



## **GRADUATE FOLLOW-UP SURVEY: AY2016-17 RESULTS**

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## **Graduate Follow-up Survey Analysis AY 2017**

### **Executive Summary**

Six months after graduation, Austin Community College (ACC) graduates are surveyed via telephone and by email regarding their: employment status, perception of how well ACC education improved their abilities, satisfaction with ACC services, future educational plans, transfer of credits to other institutions, and participation as a volunteer in a position related to their ACC training. The Graduate Follow-up Survey provides a unique perspective from ACC graduates regarding the quality and applicability of ACC programs and curriculum.

This report covers the survey responses from AY 2017. We surveyed the 4,167 students who graduated in AY 2016-17. A total of 864 responses were received. This represents an overall response rate of 20.7% for the academic year.

- **82.2% of our AY17 graduates were employed in some manner:**
  - Full-time, ≥ 35 hours (56.1%)
  - Part-time, < 35 hours (20.3%)
  - Self-employed (5.1%)
  - Reporting to job in next 30 days (0.7%)
  
- **Survey responses of our graduates differed by gender, ethnicity and gender/ethnicity**
  - Employment
    - Gender/Ethnicity:
      - Other Females and Black Females appear to benefit the most in gaining employment after graduation, 86.4% and 87.9% respectively.
      - Hispanic and Black males reported the lowest employment rate, 74.8% and 75.0% respectively.
  - Marketability of the degree: required for job
    - Gender:
      - Females more than Males reported that the degree was required for their job (38.7% vs. 43.0%)
    - Ethnicity
      - Asian and Whites had a higher percentage reporting that their degree was required of their job, 47.2% and 43.4% respectively.
  - Marketability of the degree: Increased Opportunities
    - Gender:
      - Females more than Males responded that their ACC education led to increased opportunities, (67.8% vs 66.5%)

- Ethnicity
  - Asian, White and Other had a higher percentage than other groups reporting that their degree was required of their job, 47.2%, 43.4% and 42.9% respectively.
- **Impact of ACC education on graduates' understanding and abilities**
  - Gender:
    - Females perceived that their ACC education improved their ability in all eleven ability areas at higher percentages than males.
    - Ability areas with the largest Percentage Point (pp) difference between the genders included: Ethics (Females 87.8% vs. Males 81.2%, 6.6 pp difference) and Communicate Clearly (Females 93.6% vs. males 89.6%, 4.0 pp difference)
  - Ethnicity:
    - Blacks were more positive about ACC education improving their skills. They rated five skill areas higher than the other groups while Whites were less positive than the other groups. Whites did not rate any skill the highest in comparison to other groups.
- **Most graduates are satisfied or very satisfied with their experience at ACC:**
  - Overall Experience (89.8%)
  - Overall Quality of Classes (90.4%)
  - Getting Transcripts (91.7%)
  - Library Services (91.6%)
  - Overall Quality of Teaching (90.6%)
- **Graduates were least satisfied with:**
  - Veteran's Services (54.8%)
  - Job Placement Services (50.3%)

## **Graduate Follow-up Survey Analysis AY 2017 Analysis of Key Findings**

### **Purpose of the Graduate Follow-up Survey**

In an age of increasing globalization, growth in flexible and alternative means of delivery of higher education, and demands for accountability, graduate follow-up surveys are an important means to determine how well an educational institution meets the needs and expectations of its students. Graduate follow-up surveys provide especially valuable feedback about the quality and applicability of an institution's programs and curricula. Such surveys provide a unique perspective from an institution's students, who now are either competing in the marketplace or pursuing additional education. Austin Community College, therefore, conducts a survey of every semester's graduates. The following sections review the methodology of the survey, and then provide a synopsis of key findings from each section of the survey.

### **Survey Methodology & Response Rates**

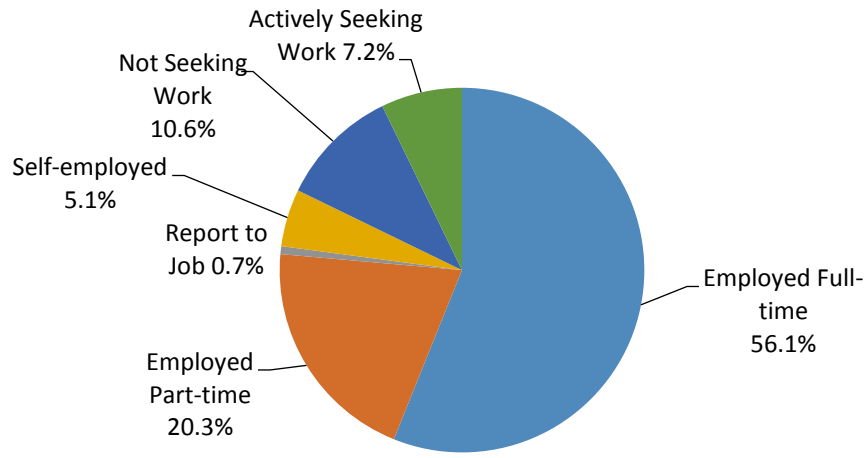
Six months after the end of every semester, Austin Community College (ACC) graduates are surveyed via telephone and by e-mail on their employment status, perception of how well ACC education improved their abilities, satisfaction with various services provided by ACC, future educational plans, transfer of credits to other institutions, and volunteer service in a position related to their ACC education. In generalizing the results of this survey to all students, however, it should be remembered that graduates represent a small subset of students who attend ACC. Students that transfer prior to graduating or do not complete a degree may have different perspectives than graduates.

For this report, survey responses were aggregated for graduates from the Fall 2016, Spring 2017 and Summer 2017 semesters. This aggregation of responses for the academic year 2017 provides a more comprehensive picture of student outcomes than analyzing the semesters separately, and also provides a means to identify trends by comparing the results for academic year 2017 to other academic years.

### **Employment Status and Outcomes**

ACC graduates are asked on the survey to describe their current employment status. For the AY17 graduates, 56.1% of survey respondents reported being employed full-time ( $\geq 35$  hours), 20.3% reported being employed part-time ( $< 35$  hours), 5.1% reported being self-employed, and 0.7% stated that they were reporting to a job within thirty days (see Chart 1). Assuming the 0.7% report to work, 82.2% of ACC graduates are employed (see Chart 1).

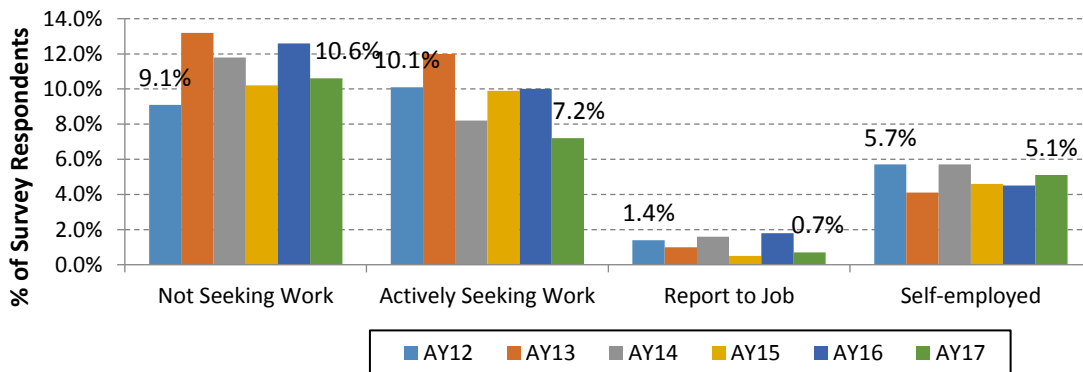
**Chart 1**  
**Employment Outcomes**  
**Graduate Follow-up Survey (AY17)**



For the unemployed in AY17, 7.2% of the survey respondents reported they were actively seeking work while being unemployed, and 10.6% stated that they were not seeking work while being unemployed. For unemployed workers actively seeking work there has some fluctuation but an overall decrease AY12 to AY17, 10.1% to 7.2%. (see Chart 2).

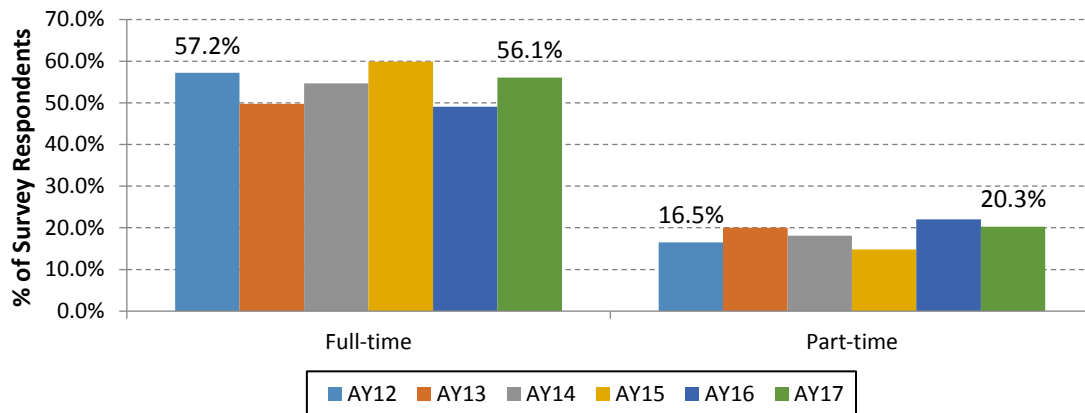
The percentage of graduates reporting full-time employment gradually decreased from AY12 to AY17, 57.2% to 56.1%. Part-time employment increased between AY12 and AY17, from 16.5% to 20.3% (see Chart 3).

**Chart 2**  
**Not Seeking Work, Actively Seeking Work,**  
**Report to Job & Self-employed**  
**Graduate Follow-up Survey (AY12 - AY17)**





**Chart 3**  
**Full-time vs. Part-time Employment**  
**Graduate Follow-up Survey (AY12 — AY17)**

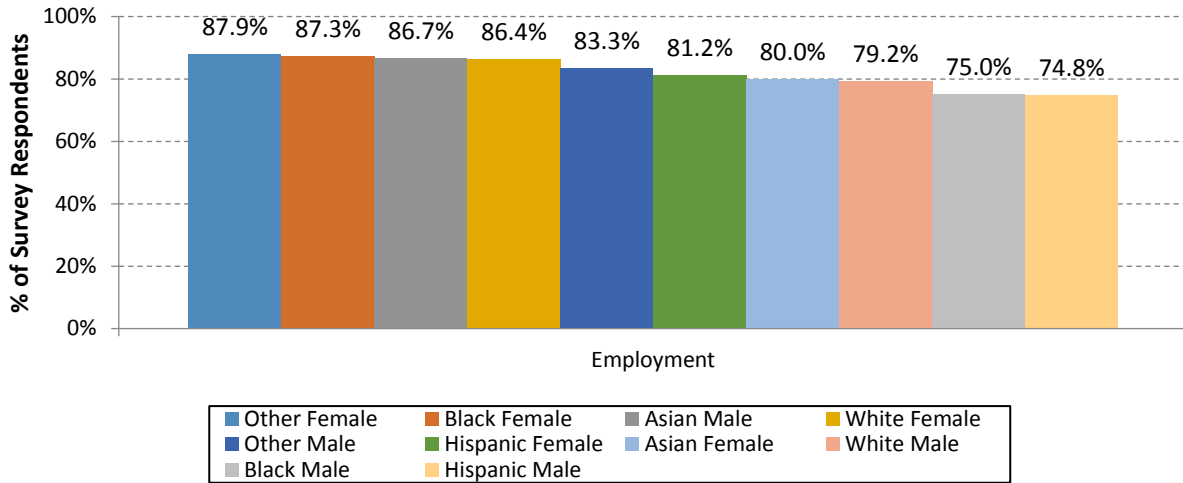


The results of the graduate survey have also been disaggregated by gender, ethnicity, and gender/ethnicity subgroups. This provides for a more complete analysis illuminating trends to improve diversity and equity outcomes

For AY17 a higher percent of Females were employed than Males (84.8% vs 78.3%). The employment rate for the major ethnic groups was as follows: Other (86.0%), White (83.5%), Black (83.5%), Asian (82.2%), and Hispanic (78.4%).

For ethnic/gender combinations the highest employment rate was Other Female (87.9%), Black Female (87.3%), Asian Male (86.7%), White Female (86.4%), Other Male (83.3%), Hispanic Female (81.2%), Asian Female (80.0%), White Female (79.2%), Black Male (75.0%), and Hispanic Male (74.8%). (see Chart 4).

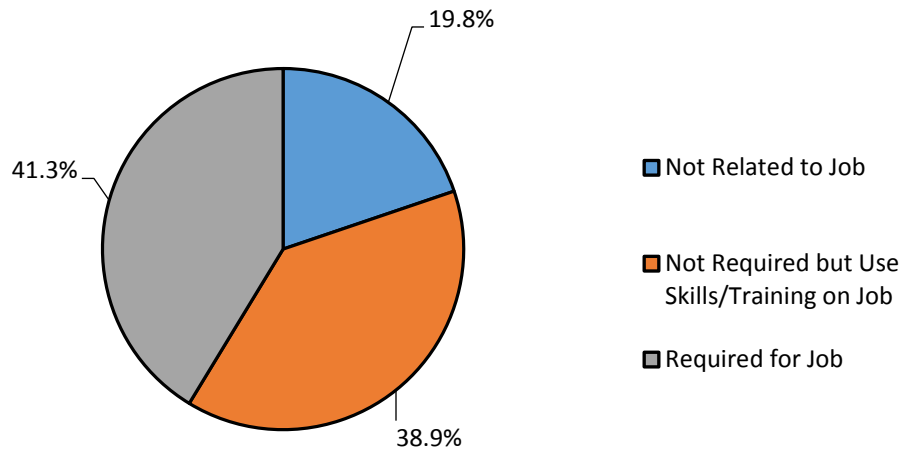
**Chart 4**  
**Employment by Ethnicity/Gender**  
**Graduate Follow-up Survey (AY17)**



### Marketability of Degree for Employed Graduates

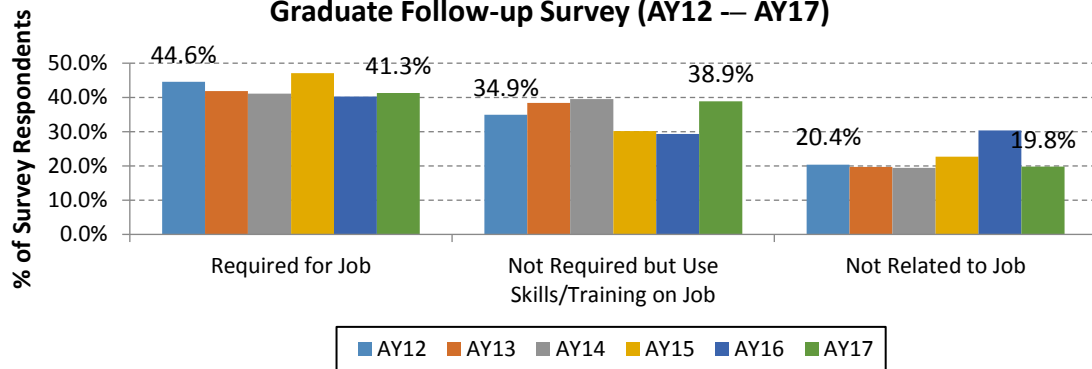
Employed ACC graduates were asked about their experience regarding the marketability of their ACC degree, and of the skills they learned in their degree program. Of those who answered the question 41.3% reported that their certificate or degree is required for their job, 38.9% stated that their certificate or degree is not required but they use the training and skills from their ACC program in their job, and 19.8% of employed graduates reported that their job is not related to their degree or certificate (see Chart 5).

**Chart 5**  
**Certificate/Degree Relationship with Job**  
**Graduate Follow-up Survey (AY17)**



Across the six academic years the percentage of graduates that reported their certificate or degree is required for their job decreased from in AY12, 44.6% to in AY17, 41.3%, while the percentage reporting that they use their skills and training from ACC at their job has increased from in AY12, 34.9% to 38.9% in AY17 (see Chart 6).

