



Institutional Effectiveness, Research & Planning

GRADUATION EXIT SURVEY RESULTS

Spring 2016

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Graduation Exit Survey Results

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Introduction

The Crafton Hills College (CHC) Office of Resource Development in coordination with the Transfer Center, the HSI STEM grant program, and the Office of Institutional Effectiveness, Research, and Planning (OIERP) developed a survey to measure graduating students' perceptions of CHC, post-award outcomes such as transfer and employment, and interest in alumni services. Information provided by the results will be used to inform the continued improvement of CHC's alumni program and transfer services.

Summary of Results

- 99% of respondents either agreed or strongly agreed that their experience as a student at CHC was enriching.
- 96% of respondents either agreed or strongly agreed that their certificate and/or degree would help them be competitive in the workforce.
- 70% of respondents were either employed full-time (19%) or part-time (51%).

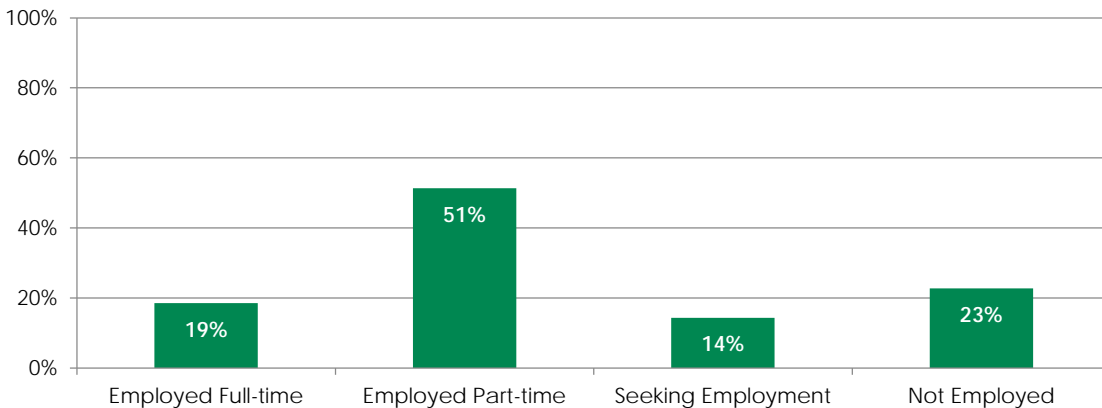


Figure I. Employment status.

- 87% of respondents planned to transfer to a four-year institution, and 42% planned to work.

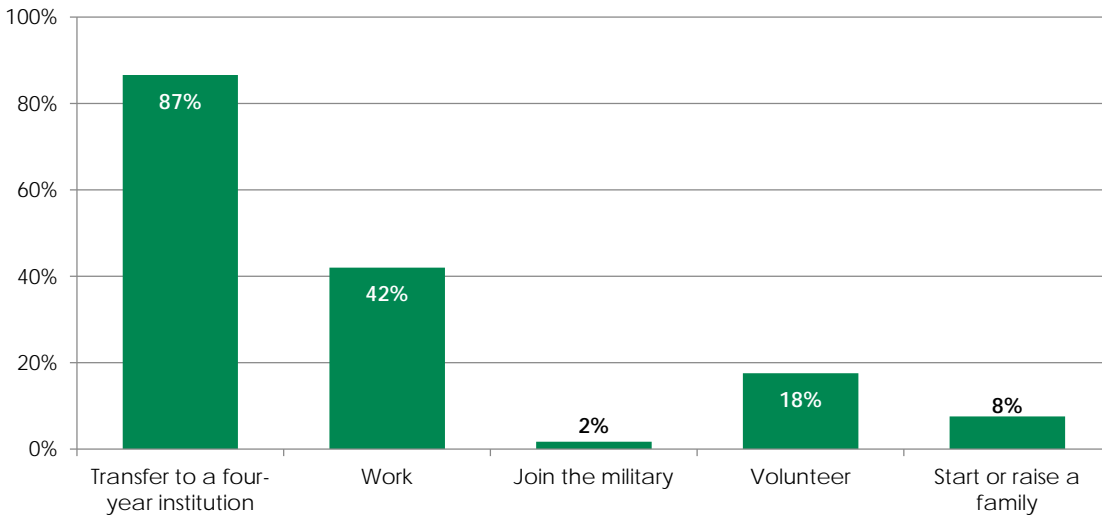


Figure 2. Plans after graduating.

