

Austin Community College

Graduate Follow-up Survey Analysis
Fall 2006 – Summer 2008



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Graduate Follow-up Survey Analysis 2006-2008

Executive Summary

Six months after graduation, Austin Community College (ACC) graduates are surveyed via telephone and by mail regarding their: employment status, 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 Fall 2006 to Summer 2008 graduates. A total of 1,348 responses were received during this period. This represents an overall response rate of 45.4% for the six semester period. The response rate for the six semesters during this period ranged from 41% to 49%.

❖ Employment Outcomes for ACC Graduates:

- Employed (80%):
 - Full-time, \geq 35 hours (59%)
 - Part-time, $<$ 35 hours (17%)
 - Self-employed (2%)
 - Reporting to job in next 30 days (2%)
 - Trend: Relative stability in Full-time employment with slight recent decrease in Summer 2008. Part-time employment also stable.
- Not-employed (20%):
 - Not employed and actively seeking work (8%)
 - Not employed and not seeking work (12%)
 - Trend: Recent decrease in “not employed and actively seeking work” and a recent increase in “not employed and not seeking work”

❖ Marketability of Degree for Employed Graduates:

- Degree required for job (43%):
 - Trend: Moderate increase since Fall 2006
- Degree not required but use training/skills on job (33%):
 - Trend: Stable
- Degree not related to job (25%):
 - Trend: Moderate decrease since Fall 2006

❖ Graduates' Satisfaction with Various ACC Services (To ease interpretation Satisfaction = Very Satisfied + Satisfied responses):

- Satisfaction: High-Low Range:
 - High: Overall Experience at ACC (93%)
 - Low: Job Placement Services (60%)¹

¹Average across six semesters

- ❖ Graduates' Satisfaction with Various ACC Services (continued):
 - Trends:
 - Particularly noteworthy is the consistently high satisfaction with Overall Experience at ACC, Access to Faculty, Overall Quality of Classes, Overall Quality of Teaching and Library Services.
 - Satisfaction with Availability of Classes has increased while satisfaction with Location of Classes has fluctuated from semester to semester (76% to 83%).
 - Satisfaction with Getting Transcripts and On-line Registration also remains at high levels with some fluctuations.
 - Satisfaction with Admissions and Records has steadily increased (Fall 2006, 81% to Summer 2006, 85%).
 - Satisfaction with Student Services continues at relatively high levels. However, Counseling, Veterans Services and Job Placement have had some recent decreases in satisfaction levels.

- ❖ ACC Graduates' Future Educational Plans:
 - Currently enrolled or planning to continue education (64%)
 - Institutions chosen by ACC Graduates:
 - ACC (38%)
 - Texas State University at San Marcos (20%)
 - Other in Texas (19%)
 - University of Texas at Austin (10%)
 - Undecided (9%)
 - Other Out-of-state (4%)

- ❖ Transferring Credits to Other Institutions (ACC not included):
 - All of ACC credits accepted:
 - Yes (66%)
 - No (23%)
 - Do not know yet (11%)
 - ACC Credits Not Accepted for Transfer:
 - 1 to 3 (19%)
 - 4 to 12 (39%)
 - 13 to 30 (30%)
 - 30 > (12%)

- ❖ ACC Graduates who Volunteer in Areas Related to their ACC Training:
 - Yes (11%)
 - No (89%)

Graduate Follow-up Survey Analysis 2006-2008 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

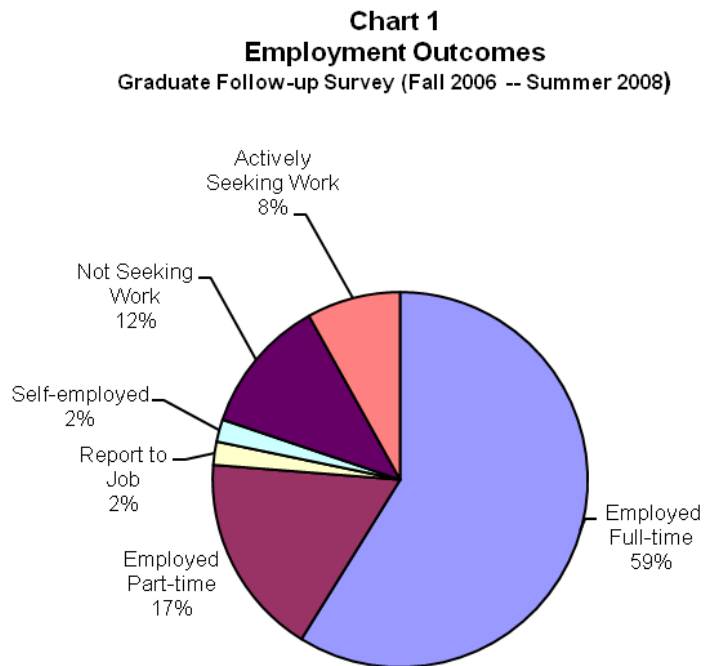
Six months after the end of every semester, Austin Community College (ACC) graduates are surveyed via telephone and by mail on their employment status, satisfaction with various services provided by ACC, future educational plans, transfer of credits to other institutions, and volunteer service in a position related to their ACC education. Response rates for the survey have been relatively good, typically ranging between 41% and 49% (see Appendix). In generalizing the results of this survey to all students, however, it should be remembered that graduates represent a small subset of students that 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 analyzed from 1,348 graduates over six semesters from Fall 2006 to Summer 2008. This aggregation of responses provides a more comprehensive picture of student outcomes than analyzing the semesters separately, and also provides a means to identify trends in the data. The percentages presented in this report are the results for the six semesters combined. The charts depict the trend line across the six semesters. The tables accompanying this report present the results for each individual semester and then the totals for the six semesters combined in the far right hand column.

Employment Status and Outcomes

ACC graduates are asked on the survey to describe their employment status. Across the six semesters, 59% of survey respondents reported being employed full-time (≥ 35 hours), 17% reported being employed part-time (< 35 hours), 2% reported being self-employed, and 2% that they were reporting to a job within thirty days (technically the 2% reporting to a job are unemployed, but we are including them in the employed category because they are reporting to a job within a month).

Regarding those who are unemployed, 8% of survey respondents reported they were actively seeking work while being unemployed, and 12% that they were not seeking work while being unemployed (see Chart 1).



When comparing full-time and part-time employment, over time, the percentage of graduates reporting being employed full-time has fluctuated between the low 50 to mid 60 percent, while the percent of graduates reporting part-time employment has remained relatively stable around 19 to 20 percent (see Chart 2). For unemployed graduates, the trend across time has been a steady increase in the percentage of graduates actively seeking work between Summer 2007 and Spring 2008 with a recent decrease reported into Summer 2008. The percentage of graduates not seeking work declined between Fall 2006 and Fall 2007 but has recently increased. The percentage of graduates who are either self-employed or are reporting to a job within the next thirty days has fluctuated approximately between 0% and 4% (see Chart 3).

Chart 2
Full-time vs. Part-time Employment
 Graduate Follow-up Survey (Fall 2006 -- Summer 2008)

