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ABSTRACT

This exit survey of students at Yavapai College (Arizona) is given to all students who are verifying with the Registrar that they have met the requirements for an Associate Degree or a Certificate of Achievement. This report summarizes the results from the survey of December 2001 and May 2002 students. The Exiting Student Survey was completed by 98 students out of a total of 258 graduates for both terms, for a response rate of 38%. Based on the most frequently listed responses, the survey found the statistically typical exiting student to be between 17 and 25 years old, female, white, non-Hispanic, and single. Highlights of the survey's findings include the following: (1) more than half of all exiting students plan to attend a four-year college; (2) 75% of exiting students plan to work full- or part-time; (3) the average GPA for exiting students was 3.4; (4) 54% of respondents were full-time students; (5) 68% of respondents received financial aid; (6) 94% rated computer access as good or very good; (7) 92.7% rated quality of instruction as good or very good; (8) 89% rated overall satisfaction as good or very good; (9) 92% would recommend the College to friends or family. Research instrument appended. (Contains 22 tables.) (NB)

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ED 477 200

Yavapai COLLEGE

Exiting Student Survey

Conducted Fall 2001 and Spring 2002

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The Office of Instruction

The Office of Institutional Planning, Research, and Assessment

Fall 2002

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Yavapai COLLEGE

Exiting Student Survey

Conducted Fall 2001 and Spring 2002

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Fall 2002

Yavapai College Exiting Student Survey

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I. Introduction

Students expecting to receive an Associate Degree or a Certificate of Achievement must request a record review with the Registrar to verify that all requirements have been met. At that time, students are given the Exiting Student Survey to solicit feedback on their Yavapai College education.

The following report summarizes the results from the survey of the December 2001 and May 2002 students. The Exiting Student Survey was completed by 98 students. College records indicated there were 258 graduates in December 2001 and May 2002 collectively, representing a 38 percent response rate.

Another study, which follows the exiting students survey, is the graduate follow-up survey administered to students after graduation. The graduate follow-up survey measures students' attitudes and perceptions after they leave Yavapai College and have had time to either work or attend another college. A comparison of the two surveys confirms the findings of the exiting student survey. In both surveys, more than eight out of ten Yavapai College exiting students/graduates were satisfied with their academic program.

II. Summary Highlights

Future Plans of Exiting Students

- **More than half of all exiting students planned to attend a 4-year college.**

  More than one out of two exiting students planned on attending a 4-year college and the most frequently mentioned 4-year college or university was Northern Arizona University (46 percent). Fifteen percent planned to continue attending Yavapai College.

- **Three-fourths of the exiting students planned to work after graduation.**

  More than one-half of exiting students planned to work full-time and one-fifth planned to work part-time. Some had plans to look for a job (19.4 percent) or raise a family (20.4 percent).

Background of Exiting Students

- **Based on the most frequently listed responses, the statistically typical exiting student was between 17 and 24 years of age, female, white, non-Hispanic, and single.**

  While the average age of the respondents was 30.3 years, a one-half were between 17 and 24 years of age. Three-fourths were female, white, non-Hispanic. More than 7 out of 10 listed being single.

- **Most exiting students began their work toward their degree or certificate after 1998.**

  More than 8 out of 10 began their work toward a degree or certificate between 1998-2001.

- **The Applied Science Degree was the most frequently received degree or certificate by exiting students followed by the Associate of Arts Degree.**

  The most frequently attained degree or certificate was the Applied Science Degree (42.7 percent) followed by the Associate of Arts Degree (30.7 percent) and Advance Certificate (14.7 percent).

- **Three out of four exiting students had a cumulative grade point average (GPA) of 3.0 or greater.**

  The average GPA for all exiting students was 3.4. More than one-half of the students had a 3.4 GPA or higher.

