



# *Institutional Effectiveness, Research & Planning*

## **GRADUATION EXIT SURVEY RESULTS**

Spring 2018

**Prepared by Artour Aslanian  
October 18, 2018  
RRN: 1895**

# Graduation Exit Survey Results

Spring 2018

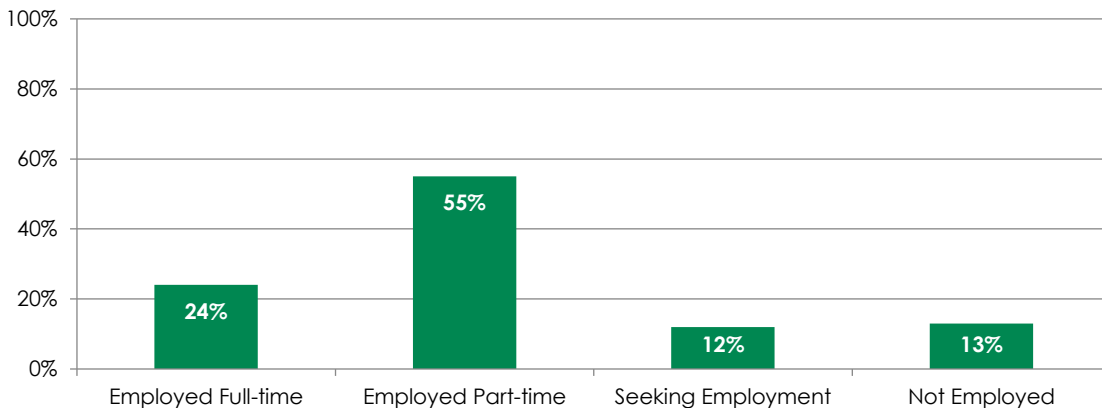
## Introduction

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

- 100% of respondents either agreed or strongly agreed that their experience as a student at CHC was enriching.
- 98% of respondents either agreed or strongly agreed that their certificate and/or degree would help them be competitive in the workforce.
- Twenty-four percent of respondents were employed full-time and 55% are employed part-time.

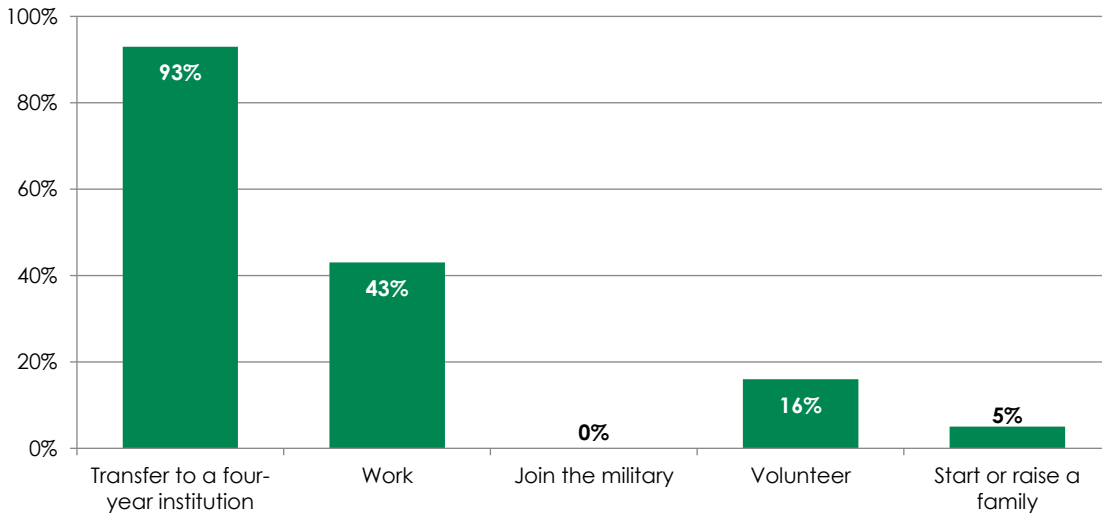
**Figure 1. Employment status.**



*Note: Respondents may have selected multiple responses.*

- Ninety-three percent of respondents planned to transfer to a four-year institution, and 43% planned to work.