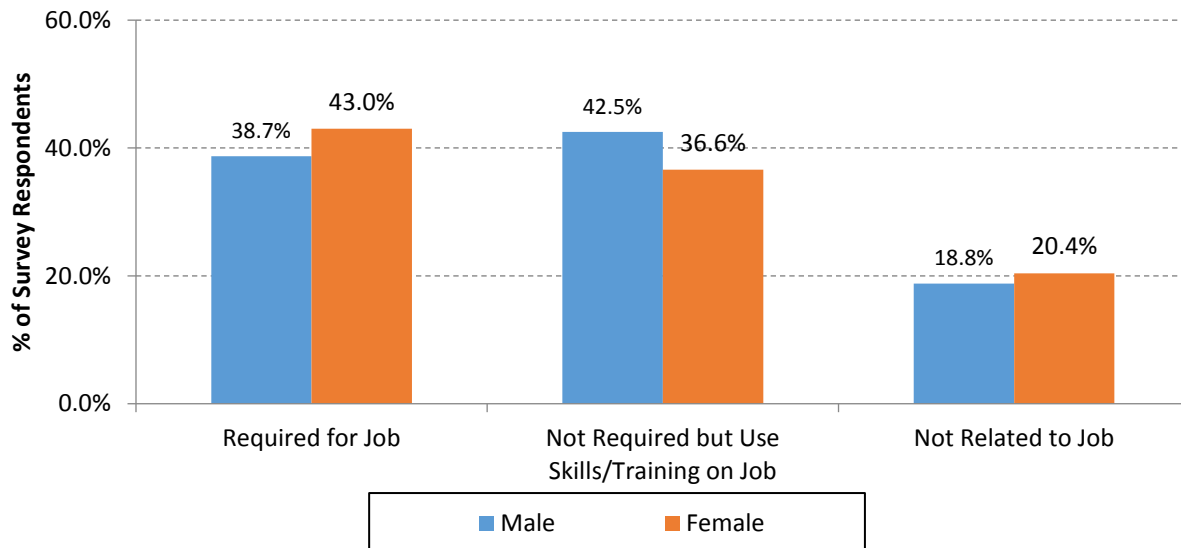
**Chart 6**  
**Certificate/Degree Required for Job, Not Related to Job &**  
**Relevance of Training**  
**Graduate Follow-up Survey (AY12 — AY17)**



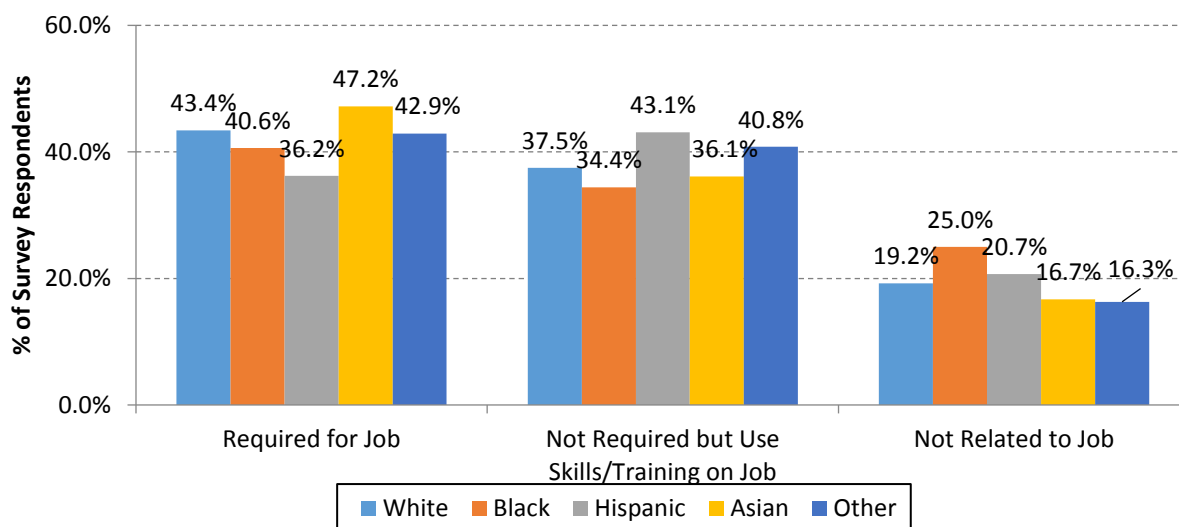
A substantially higher percent of Females for AY17 reported that their certificate/degree is required for their job than males (43.0% vs 38.7%). However a higher percentage of males than females reported that although the degree is not required by their job they use the skills/training on the job (42.5% vs. 36.6%). A substantially higher percent of Females reported that their degree/certificate is not related to their job (20.4% vs. 18.8%). (Please see Chart 7).

The percent responding that their certificate or degree is required for their job differed by ethnic group and is as follows: Asian (47.2%), White (43.4%), Other (42.9%) Black (40.6%) and Hispanic (36.2%). (Please see Chart 8).

**Chart 7**  
**Certificate/Degree Required for Job, Not Related to Job &**  
**Relevance of Training by Gender**  
**Graduate Follow-up Survey (AY17)**

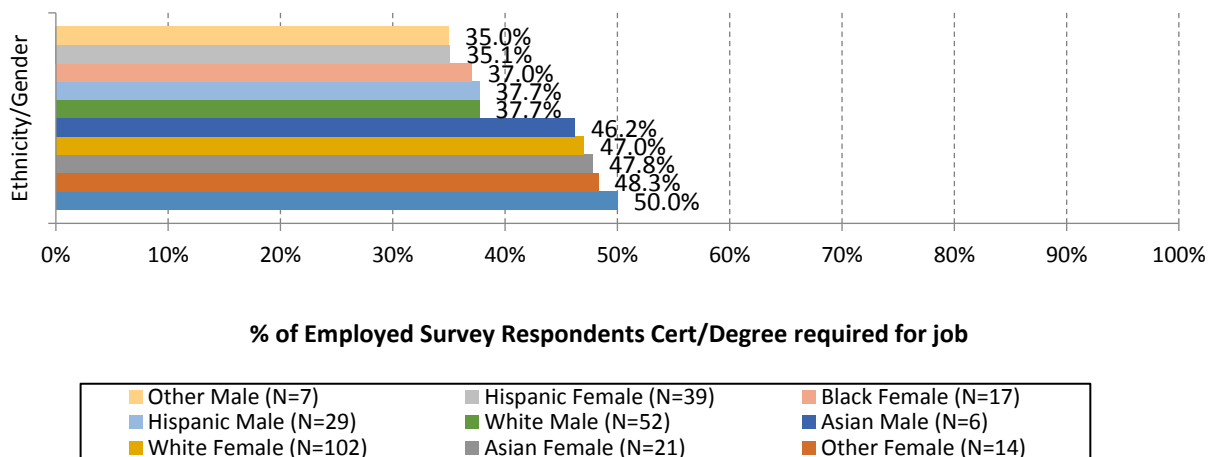


**Chart 8**  
**Certificate/Degree Required for Job, Not Related to Job &**  
**Relevance of Training by Ethnicity**  
**Graduate Follow-up Survey (AY17)**



For ethnic/gender combinations a higher percentage of Black Females (50.0%) and Other Female (48.3%) reported that the certificate/degree was required than for the other subgroups. The lowest percentages were reported by Hispanic Female (35.1%) and Other Male (35.0%) (see Chart 9).

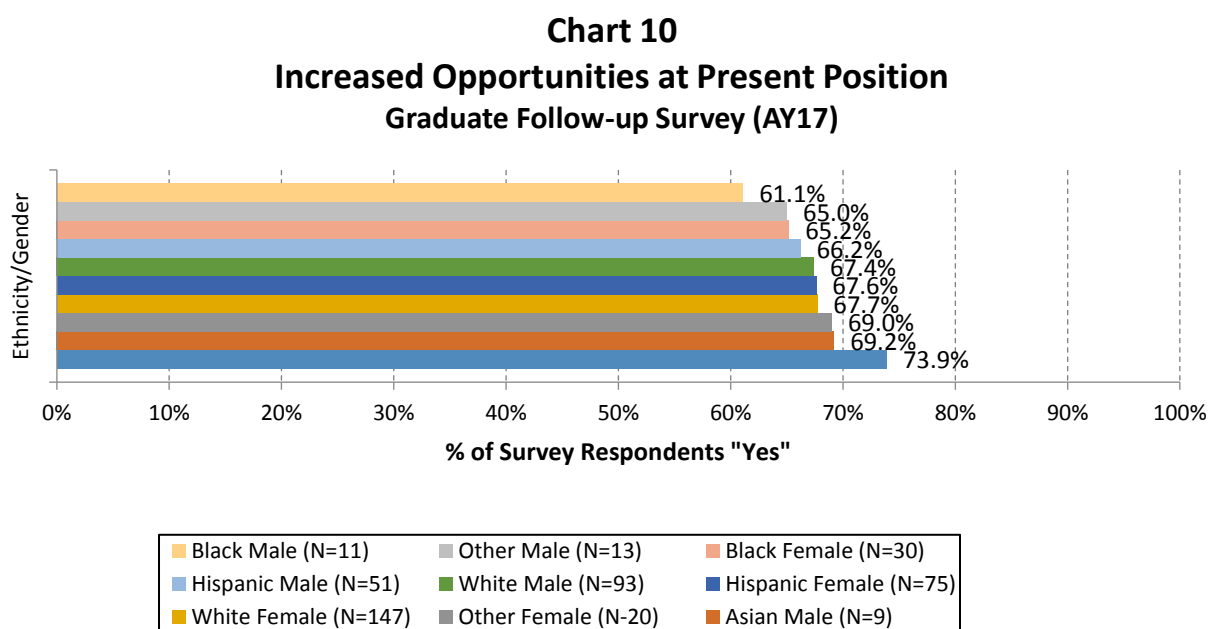
**Chart 9**  
**Certificate/Degree Required for Job by Ethnicity/Gender**  
**Graduate Follow-up Survey (AY17)**



## Graduates' Perception of how well ACC education improved opportunities

A higher percentage of females responded "Yes" (67.8%) than males (66.5%). The percentage responding "Yes" differed by ethnic group and is as follows: Asian (72.2%), White (67.6%), Other (67.3%), Hispanic (67.0%), and Black (64.1%).

For ethnic/gender combinations a higher percentage of Asian Females (73.9%), Asian Male (69.2%), reported that their program completion increased opportunities at their current position. The lowest percentage was reported by Black Male (61.1%) (Please see Chart 10).

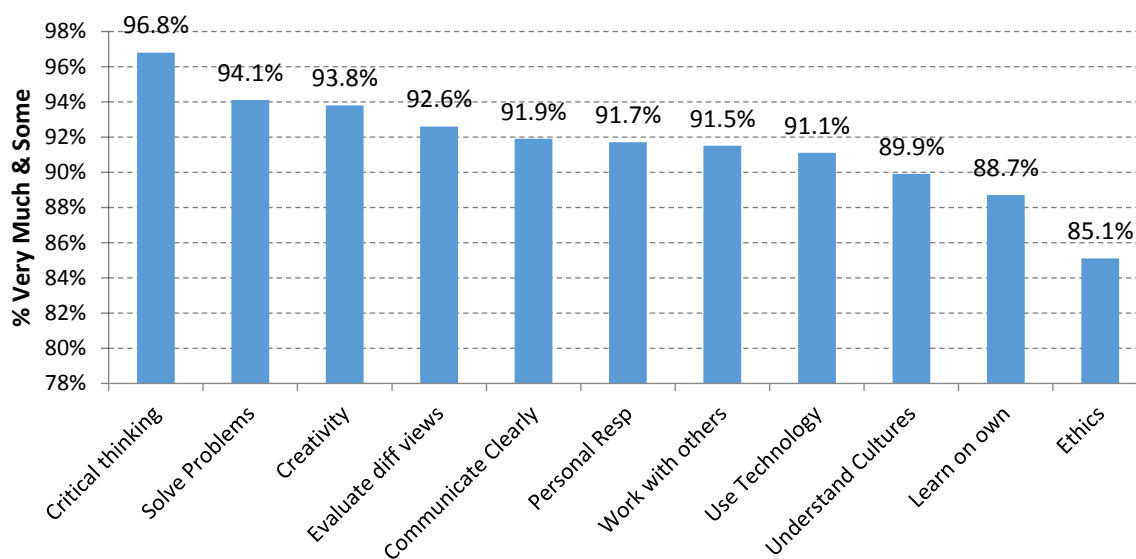


## Graduates' Perception of how well ACC education improved ability

Graduate perceptions of how well ACC education improved ability in eleven areas were rated on a 3-point scale, ranging from “Very Much”, “Some” “Very Little.” To facilitate comparisons, the percent of respondents who answered either “Very Much” or “Some” were combined into an overall impact rating and are rank ordered in Chart 11.

Eight of the eleven areas were rated relatively high (90% or higher): Critical thinking “Your critical thinking skills”, Solve Problems “Your ability to use data and other types of evidence to solve problems” and Creativity “Your ability to think creatively” were rated especially high, 96.8%, 94.1% and 93.8% respectively. The two areas where ACC had the lowest perceived impact on improving ability were Learn on Own, “Your ability to learn on your own”, and Ethics “Your ability to recognize the role ethics play in your life”, 88.7% and 85.1% respectively.

**Chart 11**  
**Improved Ability ACC Education**  
**Graduate Follow-up Survey (AY17)**



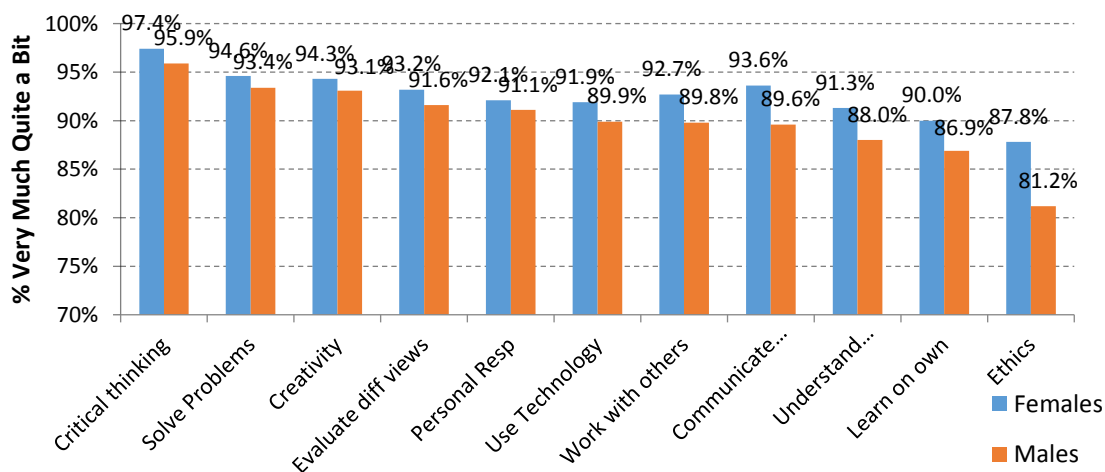
## Perception of how well ACC education improved ability Disaggregation by Gender and Ethnicity

A higher percentage of females consistently rated all of the eleven skill areas as increasing their ability ('Very Much' & 'Some' combined) than did males. The three areas with the highest percentage point difference between the genders were Ethics (Females 87.8% vs. Males 81.2%; pp 6.6), Communicate Clearly (Females 93.6% vs. Males 89.6%; pp 4.0), and Understand Cultures (Females 91.3% vs. Males 88.0%; pp 3.3) (Please see Chart 12).

Whites compared to the other major ethnic groups were less favorable. For none of the eleven areas were their ratings the highest.

Blacks rated five areas the highest: Personal Responsibility (98.6%), Critical thinking (98.6%), Use Technology (93.2%), Evaluate different views (94.4%), and Ethics (90.0%). Hispanics rated three areas the highest: Solve Problems (95.5%), Communicate Clearly (93.3%) and Learn on Own (91.6%). Asians rated two areas the highest: Work with Others (95.1%), and Understand Cultures (92.7%).