- **Most exiting students attended the Prescott Campus at some time during their studies with one-fifth attending the Verde Valley Center.**

  Seven out of ten reported attending the Prescott Campus at some time. Thirty percent attended the Verde Campus. Six percent have attended the Prescott Valley Center, 2 percent attended the Chino Valley Center, 12.2 percent attended the Sedona Center, and 7 percent listed other locations throughout the county.

- **Most exiting students were full-time students.**

  More than one-half of exiting students typically took 12 or more credit hours each semester. Forty percent took between 6 and 11 credit hours while only 6.1 percent took fewer than six credit hours.

- **More than two-thirds of exiting students received financial aid.**

  One-third had children under age 18 living at home or were pregnant. Close to a third were considered dependents while attending college.

Satisfaction with Educational Programs and Support Services

- **The business office was given the most favorable satisfaction ratings of either "good" or "very good" among the general services.**

  Nine out of ten exiting students rated their satisfaction of the business office as either "good" or "very good."

- **One-third of exiting students rated their satisfaction of parking as "poor" or "very poor;" 7.4 percent considered this service "very poor."**

- **Seven out of ten exiting students considered all of the Campus Life services as either "good" or "very good."**

  Of the students who utilized campus life services, more than 70 percent rated the clubs and organizations and student activities as either "good" or "very good." Six out of ten rated student housing "good" or "very good."

- **Counseling services was considered either "good" or "very good" by close to 8 out of 10 exiting students. The students' ombudsman service received this rating by nine out of ten respondents.**

The Counseling Services of academic advising, career guidance, judicial coordinator, personal counseling, placement testing, and students' ombudsman were all considered "good" or "very good" by 80 percent of the respondents.

- **Among Financial Aid services, application processing and veteran's benefits received satisfaction ratings of "good" or "very good" by over 80 percent of the responding students.**

  The Financial Aid services of application processing, employment referrals, financial aid advising, and veteran's benefits were all considered "good" or "very good" by at least 7 out of 10 respondents. Application processing receives this rating from 84.2 percent of the respondents.

- **Eight out of ten considered the Learning Center services as "good" or "very good."**

  Among the Learning Center services, individualized classes received the most frequent ratings of "good" or "very good" (84.5 percent) from among the respondents followed by tutoring (83.3 percent). Out-of-class testing received favorable ratings from 76.0 percent.

- **Among Registration Services, more than nine out of ten students considered in-person registration "good" or "very good."**

  From among exiting students, 96.9 percent considered in-person registration as "good" or "very good." The rating for phone-in registration was 88.2 percent and for on-line registration the response was 76.0 percent.

- **Over 90 percent of exiting students rated the quality of instruction as "good" or "very good."**

  The quality of instruction received favorable responses from 92.7 percent of the exiting students; 7.3 percent rated it "fair." No one gave this service area "poor/very poor" marks.

- **Among the other academic services, helpfulness of instructional support staff received the highest response of any academic service.**

  Student satisfaction ranged from a high of 94.4 percent "good/very good" ratings for helpfulness of instructional support staff to the lowest, class offerings, which received 77.1 percent "good/very good" ratings from exiting students.

- **Overall satisfaction with Yavapai College was high with all exiting students.**

  Close to 9 out of 10 exiting students considered their satisfaction with Yavapai College overall to be "good" or "very good." All graduates (100 percent) would recommend the college to family and friends, 91.6 percent without reservation.

III. Detailed Findings

Future Plans

Exiting students were asked to share their plans after graduation (Table 1). Over one-half of the graduates (51.0 percent) had plans to attend a 4-year college. More than half (53.1 percent) intended to work full-time after graduation while one-in-five (21.4 percent) planned to work part-time. Another 19.4 percent of respondents were looking for a job.

Plans for 15.3 percent of the students included continuing to attend Yavapai College. Twenty percent listed raising a family as being a part of their future plans.

