...”

“.....I think your advisers should be better informed and should not discourage students from reaching as high as they can.”

“We had a professor try to quit halfway through the semester and had no career guidance or how to further our education after completion.”

## **VI. Issues**

The results of the One Year Follow-Up Survey give Camden County College graduates an opportunity to provide the College with feedback about their educational experiences while they were attending the College and their educational and occupational experiences once they leave. When compared to previous surveys, the results give the College a sense of what areas have been improved and what areas still need improvement.

The issues that emerged from this survey are similar to that of previous years: transfer information, academic advisement and financial aid and the addition of job placement. This is shown in the low ratings received from graduates on these areas as well as in the comments they elected to leave.