**Chart 12**  
**Improved Ability ACC Education by Gender**  
**Graduate Follow-up Survey (AY17)**



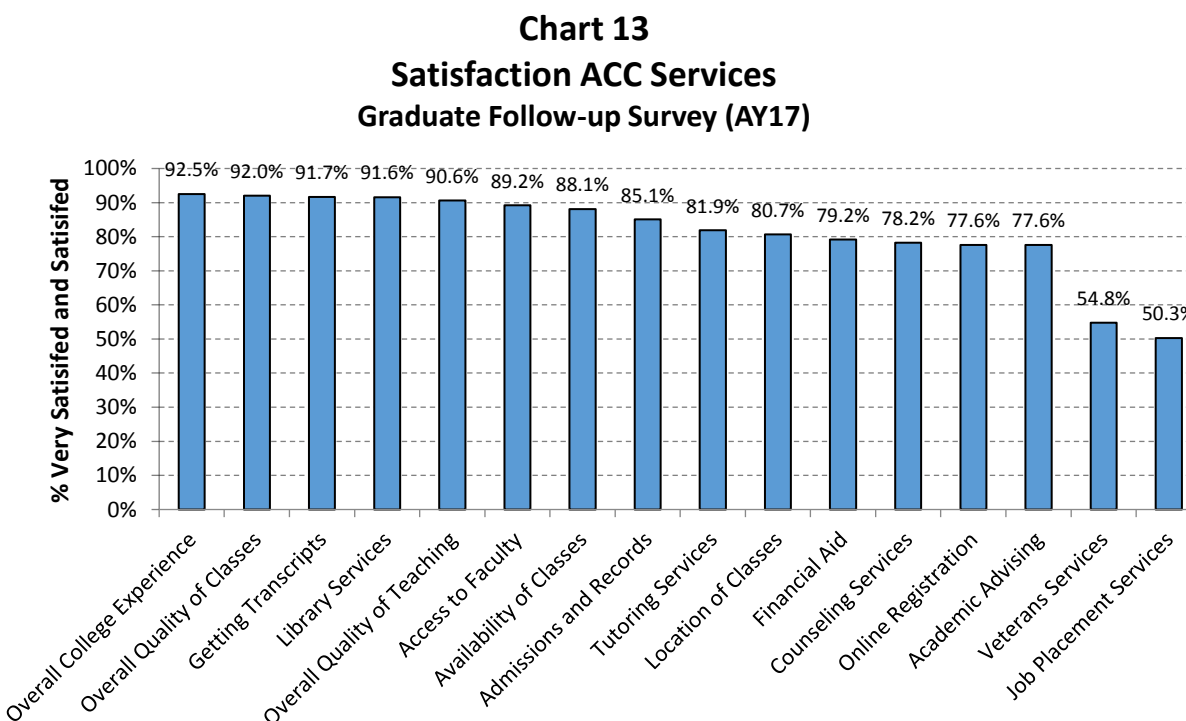


## Graduate Satisfaction with Various ACC Services

Sixteen ACC services were rated on a 5-point scale, ranging from “Very Satisfied” to “Very Dissatisfied.” To facilitate comparisons, the percent of respondents who answered either “Very Satisfied” or “Satisfied” were combined into an overall satisfaction rating and are rank ordered in Chart 13.

Ten of the 16 categories scored high satisfaction marks (>80%), Overall College Experience (92.5%), Overall Quality of Classes (92.0%), Getting Transcripts (91.7%), Library Services (91.6%), Overall Quality of Teaching (90.6%), Access to Faculty (89.2%), Availability of Classes (88.1%), Admissions and Records (85.1%), Tutoring Services (81.9%), and Location of Classes (80.7%).

Four service areas were rated in the 60 – 80% satisfaction range. These service areas included: Financial Aid (79.2%), Counseling Services (78.2%), Online Registration (77.6%), and Academic Advising (77.6%). The two service areas that were at the lower end of the satisfaction ratings are Veterans Services (54.8%), and Job Placement Services (50.3%). However, it should be noted that these two services have lower sample sizes than the other services because fewer graduates had used Veterans Services or Job Placement Services. (see Chart 13).



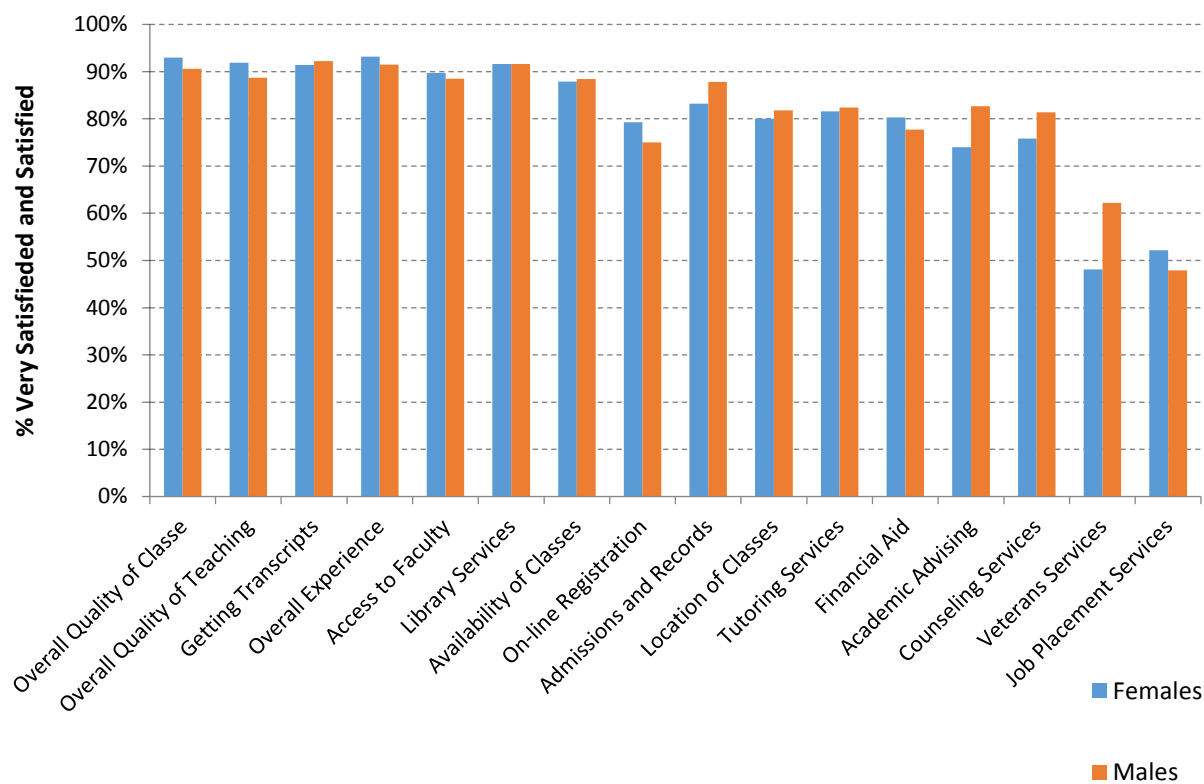
## Perception of how satisfaction with ACC services Disaggregation by Gender and Ethnicity

Males rated eight areas highest Getting Transcripts (92.2%), Availability of Classes (88.4%), Admissions and Records (87.8%), Location of Classes (81.8%), Tutoring Services (82.4%), Academic Advising (82.7%), Counseling Services (81.4%) and Veterans Services (62.2%).

Females rate highest: Overall Experience (93.2%), Overall Quality of Classes (93.0%), Overall Quality of Teaching (91.9%), Access to Faculty (89.7%), Financial Aid (80.3%), Online Registration (79.3%), and Job Placement Services (52.2%).

The three areas with the highest percentage point difference were Admissions and Records (Females 83.2% vs. Males 87.8%; 4.6 pp), Academic Advising (Females 74.0% vs Males 82.7%; 8.7 pp) and Veterans Services (Females 48.1% vs Males 62.2%; 14.1 pp). (Please see Chart 14).

**Chart 14**  
**Satisfaction by Gender**  
**Graduate Follow-up Survey (AY17)**



Of the major ethnic groups Blacks rated more areas the highest than the other major ethnic groups. Blacks had the highest satisfaction ratings for the following nine areas: Library Services (97.2%), Getting Transcripts (95.8%), Availability of Classes (90.5%), Academic Advising (88.9%), Location of Classes (87.8%), Admissions and Records (87.5%), Financial Aid (87.0%), Counseling Services (86.4%), and On-line Registration (82.2%).

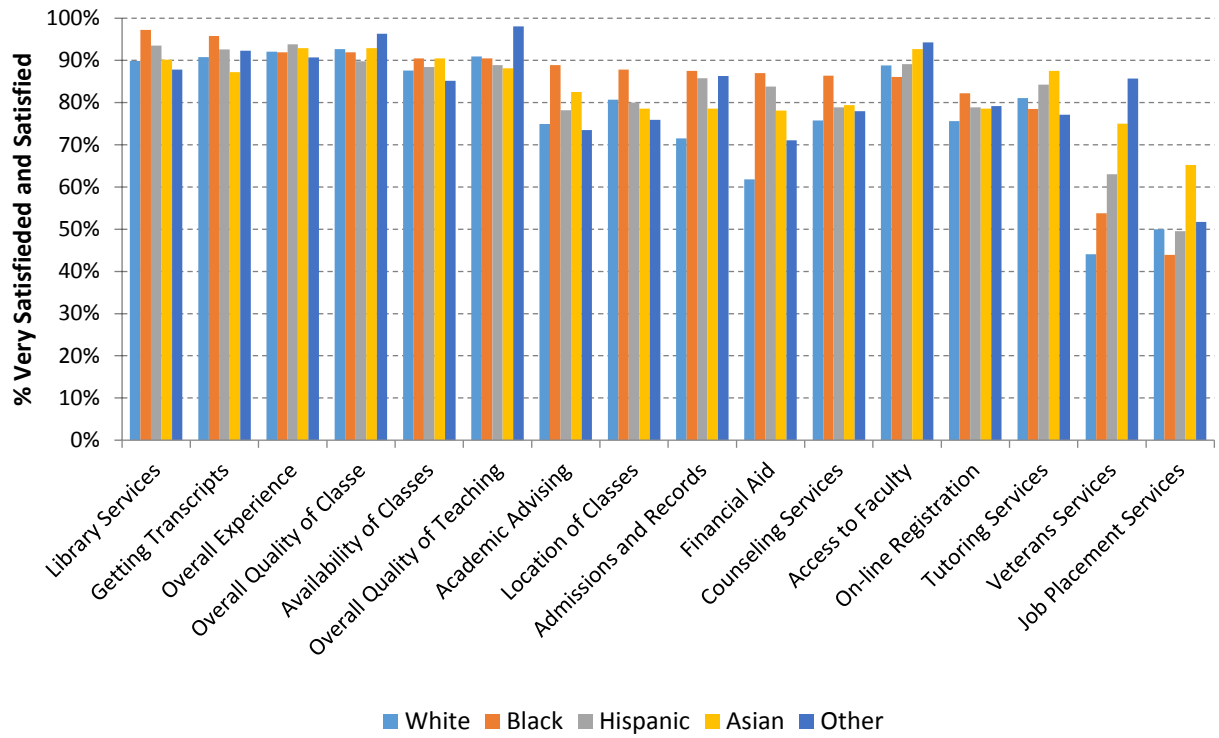
Hispanics rated one area the highest in comparison to the other groups: Overall Experience (93.8%) and one area lowest Overall Quality of Classes (89.8%).

Whites did not rate any area the highest and had a greater number of the lowest ratings than did the other major ethnic groups. Whites rated five areas the lowest: Admissions and Records (71.5%), Counseling Services (75.8%), On-line Registration (75.6%), Financial Aid (61.8%), and Veterans Services (44.1%).

Asians rated two areas the highest in comparison to the other groups: Tutoring Services (87.5%) and Job Placement Services (65.2%) and two areas the lowest Getting Transcripts (87.2%) and Overall Quality of Teaching (88.1%).(Please see Chart 15)

The Other group rated four areas the highest: Overall Quality of Classes (96.3%), Overall Quality of Teaching (98.1%), Access to Faculty (94.3%) and Veterans Services (85.7%). The other group rated six areas the lowest: Library Services (87.8%), Overall Experience (90.7%), Availability of Classes (85.2%), Academic Advising (73.5%), Location of Classes (75.9%) and Tutoring Services (77.1%).

**Chart 15**  
**Satisfaction by Ethnicity**  
**Graduate Follow-up Survey (AY17)**

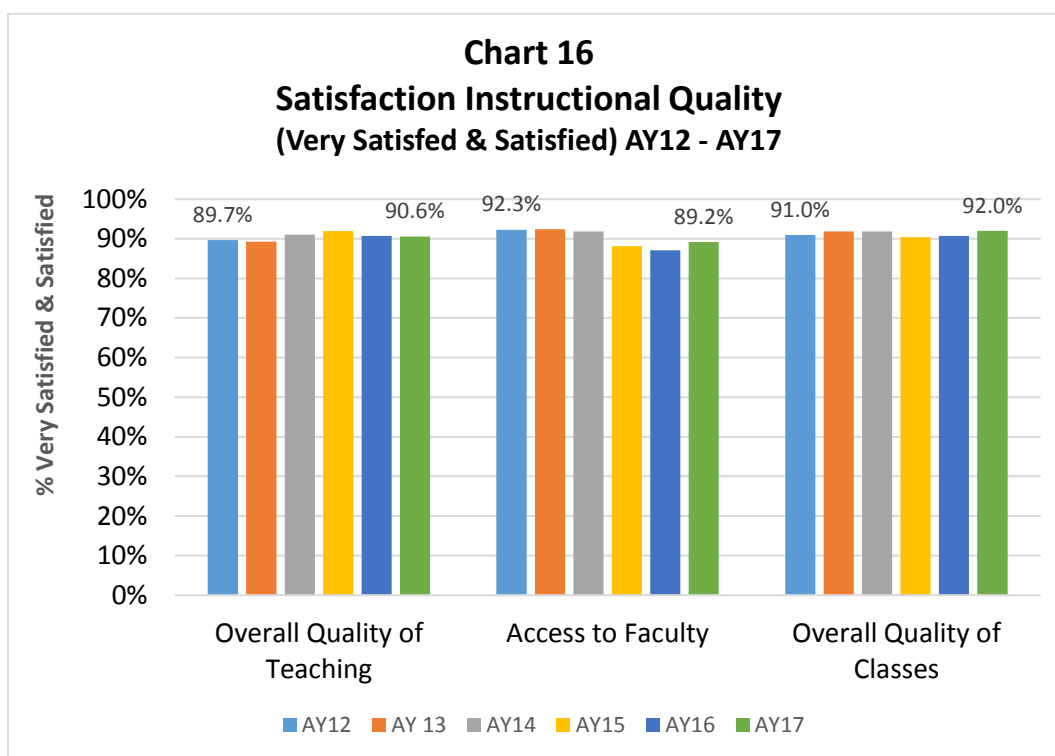


## Graduate Satisfaction - Trend Analysis

Charts 16 through 21 display graduates' satisfaction, across six academic years, for these 16 services. These services are divided into six categories: Instructional Quality (Overall Quality of Teaching, Access to Faculty, Overall Quality of Classes), Access to Classes (Availability of Classes, Location of Classes), Academic Support (Tutoring Services, Library Services), Student Services (Financial Aid, Counseling Services, Academic Advising, Job Placement Services, Veterans Services), Admissions and Records (Admissions and Records, Getting Transcripts, On-line Registration), and Overall Experience (Overall Experience at ACC). (Please also see appendix.)