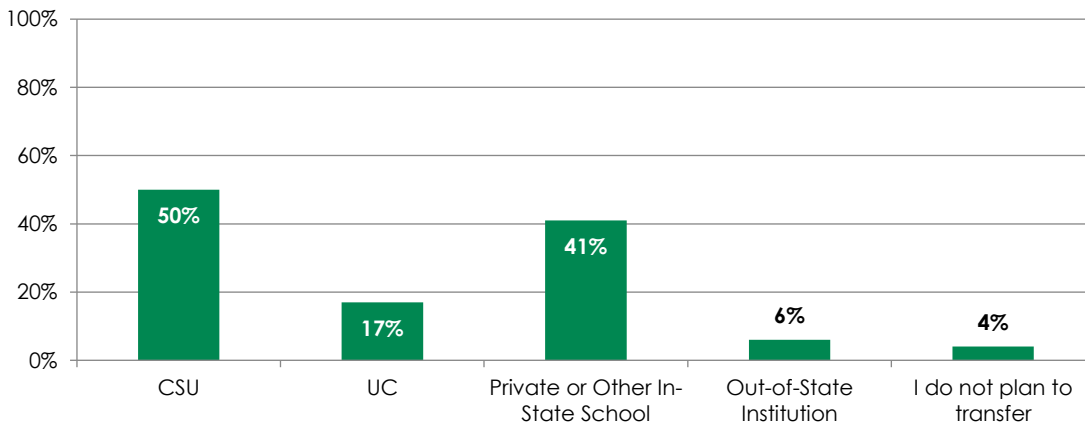
**Figure 2. Plans after graduating.**



Note: Respondents may have selected multiple responses.

- Fifty percent of respondents planned to transfer to the California State University with 43% of respondents planning to transfer to California State University, San Bernardino. Additionally, 41% of respondents planned to transfer to a private or other in-state institution. Seventeen percent planned to transfer to the University of California.

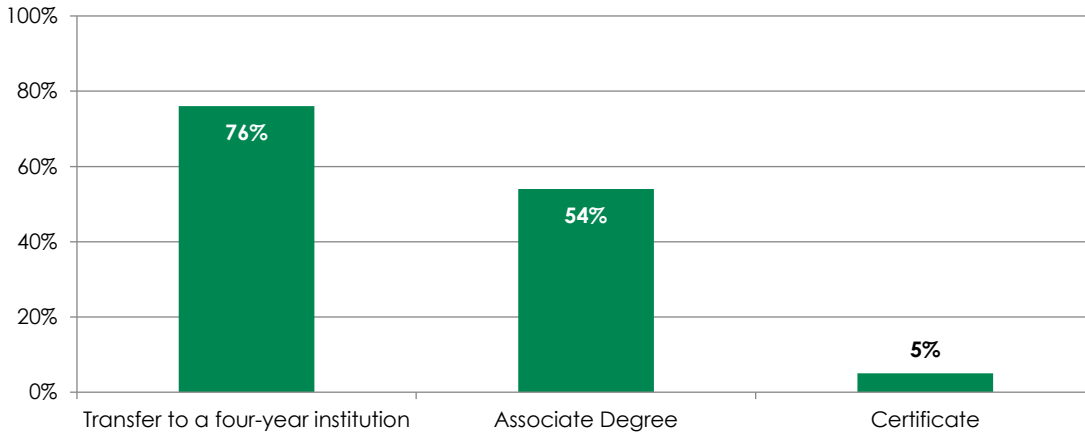
**Figure 3. Transfer institutions.**



Note: Respondents may have selected multiple responses. Missing responses excluded

- Seventy-six percent of respondents identified transfer to a four-year university as their CHC educational goal, and 54% identified obtaining an associate’s degree as their CHC educational goal.

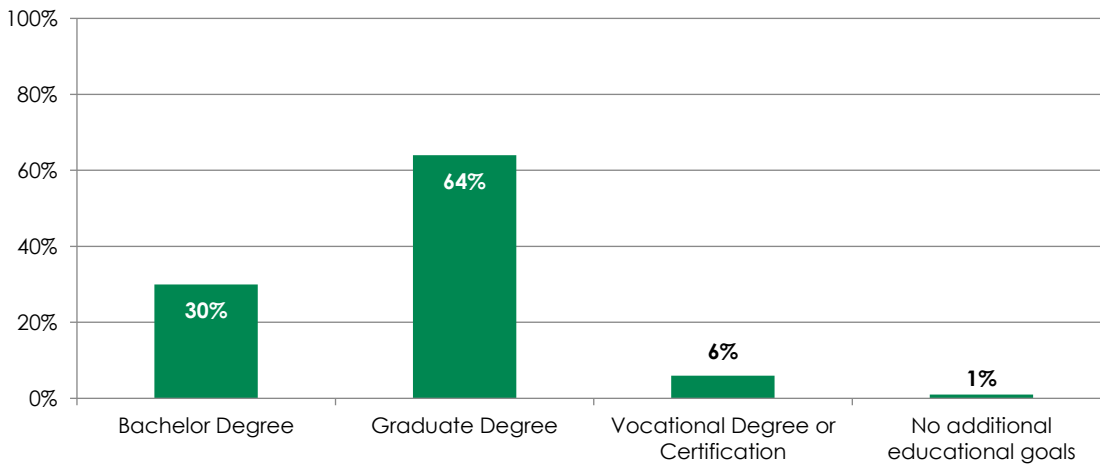
**Figure 4. CHC educational goals.**



*Note: Respondents may have selected multiple responses. Missing responses excluded*

- Eighty-eight percent of respondents believe they achieved their CHC educational goal.
- Thirty percent of respondents identified a bachelor’s degree as their ultimate educational goal, and 64% of respondents identified a graduate degree as their ultimate educational goal.