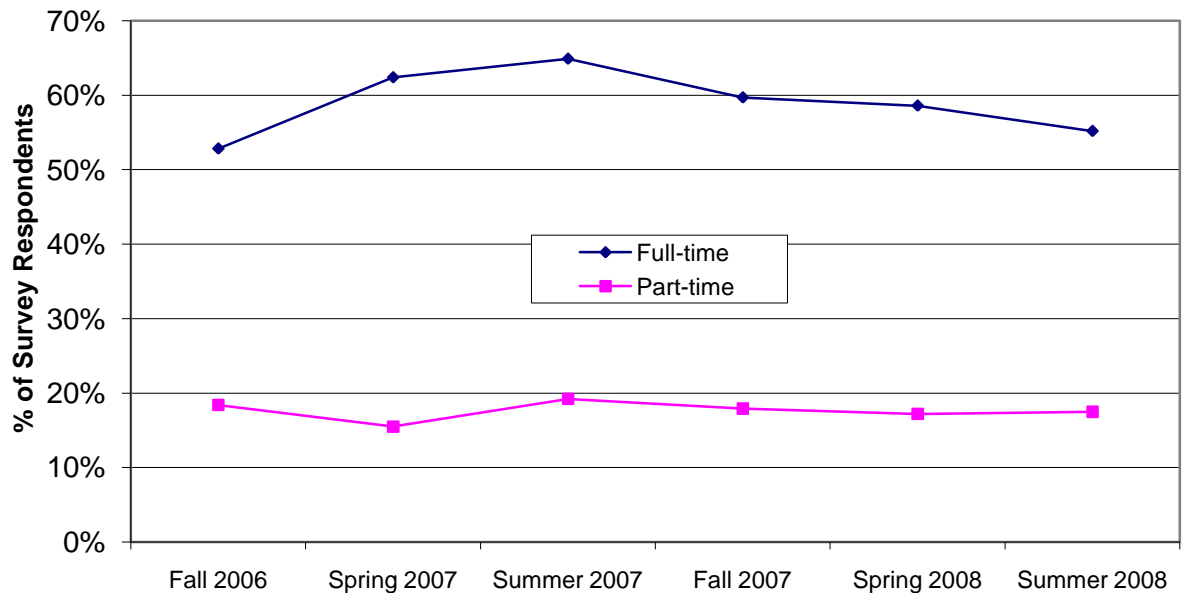
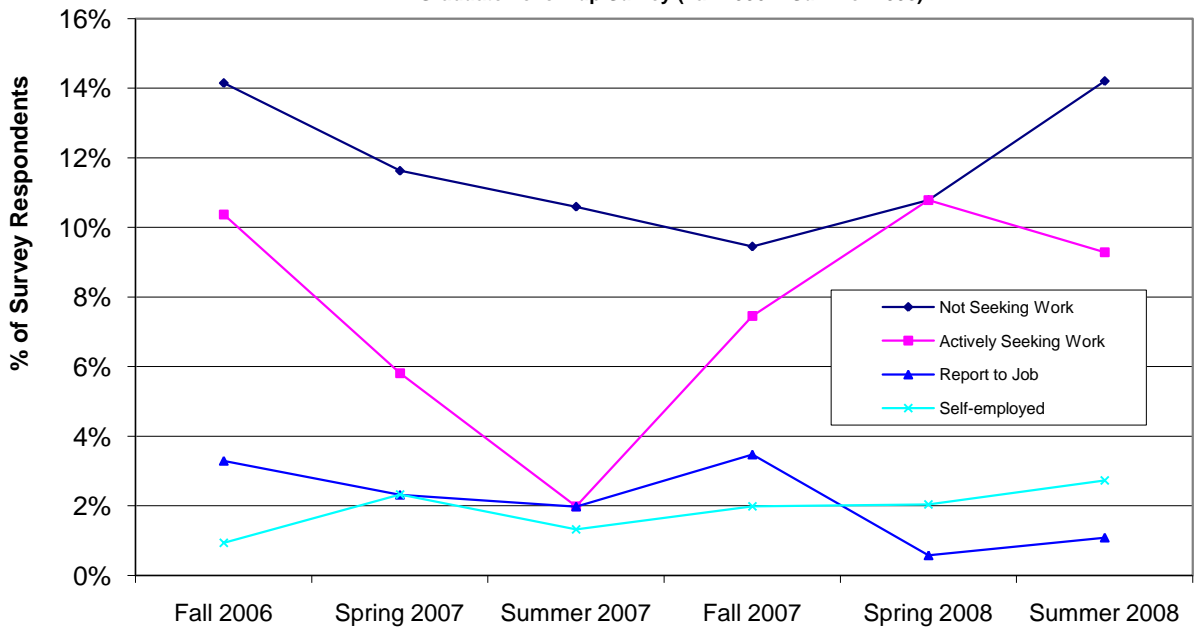


Chart 3
**Not Seeking Work, Actively Seeking Work,
 Report to Job & Self-employed**
 Graduate Follow-up Survey (Fall 2006 -- Summer 2008)



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 employed who answered the question (n = 1049), 43% reported that their certificate or degree is required for their job, and 33% of employed graduates reported using the training and skills from their ACC program in their job even though the degree is not required for their job. Finally, 25% of employed graduates reported that their job is not related to their certificate or degree program (see Chart 4). It should be noted that 26% of the survey respondents also indicated they were employed in their degree area prior to enrolling at ACC. The graduates who responded that their job was not related to their degree or certificate program were asked to indicate the reasons why (please note multiple responses were allowed for this question). As shown in Chart 5 62% checked “other,” 62% indicated that they prefer to work in a different field (substantially more than the 19% from Fall 2004 to Summer 2006), 19% responded that they could not find a job in their field, 10 % that they took a better-paying job in a different field, and 3 % that they were not sufficiently qualified for a job in their field (see Chart 5).

Chart 4
Certificate/Degree & Skills Relationship with Job
 Graduate Follow-up Survey
 (Fall 2006-- Summer 2008)

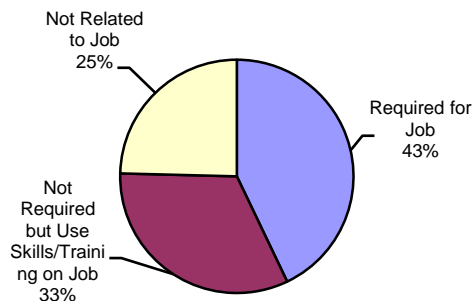
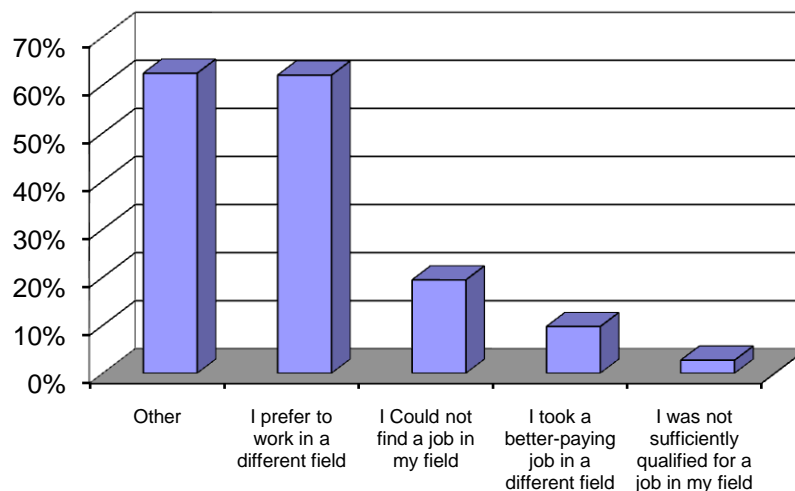
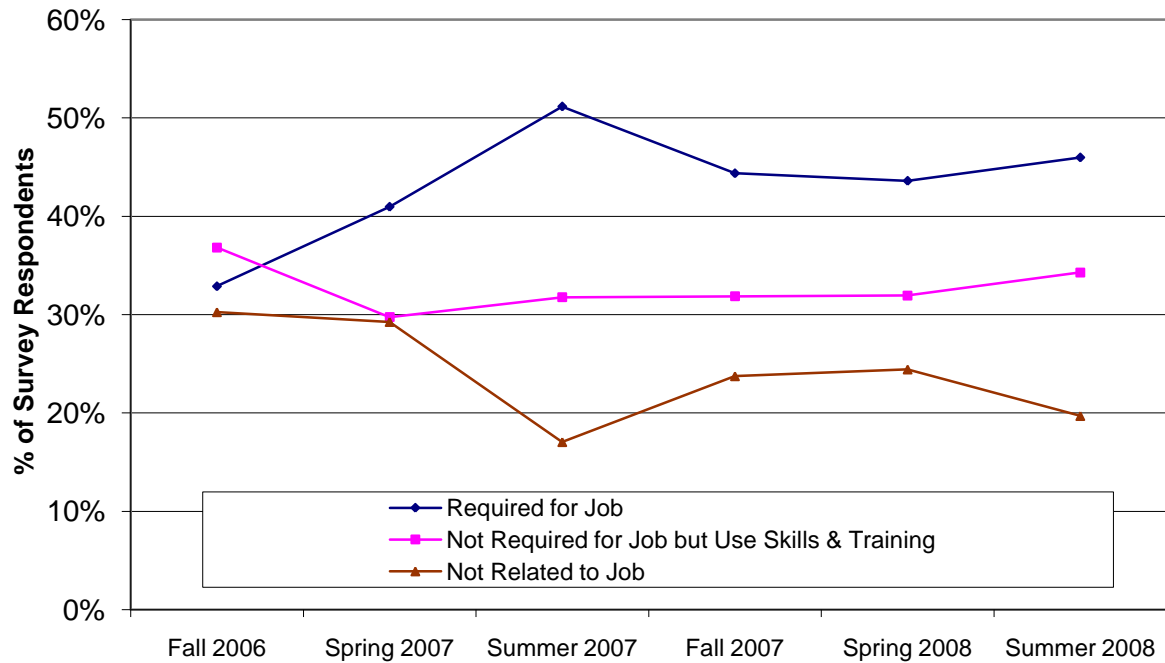


Chart 5
Reasons Job Not Related to Degree (Multiple Responses Allowed)
 Graduate Follow-up Survey (Fall 2006 -- Summer 2008)



Across the six semesters the percentage of graduates reporting that their certificate or degree is required for their job has increased while the percentage of graduates reporting that their job is not related to their certificate or degree program has decreased. In contrast, the percentage of graduates reporting that although the certificate or degree is not required for their job, they use the training and skills from their ACC program in their job, has remained stable (see Chart 6).