Table 1
Plans After Graduation
N=98

	Number	Percent
Work full-time	52	53.1
Attend a 4-year college	50	51.0
Work part-time	21	21.4
Raise a family	20	20.4
Look for a job	19	19.4
Continue to attend YC	15	15.3
Continue with retirement	1	1.0
Join the military	1	1.0
Attend another 2-year college	2	2.0

Note: Percentages exceed 100 percent due to multiple-choice options.

Of the 50 respondents who stated that they intend to attend a 4-year college, 46.0 percent indicated a desire to attend Northern Arizona University. Arizona State University was selected by 22.0 percent of the respondents; the University of Arizona 4.0 percent. Other four-year colleges mentioned were Old Dominion University, University of Phoenix, and San Francisco University.

Background

When exiting students were asked when they started working toward a degree or certificate at Yavapai College, most stated that they began their work within the preceding five years (Table 2). Only two students began prior to 1990.

Table 2
Year Started Working on Degree

Year started working on degree	Number $N = 97$
1998-2001	83
1991-1997	11
1986-1990	1
1981-1985	1
Before 1981	1

The Applied Science Degree was the most frequently attained degree or certificate (42.7 percent) listed by these students (Table 3). The Associate of Arts Degree followed (30.7 percent). The remaining students listed receiving a degree or certificate, which reflects most of the other possible offerings from the college.

Table 3
Exiting Graduate Degree/Certificate

	Number $N = 75$	Percent
Advanced Certificate	11	14.7
Applied Science	32	42.7
Associate of Arts	23	30.7
Basic Certificate	3	4.0
General Studies Degree	3	4.0
Associate of Science	3	4.0

Most exiting students (76.5 percent) completed their degree or certificate with a cumulative grade point average (GPA) of between 3.0 and 4.0 (Table 4.) All of the exiting students in this survey had a 2.0 GPA or higher.

Table 4
Cumulative Grade Point Averages

	Number $N = 98$	Percent
2<GPA<=3	23	23.5
3<GPA<=4	75	76.5
Average GPA: 3.4		

Most students (70.4 percent) reported attending the Prescott Campus at some time in their studies (Table 5). Another 30.6 percent reported attending at the Verde Valley Center.

Table 5
Location of Class Attendance

	Number $N = 126$	Percent
Prescott Campus	69	70.4
Verde Valley Campus	30	30.6
Prescott Valley Center	6	6.1
Chino Valley Center	2	2.0
Other locations	7	7.1
Sedona Center	12	12.2

Note: Percentages exceed 100 percent due to multiple choice options.

Only the Prescott Campus and Verde Valley Campus had students who attended their facilities exclusively. In Prescott, 65 students (97 percent of Prescott) reported attending the Prescott Campus only. In the Verde Valley, 22 students (73 percent of Verde Valley) reported attending the Verde Valley Campus only. Exiting students who attended the Prescott Valley Center, Chino Valley Center, Sedona Center and other locations also attended either the Prescott Campus and/or Verde Valley Campus.

When asked what their typical semester credit load had been, most respondents (Table 6) reported taking 12 or more (a full-time student). Only six (6.1 percent) reported taking typically less than six credits per semester.

Table 6
Typical Semester Load

Credits	Number N = 98	Percent
12 or more	53	54.1
6-11	39	39.8
5 or fewer	6	6.1

While the average age of the students responding to this survey was 30.3 years, traditional age students (age 17-24) comprised the most with 50.0 percent of the exiting students (Table 7). The oldest graduate's age is 74.

Most of these students (Table 7) were women (73.5 percent) and white (73.5 percent.) Exiting students (Table 8) were also mostly either single, divorced or separated (72.5 percent).