**Figure 5. Ultimate educational goals.**



*Note: missing responses were not included*

- Forty-seven percent of respondents would like to receive additional information about major campus events, 36% would like to receive additional information about community service projects.
- Sixty-one percent of respondents stated the primary reason for attending alumni events would be to stay connected with CHC, 60% stated that they would do so to see faculty.
- Regarding their overall experience at CHC, one respondent stated, “It was memorable! Crafton Hills has an amazing faculty that will help and support you. Thank you EOPS and thank you Ms. [Name]!”
- One respondent advised new CHC students that “College isn't about intelligence, it's about endurance!! Don't give up no matter how long it takes!!” Another respondent advised, “Meet with an advisor to map out a student ed plan. Set goals! Use all student success tools. Go to SI sessions! Study, study, study!”

### Methodology

The survey was administered to students attending the Graduate’s Breakfast and Transfer Recognition Luncheon in Spring 2018. 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 ten responses were received. Questions shown in tables 2, 3, 4, 7, 8, 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. All respondents either agreed or strongly agreed that their experience as a student at CHC was enriching and that if they could start their education over, they would attend Crafton Hills College again. Additionally, 98% 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		Total
	#	%	#	%	#	%	#	%	
My overall experience as a student at Crafton Hills College was enriching	77	70.6	32	29.4	0	0.0	0	0.0	109
My overall experience as a student at Crafton Hills College exceeded my expectations	63	57.3	43	39.1	4	3.6	0	0.0	110
If I could start my education at Crafton over, I would attend Crafton Hills College again.	87	79.8	22	20.2	0	0.0	0	0.0	109
My certificate and/or degree will help me to be competitive in the workforce.	78	72.2	28	25.9	2	1.9	0	0.0	108

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-six percent of respondents were employed part-time, and 24% of respondents were employed full-time. Thirteen percent were not employed at all.

**Table 2. Employment status.**

Status	#	%
Employed Full-time	26	23.6
Employed Part-time	61	55.5
Seeking Employment	13	11.8
Not Employed	14	12.7
<b>Total # of Respondents</b>	<b>110</b>	<b>100.0</b>

Table 3 illustrates respondents' plans after graduation from CHC. Ninety-three percent of respondents planned to transfer to a four-year institution, and 43% of respondents planned to work.

**Table 3. Plans after graduation from CHC.**

Plan	#	%
Transfer to a four-year institution	102	92.7
Work	47	42.7
Join the military	0	0.0
Volunteer	18	16.4
Start or raise a family	6	5.5
<b>Total # of Respondents</b>	<b>110</b>	<b>100.0</b>

Table 4 identifies respondents' CHC educational goals. Seventy-six percent of respondents identified transfer to a four-year university as their CHC educational goal, and 54% identified obtaining an associate's degree as their CHC educational goal.

**Table 4. CHC educational goals.**

<b>CHC Educational Goal</b>	<b>#</b>	<b>%</b>
Transfer to a four-year institution	84	76.4
Associate Degree	59	53.6
Certificate	6	5.5
<b>Total # of Respondents</b>	<b>110</b>	<b>100.0</b>

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

**Table 5. CHC educational goal attainment.**

<b>Achieved CHC educational goal</b>	<b>#</b>	<b>%</b>
Yes	95	88.0
No, I have a little more to go	13	12.0
<b>Total</b>	<b>108</b>	<b>100.0</b>

Table 6 identifies respondents' ultimate educational goals after CHC. Sixty-four percent of respondents identified a graduate degree as their ultimate educational goal, and 30% identified a bachelor's degree as their ultimate educational goal.

**Table 6. Ultimate educational goals.**

<b>Ultimate educational goals</b>	<b>#</b>	<b>%</b>
Bachelor Degree	32	29.9
Graduate Degree	68	63.6
Vocational Degree or Certification	6	5.6
No additional educational goals	1	0.9
<b>Total</b>	<b>107</b>	<b>100.0</b>

Table 7 identifies to which four-year institutions respondents planned to transfer. Forty-three percent of respondents planned to transfer to California State University, San Bernardino. Eleven percent of respondents planned to transfer to another in-state institution. Overall, 50% of respondents planned to transfer to the California State University, and 17% planned to transfer to the University of California.