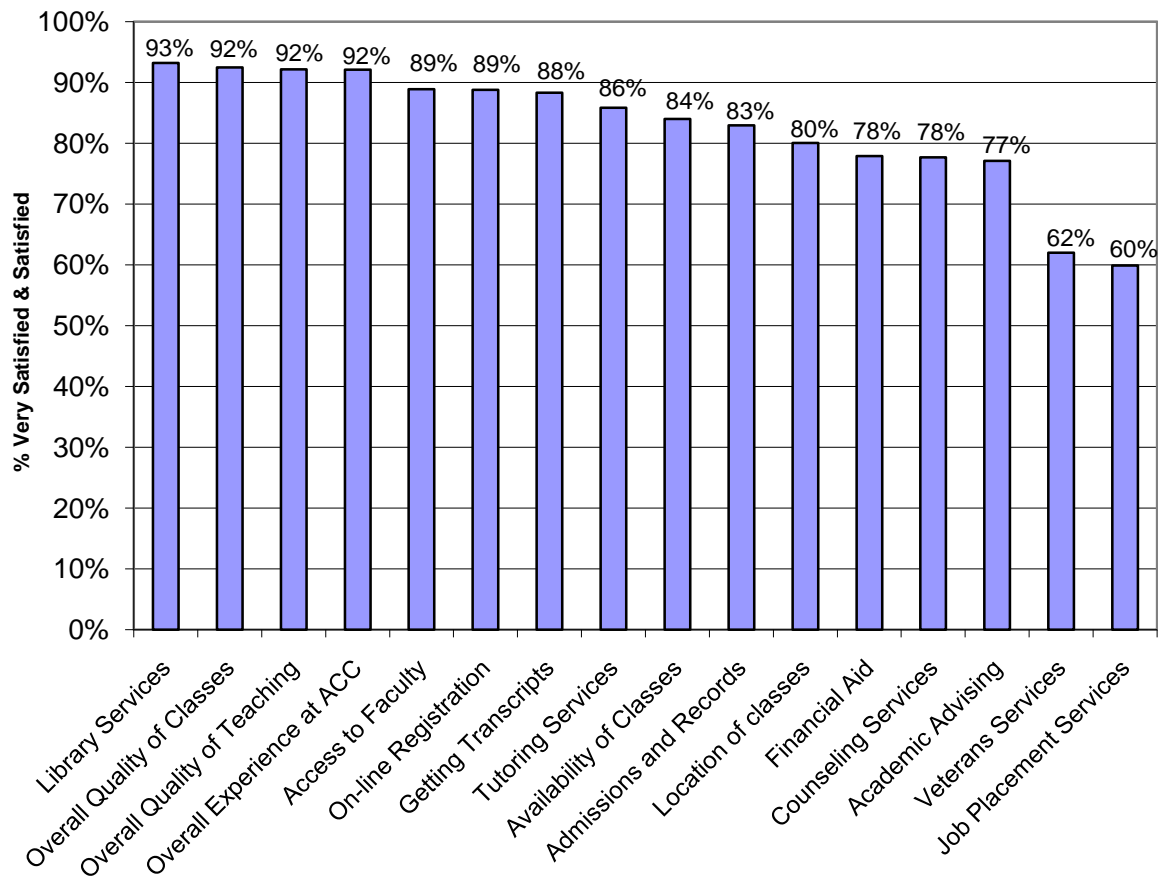
Chart 6
Certificate/Degree Required for Job,
Not Related to Job & Relevance of Training
 Graduate Follow-up Survey (Fall 2006 -- Summer 2008)



Graduate Satisfaction with Various ACC Services

ACC graduates were also asked to rate their satisfaction with 16 ACC services 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 7. Please note the percent results in this chart are the results for the six semesters combined. Consistent with prior Graduate Follow-up Survey reports respondents appear to be most satisfied with Instructional Quality and Academic Support services, and less satisfied with Student Services. For example, some of the areas in which 90% or more of the graduates were either “Satisfied” or “Very Satisfied” with were Library Services (93%), Overall Quality of Classes (92%), and Overall Quality of Teaching (92%). On the other hand, Student Services such as Academic Advising (77%), and Veterans Services (62%) tended to be rated somewhat lower.

Chart 7
Satisfaction with ACC Services
Graduate Follow-up Survey (Fall 2006 -- Summer 2008)



Charts 8 through 13 display graduates' satisfaction, across six semesters, 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).

Particularly noteworthy is the relative stability of high levels of satisfaction with Instructional Quality such as Overall Quality of Teaching (Fall 2006, 93%, to Summer 2008, 92%) and Overall Quality of Classes (Fall 2006, 92% to Summer 2008, 94%) - (see Chart 8). Regarding Access to Classes, there has been an overall increase in satisfaction with Availability of Classes from 81% in Fall 2006 to 84% in Summer 2006 while satisfaction with the Location of Classes has fluctuated between mid 70% to low 80% (see Chart 9). For Academic Support services, the percent of satisfied students for Library Services has remained at a very high level (Fall 2006, 94% to Summer 2008, 90%). Satisfaction with Tutoring Services, while somewhat lower, still has remained consistently high, albeit with a recent drop from Spring to Summer 2008 (Fall 2006, 86% to Summer 2008, 78%) - (see Chart 10).

Chart 8
Instructional Quality
 Graduate Follow-up Survey (Fall 2006 -- Summer 2008)

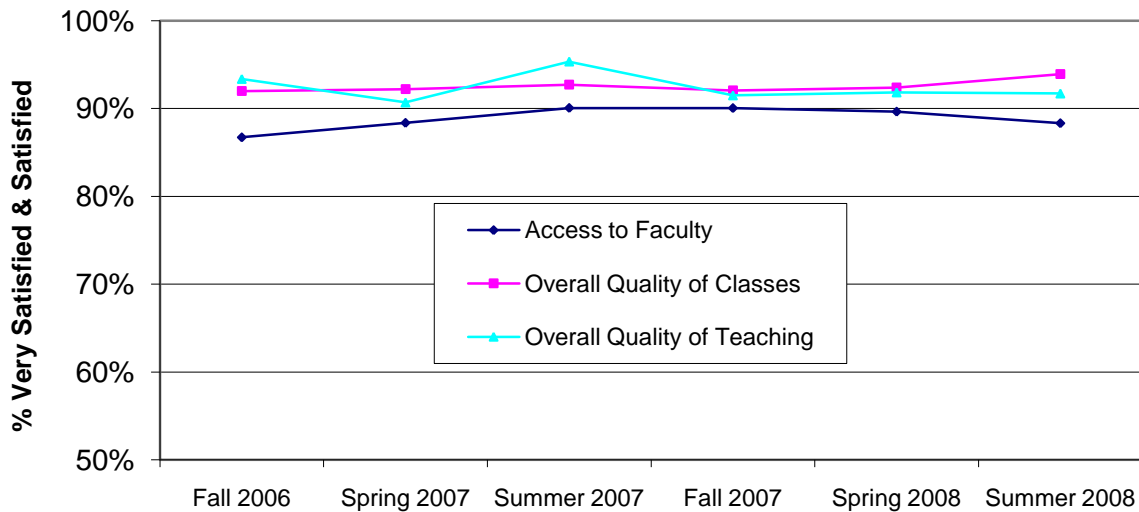


Chart 9
Access to Classes
 Graduate Follow-up Survey (Fall 2006 -- Summer 2008)

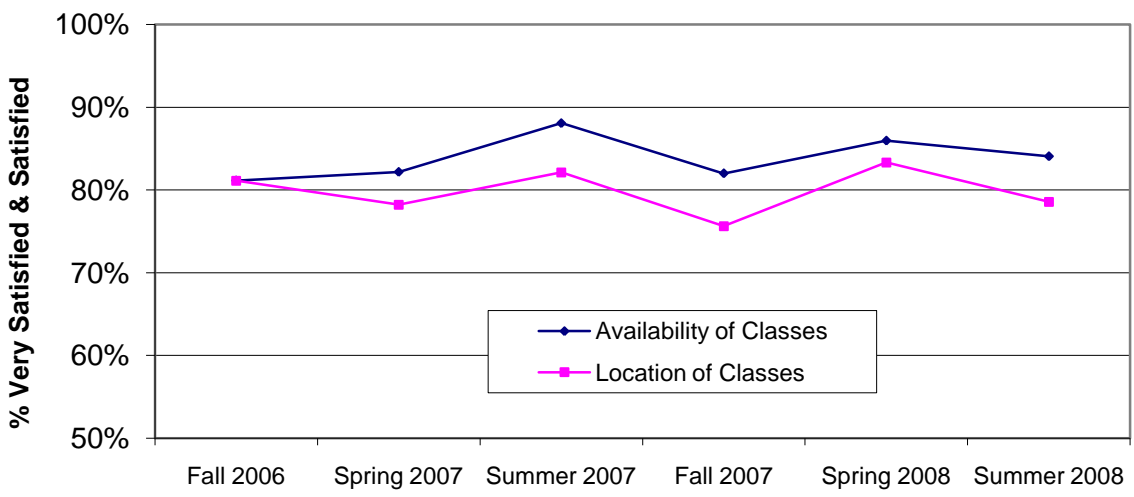
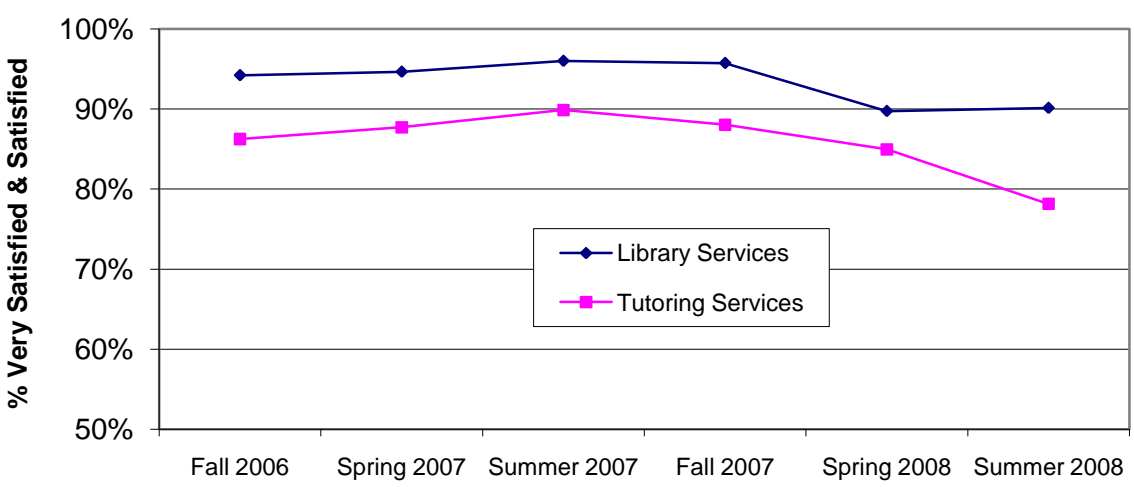