Table 7
Demographic Profile of Exiting Students

	N=	Percent
Age		
17-24	49	50.0
25-34	20	20.4
35-59	26	26.5
60+	3	3.1
Average Age – 30.3 years		
Gender		
Female	72	73.5
Male	26	26.5
Ethnicity		
Asian/Pacific Islander	2	2.0
Black	1	1.0
White, Non-Hispanic	72	73.5
Native American	5	5.1
Hispanic	5	5.1
Non-resident alien	1	1.0
Other/Unknown	12	12.2

Table 8
Marital Status

	Number N = 91	Percent
Single/divorced/separated	66	72.5
Married	24	26.4
Widowed	1	1.1

Table 9 summarizes additional family/financial factors. In response to being asked whether they have any children under the age of 18 currently living with them or whether they were pregnant, most (67.0 percent) said no. Two-thirds (68.2 percent) reported receiving financial aid while at Yavapai College. Most (68.2 percent) said that for tax purposes, they were not a dependent when attending Yavapai College.

When asked if they have any permanent physical disabilities, 11.3 percent indicated that they did. Nine percent indicated they had developmental challenges.

Responding to whether any language other than English is commonly spoken at home, 11 out of 98 stated that this is the case. Six mentioned Spanish, one indicated Navajo, one French, one Chinese, and one Persian (Farsi).

Table 9
Family/Financial Factors (Percent)

	N=	% Yes
Children under 18 or pregnant	91	33.0
Received financial aid	88	68.2
Dependent while attending	88	31.8
Language other than English at home	87	12.6
Developmental challenges	88	9.1
Any permanent physical disabilities	88	11.3

Most of the exiting students (85.7 percent) came from Yavapai County (Table 10). Another 11.2 percent lived in Arizona, but came from other counties. Only one student came from outside Arizona and only two students came from out of the United States.

Table 10
Residency Status

	Number N=98	Percent
Yavapai County	84	85.7
Other Arizona	11	11.2
Out of State	1	1.0
Out of Country	2	2.0

The respondents were asked to report their highest level of education that they had received (Table 11). Most (46.1 percent) indicated an associate degree; 6.7 percent had baccalaureate or doctoral/professional degrees.

Table 11
Highest Level Education - Student

	Number N = 89	Percent
Less than 12 years	1	1.1
High school graduate	12	13.5
Some college	24	27.0
Certificate	5	5.6
Associates	41	46.1
Baccalaureate	5	5.6
Doctoral/professional	1	1.1

Table 12 shows that their parents were more likely to have a high school degree or some college (mother – 59.3 percent and father – 48.2 percent); approximately 15 percent had less than 12 years of schooling.

One-fifth of the parents have baccalaureate degree or higher (20.9 percent of the mothers and 25.2 percent of the fathers).

Table 12
Highest Level Education – Parents

	Mother (Percent) N= 86	Father (Percent) N=87
Less than 12 years	14.0	16.1
High school graduate	36.0	28.7
Some college	23.3	19.5
Certificate	2.3	3.4
Associates	3.5	6.9
Baccalaureate	10.5	11.5
Masters	8.1	10.3
Doctorate/professional	2.3	3.4

IV. Satisfaction with Educational Programs and Support Services

Satisfaction with Support Services

Exiting students were asked to rate their **satisfaction with various college support services**. They were asked to rate these services as either "very poor, poor, fair, good, very good, or not applicable."

General Services

Among general services, the business office received the most favorable rating (94.8 percent). The least favorable rating was received by parking (32.6 percent).

Of the students who reported using college support services, at least three out of four considered the business office, the mail center, campus security, and the class schedule as providing either "good" or "very good" service. Also, among all the services, business office and mail center did not receive any "poor" or "very poor" rating by any of the students.

Table 13
Ranked Ratings of General Services (Percent Good/Very Good)*

	N=	Very Poor	Poor	Fair	Good	Very Good		*Good/ Very Good*
Business Office	95	0	0	5.3	49.5	45.3		94.8
Mail Center	39	0	0	12.8	64.1	23.1		87.2
Class Schedule	92	0	5.4	13.0	48.9	32.6		81.5
Campus Security	73	0	5.5	17.8	49.3	24.7		76.7
Bookstore	92	3.3	6.5	21.7	47.8	20.7		68.5
Cafeteria/Snack Bar	84	6.0	6.0	31.0	41.7	15.5		57.2
Parking	95	7.4	15.8	44.2	26.3	6.3		32.6

*Responses of "not applicable" are not included.