- 50% of respondents planned to transfer to the California State University, and 15% planned to transfer to the University of California. Thirty-nine percent of respondents planned to transfer to California State University, San Bernardino. Additionally, 13% of respondents planned to transfer to an out-of-state institution.

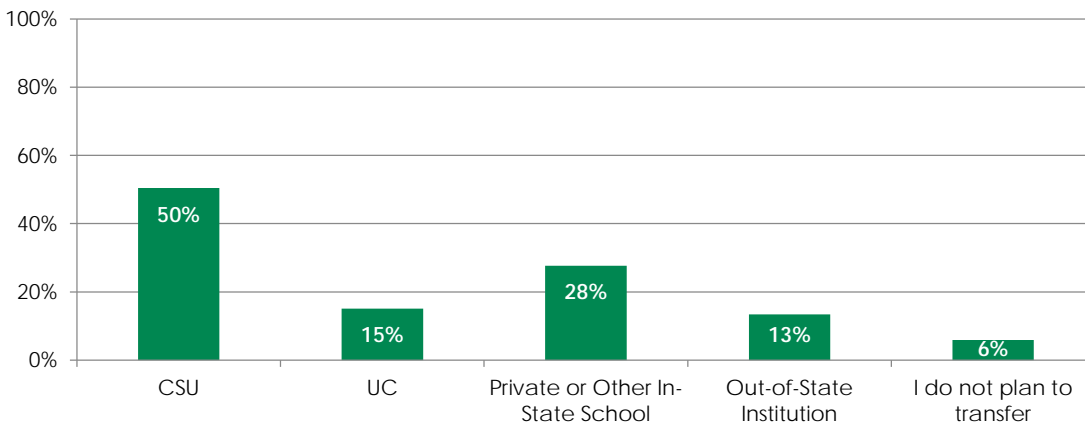


Figure 3. Transfer institutions.

- 73% of respondents identified transfer to a four-year university as their CHC educational goal, and 67% identified obtaining an associate’s degree as their CHC educational goal.

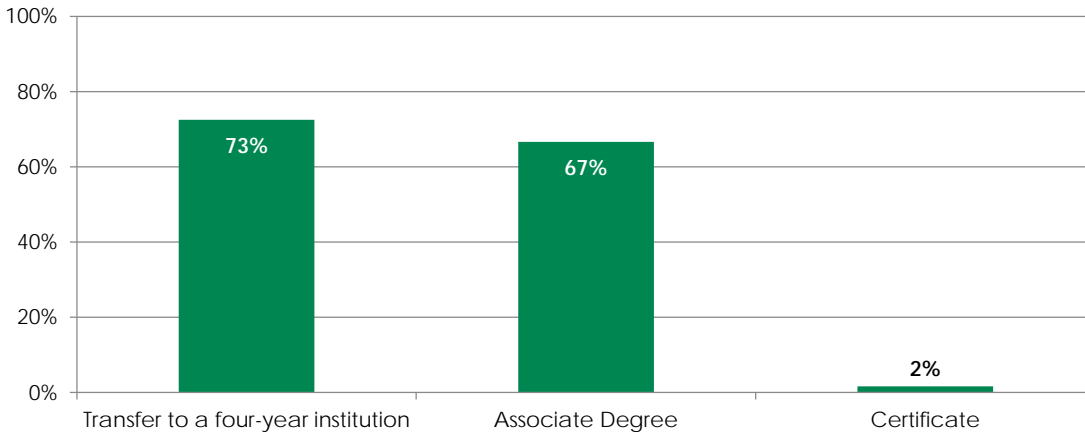


Figure 4. CHC educational goals.

- 90% of respondents believe they achieved their CHC educational goal.
- 50% of respondents identified a bachelor’s degree as their ultimate educational goal, and 61% of respondents identified a graduate degree as their ultimate educational goal.