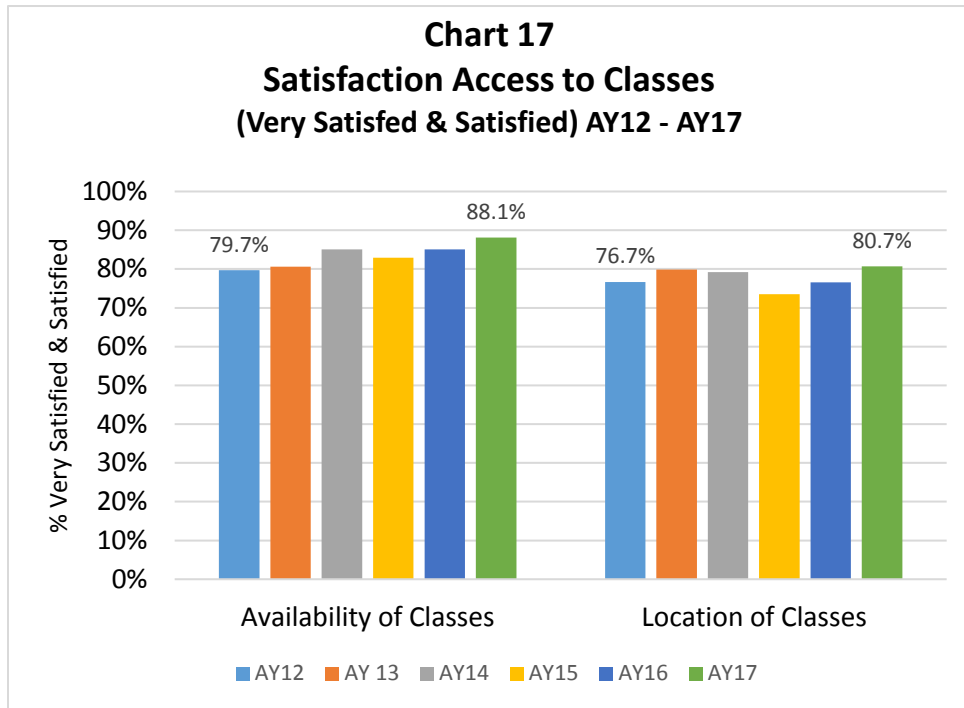
### Instructional Quality

Instructional quality includes three of the nine high satisfaction services. Satisfaction with Overall Quality of Teaching has shown overall a slight increase the past six academic years (89.7% in AY12 to 90.6% in AY17). Overall Quality of Classes has also increased slightly (91.0% in AY12 to 92.0% in AY17). Access to Faculty, however, has shown a decrease (92.3% in AY12 to 89.2% in AY17). (Please see Chart 16).



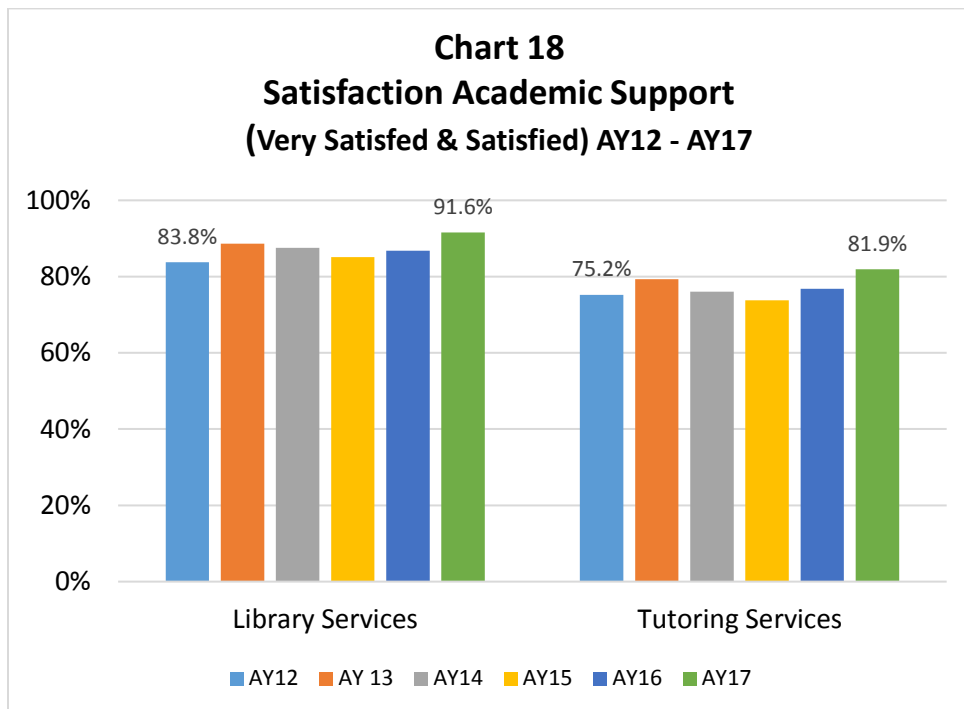
## Access to Classes

Satisfaction with Availability of Classes has increased slightly (79.7% in AY12 to 88.1% in AY17). Satisfaction with Location of Classes has fluctuated but has shown an overall slight decrease (76.7% in AY12 to 80.7% in AY17) (Please see Chart 17).



## Academic Support

Satisfaction with Library Services has increased substantially across the six academic years (83.8% in AY12 to 91.6% in AY17). Satisfaction with tutoring services has also shown an increase (75.2% in AY12 to 81.9% in AY17) (see Chart 18).

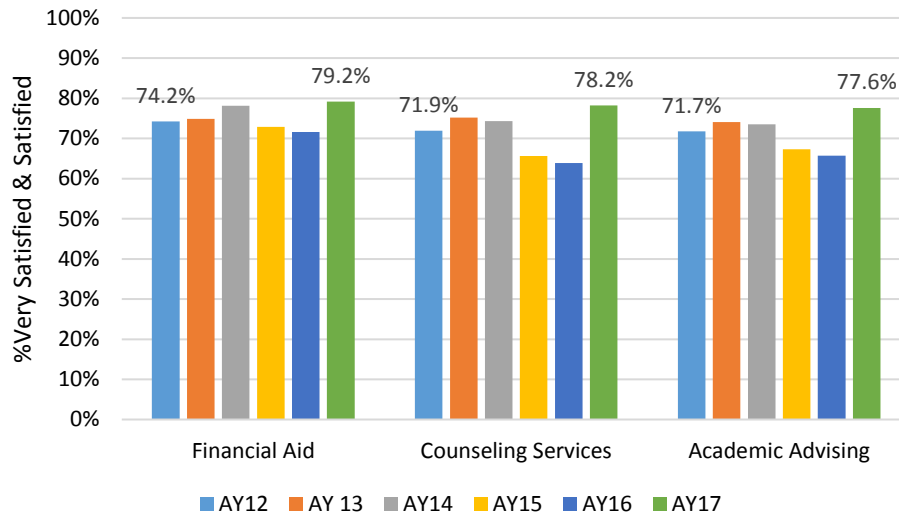


## Student Services

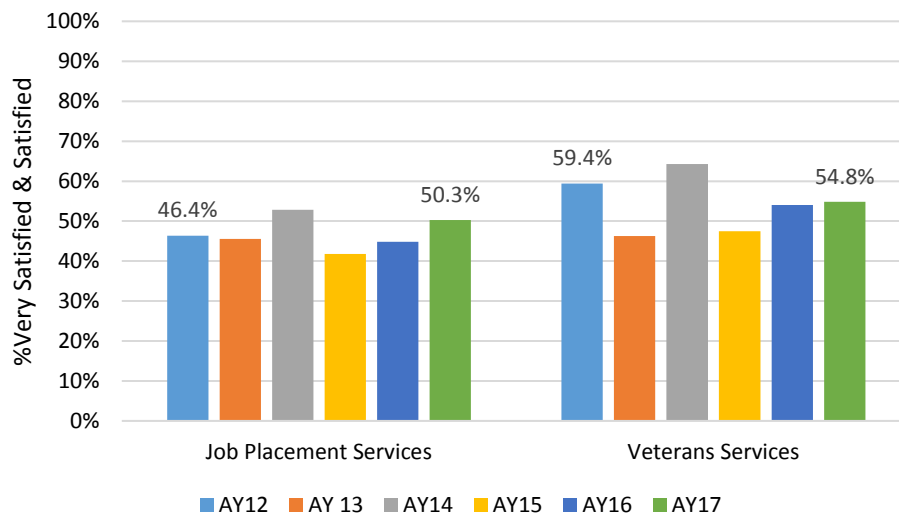
Satisfaction with Financial Aid has increased overall (74.2% in AY12 to 79.2% in AY17). Satisfaction with counseling services has fluctuated a high in AY17 (71.9% in Ay12 to 78.2% in Ay17). Satisfaction with academic advising also fluctuated but also showed an overall increase (71.7% in AY12 to 77.6% in AY17).

Satisfaction with Job Placement Services showed an overall increase from AY12 to AY17 (46.4% in AY12 to 50.3% in AY17). Veterans Services had large fluctuations in satisfaction levels but still showed an overall decrease in satisfaction between AY12 and AY17 (59.4% in AY12 to 54.8% in AY17). Once again it is important to take into account the high number of people who answer “Not Applicable” for Job Placement Services and Veterans Services, and thus are not included in the satisfaction percentage (see Charts 19 and 20).

**Chart 19**  
**Satisfaction Student Services**  
**(Very Satisfied & Satisfied) AY12 - AY17**



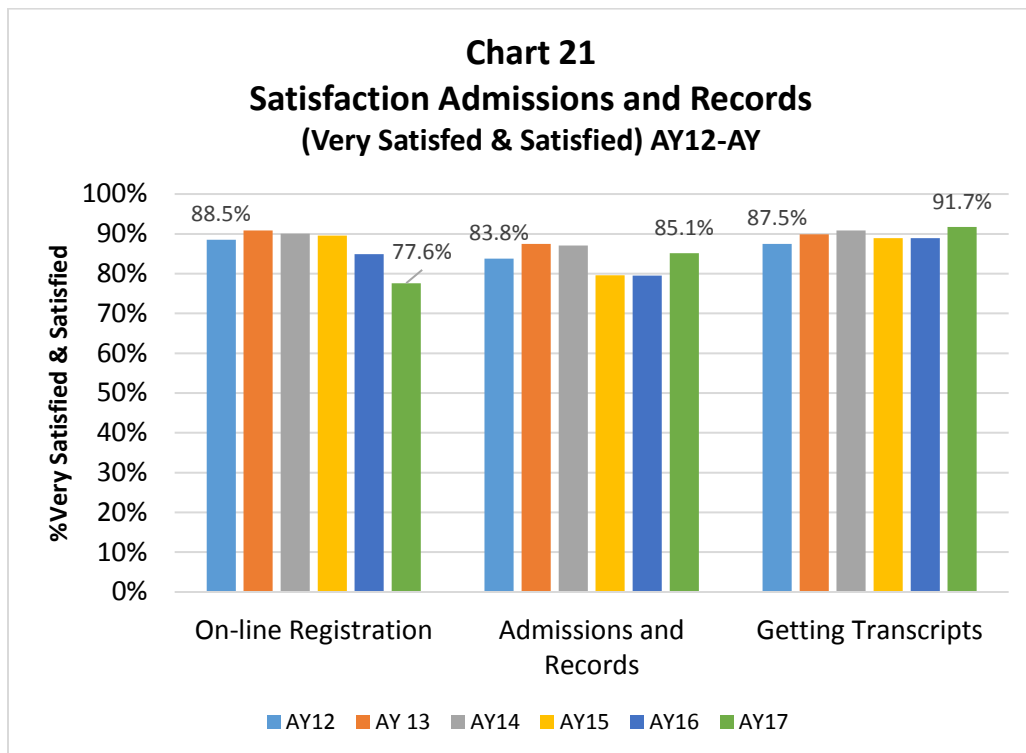
**Chart 20**  
**Satisfaction Student Services**  
**(Very Satisfied & Satisfied) AY12 - AY17**





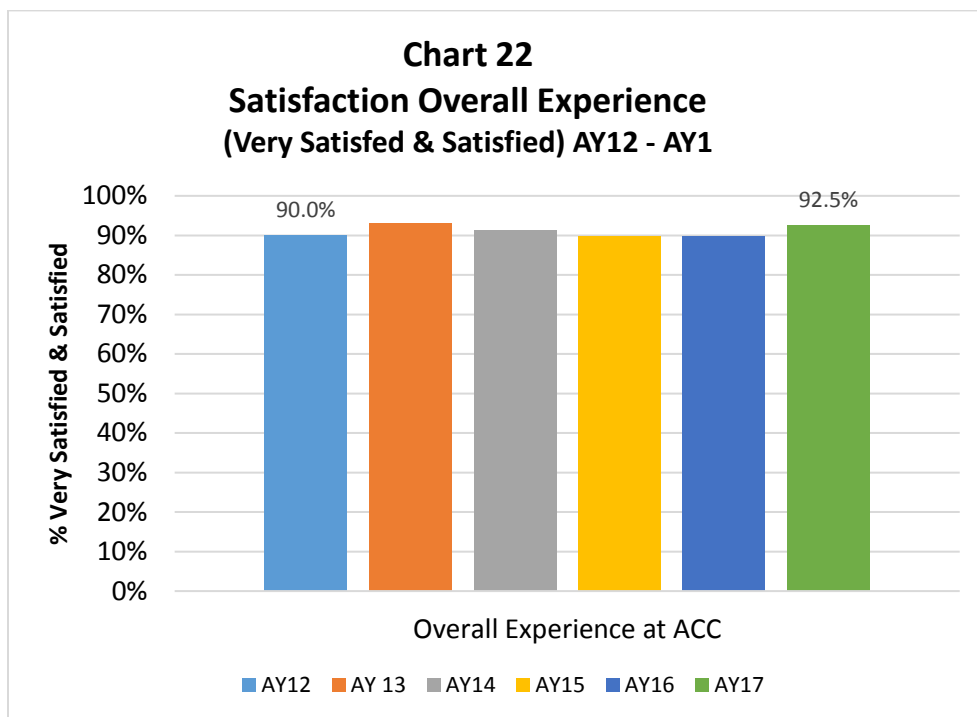
## Admissions and Records

Satisfaction with on-line registration decreased overall (88.5% in AY12 to 77.6% in AY17). Satisfaction with Admissions and Records showed a slight overall increase (83.8% in AY12 to 85.1% in AY17). Satisfaction with getting transcripts increased slightly (87.5% in AY12 to 91.7% in AY17). (Please see Chart 21)



## Overall Experience at ACC

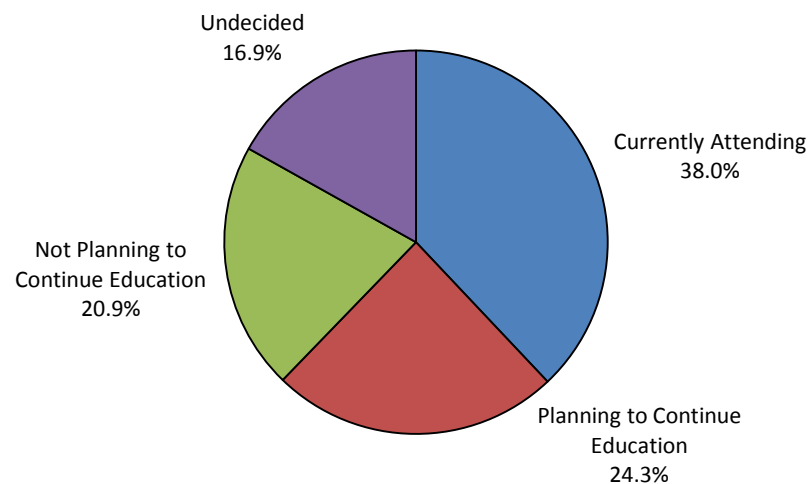
Graduates' satisfaction with their Overall Experience at ACC has consistently remained at a high level across the six academic years (90.0% in AY12 to 92.5% in AY17) (Please see Chart 22).



## ACC Graduates' Future Educational Plans

ACC graduates were also asked if they are currently continuing their education or planning to do so within the next 12 months. Thirty-eight percent of the survey respondents indicated they were currently enrolled, and 24.3% reported that they were planning to continue their education. However, 20.9% responded that they were not planning to continue their education and 16.9% responded that they were undecided (Please see Chart 23).

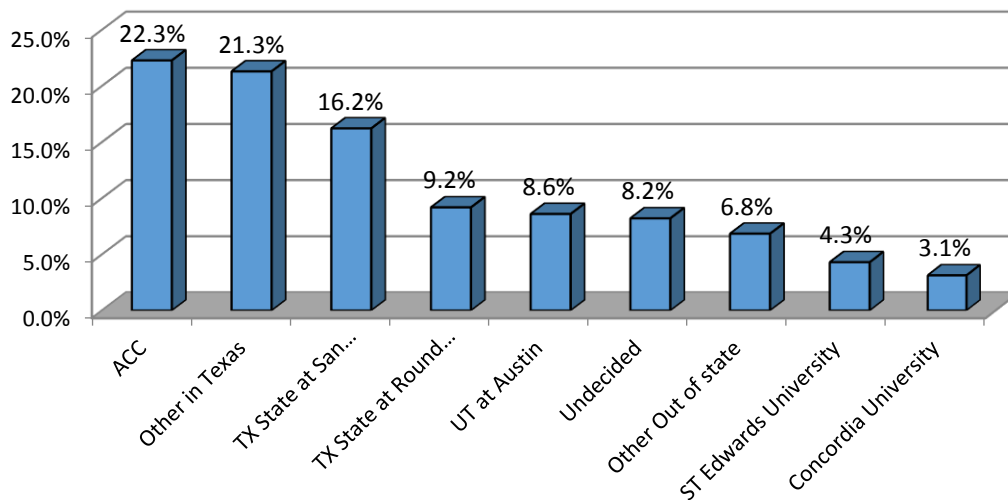
**Chart 23**  
**Future Educational Plans**  
**Graduate Follow-up Survey (AY17)**



As shown in Chart 24, the largest percent of graduates were enrolled in or planning to reenroll at ACC.