Chart 10
Academic Support
 Graduate Follow-up Survey (Fall 2006 -- Summer 2008)



Satisfaction with Student Services tends to be lower than with Instructional Quality and Academic Support. Percent satisfaction with Academic Advising has remained stable and at a relatively high level (Fall 2006, 75% to Summer 2008, 79%). Percent satisfaction with Counseling Services has fluctuated somewhat; it peaked in Fall 2007 (82%) but recently has declined below previous levels (Fall 2006, 76% to Summer 2008, 73%). Satisfaction with Financial Aid peaked in Summer 2007 (86%) but since then has declined back to previous levels (Fall 2006, 72% to Summer 2008, 72%). Satisfaction with Veterans Services was at a high in Fall 2006, but since then has declined (Fall 2006, 67% to Summer 2008, 50%), and satisfaction with Job Placement Services peaked in Fall 2007 (69%), but has declined (Fall 2006, 68% to Summer 2008, 49%) - (see Chart 11a and 11b).

Chart 11a
Student Services
 Graduate Follow-up Survey (Fall 2006 -- Summer 2008)

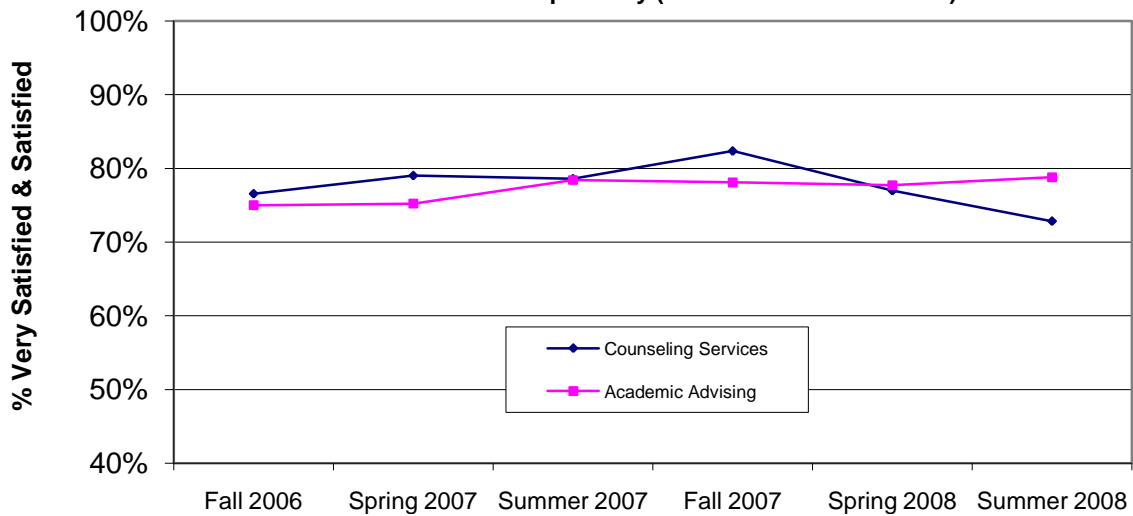
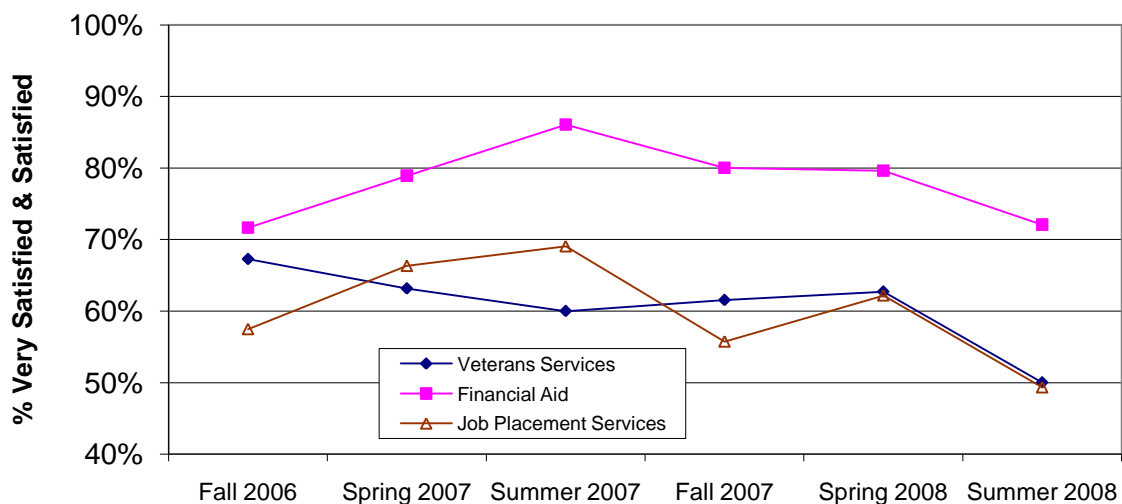


Chart 11b
Student Services
 Graduate Follow-up Survey (Fall 2006 -- Summer 2008)



Satisfaction with Admissions and Records increased in Fall 2007 to 85% from 81% where it has remained (Fall 2006, 81% to Summer 2008, 85%). Satisfaction with Getting Transcripts peaked in Fall 2007, 93%, but since then has declined to previous levels (Fall 2006, 87% to Summer 2008, 86%), and Satisfaction with On-line Registration has fluctuated between mid 80% to low 90% (Fall 2006, 92% to Summer 2008, 90%), although both are at relatively high levels (see Chart 12). Graduates' satisfaction with the Overall Experience at ACC has remained very stable and at a high level (Fall 2006, 92% to Summer 2008, 92%) (see Chart 13).

Chart 12
Admissions & Records
 Graduate Follow-up Survey (Fall 2006 -- Summer 2008)