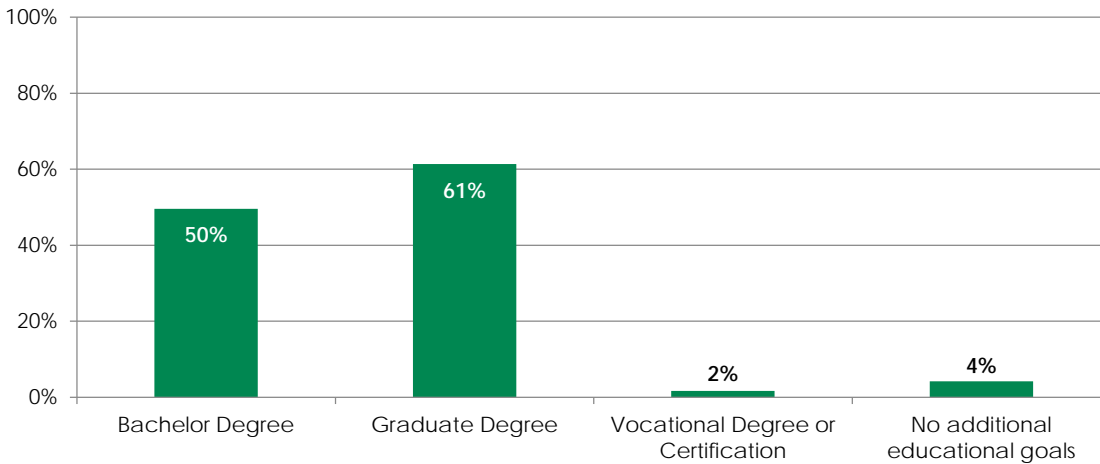


Figure 5. Ultimate educational goals.

- 37% of respondents would like to receive additional information about major campus events, 29% would like to receive additional information about theatre or art shows and reunion for their program of study.
- 52% of respondents stated the primary reason for attending alumni events would be to see faculty and to grow professionally.
- Regarding their overall experience at CHC, one respondent stated, “The professors are what made my experience so great. They genuinely care about your success.”

- One respondent advised new CHC students to “check out counseling center, plan your courses, go to tutoring center, make the most of it. People here are awesome, they’ll help you be successful.” Another respondent advised, “Don’t give up, study hard, get to know your professors, enjoy your time here, make new friends, and have fun!”

Methodology

The survey was administered to students attending the Graduate’s Breakfast and Transfer Recognition Luncheon in Spring 2016. The survey included four Likert-scale questions which asked respondents’ level of agreement with various statements about their experiences at CHC. Nine multiple-choice questions asked for respondents’ employment status, plans after graduation from CHC, transfer plans, attainment of their CHC educational goal(s), their ultimate educational goal(s), and interest in alumni events. Two open ended questions invited respondents to provide comments regarding their overall experience at CHC and advice to incoming new students. One hundred twenty responses were received. Questions shown in tables 2, 3, 9, and 10 allowed respondents to select multiple responses, therefore the sum of percentages equals greater than 100%. The percent (%) in these tables is calculated as the number of responses (#) divided by the total number of responses to the question.

Findings

Table 1 illustrates respondents’ level of agreement with various statements about their experience at CHC. Ninety-nine percent of respondents either agreed or strongly agreed that their experience as a student at CHC was enriching. Additionally, 96% of respondents either agreed or strongly agreed that their certificate and/or degree would help them be competitive in the workforce.

Table 1. Level of agreement with various statements regarding experiences at CHC.

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
My overall experience as a student at Crafton Hills College was enriching	80	67.8	37	31.4	1	0.8	0	0.0
My overall experience as a student at Crafton Hills College exceeded my expectations	77	64.7	33	27.7	9	7.6	0	0.0
If I could start my education at Crafton over, I would attend Crafton Hills College again.	85	71.4	26	21.8	7	5.9	1	0.8
My certificate and/or degree will help me to be competitive in the workforce.	75	64.1	37	31.6	4	3.4	1	0.9

Note: ‘#’ denotes the number of respondents who selected the specific response to each statement, and ‘%’ is the ‘#’ divided by the total number of responses for each statement.

Table 2 illustrates respondents' employment status at the time of graduation. Fifty-one percent of respondents were employed part-time, and 23% of respondents were not employed at all. Nineteen percent of respondents were employed full-time, and 14% of respondents were seeking employment.

Table 2. Employment status.

Status	#	%
Employed Part-time	61	51.3%
Not Employed	27	22.7%
Employed Full-time	22	18.5%
Seeking Employment	17	14.3%

Table 3 illustrates respondents' plans after graduation from CHC. Eighty-seven percent of respondents planned to transfer to a four-year institution, and 42% of respondents planned to work.