Except for parking and cafeteria/snack bar, less than 10 percent of the students rated any of these general services as "poor" or "very poor." Twenty-three percent of the students considered parking to be "very poor."

Table 14
Ranked Ratings of Services (Percent Poor/Very Poor)*

	N=	Very Poor	Poor	Fair	Good	Very Good		*Poor/ Very Poor*
Parking	95	7.4	15.8	44.2	26.3	6.3		23.2
Cafeteria/Snack Bar	84	6.0	6.0	31.0	41.7	15.5		12.0
Bookstore	92	3.3	6.5	21.7	47.8	20.7		9.8
Campus Security	73	0	5.5	17.8	49.3	27.4		5.5
Class Schedule	92	0	5.4	13.0	48.9	32.6		5.4
Mail Center	39	0	0	12.8	64.1	23.1		0
Business Office	95	0	0	5.3	49.5	45.3		0

*Responses of "not applicable" are not included.

Campus Life

Among **Campus Life services** (clubs and organizations and student activities), more than 7 out of 10 respondents considered these services to be either "good" or "very good" (Table 15). Less than one out of ten gave them a "poor" or "very poor" rating. None of the students rated student activities as "poor/very poor."

For student housing, 63.7 percent rated this service area as "good/very good."

Table 15
Ranked Ratings of Campus Life (Percent Good/Very Good)*

	N=	Very Poor	Poor	Fair	Good	Very Good		*Good/ Very Good*
Clubs and Organizations	52	0	3.8	21.2	50.0	25.0		75.0
Student Activities	46	0	0	26.1	50.0	23.9		73.9
Student Housing	22	0	9.1	27.3	45.5	18.2		63.7

*Responses of "not applicable" are not included.

Counseling

Most of the responding students considered the **counseling services** to be "good" or "very good" (Table 16). While only 16 percent of the exiting students reported using the ombudsman service, those who did gave it high marks with 93.8 percent rating it "good/very good."

Table 16
Ranked Ratings of Counseling (Percent Good/Very Good)*

	N=	Very Poor	Poor	Fair	Good	Very Good		*Good/ Very Good*
Students' Ombudsman	16	0	0	6.3	62.5	31.3		93.8
Personal Counseling	45	0	0	11.1	46.7	42.2		88.9
Academic Advising	94	0	3.2	9.6	30.9	56.4		87.3
Career Guidance	76	1.3	3.9	14.5	38.2	42.1		80.3
Placement Testing	62	0	3.2	17.7	54.8	24.2		79.0
Judicial Coordinator	19	0	0	21.1	52.6	26.3		78.9

*Responses of "not applicable" are not included.

Financial Aid

Among **financial aid services**, seven out of ten exiting students found this service to be "good" or "very good." While only ten students utilized veteran's benefits, 80 percent rated is "good/very good."

Table 17
Ranked Ratings of Financial Aid (Percent Good/Very Good)*

	N=	Very Poor	Poor	Fair	Good	Very Good		*Good/ Very Good*
Application Processing	76	1.3	3.9	10.5	36.8	47.4		84.2
Veteran's Benefits	10	10.0	0	10.0	50.0	30.0		80.0
Employment Referrals	32	3.1	0	18.8	40.6	37.5		78.1
Financial Aid Advising	69	0	10.1	14.5	36.2	39.1		75.3

*Responses of "not applicable" are not included.

Learning Center

More then three-fourths of the exiting students rated the **Learning Center services** as either "good" or "very good" (Table 18). Less than 10 percent rated this service area as "poor." None of the students rated the Learning Center services as "very poor."

Table 18
Ranked Ratings of Learning Center (Percent Good/Very Good)*

	N=	Very Poor	Poor	Fair	Good	Very Good		*Good/ Very Good*
Individualized Classes	45	0	2.2	13.3	37.8	46.7		84.5
Tutoring	54	0	7.4	9.3	33.3	50.0		83.3
Out-of-Class Testing	50	0	8.0	16.0	40.0	36.0		76.0

*Responses of "not applicable" are not included.