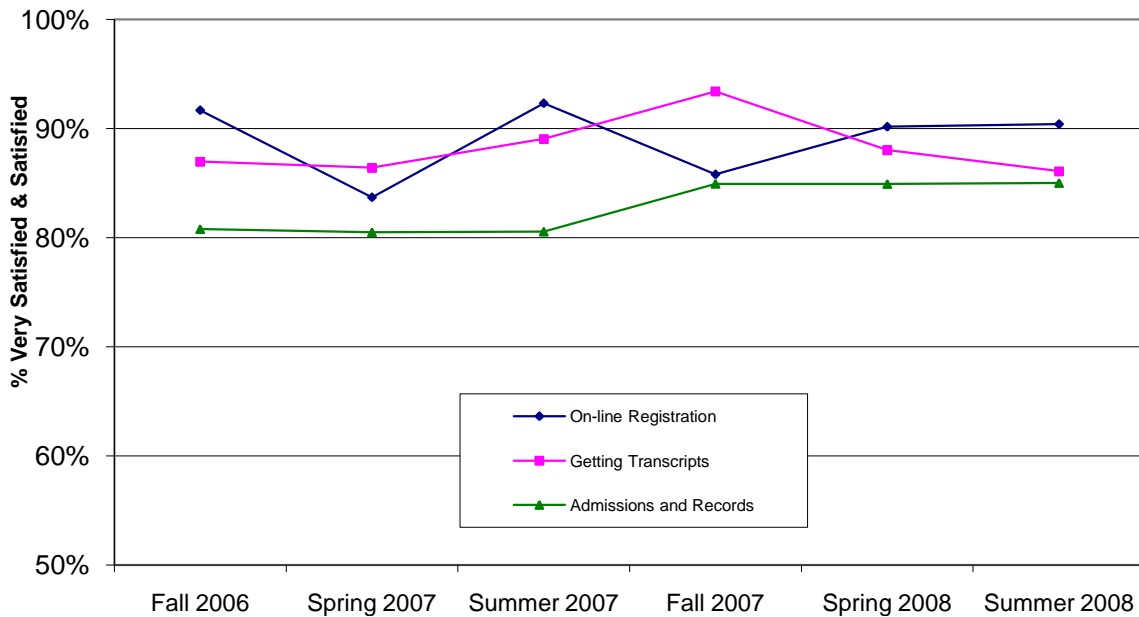
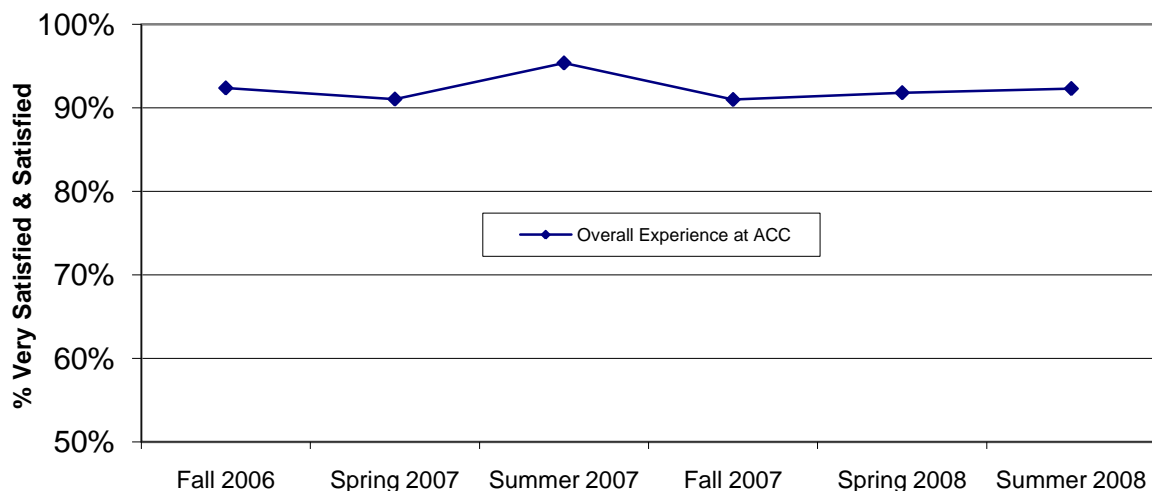


Chart 13
Overall Experience at ACC
 Graduate Follow-up Survey (Fall 2006 -- Summer 2008)



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-three percent of the survey respondents indicated they were currently enrolled, and 32% reported that they were planning to continue their education. However, 25% responded that they were not planning to continue their education and 10% responded that they were undecided (see Chart 14). As shown in Chart 15 the largest percent graduates were enrolled in or planning to reenroll at ACC:

- Austin Community College (38%)
- Texas State University at San Marcos (20%)
- Other, in Texas (19%)
- Undecided (9%)
- University of Texas at Austin (10%)
- Other, Out-of-State (4%)

Chart 14
Future Educational Plans
Graduate Follow-up Survey (Fall 2006 -- Summer 2008)

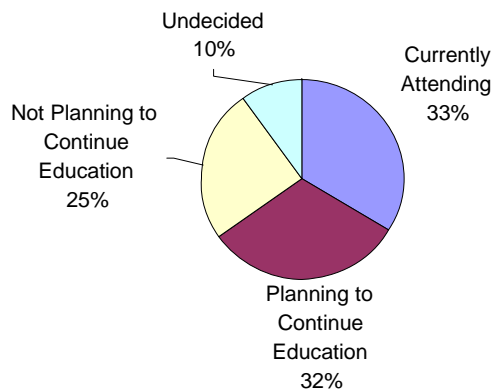
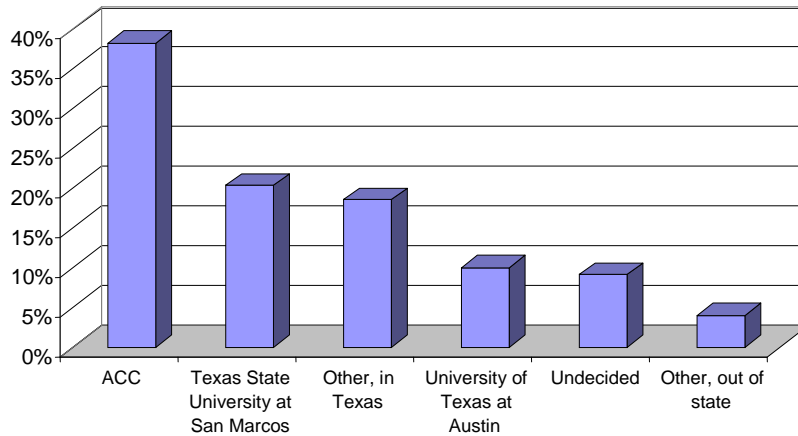


Chart 15
Institution Currently Attending or Plan to Attend
 Graduate Follow-up Survey Fall 2006 -- Summer 2008



Transferring Credits to Other Institutions (ACC not included)

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). Sixty-six percent responded that all of their ACC credits were accepted, and 23% responded that some of their ACC credits were not accepted. Eleven percent responded that they did not know yet (see Chart 16). The percent distribution of the number of credits that did not transfer is shown in Chart 17.

Chart 16
ACC Credits Accepted by Current College
 Graduate Follow-up Survey (Fall 2006 -- Summer 2008)

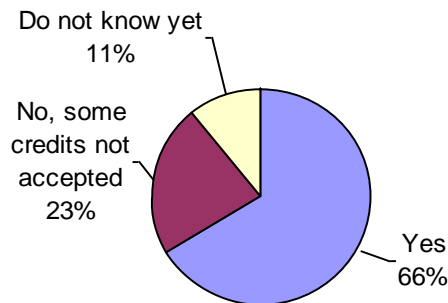
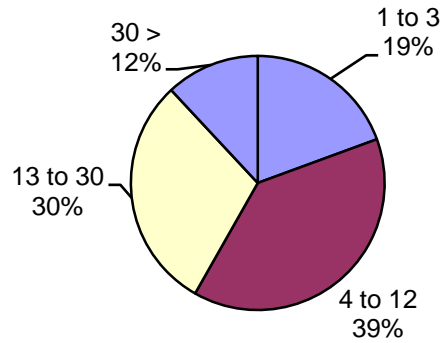


Chart 17
ACC Credits that Did Not Transfer
Graduate Follow-up Survey (Fall 2006 -- Summer 2008)



ACC Graduates' Volunteering in Areas Related to ACC Training

Finally ACC graduates were asked if they served as a volunteer in an area related to their ACC training (see Chart 18). Eighty-nine percent of the survey respondents stated they did not volunteer in a position related to their ACC training, and 11% responded "Yes."

Chart 18
Volunteering in Areas Related to ACC Training
Graduate Follow-up Survey (Fall 2006 -- Summer 2008)

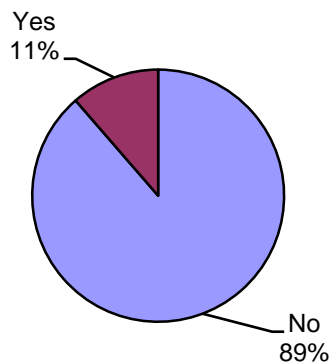


Table 1
Employment Status and Outcomes

Employment Status and Outcomes (Fall 2006 -- Summer 2008)

		Fall 2006		Spring 2007		Summer 2007		Fall 2007		Spring 2008		Summer 2008		2006 -2008	
		N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %
What is your current employment status?	I am not currently employed and not seeking work.	30	14.2%	30	11.6%	16	10.6%	19	9.5%	37	10.8%	26	14.2%	158	11.7%
	I am not currently employed but I am actively seeking work.	22	10.4%	15	5.8%	3	2.0%	15	7.5%	37	10.8%	17	9.3%	109	8.1%
	I am not currently employed but I will be reporting to a new job within the next 30 days.	7	3.3%	6	2.3%	3	2.0%	7	3.5%	2	0.6%	2	1.1%	27	2.0%
	I am self employed.	2	0.9%	6	2.3%	2	1.3%	4	2.0%	7	2.0%	5	2.7%	26	1.9%
	I am currently employed less than 35 hours per week.	39	18.4%	40	15.5%	29	19.2%	36	17.9%	59	17.2%	32	17.5%	235	17.4%
	I am currently employed 35 or more hours per week.	112	52.8%	161	62.4%	98	64.9%	120	59.7%	201	58.6%	101	55.2%	793	58.8%
	Total	212	100.0%	258	100.0%	151	100.0%	201	100.0%	343	100.0%	183	100.0%	1,348	100.0%
	I am employed at more than one job. ¹	2	0.9%	4	1.6%	2	1.3%	1	0.5%	4	1.2%	8	4.4%	21	1.6%
If you are employed/self employed, please mark the response that applies.	My certificate or degree is required for my job.	50	32.9%	84	41.0%	66	51.2%	71	44.4%	116	43.6%	63	46.0%	450	42.9%
	My certificate or degree is not required for my job but I use/have used the training and skills of my certificate or degree program in my job.	56	36.8%	61	29.8%	41	31.8%	51	31.9%	85	32.0%	47	34.3%	341	32.5%
	My job is not related to my certificate or degree program.	46	30.3%	60	29.3%	22	17.1%	38	23.8%	65	24.4%	27	19.7%	258	24.6%
	Total	152	100.0%	205	100.0%	129	100.0%	160	100.0%	266	100.0%	137	100.0%	1,049	100.0%

¹ The percent of those who stated they were also employed at more than one job represents a subset, and is calculated based on the total number of survey respondents who responded to the question "What is your employment status?".