Table 3. Plans after graduation from CHC.

Plan	#	%
Transfer to a four-year institution	103	86.6%
Work	50	42.0%
Volunteer	21	17.6%
Start or raise a family	9	7.6%
Join the military	2	1.7%

Table 4 identifies respondents' CHC educational goals. Seventy-three percent of respondents identified transfer to a four-year university as their CHC educational goal, and 67% identified obtaining an associate's degree as their CHC educational goal.

Table 4. CHC educational goals.

CHC Educational Goal	#	%
Transfer to a four-year institution	87	72.5%
Associate Degree	80	66.7%
Certificate	2	1.7%

Table 5 illustrates respondents' CHC educational goal attainment. Ninety percent of respondents believe they achieved their CHC educational goal.

Table 5. CHC educational goal attainment.

Achieved CHC educational goal	#	%
Yes	106	89.8%
No	12	10.2%

Table 6 identifies respondents' ultimate educational goals after CHC. Fifty percent of respondents identified a bachelor's degree as their ultimate educational goal, and 61% identified a graduate degree as their ultimate educational goal.

Table 6. Ultimate educational goals.

Ultimate educational goals	#	%
Bachelor Degree	59	49.6%
Graduate Degree	73	61.3%
Vocational Degree or Certification	2	1.7%
No additional educational goals	5	4.2%

Table 7 identifies to which four-year institutions respondents planned to transfer. Thirty-nine percent of respondents planned to transfer to California State University, San Bernardino. Thirteen percent of respondents planned to transfer to an out-of-state institution. Overall, 50% of respondents planned to transfer to the California State University, and 15% planned to transfer to the University of California.

Table 7. Transfer institutions.

Institution	#	%
CSU San Bernardino	46	38.7%
Cal Poly Pomona	3	2.5%
Other CSU	11	9.2%
UC Riverside	11	9.2%
Other UC Campus	7	5.9%
Cal Baptist University	5	4.2%
Loma Linda University	8	6.7%
University of Redlands	6	5.0%
Other In-State Institution	14	11.8%
Out-of-State Institution	16	13.4%
I do not plan to transfer	7	5.9%

Table 8 identifies of respondents who planned to transfer to a four-year institution, the major(s) they declared or planned to declare. Thirty-three percent of respondents declared or planned to declare a major in the Social Sciences area, and 25% of respondents declared or planned to declare a major in the Arts and Humanities area.

Table 8. Declared or planned to declare majors.

Majors	#	%
Social Sciences	38	33.0%
Arts & Humanities	29	25.2%
Health & Medicine	20	17.4%
Business	16	13.9%
Science, Technology, Engineering & Mathematics	16	13.9%
Public & Social Services	6	5.2%
Multi-/Interdisciplinary Studies	5	4.3%
Hospitality & Personal Services	2	1.7%

Table 9 identifies the types of future events respondents would like to receive information about. Thirty-seven percent of respondents would like to receive additional information about major campus events. Twenty-nine percent of respondents would like to receive additional information about a reunion for their program of study, and an equal number (29%) of respondents would like to receive additional information about theatre/art shows.

Table 9. Future event interest.

Events	#	%
Major campus events	31	36.5%
Theatre or art shows	25	29.4%
Reunion for program of study	25	29.4%
Professional development (resume writing, job fairs, etc.)	21	24.7%
Connecting with current CHC students	20	23.5%
Community service projects	18	21.2%
Community speaker presentations	10	11.8%
Fundraising	8	9.4%
Financial planning	7	8.2%

Table 10 identifies the primary reason respondents listed for attending an alumni event. Fifty-two percent of respondents stated the primary reason for attending alumni events would be to see faculty, and to grow professionally. Forty-nine percent of respondents indicated the primary reason for attending alumni events would be to see classmates.

Table 10. Reasons for attending an alumni event.

Reasons	#	%
To see faculty	59	52.2%
To grow professionally	59	52.2%
To see classmates	55	48.7%
To stay connected with CHC	50	44.2%
To network with fellow alumni	39	34.5%
To explore ways to give back to CHC	33	29.2%

Respondents were provided an opportunity to offer comments about their experience at CHC. Most respondents praised their overall experience. Comments mentioned instructional excellence, a supportive community, and suggestions for improvement such as “more parking”. One respondent stated, “The professors are what made my experience so great. They genuinely care about your success.”