Registration

More than 9 out of 10 of the respondents considered "in-person" **registration** services as "good" or "very good." Only phone-in registration received any negative ratings (less than 3 percent). Neither in-person nor on-line registration received any negative ratings.

Table 19
Ranked Ratings of Registration (Percent Good/Very Good)*

	N=	Very Poor	Poor	Fair	Good	Very Good		*Good/ Very Good*
In-Person	96	0	0	3.1	34.4	62.5		96.9
Phone-in	34	0	2.9	8.8	32.8	50.0		88.2
On-line	25	0	0	24.0	40.0	36.0		76.0

*Responses of "not applicable" are not included.

Comments from Exiting Students – Support Services

Students responding to the exit survey were also asked to share **any particularly positive or negative experiences they had with any of the support services**. An electronic copy of all the comments is available to anyone who requests it. While the comments varied, the most frequently mentioned **positive** experiences were:

- The staff
- The Learning Center

The most frequently shared **negative** experiences were:

- The parking
- The staff (students reported both positive and negative experiences)

Satisfaction with Academic Services

Students were asked to rate their **satisfaction with various academic services**. They were asked to rate these items as either "very poor, poor, fair, good, very good, or not applicable."

Nine out of ten exiting students considered helpfulness of instructional support staff, computer access, quality of instruction, and library facilities as the most favorable of the academic services (Table 20).

Among the other listed academic services, at least three-fourths of the exiting students considered rating them as "good" or "very good." Fewer than five percent rated any of these as "poor" or "very poor."

Table 20
Ranked Ratings of Academic Services (Percent Good/Very Good)*

	N=	Very Poor	Poor	Fair	Good	Very Good		*Good/ Very Good*
Helpfulness of instructional support staff	90	0	1.1	4.4	50.0	44.4		94.4
Computer access	93	0	0	6.5	35.5	58.1		93.6
Quality of instruction	96	0	0	7.3	46.9	45.8		92.7
Library facilities	90	0	1.1	6.7	47.8	44.4		92.2
Quality of assistance in the library	89	0	1.1	9.0	43.8	46.1		89.9
Labs/shops	92	0	1.1	9.8	51.1	38.0		89.1
Information technology (ITS) help desk	52	0	1.9	11.5	59.6	26.9		86.5
Helpfulness of instructional administrators (e.g., division/ department assistants or heads	83	0	3.6	10.8	39.8	45.8		85.6
Availability of instructors	95	1.1	1.1	14.7	42.1	41.1		83.2
Classrooms	95	0	2.1	16.8	51.6	29.5		81.1
Distributed learning support service	39	0	0	20.5	46.2	33.3		79.5
Class offerings	96	2.1	4.2	16.7	53.1	24.0		77.1

*Responses of "not applicable" are not included.

Comments from Students – Academic Services

Students responding to the exit survey were asked to share **any particularly positive or negative experiences they had with any of the academic services**. The most frequently mentioned **positive** experiences were:

- The quality of instruction
- The library and staff

Many students shared their experiences with faculty and staff members who provided them with outstanding service. One student expressed a very positive experience from the mentoring program.

While the number of comments were not extremely high in number, the most frequently shared **negative** experiences involved:

- Availability of classes
- Condition of facilities/classrooms

Overall Satisfaction with Yavapai College

When asked how they would rate their overall satisfaction with Yavapai College, 98.6 percent rated the college as "good" or "very good" (Table 21.) Close to one-half rated the college as "very good." Only two respondents rated the college overall as "poor."

Table 21
Overall Satisfaction with Yavapai College

Rating	Respondents (*N*=97)	Percent
Very Poor	2	2.1
Poor	0	0
Fair	9	9.3
Good	40	41.2
Very Good	46	47.4

In response to the question "what do you like best about Yavapai College," close to one-fourth of the exiting students cited the "friendly/helpful environment."