Table 1 (continued)
Employment Status and Outcomes

Employment Status and Outcomes (Fall 2006 -- Summer 2008)

		Fall 2006		Spring 2007		Summer 2007		Fall 2007		Spring 2008		Summer 2008		2004 -2006	
		N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %	N	Col %
If your job is not related to your certificate or degree program. (Mark all that apply) ²	I prefer to work in a different field.	27	58.7%	41	68.3%	12	54.5%	22	57.9%	43	66.2%	15	55.6%	160	62.0%
	I took a better-paying job in a different field.	9	19.6%	10	16.7%	10	45.5%	3	7.9%	2	3.1%	1	3.7%	25	9.7%
	I could not find a job in my field.	11	23.9%	10	16.7%	6	27.3%	14	36.8%	10	15.4%	5	18.5%	50	19.4%
	I was not sufficiently qualified for a job in my field.	1	2.2%	3	5.0%	1	4.5%	1	2.6%	4	6.2%	1	3.7%	7	2.7%
	Other	36	78.3%	34	56.7%	12	54.5%	25	65.8%	39	60.0%	15	55.6%	161	62.4%
Were you employed in your certificate or degree area prior to enrolling in that program at ACC? ³	Yes	52	24.5%	71	27.5%	39	25.8%	50	24.9%	85	24.8%	58	31.7%	355	26.3%

² Survey respondents can check more than one option. Therefore the percents will add up to more than 100% and are calculated based on those who checked "My job is not related to my certificate or degree program for the question" in response to the question "If you are employed/self-employed please mark the response that applies."

³ The percents are calculated based on all survey respondents who responded to the question "What is your employment status."

Table 2a
Instructional Quality

Satisfaction with Instructional Quality (Fall 2006 -- Summer 2008)

		Fall 2006		Spring 2007		Summer 2007		Fall 2007		Spring 2008		Summer 2008		Totaled Across 2004 -- 2006	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
Overall Quality of Teaching	Total Dissatisfied¹	1	0.5%	3	1.2%	0	0.0%	7	3.5%	6	1.7%	4	2.2%	21	1.6%
	Very Dissatisfied			1	0.4%			1	0.5%	1	0.3%			3	0.2%
	Dissatisfied	1	0.5%	2	0.8%			6	3.0%	5	1.5%	4	2.2%	18	1.3%
	Neutral	13	6.2%	21	8.1%	7	4.7%	10	5.0%	22	6.4%	11	6.1%	84	6.3%
	Satisfied	76	36.0%	93	36.0%	53	35.3%	78	39.0%	111	32.4%	62	34.3%	473	35.2%
	Very Satisfied	121	57.3%	141	54.7%	90	60.0%	105	52.5%	204	59.5%	104	57.5%	765	57.0%
	Total Satisfied¹	197	93.4%	234	90.7%	143	95.3%	183	91.5%	315	91.8%	166	91.7%	1,238	92.2%
Access to Faculty	Total Dissatisfied¹	1	0.5%	4	1.6%	2	1.3%	6	3.0%	11	3.3%	5	2.8%	29	2.2%
	Very Dissatisfied							1	0	5	1.5%			6	0.4%
	Dissatisfied	1	0.5%	4	1.6%	2	1.3%	5	2.5%	6	1.8%	5	2.8%	23	1.7%
	Neutral	27	12.8%	26	10.1%	13	8.6%	14	7.0%	24	7.1%	16	8.9%	120	9.0%
	Satisfied	65	30.8%	71	27.5%	50	33.1%	63	31.3%	104	30.8%	49	27.2%	402	30.0%
	Very Satisfied	118	55.9%	157	60.9%	86	57.0%	118	58.7%	199	58.9%	110	61.1%	788	58.8%
	Total Satisfied¹	183	86.7%	228	88.4%	136	90.1%	181	90.0%	303	89.6%	159	88.3%	1,190	88.9%
Overall Quality of Classes	Total Dissatisfied¹	2	0.9%	3	1.2%	0	0.0%	3	1.5%	5	1.5%	3	1.7%	16	1.2%
	Very Dissatisfied	1	0.5%	3	1.2%					1	0.3%			5	0.4%
	Dissatisfied	1	0.5%					3	1.5%	4	1.2%	3	1.7%	11	0.8%
	Neutral	15	7.1%	17	6.6%	11	7.3%	13	6.5%	21	6.1%	8	4.4%	85	6.3%
	Satisfied	75	35.4%	94	36.6%	53	35.1%	82	40.8%	116	33.9%	64	35.4%	484	36.0%
	Very Satisfied	120	56.6%	143	55.6%	87	57.6%	103	51.2%	200	58.5%	106	58.6%	759	56.5%
	Total Satisfied¹	195	92.0%	237	92.2%	140	92.7%	185	92.0%	316	92.4%	170	93.9%	1,243	92.5%

¹ Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

Table 2b
Access to Classes

Satisfaction with Access to Classes (Fall 2006 -- Summer 2008)

		Fall 2006		Spring 2007		Summer 2007		Fall 2007		Spring 2008		Summer 2008		Totaled Across 2006 -- 2008	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
Availability of classes	Total Dissatisfied¹	6	2.8%	10	3.9%	3	2.0%	8	4.0%	15	4.4%	10	5.5%	52	3.9%
	Very Dissatisfied	1	0.5%	2	0.8%	2	1.3%	3	1.5%	4	1.2%	2	1.1%	14	1.0%
	Dissatisfied	5	2.4%	8	3.1%	1	0.7%	5	2.5%	11	3.2%	8	4.4%	38	2.8%
	Neutral	34	16.0%	36	14.0%	15	9.9%	28	14.0%	33	9.6%	19	10.4%	165	12.3%
	Satisfied	72	34.0%	77	29.8%	60	39.7%	73	36.5%	127	37.1%	70	38.5%	479	35.6%
	Very Satisfied	100	47.2%	135	52.3%	73	48.3%	91	45.5%	167	48.8%	83	45.6%	649	48.3%
	Total Satisfied¹	172	81.1%	212	82.2%	133	88.1%	164	82.0%	294	86.0%	153	84.1%	1,128	83.9%
Location of classes	Total Dissatisfied¹	8	3.8%	14	5.4%	9	6.0%	15	7.5%	14	4.1%	13	7.1%	73	5.4%
	Very Dissatisfied	1	0.5%	3	1.2%	5	3.3%	6	3.0%	5	1.5%	2	1.1%	22	1.6%
	Dissatisfied	7	3.3%	11	4.3%	4	2.6%	9	4.5%	9	2.6%	11	6.0%	51	3.8%
	Neutral	32	15.1%	42	16.3%	18	11.9%	34	16.9%	43	12.6%	26	14.3%	195	14.5%
	Satisfied	66	31.1%	63	24.5%	53	35.1%	52	25.9%	111	32.5%	50	27.5%	395	29.4%
	Very Satisfied	106	50.0%	138	53.7%	71	47.0%	100	49.8%	174	50.9%	93	51.1%	682	50.7%
	Total Satisfied¹	172	81.1%	201	78.2%	124	82.1%	152	75.6%	285	83.3%	143	78.6%	1,077	80.1%

¹ Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

Table 2c
Academic Support

Satisfaction with Academic Support (Fall 2006 -- Summer 2008)