Respondents provided the following comments: Administration, Financial Aid, and the admin offices as a whole need to have a plan to give out the same info. Hardest time for me was an uncoordinated financial aid. :(

- Better than I expected, all of it, teachers, staff, opportunities to grow.
- Campus police used to be rude, now they are good.
- Crafton needs more economics professors
- Enjoyed my time here!!!
- [Name] at the [office] needs to be nicer.
- Great atmosphere, everyone is very friendly. If possible, try and do construction on weekends and holidays and during summer.
- Great college!! I love Crafton Hills College
- Great experience, everyone was very helpful and professional.
- Great staff, always friendly and respectful.
- I do not like the [office]. They lead you astray. They don't know anything. More sports and after school activities would be amazing.
- I had a bunch of fun & maneuvering my way through the maze of construction through the years!
- I have had the honor of meeting the most wonderful people along my journey!
- I like the fact that Crafton is surrounded by nature. Hiking the hills is a great experience.
- I love Crafton, so blessed to have gone here.
- I love Cynthia Hamlett!!! She is the best
- I love the faculties; you guys are so sweet!!! Thank you!
- I love the faculties! Best professors I've ever had compared to other schools. Love Crafton College!
- I would appreciate adjunct faculty to care about my education. It seemed like most did not care to be there and like they were just fired on to fill a position.
- I would be more interested in working at Crafton as a counselor. I love the work EOPS counselors do.
- It has been a great experience being here at Crafton. I have grown so much. Thank you.
- It's cool.
- Liked it, but wish I went to a 4 year.
- Love the campus
- Loved the squads I created.
- More help with FAFSA and Cal Grants | Pell Grants would be really helpful.
- More economics teachers
- More parking (2)
- Mostly positive
- My time here was very valuable.
- Offer more tutoring and parking
- Or. Truong and Prof. Shimeld are amazing!
- Sometimes it was hard but it was worth it.
- Teachers are great, I think there needs to be better communication on how to graduate or transfer.
- Thank You!!
- The child development center is amazing! I would 100% recommend the child development center for anyone wanting to take child development classes and work with children.
- The faculty here truly cares about the student and their success. I had a great experience here.
- The Geology faculty/department is incredible!! Extremely helpful, knowledgeable, and friendly. I could not have done this without them!!
- The professors are what made my experience so great. They genuinely care about your success.

- The transfer center at Crafton is fantastic!
- There is a need for more STEM support. Needed science, stats, and accounting help; tutoring was not available. Would have liked to have a way to connect with other students.
- Transfer staff was amazing! very helpful. Child Development program was amazing and very helpful really made my experience a good one.
- Without the professors and staff here I would have never figured out what God placed me on this Earth for, from the bottom of my heart - THANK YOU!!

When asked to provide advice to new students, respondents advised others to persevere, persist, obtain an education plan from counseling, and seek out support services like the tutoring center and the transfer center. One respondent advised, “Don’t give up, study hard, get to know your professors, enjoy your time here, make new friends, and have fun!” Respondents provided the following advice:

- -ratemyprofessor.com - use the tutoring center, it's free! - Be ready to study hard, and take school seriously. - Take early classes for good parking. - Don't feel discouraged if you don't get something, ask professors.
- "Make each day count" Jack Downson (Titanic)
- Always seek help if you need it, there's always someone to help you with whatever you need. Tutoring Center
- Be on top of all your goals, classes, and only you have the ability. Take hold of your success and failure. Keep strong be on top of financial aid, admin and counseling appt you have the power to succeed.
- Be seen!!
- Check out counseling, plan your courses, go to tutoring center, take out the most of it. People here are awesome, they'll help you to be successful.
- Come early and get good parking.
- Continue... continue through the difficult times, and enjoy your experience, one way is to get involved, and have a support system.
- Do NOT give up, whatever it takes do not give up.
- Do not procrastinate (2)
- Do not slack, stay focused and pass the class the first time. It's much more worth it and you'll be more proud of yourself.
- Do some research on the professor that you will be taking.
- Do this for yourself because friends will leave, relationships will fail, so do this for you! This is your life, your future, and your decisions.
- Do what you like.
- Do your best, always be positive and never give up.
- Don't be afraid to try new things and always give 100% in everything you do.
- Don't be afraid. I know starting college can be nerve-wrecking, but the staff is very friendly, and everyone is here to help you and wants you to succeed. You will meet awesome new friends, and have a great time. Enjoy it.
- Don't be afraid to be passionate about things, and don't be afraid to pursue those passions to your fullest ability.
- Don't burn out
- Don't change your major and stay focused!
- Don't ever let anyone tell you that you can't do it. I'm in high school and I did it!
- Don't give up especially when you feel like you been in school for a long time.
- Don't give up, stick it out.
- Don't give up, study hard, get to know your professors, enjoy your time here, make new friends, and have fun!
- Don't give up. (2)
- Don't give up! Push through, it's not as bad when you look back :) It will be worth it.
- Don't give up. You can do anything you set your mind to.
- Don't go to the counseling office.