Recommendation to Friends and Family

When asked if they **would recommend Yavapai College to friends/family** all responded (100 percent) yes (Table 22). Only 8 students said yes, with reservations.

Table 22
Would Recommend to Family and Friends

	Respondents (*N*=95)	Percent
Yes	87	91.6
Yes, with some reservation	8	8.4
No	0	0

V. Concluding Statement

Yavapai College exiting graduates responding to the survey were positive in terms of overall satisfaction with the college, the academic services and the support services. Service areas with the highest percentage of satisfied respondents (90 percent or more) include:

- In-person registration – 96.9 percent
- Business office – 94.8 percent
- Helpfulness of instructional support staff – 94.4 percent
- Student's ombudsman – 93.8 percent
- Computer access – 93.6 percent
- Library facilities – 92.2 percent
- Quality of instruction – 92.7 percent

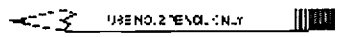
Except for parking, the bookstore, and the cafeteria/snack bar; negative comments and unfavorable ratings (poor or very poor) were few in frequency. While not identified in the detailed comments, a number of faculty and staff were highly praised for their quality of instruction or service, their friendliness, and helpfulness. "Great," "family," and "friendly" were terms often used by exiting students to describe their Yavapai College experience.

VI. Appendix

Yavapai College

Graduate Exit Survey

Congratulations on your achievement! Feedback from our graduates is essential in the college's effort to improve programs and services. Your response will be kept confidential; only aggregate data from the survey is reported. Your reply is greatly appreciated! Please use a number 2 pencil and fill out each oval entirely.



Name_____ Student ID_____

Address_____ City_____

State_____ Zip_____ Tel ( ) _____

Degree/Certificate Educational Program_____

PART I. FUTURE PLANS

1. What are your plans after graduation? (Mark all that apply)

- 1 Work full-time
- 2 Work part-time
- 3 Look for a job
- 4 Join the military
- 5 Continue to attend YC
- 6 Attend another 2-year college (Please specify)_____
- 7 Attend a 4-year college (Please specify)_____
- 8 Raise a family
- 9 Continue with retirement
- 10 Not sure
- 11 Other (Please specify)_____

PART II. BACKGROUND

2. What year did you start working toward a degree or certificate at Yavapai College?

Year_____

3. Where did you attend class (Mark all that apply)

- 1 Prescott Campus
- 2 Prescott Valley Center
- 3 Chino Valley Center
- 4 Verde Valley Center
- 5 Sedona Center
- 6 Other locations throughout the county

4. What was your typical semester credit load?

- 1 5 or fewer
- 2 6-11
- 3 12 or more

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PART III. SATISFACTION WITH EDUCATIONAL PROGRAMS AND SUPPORT SERVICES

5. Please rate your satisfaction with the following college support services.

	Very poor	Poor	Fair	Good	Very good	Not applicable	
Services							
Bookstore	○	○	○	○	○	○	■
Business Office	○	○	○	○	○	○	■
Cafeteria/Snack Bar	○	○	○	○	○	○	■
Campus Security	○	○	○	○	○	○	■
Class Schedule	○	○	○	○	○	○	■
Mail Center	○	○	○	○	○	○	■
Parking	○	○	○	○	○	○	■
Campus Life							
Clubs and Organizations	○	○	○	○	○	○	■
Student Activities	○	○	○	○	○	○	■
Student Housing	○	○	○	○	○	○	■
Counseling							
Academic Advising	○	○	○	○	○	○	■
Career Guidance	○	○	○	○	○	○	■
Judicial Coordinator	○	○	○	○	○	○	■
Personal Counseling	○	○	○	○	○	○	■
Placement Testing	○	○	○	○	○	○	■
Students' Ombudsman	○	○	○	○	○	○	■
Financial Aid							
Application Processing	○	○	○	○	○	○	■
Financial Aid Advising	○	○	○	○	○	○	■
Employment Referrals	○	○	○	○	○	○	■
Veterans Benefits	○	○	○	○	○	○	■
Learning Center							
Tutoring	○	○	○	○	○	○	■
Individualized Classes	○	○	○	○	○	○	■
Out-of-Class Testing	○	○	○	○	○	○	■
Registration							
In-Person	○	○	○	○	○	○	■
Phone-in	○	○	○	○	○	○	■
On-line	○	○	○	○	○	○	■