- Austin Community College (22.3%)
- Other, in Texas (21.3%)
- Texas State University at San Marcos (16.2%)
- Texas State University at Round Rock (9.2%)
- University of Texas at Austin (8.6)
- Undecided (8.2%)
- Other, Out-of-State (6.8%)
- St. Edward's University (4.3%)
- Concordia University (3.1%)

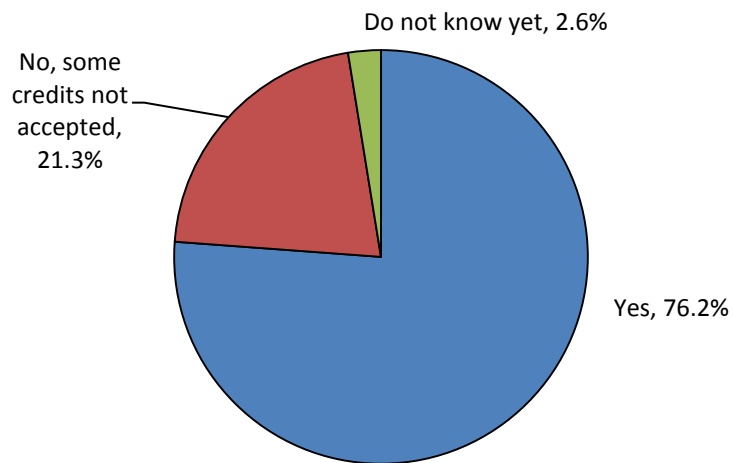
**Chart 24**  
**Institution Currently Attending or Plan to Attend**  
**Graduate Follow-up Survey (AY17)**



### Transferring Credits to Other Institutions

ACC graduates who transferred to another college were asked if all of their ACC credits were accepted at their current institution. (*Graduates pursuing an additional degree at ACC or that were undecided about pursuing additional education are not included.*); 76.2% responded that all of their ACC credits were accepted, and 2.6% responded that some of their ACC credits were not accepted (see Chart 25).

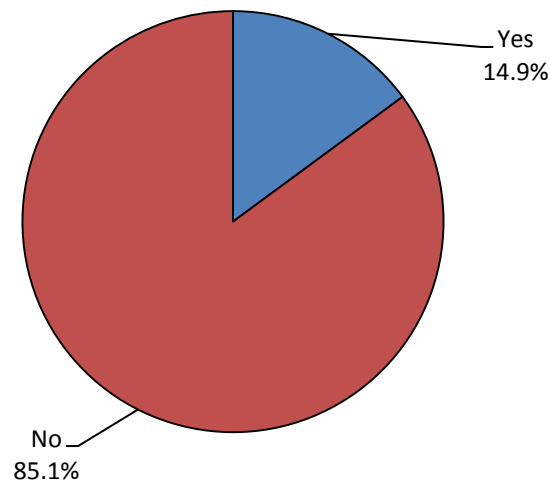
**Chart 25**  
**ACC Credits Accepted by Current College**  
**Graduate Follow-up Survey (AY17)**



## ACC Graduates' Volunteering in Areas Related to ACC Training

ACC graduates were asked if they served as a volunteer in an area related to their ACC training (see Chart 25); 85.1% percent of the survey respondents stated they did not volunteer in a position related to their ACC training, and 14.9% responded "Yes." (Please see Chart 26).

**Chart 26**  
**Volunteering in Areas Related to ACC Training**  
**Graduate Follow-up Survey (AY17)**



**GRADUATE FOLLOW-UP SURVEY:  
AY2016-17 RESULTS  
Austin Community College**

**November 1, 2019**

**APPENDIX**

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**Table 1a and 1b**  
**Graduate Follow-up Survey (AY17)**  
**Employment Status by Gender and Ethnicity**

Table 1a Employment Status by Gender		Female		Male		Total	
		N	%	N	%	N	%
What is your current employment status?	I am not currently employed and not seeking work.	44	8.6%	47	13.7%	91	10.6%
	I am not currently employed but I am actively seeking work.	34	6.6%	28	8.1%	62	7.2%
	I am not currently employed but I will be reporting to a new job within the next 30 days.	4	0.8%	2	0.6%	6	0.7%
	I am self-employed.	25	4.9%	19	5.5%	44	5.1%
	I am currently employed less than 35 hours per week.	113	22.0%	61	17.7%	174	20.3%
	I am currently employed 35 or more hours per week.	294	57.2%	187	54.4%	481	56.1%
	<b>Total</b>	<b>514</b>	<b>100%</b>	<b>344</b>	<b>100%</b>	<b>858</b>	<b>100%</b>

Table 1b Employment Status and Outcomes by Ethnicity		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
What is your current employment status?	I am not currently employed and not seeking work.	54	12.4%	5	6.3%	23	9.5%	5	11.1%	4	7.0%	91	10.6%
	I am not currently employed but I am actively seeking work.	18	4.1%	8	10.1%	29	12.0%	3	6.7%	4	7.0%	62	7.2%
	I am not currently employed but I will be reporting to a new job within the next 30 days.	5	1.1%	1	1.3%	0	0.0%	0	0.0%	0	0.0%	6	0.7%
	I am self-employed.	28	6.4%	2	2.5%	8	3.3%	1	2.2%	5	8.8%	44	5.1%
	I am currently employed less than 35 hours per week.	78	17.9%	22	27.8%	50	20.7%	10	22.2%	14	24.6%	174	20.3%
	I am currently employed 35 or more hours per week.	253	58.0%	41	51.9%	131	54.4%	26	57.8%	30	52.6%	481	56.1%
	<b>Total</b>	<b>436</b>	<b>100%</b>	<b>79</b>	<b>100%</b>	<b>241</b>	<b>100%</b>	<b>45</b>	<b>100%</b>	<b>57</b>	<b>100%</b>	<b>858</b>	<b>100%</b>

**Table 2a and 2b**  
**Graduate Follow-up Analysis (AY17)**  
 Relatedness of Degree/Skills to Job by Gender and Ethnicity

Table 2a Relatedness of Degree/Skills to Job by Gender		Female		Male		Total	
		N	%	N	%	N	%
If you are employed/self-employed, please mark the response that applies.	My certificate or degree is required for my job.	183	43.0%	103	38.7%	286	41.3%
	Not required for my job, but I use/have used the training and skills ... in my job.	156	36.6%	113	42.5%	269	38.9%
	My job is not related to my certificate or degree program.	87	20.4%	50	18.8%	137	19.8%
	<b>Total</b>	<b>426</b>	<b>100%</b>	<b>266</b>	<b>100%</b>	<b>692</b>	<b>100%</b>

Table 2b Employment Status and Outcomes by Ethnicity		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
If you are employed/self-employed, please mark the response that applies.	My certificate or degree is required for my job.	154	43.4%	26	40.6%	68	36.2%	17	47.2%	21	42.9%	286	41.3%
	Not required for my job, but I use/have used the training and skills ... in my job.	133	37.5%	22	34.4%	81	43.1%	13	36.1%	20	40.8%	269	38.9%
	My job is not related to my certificate or degree program.	68	19.2%	16	25.0%	39	20.7%	6	16.7%	8	16.3%	137	19.8%
	<b>Total</b>	<b>355</b>	<b>100%</b>	<b>64</b>	<b>100%</b>	<b>188</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>692</b>	<b>100%</b>

**Table 3a and b**  
**Graduate Follow-up Survey (AY16)**  
**Employed in Certificate/Degree Area prior to Enrollment**  
**by Gender and Ethnicity**

Table 3a Employed Prior in Area by Gender		Female		Male		Total	
		N	%	N	%	N	%
Were you employed in your certificate or degree area prior to enrolling in that program at ACC?	Yes	174	40.8%	135	50.8%	309	44.7%
	No	252	59.2%	131	49.2%	383	55.3%
	Total	426	100%	266	100%	692	100%

Table 3b Employed Prior in Area by Ethnicity		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Were you employed in your certificate or degree area prior to enrolling in that program at ACC?	Yes	158	44.5%	28	43.8%	88	46.8%	17	47.2%	18	36.7%	309	44.7%
	No	197	55.5%	36	56.3%	100	53.2%	19	52.8%	31	63.3%	383	55.3%
	Total	355	100%	64	100%	188	100%	36	100%	49	100%	692	100%

**Tables 4a and 4b**  
**Graduate Follow-up Survey (AY17)**  
 Increase in Opportunities from Program Completion  
 by Gender and Ethnicity

Table 4a Increase in Opportunities by Gender (AY17)		Female		Male		Total	
		N	%	N	%	N	%
Did the program completion increase your opportunities at your current position?	Yes	289	67.8%	177	66.5%	466	67.3%
	No	137	32.2%	89	33.5%	226	32.7%
	Total	426	100%	266	100%	692	100%

Table 4b Increase in Opportunities by Ethnicity (AY17)		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Did the program completion increase your opportunities at your current position?	Yes	240	67.6%	41	64.1%	126	67.0%	26	72.2%	33	67.3%	466	67.3%
	No	115	32.4%	23	35.9%	62	33.0%	10	27.8%	16	32.7%	226	32.7%
	Total	355	100%	64	100%	188	100%	36	100%	49	100%	692	100%

**Table 5a and 5b**

Graduate Follow-up Survey (AY17)

How well ACC education Improved ability: Evaluate pros and cons of different points of view  
by Gender and Ethnicity

Table 5a Please rate how well your ACC education improved your ability in the following areas		Female		Male		Total	
		N	%	N	%	N	%
Your ability to evaluate the pros and cons of different points of view	Very Much	280	61.0%	179	57.7%	459	59.7%
	Some	148	32.2%	105	33.9%	253	32.9%
	Very Little	31	6.8%	26	8.4%	57	7.4%
	<b>Total</b>	<b>459</b>	<b>100%</b>	<b>310</b>	<b>100%</b>	<b>769</b>	<b>100%</b>

Table 5b Please rate how well your ACC education improved your ability in the following areas		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Your ability to evaluate the pros and cons of different points of view	Very Much	210	55.0%	52	73.2%	144	64.9%	26	63.4%	27	50.9%	459	59.7%
	Some	144	37.7%	15	21.1%	61	27.5%	12	29.3%	21	39.6%	253	32.9%
	Very Little	28	7.3%	4	5.6%	17	7.7%	3	7.3%	5	9.4%	57	7.4%
	<b>Total</b>	<b>382</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>222</b>	<b>100%</b>	<b>41</b>	<b>100%</b>	<b>53</b>	<b>100%</b>	<b>769</b>	<b>100%</b>

**Table 6a and 6b****Graduate Follow-up Survey (AY17)**

How well ACC education improved ability: Critical thinking skills by Gender and Ethnicity

Table 6a Please rate how well your ACC education improved your ability in the following areas		Female		Male		Total	
		N	%	N	%	N	%
Your critical thinking skills (problem solving and the ability to analyze and evaluate information)	Very Much	315	67.2%	191	60.1%	506	64.3%
	Some	142	30.3%	114	35.8%	256	32.5%
	Very Little	12	2.6%	13	4.1%	25	3.2%
	<b>Total</b>	<b>469</b>	<b>100%</b>	<b>318</b>	<b>100%</b>	<b>787</b>	<b>100%</b>

Table 6b Please rate how well your ACC education improved your ability in the following areas		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Your critical thinking skills (problem solving and the ability to analyze and evaluate information)	Very Much	248	63.3%	50	69.4%	152	67.3%	26	61.9%	30	54.5%	506	64.3%
	Some	135	34.4%	21	29.2%	64	28.3%	12	28.6%	24	43.6%	256	32.5%
	Very Little	9	2.3%	1	1.4%	10	4.4%	4	9.5%	1	1.8%	25	3.2%
	<b>Total</b>	<b>392</b>	<b>100%</b>	<b>72</b>	<b>100%</b>	<b>226</b>	<b>100%</b>	<b>42</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>787</b>	<b>100%</b>

**Table 7a and 7b**  
**Graduate Follow-up Survey (AY17)**

How well ACC education improved ability: Recognize cultural differences and commonalities by Gender and Ethnicity

Table 7a Please rate how well your ACC education improved your ability in the following areas		Female		Male		Total	
		N	%	N	%	N	%
Your ability to recognize differences and commonalities among people from different backgrounds and cultures	Very Much	282	61.6%	168	54.5%	450	58.7%
	Some	136	29.7%	103	33.4%	239	31.2%
	Very Little	40	8.7%	37	12.0%	77	10.1%
	<b>Total</b>	<b>458</b>	<b>100%</b>	<b>308</b>	<b>100%</b>	<b>766</b>	<b>100%</b>

Table 7b Please rate how well your ACC education improved your ability in the following areas		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Your ability to recognize differences and commonalities among people from different backgrounds and cultures	Very Much	200	52.9%	47	67.1%	146	65.8%	24	58.5%	33	60.0%	450	58.7%
	Some	134	35.4%	17	24.3%	58	26.1%	14	34.1%	16	29.1%	239	31.2%
	Very Little	44	11.6%	6	8.6%	18	8.1%	3	7.3%	6	10.9%	77	10.1%
	<b>Total</b>	<b>378</b>	<b>100%</b>	<b>70</b>	<b>100%</b>	<b>222</b>	<b>100%</b>	<b>41</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>766</b>	<b>100%</b>

**Table 8a and 8b****Graduate Follow-up Survey (AY16)**

How well ACC education Improved ability: Role ethics play in your life by Gender and Ethnicity

Table 8a Please rate how well your ACC education improved your ability in the following areas		Female		Male		Total	
		N	%	N	%	N	%
Your ability to recognize the role ethics play in your life	Very Much	268	58.5%	150	48.7%	418	54.6%
	Some	134	29.3%	100	32.5%	234	30.5%
	Very Little	56	12.2%	58	18.8%	114	14.9%
	<b>Total</b>	<b>458</b>	<b>100%</b>	<b>308</b>	<b>100%</b>	<b>766</b>	<b>100%</b>

Table 8b Please rate how well your ACC education improved your ability in the following areas		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Your ability to recognize the role ethics play in your life	Very Much	174	45.8%	48	68.6%	140	63.3%	27	67.5%	29	52.7%	418	54.6%
	Some	139	36.6%	15	21.4%	56	25.3%	8	20.0%	16	29.1%	234	30.5%
	Very Little	67	17.6%	7	10.0%	25	11.3%	5	12.5%	10	18.2%	114	14.9%
	<b>Total</b>	<b>380</b>	<b>100%</b>	<b>70</b>	<b>100%</b>	<b>221</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>766</b>	<b>100%</b>



**Table 9a and 9b**

Graduate Follow-up Survey (AY17)

How well ACC education improved ability: Work with others by Gender and Ethnicity

Table 9a Please rate how well your ACC education improved your ability in the following areas		Female		Male		Total	
		N	%	N	%	N	%
Your ability to work with others to achieve a common goal	Very Much	303	65.4%	186	59.2%	489	62.9%
	Some	126	27.2%	96	30.6%	222	28.6%
	Very Little	34	7.3%	32	10.2%	66	8.5%
	<b>Total</b>	<b>463</b>	<b>100%</b>	<b>314</b>	<b>100%</b>	<b>777</b>	<b>100%</b>

Table 9b Please rate how well your ACC education improved your ability in the following areas		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Your ability to work with others to achieve a common goal	Very Much	224	58.2%	53	73.6%	150	67.0%	29	70.7%	33	60.0%	489	62.9%
	Some	124	32.2%	14	19.4%	57	25.4%	10	24.4%	17	30.9%	222	28.6%
	Very Little	37	9.6%	5	6.9%	17	7.6%	2	4.9%	5	9.1%	66	8.5%
	<b>Total</b>	<b>385</b>	<b>100%</b>	<b>72</b>	<b>100%</b>	<b>224</b>	<b>100%</b>	<b>41</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>777</b>	<b>100%</b>