		Fall 2006		Spring 2007		Summer 2007		Fall 2007		Spring 2008		Summer 2008		Totaled Across 2006 -- 2008	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
Tutoring Services	Total Dissatisfied¹	1	0.8%	4	2.5%	1	1.3%	2	1.7%	7	3.1%	4	3.4%	19	2.3%
	Very Dissatisfied	1	0.8%	2	1.2%					1	0.4%			4	0.5%
	Dissatisfied			2	1.2%	1	1.3%	2	1.7%	6	2.7%	4	3.4%	15	1.8%
	Neutral	17	13.0%	16	9.8%	7	8.9%	12	10.3%	27	11.9%	22	18.5%	101	12.1%
	Satisfied	34	26.0%	34	20.9%	15	19.0%	32	27.4%	58	25.7%	31	26.1%	204	24.4%
	Very Satisfied	79	60.3%	109	66.9%	56	70.9%	71	60.7%	134	59.3%	62	52.1%	511	61.2%
	Total Satisfied¹	113	86.3%	143	87.7%	71	89.9%	103	88.0%	192	85.0%	93	78.2%	715	85.6%
Library Services	Total Dissatisfied¹	2	1.1%	1	0.4%	0	0.0%	3	1.8%	4	1.3%	3	1.9%	13	1.1%
	Very Dissatisfied	1	0.5%	1	0.4%			1	0.6%	1	0.3%			4	0.3%
	Dissatisfied	1	0.5%					2	1.2%	3	1.0%	3	1.9%	9	0.8%
	Neutral	9	4.7%	11	4.9%	5	4.0%	4	2.4%	27	8.9%	13	8.0%	69	5.9%
	Satisfied	57	30.0%	47	21.0%	31	24.8%	49	29.9%	76	25.2%	41	25.3%	301	25.8%
	Very Satisfied	122	64.2%	165	73.7%	89	71.2%	108	65.9%	195	64.6%	105	64.8%	784	67.2%
	Total Satisfied¹	179	94.2%	212	94.6%	120	96.0%	157	95.7%	271	89.7%	146	90.1%	1,085	93.0%

¹ Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

Table 2d
Student Services

Satisfaction with Student Services (Fall 2006 -- Summer 2008)

		Fall 2006		Spring 2007		Summer 2007		Fall 2007		Spring 2008		Summer 2008		Totaled Across 2006 -- 2008	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
Financial Aid	Total Dissatisfied¹	11	8.7%	7	4.8%	4	4.7%	9	8.2%	17	8.5%	11	9.9%	59	7.5%
	Very Dissatisfied	5	3.9%	6	4.1%	2	2.3%			6	3.0%	7	6.3%	26	3.3%
	Dissatisfied	6	4.7%	1	0.7%	2	2.3%	9	8.2%	11	5.5%	4	3.6%	33	4.2%
	Neutral	25	19.7%	24	16.3%	8	9.3%	13	11.8%	24	11.9%	20	18.0%	114	14.6%
	Satisfied	31	24.4%	30	20.4%	19	22.1%	30	27.3%	38	18.9%	19	17.1%	167	21.4%
	Very Satisfied	60	47.2%	86	58.5%	55	64.0%	58	52.7%	122	60.7%	61	55.0%	442	56.5%
	Total Satisfied¹	91	71.7%	116	78.9%	74	86.0%	88	80.0%	160	79.6%	80	72.1%	609	77.9%
Counseling Services	Total Dissatisfied¹	14	8.6%	11	6.8%	3	4.3%	3	2.5%	6	2.9%	7	6.8%	44	5.4%
	Very Dissatisfied	7	4.3%	4	2.5%	2	2.9%	2	1.7%	3	1.5%	3	2.9%	21	2.6%
	Dissatisfied	7	4.3%	7	4.3%	1	1.4%	1	0.8%	3	1.5%	4	3.9%	23	2.8%
	Neutral	24	14.8%	23	14.2%	12	17.1%	18	15.1%	41	20.1%	21	20.4%	139	17.0%
	Satisfied	43	26.5%	40	24.7%	18	25.7%	44	37.0%	48	23.5%	23	22.3%	216	26.3%
	Very Satisfied	81	50.0%	88	54.3%	37	52.9%	54	45.4%	109	53.4%	52	50.5%	421	51.3%
	Total Satisfied¹	124	76.5%	128	79.0%	55	78.6%	98	82.4%	157	77.0%	75	72.8%	637	77.7%
Academic Advising	Total Dissatisfied¹	23	11.7%	24	10.6%	10	7.2%	14	8.3%	30	9.6%	12	7.3%	113	9.3%
	Very Dissatisfied	13	6.6%	10	4.4%	3	2.2%	4	2.4%	9	2.9%	6	3.6%	45	3.7%
	Dissatisfied	10	5.1%	14	6.2%	7	5.0%	10	5.9%	21	6.7%	6	3.6%	68	5.6%
	Neutral	26	13.3%	32	14.2%	20	14.4%	23	13.6%	40	12.7%	23	13.9%	164	13.6%
	Satisfied	56	28.6%	62	27.4%	39	28.1%	55	32.5%	91	29.0%	30	18.2%	333	27.5%
	Very Satisfied	91	46.4%	108	47.8%	70	50.4%	77	45.6%	153	48.7%	100	60.6%	599	49.5%
	Total Satisfied¹	147	75.0%	170	75.2%	109	78.4%	132	78.1%	244	77.7%	130	78.8%	932	77.1%
Job Placement Services	Total Dissatisfied¹	13	14.9%	11	11.6%	7	16.7%	8	13.1%	18	15.1%	21	28.0%	78	16.3%
	Very Dissatisfied	7	8.0%	8	8.4%	6	14.3%	3	4.9%	12	10.1%	14	18.7%	50	10.4%
	Dissatisfied	6	6.9%	3	3.2%	1	2.4%	5	8.2%	6	5.0%	7	9.3%	28	5.8%
	Neutral	24	27.6%	21	22.1%	6	14.3%	19	31.1%	27	22.7%	17	22.7%	114	23.8%
	Satisfied	19	21.8%	19	20.0%	15	35.7%	13	21.3%	27	22.7%	18	24.0%	111	23.2%
	Very Satisfied	31	35.6%	44	46.3%	14	33.3%	21	34.4%	47	39.5%	19	25.3%	176	36.7%
	Total Satisfied¹	50	57.5%	63	66.3%	29	69.0%	34	55.7%	74	62.2%	37	49.3%	287	59.9%

¹ Very Dissatisfied and Dissatisfied combined into an overall Dissatisfied category, and similarly Very Satisfied and Satisfied combined into a overall Satisfied category.

Table 2d (continued)
Student Services

Satisfaction with Student Services (Fall 2006 -- Summer 2008)

		Fall 2006		Spring 2007		Summer 2007		Fall 2007		Spring 2008		Summer 2008		Totaled Across 2006 -- 2008	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
Veterans Services	Total Dissatisfied¹	0	0.0%	1	1.8%	2	13.3%	0	0.0%	1	1.7%	1	3.3%	5	2.1%
	Very Dissatisfied					2	13.3%							2	0.8%
	Dissatisfied			1	1.8%					1	1.7%	1	3.3%	3	1.3%
	Neutral	18	32.7%	20	35.1%	4	26.7%	10	38.5%	21	35.6%	14	46.7%	83	34.9%
	Satisfied	10	18.2%	9	15.8%	2	13.3%	4	15.4%	9	15.3%	2	6.7%	36	15.1%
	Very Satisfied	27	49.1%	27	47.4%	7	46.7%	12	46.2%	28	47.5%	13	43.3%	114	47.9%
	Total Satisfied¹	37	67.3%	36	63.2%	9	60.0%	16	61.5%	37	62.7%	15	50.0%	150	63.0%

¹ Very Dissatisfied and Dissatisfied collapsed into an overall Dissatisfied percent, and similarly Very Satisfied and Satisfied collapsed into a overall Satisfied percent.

Table 2e
Admissions and Records

Satisfaction with Admissions and Records (Fall 2006 -- Summer 2008)