- Don't quit!
- Don't take all of your "fun" classes right away...spread them out.
- Ed plan
- Enjoy your time here, it will be over before you know it.
- Everything is possible
- Get done, quick
- Get involved outside of classes!
- Get involved!
- Get it done! All of it!
- Get to know as many of the professors and staff as possible. It's all about who you know!
- Give 100% of yourself to get where you want to be.
- Go see counselor to see what to do to transfer or graduate on time and don't give up.
- Go to the counseling office and transfer center as much as possible.
- GPA matters. Don't slack off until the end.
- Great choice coming to Crafton. Go to the Transfer center. :)
- Hang in there!!
- Have an open mind and always be ready to learn.
- I would tell them to get involved on campus and remember that the education they're getting is just as good as a university.
- If you are working while taking classes, take it slow at first. Take maybe two classes at once until you are confident enough to handle more. Core classes first, advanced classes last. Stay organized and check blackboard often.
- If you haven't figured out what you're doing here, don't worry, Crafton Hills will help you figure it out! Good luck.
- If you're not sure what you want to do or major in, Crafton is the perfect place to find out! Take different classes, see what interests you :)
- It's not over until finals.
- Join AGS! It's the only club that goes on your transcripts. It really helps you make connections.
- Just push through and work hard. There is a finish line.
- Keep going, never give up.
- Keep going.
- Keep up with assignments
- Keep your head up. Don't be afraid to ask for help! You'll do great.
- Make school a priority. Make a goal to finish w/in 2 years, and stick to it. Do not give up!
- Make sure to keep up with your ed. plan each semester!
- Make sure you have a goal. If you don't, take some general eds to find out what you like. Get your life moving, don't be stagnant.
- Never be discouraged, one bad grade does not define your future, keep striving for your goals.
- Never give up and don't sell yourself short.
- Never give up on your educational goal
- Never give up!
- Never stop trying, always move forward
- No matter how long it takes, never lose sight of your goals.
- Not take a community college for granted and make the most of the education offered here.
- Pick a major you love and stick with it!
- Plan for the long-term, but enjoy your time year and use all of the resources offered.
- Push yourself, you can achieve anything you want to if you just keep going.
- Put in work!
- ratemyprofessor.com
- Read, learn, and make new friends.
- See a counselor ASAP
- Stay committed; don't let other get you down.
- Stay committed. Don't let life get in the way of finishing your education. It's more important than you realize and absolutely worth it.
- Stay Focused (2)
- Stay focused on your studies and reach out and connect with people
- Stay focused, pick something you like and stay with it.
- Strive to improve. be an example to others
- Study and follow your dreams!

- Study!! Even if the course seems easy, study!!
- Suck it up and get out in 2 years, don't get stuck.
- Take a Jimmy Urbanovich class...
- Take advantage of your time here at Crafton. Take all your classes seriously.
- Take classes seriously
- Take Cynthia Hamlett
- Take full advantage of your education.
- Take your time, focus, meditate.
- Tell Pfahler she is adorable and get her candy.
- Thank about your end goal and put in the hard work.
- To have a close and great relationship with faculty
- To study hard and have fun!
- Tutoring center is key
- Work hard and exemplify ambition in all you do.
- Work hard, keep your head up, it goes much faster than you think.
- Your teachers have been where you are now... listen to them! :)

Any questions regarding this report can be directed to the Office of Institutional Effectiveness, Research, and Planning at (909) 389-3331 or you may send an email to dpineda@craftonhills.edu: RRN 1539 Graduation Exit Survey Final.docx, SPI6_Graduation_Exit_Survey.sav, Output_SPI6Graduation_Exit_Survey.spv.