**Table 10a and 10b****Graduate Follow-up Analysis (AY17)**

How well ACC education improved ability: Learn on Your Own by Gender and Ethnicity

Table 10a Please rate how well your ACC education improved your ability in the following areas		Female		Male		Total	
		N	%	N	%	N	%
Your ability to learn on your own	Very Much	320	68.2%	203	63.4%	523	66.3%
	Some	102	21.7%	75	23.4%	177	22.4%
	Very Little	47	10.0%	42	13.1%	89	11.3%
	<b>Total</b>	<b>469</b>	<b>100%</b>	<b>320</b>	<b>100%</b>	<b>789</b>	<b>100%</b>

Table 10b Please rate how well your ACC education improved your ability in the following areas		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Your ability to learn on your own	Very Much	245	62.2%	53	71.6%	164	72.9%	27	64.3%	34	63.0%	523	66.3%
	Some	99	25.1%	11	14.9%	42	18.7%	10	23.8%	15	27.8%	177	22.4%
	Very Little	50	12.7%	10	13.5%	19	8.4%	5	11.9%	5	9.3%	89	11.3%
	<b>Total</b>	<b>394</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>225</b>	<b>100%</b>	<b>42</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>789</b>	<b>100%</b>

**Table 11a and 11b****Graduate Follow-up Survey (AY17)**

How well ACC education improved ability: Think creatively by Gender and Ethnicity

Table 11a Please rate how well your ACC education improved your ability in the following areas		Female		Male		Total	
		N	%	N	%	N	%
Your ability to think creatively (problem solving, thinking out of the box, etc)	Very Much	292	62.1%	187	58.3%	479	60.6%
	Some	151	32.1%	112	34.9%	263	33.2%
	Very Little	27	5.7%	22	6.9%	49	6.2%
	<b>Total</b>	<b>470</b>	<b>100%</b>	<b>321</b>	<b>100%</b>	<b>791</b>	<b>100%</b>

Table 11b Please rate how well your ACC education improved your ability in the following areas		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Your ability to think creatively (problem solving, thinking out of the box, etc)	Very Much	223	56.5%	42	56.8%	150	66.1%	27	65.9%	37	68.5%	479	60.6%
	Some	148	37.5%	27	36.5%	63	27.8%	11	26.8%	14	25.9%	263	33.2%
	Very Little	24	6.1%	5	6.8%	14	6.2%	3	7.3%	3	5.6%	49	6.2%
	<b>Total</b>	<b>395</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>227</b>	<b>100%</b>	<b>41</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>791</b>	<b>100%</b>

**Table 12a and 12b****Graduate Follow-up Survey (AY17)**

How well ACC education improved ability: Use Data by Gender and Ethnicity

Table 12a Please rate how well your ACC education improved your ability in the following areas		Female		Male		Total	
		N	%	N	%	N	%
Your ability to use data and other types of evidence to solve problems	Very Much	291	62.6%	202	63.3%	493	62.9%
	Some	149	32.0%	96	30.1%	245	31.3%
	Very Little	25	5.4%	21	6.6%	46	5.9%
	<b>Total</b>	<b>465</b>	<b>100%</b>	<b>319</b>	<b>100%</b>	<b>784</b>	<b>100%</b>

Table 12b Please rate how well your ACC education improved your ability in the following areas		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Your ability to use data and other types of evidence to solve problems	Very Much	241	61.5%	50	68.5%	146	65.2%	29	70.7%	27	50.0%	493	62.9%
	Some	127	32.4%	19	26.0%	68	30.4%	10	24.4%	21	38.9%	245	31.3%
	Very Little	24	6.1%	4	5.5%	10	4.5%	2	4.9%	6	11.1%	46	5.9%
	<b>Total</b>	<b>392</b>	<b>100%</b>	<b>73</b>	<b>100%</b>	<b>224</b>	<b>100%</b>	<b>41</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>784</b>	<b>100%</b>

**Table 13a and 13b****Graduate Follow-up Survey (AY17)**

How well ACC education improved ability: Use technology by Gender and Ethnicity

Table 13a Please rate how well your ACC education improved your ability in the following areas		Female		Male		Total	
		N	%	N	%	N	%
Your ability to use appropriate technology tools to collect, analyze and present information.	Very Much	276	59.0%	195	61.5%	471	60.0%
	Some	154	32.9%	90	28.4%	244	31.1%
	Very Little	38	8.1%	32	10.1%	70	8.9%
	<b>Total</b>	<b>468</b>	<b>100%</b>	<b>317</b>	<b>100%</b>	<b>785</b>	<b>100%</b>

Table 13b Please rate how well your ACC education improved your ability in the following areas		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Your ability to use appropriate technology tools to collect, analyze and present information.	Very Much	219	55.7%	52	71.2%	143	64.4%	25	59.5%	32	58.2%	471	60.0%
	Some	140	35.6%	16	21.9%	58	26.1%	12	28.6%	18	32.7%	244	31.1%
	Very Little	34	8.7%	5	6.8%	21	9.5%	5	11.9%	5	9.1%	70	8.9%
	<b>Total</b>	<b>393</b>	<b>100%</b>	<b>73</b>	<b>100%</b>	<b>222</b>	<b>100%</b>	<b>42</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>785</b>	<b>100%</b>

**Table 14a and 14b****Graduate Follow-up Survey (AY17)**

How well ACC education improved ability: Communicate clearly by Gender and Ethnicity

Table 14a Please rate how well your ACC education improved your ability in the following areas		Female		Male		Total	
		N	%	N	%	N	%
Your ability to communicate clearly to different groups using appropriate styles and methods	Very Much	284	60.9%	190	60.1%	474	60.6%
	Some	152	32.6%	93	29.4%	245	31.3%
	Very Little	30	6.4%	33	10.4%	63	8.1%
	<b>Total</b>	<b>466</b>	<b>100%</b>	<b>316</b>	<b>100%</b>	<b>782</b>	<b>100%</b>

Table 14b Please rate how well your ACC education improved your ability in the following areas		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Your ability to communicate clearly to different groups using appropriate styles and methods	Very Much	220	56.6%	47	64.4%	153	68.6%	22	52.4%	32	58.2%	474	60.6%
	Some	135	34.7%	20	27.4%	55	24.7%	16	38.1%	19	34.5%	245	31.3%
	Very Little	34	8.7%	6	8.2%	15	6.7%	4	9.5%	4	7.3%	63	8.1%
	<b>Total</b>	<b>389</b>	<b>100%</b>	<b>73</b>	<b>100%</b>	<b>223</b>	<b>100%</b>	<b>42</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>782</b>	<b>100%</b>

## Table 15a and 15b

### Graduate Follow-up Survey (AY17)

How well ACC education improved ability: Personal Responsibility by Gender and Ethnicity

Table 15a Please rate how well your ACC education improved your ability in the following areas		Female		Male		Total	
		N	%	N	%	N	%
Your sense of personal responsibility (work/life balance, managing time, etc.)	Very Much	304	64.8%	193	61.1%	497	63.3%
	Some	128	27.3%	95	30.1%	223	28.4%
	Very Little	37	7.9%	28	8.9%	65	8.3%
	<b>Total</b>	<b>469</b>	<b>100%</b>	<b>316</b>	<b>100%</b>	<b>785</b>	<b>100%</b>

Table 15b Please rate how well your ACC education improved your ability in the following areas		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Your sense of personal responsibility (work/life balance, managing time, etc.)	Very Much	229	58.7%	55	75.3%	152	67.0%	25	61.0%	36	66.7%	497	63.3%
	Some	127	32.6%	17	23.3%	51	22.5%	12	29.3%	16	29.6%	223	28.4%
	Very Little	34	8.7%	1	1.4%	24	10.6%	4	9.8%	2	3.7%	65	8.3%
	<b>Total</b>	<b>390</b>	<b>100%</b>	<b>73</b>	<b>100%</b>	<b>227</b>	<b>100%</b>	<b>41</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>785</b>	<b>100%</b>

**Table 16a and 16b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Availability of Classes**  
**by Gender and Ethnicity**

<b>Table 16a Satisfaction with Availability of Classes</b>		<b>Female</b>		<b>Male</b>		<b>Total</b>	
		<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
<b>Availability of Classes</b>	<b>Total Satisfied <sup>1</sup></b>	<b>414</b>	<b>87.9%</b>	<b>282</b>	<b>88.4%</b>	<b>696</b>	<b>88.1%</b>
	Very Satisfied	198	42.0%	143	44.8%	341	43.2%
	Satisfied	216	45.9%	139	43.6%	355	44.9%
	<b>Neutral</b>	<b>40</b>	<b>8.5%</b>	<b>24</b>	<b>7.5%</b>	<b>64</b>	<b>8.1%</b>
	Dissatisfied	15	3.2%	12	3.8%	27	3.4%
	Very Dissatisfied	2	0.4%	1	0.3%	3	0.4%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>17</b>	<b>3.6%</b>	<b>13</b>	<b>4.1%</b>	<b>30</b>	<b>3.8%</b>

<b>Table 16b Satisfaction with Availability of Classes</b>		<b>White</b>		<b>Black</b>		<b>Hispanic</b>		<b>Asian</b>		<b>Other</b>		<b>Total</b>	
		<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
<b>Availability of Classes</b>	<b>Total Satisfied <sup>1</sup></b>	<b>346</b>	<b>87.6%</b>	<b>67</b>	<b>90.5%</b>	<b>199</b>	<b>88.4%</b>	<b>38</b>	<b>90.5%</b>	<b>46</b>	<b>85.2%</b>	<b>696</b>	<b>88.1%</b>
	Very Satisfied	160	40.5%	42	56.8%	104	46.2%	16	38.1%	19	35.2%	341	43.2%
	Satisfied	186	47.1%	25	33.8%	95	42.2%	22	52.4%	27	50.0%	355	44.9%
	<b>Neutral</b>	<b>33</b>	<b>8.4%</b>	<b>5</b>	<b>6.8%</b>	<b>15</b>	<b>6.7%</b>	<b>4</b>	<b>9.5%</b>	<b>7</b>	<b>13.0%</b>	<b>64</b>	<b>8.1%</b>
	Dissatisfied	14	3.5%	2	2.7%	10	4.4%	0	0.0%	1	1.9%	27	3.4%
	Very Dissatisfied	2	0.5%	0	0.0%	1	0.4%	0	0.0%	0	0.0%	3	0.4%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>16</b>	<b>4.1%</b>	<b>2</b>	<b>2.7%</b>	<b>11</b>	<b>4.9%</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>1.9%</b>	<b>30</b>	<b>3.8%</b>

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.



**Table 17a and 17b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Location of Classes**  
**by Gender and Ethnicity**

Table 17a Satisfaction with Location of Classes		Female		Male		Total	
		N	%	N	%	N	%
Location of Classes	Total Satisfied <sup>1</sup>	376	80.0%	261	81.8%	637	80.7%
	Very Satisfied	186	39.6%	133	41.7%	319	40.4%
	Satisfied	190	40.4%	128	40.1%	318	40.3%
	Neutral	65	13.8%	37	11.6%	102	12.9%
	Dissatisfied	24	5.1%	20	6.3%	44	5.6%
	Very Dissatisfied	5	1.1%	1	0.3%	6	0.8%
	Total Dissatisfied <sup>1</sup>	29	6.2%	21	6.6%	50	6.3%

Table 17b Satisfaction with Location of Classes		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Location of Classes	Total Satisfied <sup>1</sup>	318	80.7%	65	87.8%	180	80.0%	33	78.6%	41	75.9%	637	80.7%
	Very Satisfied	146	37.1%	39	52.7%	100	44.4%	16	38.1%	18	33.3%	319	40.4%
	Satisfied	172	43.7%	26	35.1%	80	35.6%	17	40.5%	23	42.6%	318	40.3%
	Neutral	49	12.4%	8	10.8%	30	13.3%	7	16.7%	8	14.8%	102	12.9%
	Dissatisfied	24	6.1%	1	1.4%	13	5.8%	2	4.8%	4	7.4%	44	5.6%
	Very Dissatisfied	3	0.8%	0	0.0%	2	0.9%	0	0.0%	1	1.9%	6	0.8%
	Total Dissatisfied <sup>1</sup>	27	6.9%	1	1.4%	15	6.7%	2	4.8%	5	9.3%	50	6.3%

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 18a and 18b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Online Registration**  
**by Gender and Ethnicity**

Table 18a Satisfaction with Online Registration		Female		Male		Total	
		N	%	N	%	N	%
Online Registration	<b>Total Satisfied <sup>1</sup></b>	<b>372</b>	<b>79.3%</b>	<b>237</b>	<b>75.0%</b>	<b>609</b>	<b>77.6%</b>
	Very Satisfied	211	45.0%	135	42.7%	346	44.1%
	Satisfied	161	34.3%	102	32.3%	263	33.5%
	<b>Neutral</b>	<b>72</b>	<b>15.4%</b>	<b>65</b>	<b>20.6%</b>	<b>137</b>	<b>17.5%</b>
	Dissatisfied	17	3.6%	10	3.2%	27	3.4%
	Very Dissatisfied	8	1.7%	4	1.3%	12	1.5%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>25</b>	<b>5.3%</b>	<b>14</b>	<b>4.4%</b>	<b>39</b>	<b>5.0%</b>

Table 18b Satisfaction with Online Registration		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Online Registration	<b>Total Satisfied <sup>1</sup></b>	<b>298</b>	<b>75.6%</b>	<b>60</b>	<b>82.2%</b>	<b>176</b>	<b>78.9%</b>	<b>33</b>	<b>78.6%</b>	<b>42</b>	<b>79.2%</b>	<b>609</b>	<b>77.6%</b>
	Very Satisfied	158	40.1%	37	50.7%	109	48.9%	18	42.9%	24	45.3%	346	44.1%
	Satisfied	140	35.5%	23	31.5%	67	30.0%	15	35.7%	18	34.0%	263	33.5%
	<b>Neutral</b>	<b>74</b>	<b>18.8%</b>	<b>12</b>	<b>16.4%</b>	<b>37</b>	<b>16.6%</b>	<b>7</b>	<b>16.7%</b>	<b>7</b>	<b>13.2%</b>	<b>137</b>	<b>17.5%</b>
	Dissatisfied	16	4.1%	1	1.4%	5	2.2%	2	4.8%	3	5.7%	27	3.4%
	Very Dissatisfied	6	1.5%	0	0.0%	5	2.2%	0	0.0%	1	1.9%	12	1.5%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>22</b>	<b>5.6%</b>	<b>1</b>	<b>1.4%</b>	<b>10</b>	<b>4.5%</b>	<b>2</b>	<b>4.8%</b>	<b>4</b>	<b>7.5%</b>	<b>39</b>	<b>5.0%</b>

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 19a and 19b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Admission and Records**  
**by Gender and Ethnicity**

Table 19a Satisfaction with Admissions and Records		Female		Male		Total	
		N	%	N	%	N	%
Admissions & Records	Total Satisfied <sup>1</sup>	382	83.2%	273	87.8%	655	85.1%
	Very Satisfied	182	39.7%	144	46.3%	326	42.3%
	Satisfied	200	43.6%	129	41.5%	329	42.7%
	Neutral	59	12.9%	27	8.7%	86	11.2%
	Dissatisfied	12	2.6%	9	2.9%	21	2.7%
	Very Dissatisfied	6	1.3%	2	0.6%	8	1.0%
	Total Dissatisfied <sup>1</sup>	18	3.9%	11	3.5%	29	3.8%

Table 19b Satisfaction with Admission and Records		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Admissions & Records	Total Satisfied <sup>1</sup>	328	71.5%	63	87.5%	187	85.8%	33	78.6%	44	86.3%	655	85.1%
	Very Satisfied	148	32.2%	32	44.4%	106	48.6%	15	35.7%	25	49.0%	326	42.3%
	Satisfied	180	39.2%	31	43.1%	81	37.2%	18	42.9%	19	37.3%	329	42.7%
	Neutral	43	9.4%	7	9.7%	23	10.6%	8	19.0%	5	9.8%	86	11.2%
	Dissatisfied	13	2.8%	1	1.4%	5	2.3%	1	2.4%	1	2.0%	21	2.7%
	Very Dissatisfied	3	0.7%	1	1.4%	3	1.4%	0	0.0%	1	2.0%	8	1.0%
	Total Dissatisfied <sup>1</sup>	16	3.5%	2	2.8%	8	3.7%	1	2.4%	2	3.9%	29	3.8%