		Fall 2006		Spring 2007		Summer 2007		Fall 2007		Spring 2008		Summer 2008		Totaled Across 2008 -- 2008	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
Admissions and Records	Total Dissatisfied¹	12	5.8%	20	8.0%	13	8.7%	7	3.5%	17	5.0%	11	6.1%	80	6.0%
	Very Dissatisfied	1	0.5%	9	3.6%	3	2.0%	2	1.0%	9	2.7%	5	2.8%	29	2.2%
	Dissatisfied	11	5.3%	11	4.4%	10	6.7%	5	2.5%	8	2.4%	6	3.3%	51	3.8%
	Neutral	28	13.5%	29	11.6%	16	10.7%	23	11.6%	34	10.1%	16	8.9%	146	11.0%
	Satisfied	69	33.2%	73	29.1%	38	25.5%	68	34.2%	107	31.7%	49	27.2%	404	30.5%
	Very Satisfied	99	47.6%	129	51.4%	82	55.0%	101	50.8%	180	53.3%	104	57.8%	695	52.5%
	Total Satisfied¹	168	80.8%	202	80.5%	120	80.5%	169	84.9%	287	84.9%	153	85.0%	1,099	82.9%
Getting Transcripts	Total Dissatisfied¹	6	3.3%	9	3.9%	6	4.4%	3	1.6%	12	3.9%	10	6.3%	46	3.8%
	Very Dissatisfied	1	0.5%	5	2.2%	2	1.5%	1	0.5%	7	2.3%	3	1.9%	19	1.6%
	Dissatisfied	5	2.7%	4	1.8%	4	2.9%	2	1.1%	5	1.6%	7	4.4%	27	2.3%
	Neutral	18	9.8%	22	9.6%	9	6.6%	9	4.9%	25	8.1%	12	7.6%	95	7.9%
	Satisfied	49	26.6%	64	28.1%	40	29.2%	54	29.7%	78	25.2%	34	21.5%	319	26.6%
	Very Satisfied	111	60.3%	133	58.3%	82	59.9%	116	63.7%	194	62.8%	102	64.6%	738	61.6%
	Total Satisfied¹	160	87.0%	197	86.4%	122	89.1%	170	93.4%	272	88.0%	136	86.1%	1,057	88.2%
On-line Registration	Total Dissatisfied¹	4	2.1%	13	5.4%	4	2.8%	11	5.6%	14	4.3%	8	4.5%	54	4.2%
	Very Dissatisfied	1	0.5%	6	2.5%	1	0.7%	7	3.6%	7	2.2%	2	1.1%	24	1.9%
	Dissatisfied	3	1.6%	7	2.9%	3	2.1%	4	2.0%	7	2.2%	6	3.4%	30	2.4%
	Neutral	12	6.3%	26	10.9%	7	4.9%	17	8.6%	18	5.5%	9	5.1%	89	7.0%
	Satisfied	39	20.3%	40	16.7%	30	21.0%	41	20.8%	74	22.8%	34	19.2%	258	20.3%
	Very Satisfied	137	71.4%	160	66.9%	102	71.3%	128	65.0%	219	67.4%	126	71.2%	872	68.5%
	Total Satisfied¹	176	91.7%	200	83.7%	132	92.3%	169	85.8%	293	90.2%	160	90.4%	1,130	88.8%

¹ Very Dissatisfied and Dissatisfied collapsed into an overall Dissatisfied percent, and similarly Very Satisfied and Satisfied collapsed into a overall Satisfied percent.

Table 2f
Overall Experience

Satisfaction with Overall Experience (Fall 2006 -- Summer 2008)

		Fall 2006		Spring 2007		Summer 2007		Fall 2008		Spring 2008		Summer 2008		Totaled Across 2004 -- 2006	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
Overall Experience at ACC	Total Dissatisfied¹	2	1.0%	1	0.4%	1	0.7%	2	1.0%	3	0.9%	4	2.2%	13	1.0%
	Very Dissatisfied			1	0.4%	1	0.7%			2	0.6%			4	0.3%
	Dissatisfied	2	1.0%					2	1.0%	1	0.3%	4	2.2%	9	0.7%
	Neutral	14	6.7%	22	8.6%	6	4.0%	16	8.0%	25	7.3%	10	5.5%	93	6.9%
	Satisfied	71	33.8%	101	39.3%	57	37.7%	74	37.0%	115	33.6%	68	37.4%	486	36.2%
	Very Satisfied	123	58.6%	133	51.8%	87	57.6%	108	54.0%	199	58.2%	100	54.9%	750	55.9%
	Total Satisfied¹	194	92.4%	234	91.1%	144	95.4%	182	91.0%	314	91.8%	168	92.3%	1,236	92.1%

¹ Very Dissatisfied and Dissatisfied collapsed into an overall Dissatisfied percent, and similarly Very Satisfied and Satisfied collapsed into a overall Satisfied percent.

Table 3
Future Educational Plans

Future Educational Plans (Fall 2006 -- Summer 2008)

		Fall 2006		Spring 2007		Summer 2007		Fall 2008		Spring 2008		Summer 2008		Total 06 - 08	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
Are you currently continuing your education or planning to do so within the next 12 months?	Currently attending	71	33.5%	87	33.7%	44	29.1%	70	34.8%	122	35.6%	59	32.2%	453	33.6%
	Planning to continue	73	34.4%	87	33.7%	46	30.5%	63	31.3%	98	28.6%	58	31.7%	425	31.5%
	Not planning	49	23.1%	61	23.6%	42	27.8%	49	24.4%	77	22.4%	57	31.1%	335	24.9%
	Undecided	19	9.0%	23	8.9%	19	12.6%	19	9.5%	46	13.4%	9	4.9%	135	10.0%
	Total	212	100.0%	258	100.0%	151	100.0%	201	100.0%	343	100.0%	183	100.0%	1,348	100.0%
Where are you currently continuing your education or plan on attending?	ACC	61	34.3%	67	34.0%	34	35.1%	54	39.7%	102	44.0%	53	40.2%	371	38.2%
	University of Texas at Austin	23	12.9%	20	10.2%	9	9.3%	8	5.9%	23	9.9%	14	10.6%	97	10.0%
	Texas State University at San Marcos	37	20.8%	46	23.4%	21	21.6%	30	22.1%	43	18.5%	20	15.2%	197	20.3%
	Other, in Texas	31	17.4%	32	16.2%	22	22.7%	32	23.5%	37	15.9%	26	19.7%	180	18.5%
	Other, out of state	9	5.1%	7	3.6%	4	4.1%	2	1.5%	7	3.0%	10	7.6%	39	4.0%
	Undecided	17	9.6%	25	12.7%	7	7.2%	10	7.4%	20	8.6%	9	6.8%	88	9.1%
	Total	178	100.0%	197	100.0%	97	100.0%	136	100.0%	232	100.0%	132	100.0%	972	100.0%

Table 4
Transferring Credits to Other Institutions

Transferring Credits to other Institutions (Fall 2006 -- Summer 2008)

		Fall 2006		Spring 2007		Summer 2007		Fall 2007		Spring 2008		Summer 2008		Table Total		
		N	%	N	%	N	%	N	%	N	%	N	%	N	%	
Were all of your ACC credits accepted by your current college? ¹	Yes	30	69.8%	37	68.5%	22	73.3%	28	68.3%	48	59.3%	29	64.4%	194	66.0%	
	No some of my credits were not accepted	9	20.9%	15	27.8%	5	16.7%	10	24.4%	21	25.9%	8	17.8%	68	23.1%	
	I do not know yet how many of my credits will be accepted	4	9.3%	2	3.7%	3	10.0%	3	7.3%	12	14.8%	8	17.8%	32	10.9%	
	Total	43	100.0%	54	100.0%	30	100.0%	41	100.0%	81	100.0%	45	100.0%	294	100.0%	
Credits that did not transfer	1							1	10.0%					1	1.5%	
	3	1	11.1%	1	6.7%	1	20.0%	1	10.0%	5	25.0%	3	37.5%	12	17.9%	
	6	3	33.3%	2	13.3%			3	30.0%	2	10.0%			10	14.9%	
	9			2	13.3%	2	40.0%	3	30.0%	2	10.0%			9	13.4%	
	10									1	5.0%	1	12.5%	2	3.0%	
	12	1	11.1%							4	20.0%			5	7.5%	
	15			1	6.7%					1	5.0%			2	3.0%	
	18			1	6.7%									1	1.5%	
	20	1	11.1%	3	20.0%	1	20.0%	1	10.0%	2	10.0%	1	12.5%	9	13.4%	
	22									1	5.0%			1	1.5%	
	24	1	11.1%							2	10.0%			3	4.5%	
	30			2	13.3%							2	25.0%	4	6.0%	
	33			1	6.7%									1	1.5%	
	40			1	6.7%									1	1.5%	
	45								1	10.0%					1	1.5%
	46	1	11.1%											1	1.5%	
	50			1	6.7%									1	1.5%	
60	1	11.1%			1	20.0%							2	3.0%		
70											1	12.5%	1	1.5%		
Total	9	100.0%	15	100.0%	5	100.0%	10	100.0%	20	100.0%	8	100.0%	67	100.0%		

¹ Graduates that either went on to pursue an additional degree at ACC or stated they were undecided are excluded from this table.

Table 5
Volunteering

Volunteering in Areas Related to ACC Training

		Fall 2004		Spring 2005		Summer 2005		Fall 2005		Spring 2006		Summer 2006		06--08	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
Do you work as a volunteer related to your college training	No	191	90.1%	219	84.9%	136	90.1%	181	90.0%	299	87.2%	166	90.7%	1,192	88.4%
	Yes	20	9.4%	39	15.1%	15	9.9%	20	10.0%	42	12.2%	17	9.3%	153	11.4%
	Total	212	100.0%	258	100.0%	151	100.0%	201	100.0%	343	100.0%	183	100.0%	1,348	100.0%

Appendix
Response Rates
Fall 2006 to Summer 2008

Response Rates by Semester (Fall 2006 to Summer 2008)

	Fall 2006	Spring 2007	Summer 2007	Fall 2007	Spring 2008	Summer 2008	Overall
Graduates	444	628	366	462	704	368	2,972
Completed Surveys	212	258	151	201	343	183	1,348
Response Rate ¹	47.7%	41.1%	41.3%	43.5%	48.7%	49.7%	45.4%

¹ Number of graduates represent sample at time of survey administration. This may vary slightly from the more current and updated figures for the number of graduates reported in the ACC fact Book.