6. Please share any particularly positive or negative experiences you had with any of the above support services.

7. Please rate your satisfaction with the following instructional items

	Very poor	Poor	Fair	Good	Very good	Not applicable
Class offerings	1	2	3	4	5	6
Quality of instruction	1	2	3	4	5	6
Availability of instructors	1	2	3	4	5	6
Helpfulness of instructional support staff	1	2	3	4	5	6
Helpfulness of instructional administrators (e.g., division/ department assistants or heads)	1	2	3	4	5	6
Classrooms	1	2	3	4	5	6
Labs/shops	1	2	3	4	5	6
Quality of assistance in the library	1	2	3	4	5	6
Library facilities	1	2	3	4	5	6
Computer access	1	2	3	4	5	6
Information technology (ITS) help desk	1	2	3	4	5	6
Distributed learning support service	1	2	3	4	5	6

8. Please share any particularly positive or negative experience you had with any of the above academic services.

9. Rate your satisfaction with Yavapai College overall.

1 Very poor
2 Poor
3 Average
4 Good
5 Very Good
6 NA

10. Would you recommend Yavapai College to friends/family? (Please comment)

1 Yes_____

2 Yes, with some reservation_____

3 No_____

11. What do you like best about Yavapai College?

12. What do you like least about Yavapai College? Please share suggestions for improvement.

13. Would you like us to send you an executive summary of this study?

Y Yes
N No

PART IV: ABOUT YOU

The following section includes information needed for Yavapai College to apply for federal grants. Please be reminded that all information will be kept in the strictest confidence. Just leave a question blank if you don't feel comfortable answering.

14. Marital Status

☐ Married ☐ Single/Divorced/Separated ☐ Widowed

15. Do you have any children under the age of 18 currently living with you or are you pregnant?

☐ Yes ☐ No

16. Did you receive financial aid at Yavapai College?

☐ Yes ☐ No

17. For tax purposes, were you a dependent when attending Yavapai College?

☐ Yes ☐ No

18. What is the highest level of education you have completed?

☐ Less than 12 years ☐ Some College ☐ Associates ☐ Masters
☐ High school graduate ☐ Certificate ☐ Baccalaureate ☐ Doctoral/professional

19. What are the highest levels of education your parents have completed?

Mother
☐ Less than 12 years ☐ Some College ☐ Associates ☐ Masters
☐ High school graduate ☐ Certificate ☐ Baccalaureate ☐ Doctoral/professional

Father
☐ Less than 12 years ☐ Some College ☐ Associates ☐ Masters
☐ High school graduate ☐ Certificate ☐ Baccalaureate ☐ Doctoral/professional

20. Is a language other than English commonly spoken in your household?

☐ No ☐ Yes (what language) _____.

21. Do you have any permanent physical disabilities? (Mark all that apply)

☐ None ☐ Vision/Blindness ☐ Paralysis ☐ Hearing/Deafness
☐ Other (Please specify)_____

22. Do you have any certified developmental challenges? (e.g., attention deficit, dyslexia, or any other learning disabilities)

☐ No ☐ Yes

Thanks for your help!

Please address questions or comments to Dr. John W. Quinley, Director of Institutional Research, at 776-2204 or john_quinley@yavapai.cc.az.us

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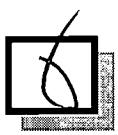

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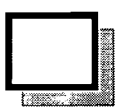

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