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 20a and 20b**  
**Graduate Follow-up Survey (AY16)**  
**Satisfaction with Getting Your Transcripts**  
**by Gender and Ethnicity**

Table 20a Satisfaction with Getting Your Transcripts		Female		Male		Total	
		N	%	N	%	N	%
Getting Your Transcripts	<b>Total Satisfied <sup>1</sup></b>	<b>403</b>	<b>91.4%</b>	<b>284</b>	<b>92.2%</b>	<b>687</b>	<b>91.7%</b>
	Very Satisfied	237	53.7%	176	57.1%	413	55.1%
	Satisfied	166	37.6%	108	35.1%	274	36.6%
	<b>Neutral</b>	<b>33</b>	<b>7.5%</b>	<b>21</b>	<b>6.8%</b>	<b>54</b>	<b>7.2%</b>
	Dissatisfied	3	0.7%	1	0.3%	4	0.5%
	Very Dissatisfied	2	0.5%	2	0.6%	4	0.5%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>5</b>	<b>1.1%</b>	<b>3</b>	<b>1.0%</b>	<b>8</b>	<b>1.1%</b>

Table 20b Satisfaction with Getting Your Transcripts		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Getting Your Transcripts	<b>Total Satisfied <sup>1</sup></b>	<b>336</b>	<b>90.8%</b>	<b>68</b>	<b>95.8%</b>	<b>201</b>	<b>92.6%</b>	<b>34</b>	<b>87.2%</b>	<b>48</b>	<b>92.3%</b>	<b>687</b>	<b>91.7%</b>
	Very Satisfied	189	51.1%	49	69.0%	125	57.6%	20	51.3%	30	57.7%	413	55.1%
	Satisfied	147	39.7%	19	26.8%	76	35.0%	14	35.9%	18	34.6%	274	36.6%
	<b>Neutral</b>	<b>31</b>	<b>8.4%</b>	<b>2</b>	<b>2.8%</b>	<b>13</b>	<b>6.0%</b>	<b>5</b>	<b>12.8%</b>	<b>3</b>	<b>5.8%</b>	<b>54</b>	<b>7.2%</b>
	Dissatisfied	3	0.8%	0	0.0%	1	0.5%	0	0.0%	0	0.0%	4	0.5%
	Very Dissatisfied	0	0.0%	1	1.4%	2	0.9%	0	0.0%	1	1.9%	4	0.5%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>3</b>	<b>0.8%</b>	<b>1</b>	<b>1.4%</b>	<b>3</b>	<b>1.4%</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>1.9%</b>	<b>8</b>	<b>1.1%</b>

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 21a and 21b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Financial Aid**  
**by Gender and Ethnicity**

Table 21a Satisfaction with Financial Aid		Female		Male		Total	
		N	%	N	%	N	%
Financial Aid	Total Satisfied <sup>1</sup>	290	80.3%	195	77.7%	485	79.2%
	Very Satisfied	148	41.0%	109	43.4%	257	42.0%
	Satisfied	142	39.3%	86	34.3%	228	37.3%
	Neutral	56	15.5%	43	17.1%	99	16.2%
	Dissatisfied	9	2.5%	6	2.4%	15	2.5%
	Very Dissatisfied	6	1.7%	7	2.8%	13	2.1%
	Total Dissatisfied <sup>1</sup>	15	4.2%	13	5.2%	28	4.6%

Table 21b Satisfaction with Financial Aid		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Financial Aid	Total Satisfied <sup>1</sup>	223	61.8%	60	87.0%	150	83.8%	25	78.1%	27	71.1%	485	79.2%
	Very Satisfied	112	31.0%	38	55.1%	83	46.4%	10	31.3%	14	36.8%	257	42.0%
	Satisfied	111	30.7%	22	31.9%	67	37.4%	15	46.9%	13	34.2%	228	37.3%
	Neutral	53	14.7%	6	8.7%	24	13.4%	7	21.9%	9	23.7%	99	16.2%
	Dissatisfied	10	2.8%	3	4.3%	1	0.6%	0	0.0%	1	2.6%	15	2.5%
	Very Dissatisfied	8	2.2%	0	0.0%	4	2.2%	0	0.0%	1	2.6%	13	2.1%
	Total Dissatisfied <sup>1</sup>	18	5.0%	3	4.3%	5	2.8%	0	0.0%	2	5.3%	28	4.6%

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 22a and 22b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Library Services**  
**by Gender and Ethnicity**

Table 22a Satisfaction with Library Services		Female		Male		Total	
		N	%	N	%	N	%
Library Services	<b>Total Satisfied <sup>1</sup></b>	<b>402</b>	<b>91.6%</b>	<b>272</b>	<b>91.6%</b>	<b>674</b>	<b>91.6%</b>
	Very Satisfied	256	58.3%	187	63.0%	443	60.2%
	Satisfied	146	33.3%	85	28.6%	231	31.4%
	<b>Neutral</b>	<b>34</b>	<b>7.7%</b>	<b>24</b>	<b>8.1%</b>	<b>58</b>	<b>7.9%</b>
	Dissatisfied	3	0.7%	1	0.3%	4	0.5%
	Very Dissatisfied	0	0.0%	0	0.0%	0	0.0%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>3</b>	<b>0.7%</b>	<b>1</b>	<b>0.3%</b>	<b>4</b>	<b>0.5%</b>

Table 22b Satisfaction with Library Services		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Library Services	<b>Total Satisfied <sup>1</sup></b>	<b>322</b>	<b>89.9%</b>	<b>69</b>	<b>97.2%</b>	<b>203</b>	<b>93.5%</b>	<b>37</b>	<b>90.2%</b>	<b>43</b>	<b>87.8%</b>	<b>674</b>	<b>91.6%</b>
	Very Satisfied	199	55.6%	47	66.2%	146	67.3%	21	51.2%	30	61.2%	443	60.2%
	Satisfied	123	34.4%	22	31.0%	57	26.3%	16	39.0%	13	26.5%	231	31.4%
	<b>Neutral</b>	<b>32</b>	<b>8.9%</b>	<b>2</b>	<b>2.8%</b>	<b>14</b>	<b>6.5%</b>	<b>4</b>	<b>9.8%</b>	<b>6</b>	<b>12.2%</b>	<b>58</b>	<b>7.9%</b>
	Dissatisfied	4	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	0.5%
	Very Dissatisfied	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>4</b>	<b>1.1%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>4</b>	<b>0.5%</b>

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 23a and 23b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Academic Advising**  
**by Gender and Ethnicity**

Table 23a Satisfaction with Academic Advising		Female		Male		Total	
		N	%	N	%	N	%
Academic Advising	<b>Total Satisfied <sup>1</sup></b>	<b>321</b>	<b>74.0%</b>	<b>249</b>	<b>82.7%</b>	<b>570</b>	<b>77.6%</b>
	Very Satisfied	177	40.8%	143	47.5%	320	43.5%
	Satisfied	144	33.2%	106	35.2%	250	34.0%
	<b>Neutral</b>	<b>77</b>	<b>17.7%</b>	<b>31</b>	<b>10.3%</b>	<b>108</b>	<b>14.7%</b>
	Dissatisfied	25	5.8%	13	4.3%	38	5.2%
	Very Dissatisfied	11	2.5%	8	2.7%	19	2.6%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>36</b>	<b>8.3%</b>	<b>21</b>	<b>7.0%</b>	<b>57</b>	<b>7.8%</b>

Table 23b Satisfaction with Academic Advising		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Academic Advising	<b>Total Satisfied <sup>1</sup></b>	<b>268</b>	<b>74.9%</b>	<b>64</b>	<b>88.9%</b>	<b>169</b>	<b>78.2%</b>	<b>33</b>	<b>82.5%</b>	<b>36</b>	<b>73.5%</b>	<b>570</b>	<b>77.6%</b>
	Very Satisfied	136	38.0%	36	50.0%	109	50.5%	14	35.0%	25	51.0%	320	43.5%
	Satisfied	132	36.9%	28	38.9%	60	27.8%	19	47.5%	11	22.4%	250	34.0%
	<b>Neutral</b>	<b>54</b>	<b>15.1%</b>	<b>5</b>	<b>6.9%</b>	<b>38</b>	<b>17.6%</b>	<b>4</b>	<b>10.0%</b>	<b>7</b>	<b>14.3%</b>	<b>108</b>	<b>14.7%</b>
	Dissatisfied	23	6.4%	3	4.2%	4	1.9%	3	7.5%	5	10.2%	38	5.2%
	Very Dissatisfied	13	3.6%	0	0.0%	5	2.3%	0	0.0%	1	2.0%	19	2.6%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>36</b>	<b>10.1%</b>	<b>3</b>	<b>4.2%</b>	<b>9</b>	<b>4.2%</b>	<b>3</b>	<b>7.5%</b>	<b>6</b>	<b>12.2%</b>	<b>57</b>	<b>7.8%</b>

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 25a and 25b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Counseling Services**  
**by Gender and Ethnicity**

<b>Table 24a Satisfaction with Counseling Services</b>		<b>Female</b>		<b>Male</b>		<b>Total</b>	
		<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
<b>Counseling Services</b>	<b>Total Satisfied <sup>1</sup></b>	<b>276</b>	<b>75.8%</b>	<b>215</b>	<b>81.4%</b>	<b>491</b>	<b>78.2%</b>
	Very Satisfied	157	43.1%	117	44.3%	274	43.6%
	Satisfied	119	32.7%	98	37.1%	217	34.6%
	<b>Neutral</b>	<b>70</b>	<b>19.2%</b>	<b>38</b>	<b>14.4%</b>	<b>108</b>	<b>17.2%</b>
	Dissatisfied	13	3.6%	9	3.4%	22	3.5%
	Very Dissatisfied	5	1.4%	2	0.8%	7	1.1%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>18</b>	<b>4.9%</b>	<b>11</b>	<b>4.2%</b>	<b>29</b>	<b>4.6%</b>

<b>Table 24b Satisfaction with Counseling Services</b>		<b>White</b>		<b>Black</b>		<b>Hispanic</b>		<b>Asian</b>		<b>Other</b>		<b>Total</b>	
		<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
<b>Counseling Services</b>	<b>Total Satisfied <sup>1</sup></b>	<b>222</b>	<b>75.8%</b>	<b>57</b>	<b>86.4%</b>	<b>153</b>	<b>78.9%</b>	<b>27</b>	<b>79.4%</b>	<b>32</b>	<b>78.0%</b>	<b>222</b>	<b>75.8%</b>
	Very Satisfied	111	37.9%	35	53.0%	97	50.0%	14	41.2%	17	41.5%	111	37.9%
	Satisfied	111	37.9%	22	33.3%	56	28.9%	13	38.2%	15	36.6%	111	37.9%
	<b>Neutral</b>	<b>57</b>	<b>19.5%</b>	<b>7</b>	<b>10.6%</b>	<b>34</b>	<b>17.5%</b>	<b>4</b>	<b>11.8%</b>	<b>6</b>	<b>14.6%</b>	<b>57</b>	<b>19.5%</b>
	Dissatisfied	10	3.4%	2	3.0%	5	2.6%	3	8.8%	2	4.9%	10	3.4%
	Very Dissatisfied	4	1.4%	0	0.0%	2	1.0%	0	0.0%	1	2.4%	4	1.4%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>14</b>	<b>4.8%</b>	<b>2</b>	<b>3.0%</b>	<b>7</b>	<b>3.6%</b>	<b>3</b>	<b>8.8%</b>	<b>3</b>	<b>7.3%</b>	<b>14</b>	<b>4.8%</b>

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.



**Table 25a and 25b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Tutoring Services**  
**by Gender and Ethnicity**

Table 25a Satisfaction with Tutoring Services		Female		Male		Total	
		N	%	N	%	N	%
Tutoring Services	<b>Total Satisfied <sup>1</sup></b>	<b>292</b>	<b>81.6%</b>	<b>211</b>	<b>82.4%</b>	<b>503</b>	<b>81.9%</b>
	Very Satisfied	181	50.6%	140	54.7%	321	52.3%
	Satisfied	111	31.0%	71	27.7%	182	29.6%
	<b>Neutral</b>	<b>59</b>	<b>16.5%</b>	<b>42</b>	<b>16.4%</b>	<b>101</b>	<b>16.4%</b>
	Dissatisfied	6	1.7%	3	1.2%	9	1.5%
	Very Dissatisfied	1	0.3%	0	0.0%	1	0.2%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>7</b>	<b>2.0%</b>	<b>3</b>	<b>1.2%</b>	<b>10</b>	<b>1.6%</b>

Table 25b Satisfaction with Tutoring Services		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Tutoring Services	<b>Total Satisfied <sup>1</sup></b>	<b>236</b>	<b>81.1%</b>	<b>51</b>	<b>78.5%</b>	<b>161</b>	<b>84.3%</b>	<b>28</b>	<b>87.5%</b>	<b>27</b>	<b>77.1%</b>	<b>503</b>	<b>81.9%</b>
	Very Satisfied	143	49.1%	33	50.8%	109	57.1%	19	59.4%	17	48.6%	321	52.3%
	Satisfied	93	32.0%	18	27.7%	52	27.2%	9	28.1%	10	28.6%	182	29.6%
	<b>Neutral</b>	<b>50</b>	<b>17.2%</b>	<b>12</b>	<b>18.5%</b>	<b>27</b>	<b>14.1%</b>	<b>4</b>	<b>12.5%</b>	<b>8</b>	<b>22.9%</b>	<b>101</b>	<b>16.4%</b>
	Dissatisfied	5	1.7%	1	1.5%	3	1.6%	0	0.0%	0	0.0%	9	1.5%
	Very Dissatisfied	0	0.0%	1	1.5%	0	0.0%	0	0.0%	0	0.0%	1	0.2%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>5</b>	<b>1.7%</b>	<b>2</b>	<b>3.1%</b>	<b>3</b>	<b>1.6%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>10</b>	<b>1.6%</b>

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 26a and 26b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Access to Faculty**  
**by Gender and Ethnicity**

Table 26a Satisfaction with Access to Faculty		Female		Male		Total	
		N	%	N	%	N	%
Access to Faculty	<b>Total Satisfied</b> <sup>1</sup>	<b>418</b>	<b>89.7%</b>	<b>278</b>	<b>88.5%</b>	<b>696</b>	<b>89.2%</b>
	Very Satisfied	225	48.3%	154	49.0%	379	48.6%
	Satisfied	193	41.4%	124	39.5%	317	40.6%
	<b>Neutral</b>	<b>43</b>	<b>9.2%</b>	<b>29</b>	<b>9.2%</b>	<b>72</b>	<b>9.2%</b>
	Dissatisfied	5	1.1%	6	1.9%	11	1.4%
	Very Dissatisfied	0	0.0%	1	0.3%	1	0.1%
	<b>Total Dissatisfied</b>	<b>5</b>	<b>1.1%</b>	<b>7</b>	<b>2.2%</b>	<b>12</b>	<b>1.5%</b>

Table 26b Satisfaction with Tutoring Services		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Access to Faculty	<b>Total Satisfied</b> <sup>1</sup>	<b>349</b>	<b>88.8%</b>	<b>62</b>	<b>86.1%</b>	<b>197</b>	<b>89.1%</b>	<b>38</b>	<b>92.7%</b>	<b>50</b>	<b>94.3%</b>	<b>696</b>	<b>89.2%</b>
	Very Satisfied	180	45.8%	35	48.6%	115	52.0%	21	51.2%	28	52.8%	379	48.6%
	Satisfied	169	43.0%	27	37.5%	82	37.1%	17	41.5%	22	41.5%	317	40.6%
	<b>Neutral</b>	<b>36</b>	<b>9.2%</b>	<b>8</b>	<b>11.1%</b>	<b>23</b>	<b>10.4%</b>	<b>3</b>	<b>7.3%</b>	<b>2</b>	<b>3.8%</b>	<b>72</b>	<b>9.2%</b>
	Dissatisfied	8	2.0%	1	1.4%	1	0.5%	0	0.0%	1	1.9%	11	1.4%
	Very Dissatisfied	0	0.0%	1	1.4%	0	0.0%	0	0.0%	0	0.0%	1	0.1%
	<b>Total Dissatisfied</b>	<b>8</b>	<b>2.0%</b>	<b>2</b>	<b>2.8%</b>	<b>1</b>	<b>0.5%</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>1.9%</b>	<b>12</b>	<b>1.5%</b>

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 27a and Table 27b**  
 Graduate Follow-up Survey (AY17)  
 Satisfaction with Overall Quality of Teaching  
 by Gender and Ethnicity

Table 27a Satisfaction with Overall Quality of Teaching		Female		Male		Total	
		N	%	N	%	N	%
Overall Quality of Teaching	<b>Total Satisfied</b> <sup>1</sup>	<b>433</b>	<b>91.9%</b>	<b>283</b>	<b>88.7%</b>	<b>716</b>	<b>90.6%</b>
	Very Satisfied	239	50.7%	159	49.8%	398	50.4%
	Satisfied	194	41.2%	124	38.9%	318	40.3%
	<b>Neutral</b>	<b>31</b>	<b>6.6%</b>	<b>25</b>	<b>7.8%</b>	<b>56</b>	<b>7.1%</b>
	Dissatisfied	7	1.5%	7	2.2%	14	1.8%
	Very Dissatisfied	0	0.0%	4	1.3%	4	0.5%
	<b>Total Dissatisfied</b>	<b>7</b>	<b>1.5%</b>	<b>11</b>	<b>3.4%</b>	<b>18</b>	<b>2.3%</b>

Table 27b Satisfaction with Overall Quality of Teaching		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Overall Quality of Teaching	<b>Total Satisfied</b> <sup>1</sup>	<b>359</b>	<b>90.9%</b>	<b>67</b>	<b>90.5%</b>	<b>200</b>	<b>88.9%</b>	<b>37</b>	<b>88.1%</b>	<b>53</b>	<b>98.1%</b>	<b>716</b>	<b>90.6%</b>
	Very Satisfied	188	47.6%	41	55.4%	121	53.8%	19	45.2%	29	53.7%	398	50.4%
	Satisfied	171	43.3%	26	35.1%	79	35.1%	18	42.9%	24	44.4%	318	40.3%
	<b>Neutral</b>	<b>26</b>	<b>6.6%</b>	<b>6</b>	<b>8.1%</b>	<b>21</b>	<b>9.3%</b>	<b>3</b>	<b>7.1%</b>	<b>0</b>	<b>0.0%</b>	<b>56</b>	<b>7.1%</b>
	Dissatisfied	8	2.0%	0	0.0%	3	1.3%	2	4.8%	1	1.9%	14	1.8%
	Very Dissatisfied	2	0.5%	1	1.4%	1	0.4%	0	0.0%	0	0.0%	4	0.5%
	<b>Total Dissatisfied</b>	<b>10</b>	<b>2.5%</b>	<b>1</b>	<b>1.4%</b>	<b>4</b>	<b>1.8%</b>	<b>2</b>	<b>4.8%</b>	<b>1</b>	<b>1.9%</b>	<b>18</b>	<b>2.3%</b>

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 28a and 28b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Overall Quality of Classes**  
**by Gender and Ethnicity**

<b>Table 28a Satisfaction with Overall Quality of Classes</b>		<b>Female</b>		<b>Male</b>		<b>Total</b>	
		<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
<b>Overall Quality of Classes</b>	<b>Total Satisfied <sup>1</sup></b>	<b>438</b>	<b>93.0%</b>	<b>289</b>	<b>90.6%</b>	<b>727</b>	<b>92.0%</b>
	Very Satisfied	240	51.0%	160	50.2%	400	50.6%
	Satisfied	198	42.0%	129	40.4%	327	41.4%
	<b>Neutral</b>	<b>30</b>	<b>6.4%</b>	<b>20</b>	<b>6.3%</b>	<b>50</b>	<b>6.3%</b>
	Dissatisfied	3	0.6%	5	1.6%	8	1.0%
	Very Dissatisfied	0	0.0%	5	1.6%	5	0.6%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>3</b>	<b>0.6%</b>	<b>10</b>	<b>3.1%</b>	<b>13</b>	<b>1.6%</b>

<b>Table 28b Satisfaction with Overall Quality of Classes</b>		<b>White</b>		<b>Black</b>		<b>Hispanic</b>		<b>Asian</b>		<b>Other</b>		<b>Total</b>	
		<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
<b>Overall Quality of Classes</b>	<b>Total Satisfied <sup>1</sup></b>	<b>366</b>	<b>92.7%</b>	<b>68</b>	<b>91.9%</b>	<b>202</b>	<b>89.8%</b>	<b>39</b>	<b>92.9%</b>	<b>52</b>	<b>96.3%</b>	<b>727</b>	<b>92.0%</b>
	Very Satisfied	192	48.6%	38	51.4%	121	53.8%	19	45.2%	30	55.6%	400	50.6%
	Satisfied	174	44.1%	30	40.5%	81	36.0%	20	47.6%	22	40.7%	327	41.4%
	<b>Neutral</b>	<b>22</b>	<b>5.6%</b>	<b>5</b>	<b>6.8%</b>	<b>19</b>	<b>8.4%</b>	<b>2</b>	<b>4.8%</b>	<b>2</b>	<b>3.7%</b>	<b>50</b>	<b>6.3%</b>
	Dissatisfied	5	1.3%	0	0.0%	2	0.9%	1	2.4%	0	0.0%	8	1.0%
	Very Dissatisfied	2	0.5%	1	1.4%	2	0.9%	0	0.0%	0	0.0%	5	0.6%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>7</b>	<b>1.8%</b>	<b>1</b>	<b>1.4%</b>	<b>4</b>	<b>1.8%</b>	<b>1</b>	<b>2.4%</b>	<b>0</b>	<b>0.0%</b>	<b>13</b>	<b>1.6%</b>

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 29a and 29b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Placement Services**  
**by Gender and Ethnicity**

Table 29a Satisfaction with Job Placement Services		Female		Male		Total	
		N	%	N	%	N	%
Job Placement Services	<b>Total Satisfied</b> <sup>1</sup>	<b>109</b>	<b>52.2%</b>	<b>79</b>	<b>47.9%</b>	<b>188</b>	<b>50.3%</b>
	Very Satisfied	51	24.4%	42	25.5%	93	24.9%
	Satisfied	58	27.8%	37	22.4%	95	25.4%
	<b>Neutral</b>	<b>76</b>	<b>36.4%</b>	<b>65</b>	<b>39.4%</b>	<b>141</b>	<b>37.7%</b>
	Dissatisfied	13	6.2%	13	7.9%	26	7.0%
	Very Dissatisfied	11	5.3%	8	4.8%	19	5.1%
	<b>Total Dissatisfied</b>	<b>24</b>	<b>11.5%</b>	<b>21</b>	<b>12.7%</b>	<b>45</b>	<b>12.0%</b>

Table 29b Satisfaction with Job Placement Services		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Job Placement Services	<b>Total Satisfied</b> <sup>1</sup>	<b>87</b>	<b>50.0%</b>	<b>18</b>	<b>43.9%</b>	<b>53</b>	<b>49.5%</b>	<b>15</b>	<b>65.2%</b>	<b>15</b>	<b>51.7%</b>	<b>188</b>	<b>50.3%</b>
	Very Satisfied	36	20.7%	10	24.4%	29	27.1%	10	43.5%	8	27.6%	93	24.9%
	Satisfied	51	29.3%	8	19.5%	24	22.4%	5	21.7%	7	24.1%	95	25.4%
	<b>Neutral</b>	<b>63</b>	<b>36.2%</b>	<b>18</b>	<b>43.9%</b>	<b>44</b>	<b>41.1%</b>	<b>7</b>	<b>30.4%</b>	<b>9</b>	<b>31.0%</b>	<b>141</b>	<b>37.7%</b>
	Dissatisfied	14	8.0%	2	4.9%	6	5.6%	1	4.3%	3	10.3%	26	7.0%
	Very Dissatisfied	10	5.7%	3	7.3%	4	3.7%	0	0.0%	2	6.9%	19	5.1%
	<b>Total Dissatisfied</b>	<b>24</b>	<b>13.8%</b>	<b>5</b>	<b>12.2%</b>	<b>10</b>	<b>9.3%</b>	<b>1</b>	<b>4.3%</b>	<b>5</b>	<b>17.2%</b>	<b>45</b>	<b>12.0%</b>

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 30a and 30b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Veterans Services**  
**by Gender and Ethnicity**

Table 30a Satisfaction with Veterans Services		Female		Male		Total	
		N	%	N	%	N	%
Veterans Services	<b>Total Satisfied</b> <sup>1</sup>	<b>39</b>	<b>48.1%</b>	<b>46</b>	<b>62.2%</b>	<b>85</b>	<b>54.8%</b>
	Very Satisfied	22	27.2%	35	47.3%	57	36.8%
	Satisfied	17	21.0%	11	14.9%	28	18.1%
	<b>Neutral</b>	<b>41</b>	<b>50.6%</b>	<b>24</b>	<b>32.4%</b>	<b>65</b>	<b>41.9%</b>
	Dissatisfied	0	0.0%	4	5.4%	4	2.6%
	Very Dissatisfied	1	1.2%	0	0.0%	1	0.6%
	<b>Total Dissatisfied</b> <sup>1</sup>	<b>1</b>	<b>1.2%</b>	<b>4</b>	<b>5.4%</b>	<b>5</b>	<b>3.2%</b>

Table 30b Satisfaction with Veterans Services		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Veterans Services	<b>Total Satisfied</b> <sup>1</sup>	<b>30</b>	<b>44.1%</b>	<b>14</b>	<b>53.8%</b>	<b>29</b>	<b>63.0%</b>	<b>6</b>	<b>75.0%</b>	<b>6</b>	<b>85.7%</b>	<b>85</b>	<b>54.8%</b>
	Very Satisfied	16	23.5%	10	38.5%	23	50.0%	4	50.0%	4	57.1%	57	36.8%
	Satisfied	14	20.6%	4	15.4%	6	13.0%	2	25.0%	2	28.6%	28	18.1%
	<b>Neutral</b>	<b>34</b>	<b>50.0%</b>	<b>11</b>	<b>42.3%</b>	<b>17</b>	<b>37.0%</b>	<b>2</b>	<b>25.0%</b>	<b>1</b>	<b>14.3%</b>	<b>65</b>	<b>41.9%</b>
	Dissatisfied	3	4.4%	1	3.8%	0	0.0%	0	0.0%	0	0.0%	4	2.6%
	Very Dissatisfied	1	1.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.6%
	<b>Total Dissatisfied</b> <sup>1</sup>	<b>4</b>	<b>5.9%</b>	<b>1</b>	<b>3.8%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>	<b>5</b>	<b>3.2%</b>

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 31a and 31b**  
**Graduate Follow-up Survey (AY17)**  
**Satisfaction with Overall College Experience**  
**by Gender and Ethnicity**

<b>Table 31a Satisfaction with Overall College Experience</b>		<b>Female</b>		<b>Male</b>		<b>Total</b>	
		<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
<b>Overall College Experience</b>	<b>Total Satisfied <sup>1</sup></b>	<b>437</b>	<b>93.2%</b>	<b>292</b>	<b>91.5%</b>	<b>729</b>	<b>92.5%</b>
	Very Satisfied	231	49.3%	154	48.3%	385	48.9%
	Satisfied	206	43.9%	138	43.3%	344	43.7%
	<b>Neutral</b>	<b>28</b>	<b>6.0%</b>	<b>19</b>	<b>6.0%</b>	<b>47</b>	<b>6.0%</b>
	Dissatisfied	2	0.4%	4	1.3%	6	0.8%
	Very Dissatisfied	2	0.4%	4	1.3%	6	0.8%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>4</b>	<b>0.9%</b>	<b>8</b>	<b>2.5%</b>	<b>12</b>	<b>1.5%</b>

<b>Table 31b Satisfaction with Overall College Experience</b>		<b>White</b>		<b>Black</b>		<b>Hispanic</b>		<b>Asian</b>		<b>Other</b>		<b>Total</b>	
		<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
<b>Overall College Experience</b>	<b>Total Satisfied <sup>1</sup></b>	<b>362</b>	<b>92.1%</b>	<b>68</b>	<b>91.9%</b>	<b>211</b>	<b>93.8%</b>	<b>39</b>	<b>92.9%</b>	<b>49</b>	<b>90.7%</b>	<b>729</b>	<b>92.5%</b>
	Very Satisfied	185	47.1%	38	51.4%	119	52.9%	18	42.9%	25	46.3%	385	48.9%
	Satisfied	177	45.0%	30	40.5%	92	40.9%	21	50.0%	24	44.4%	344	43.7%
	<b>Neutral</b>	<b>23</b>	<b>5.9%</b>	<b>4</b>	<b>5.4%</b>	<b>13</b>	<b>5.8%</b>	<b>3</b>	<b>7.1%</b>	<b>4</b>	<b>7.4%</b>	<b>47</b>	<b>6.0%</b>
	Dissatisfied	3	0.8%	1	1.4%	1	0.4%	0	0.0%	1	1.9%	6	0.8%
	Very Dissatisfied	5	1.3%	1	1.4%	0	0.0%	0	0.0%	0	0.0%	6	0.8%
	<b>Total Dissatisfied <sup>1</sup></b>	<b>8</b>	<b>2.0%</b>	<b>2</b>	<b>2.7%</b>	<b>1</b>	<b>0.4%</b>	<b>0</b>	<b>0.0%</b>	<b>1</b>	<b>1.9%</b>	<b>12</b>	<b>1.5%</b>

<sup>1</sup> Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

**Table 32a and 32b**  
**Graduate Follow-up Survey (AY17)**  
**Education Plans by Gender and Ethnicity**

Continuing your education or planning to attend		Female		Male		Total	
		N	%	N	%	N	%
Continuing your education or planning to attend	Currently attending	180	36.7%	133	39.8%	313	38.0%
	Planning to continue	132	26.9%	68	20.4%	200	24.3%
	Not planning	99	20.2%	73	21.9%	172	20.9%
	Undecided	79	16.1%	60	18.0%	139	16.9%
	Total	490	100.0%	334	100.0%	824	100.0%

Continuing your education or planning to attend		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Continuing your education or planning to attend	Currently attending	162	38.8%	31	41.9%	90	38.6%	14	32.6%	16	28.6%	313	38.0%
	Planning to continue	82	19.6%	26	35.1%	60	25.8%	15	34.9%	17	30.4%	200	24.3%
	Not planning	90	21.5%	11	14.9%	49	21.0%	10	23.3%	12	21.4%	172	20.9%
	Undecided	84	20.1%	6	8.1%	34	14.6%	4	9.3%	11	19.6%	139	16.9%
	Total	418	100.0%	74	100.0%	233	100.0%	43	100.0%	56	100.0%	824	100.0%



**Table 33a and 33b**  
 Graduate Follow-up Survey (AY17)  
 Transfer from ACC by Gender and Ethnicity

Did you transfer from ACC		Female		Male		Total	
		N	%	N	%	N	%
Did you transfer from ACC	Yes	129	72.1%	101	76.5%	230	74.0%
	No	50	27.9%	31	23.5%	81	26.0%
	Total	179	100.0%	132	100.0%	311	100.0%

Did you transfer from ACC		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Did you transfer from ACC	Yes	117	73.1%	20	64.5%	72	80.0%	10	71.4%	11	68.8%	230	74.0%
	No	43	26.9%	11	35.5%	18	20.0%	4	28.6%	5	31.3%	81	26.0%
	Total	160	100.0%	31	100.0%	90	100.0%	14	100.0%	16	100.0%	311	100.0%

**Table 34a and 34b**  
 Graduate Follow-up Survey (AY17)  
 Worked as a Volunteer by Gender and Ethnicity

Have you ever worked as a volunteer related to your ACC training		Female		Male		Total	
		N	%	N	%	N	%
Worked as a volunteer	Yes	75	15.4%	47	14.2%	122	14.9%
	No	412	84.6%	285	85.8%	697	85.1%
	Total	487	100.0%	332	100.0%	819	100.0%

Have you ever worked as a volunteer related to your ACC training		White		Black		Hispanic		Asian		Other		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Worked as a volunteer	Yes	68	16.5%	11	14.9%	23	9.9%	6	14.0%	14	25.0%	122	14.9%
	No	345	83.5%	63	85.1%	210	90.1%	37	86.0%	42	75.0%	697	85.1%
	Total	413	100.0%	74	100.0%	233	100.0%	43	100.0%	56	100.0%	819	100.0%