**Table 7. Transfer institutions.**

<b>Institution</b>	<b>#</b>	<b>%</b>
CSU San Bernardino	47	43.1
Cal Poly Pomona	2	1.8
Other CSU	6	5.5
UC Riverside	10	9.2
Other UC Campus	9	8.3
Cal Baptist University	3	2.8
La Sierra University	2	1.8
University of La Verne	6	5.5
Loma Linda University	16	14.7
University of Redlands	6	5.5
Other In-State Institution	12	11.0
Out-of-State Institution	6	5.5
I do not plan to transfer	4	3.7
<b>Total # of Respondents</b>	<b>109</b>	<b>100.0</b>

Table 8 identifies of respondents who planned to transfer to a four-year institution, the major(s) they declared or planned to declare. Thirty-two percent of respondents declared or planned to declare a major in the Health & Medicine area, and 22% of respondents declared or planned to declare a major in the Social Sciences area.

**Table 8. Declared or planned to declare majors.**

<b>Majors</b>	<b>#</b>	<b>%</b>
Arts & Humanities	14	13.5
Business	12	11.5
Health & Medicine	33	31.7
Hospitality & Personal Services	0	0.0
Multi-/Interdisciplinary Studies	9	8.7
Public & Social Services	11	10.6
Science, Technology, Engineering & Mathematics	16	15.4
Social Sciences	23	22.1
<b>Total # of Respondents</b>	<b>104</b>	<b>100.0</b>



Table 9 identifies the types of future events respondents would like to receive information about. Forty-seven percent of respondents would like to receive additional information about major campus events. Thirty-six percent of respondents would like to receive additional information about community service projects.

**Table 9. Future event interest.**

<b>Events</b>	<b>#</b>	<b>%</b>
Professional development (resume writing, job fairs, etc.)	27	32.5
Community service projects	30	36.1
Theatre or art shows	24	28.9
Community speaker presentations	12	14.5
Fundraising	18	21.7
Connecting with current CHC students	20	24.1
Financial planning	14	16.9
Reunion for program of study	23	27.7
Major campus events	39	47.0
<b>Total # of Respondents</b>	<b>83</b>	<b>100.0</b>

Table 10 identifies the primary reason respondents listed for attending an alumni event. Sixty-one percent of respondents stated the primary reason for attending alumni events would be to stay connected with CHC. Sixty percent of respondents indicated the primary reason for attending alumni events would be to see faculty.

**Table 10. Reasons for attending an alumni event.**

<b>Reasons</b>	<b>#</b>	<b>%</b>
To see classmates	47	49.5
To see faculty	57	60.0
To network with fellow alumni	37	38.9
To grow professionally	45	47.4
To stay connected with CHC	58	61.1
To explore ways to give back to CHC	39	41.1
<b>Total # of Respondents</b>	<b>95</b>	<b>100.0</b>

Respondents were provided an opportunity to offer comments about their experience at CHC. Twenty-nine respondents provided comments, 22 (76%) of respondents provided positive comments about their experiences at CHC that involved faculty, staff, and student services. One respondent noted that “Crafton has given me an amazing opportunity to pursue my college education, I grew and learned so much.” Six (21%) respondents provided suggestions for improvement. These suggestions were directed towards student services and another towards an academic program. One student stated “I wish that all departments: Admissions, Financial Aid, and Counseling would state the same thing instead of the usual ‘you have to do that’ in which information can be wrong.” A list of complete responses is provided in Table 11.

**Table 11. Comments regarding student experiences at Crafton.**

Positive Comments (n=22)
Absolutely amazing experience!
After attending CHC for one year, I'll be graduating with my A.S.!! Most importantly, I met my current girlfriend here :) <3
Crafton has given me an amazing opportunity to pursue my college education, I grew and learned so much
Crafton is an outstanding school that is underappreciated. I would not be in the position I am now had I not enrolled here. I would honestly consider coming back to teach here after I get my degree :)
Crafton will forever hold a special place in my heart!! Forever grateful for Crafton and professors <3 !!!
EOPS and Counseling helped me a lot throughout my years!
Ever since I transferred here my life has changed. I have made life-long friendships. I have had incredible professors! I truly am grateful for Crafton! Thank you for helping me with my dreams!
Great Math department!
I have met so many people here who have changed my life and helped me through my time at Crafton. Many teachers here are wonderful and go out of their way to help students succeed
I love Crafton so much!
I was happy to have passionate and dedicated faculty, who cared about their students and accommodated as much as they could <3
I'm glad I came here. Genuinely, truly happy fate brought me to Crafton
It was memorable! Crafton Hills has an amazing faculty that will help and support you. Thank you EOPS and thank you Ms. [Name]!
My path was clear and perfect to understand and graduate on time
Overall my most positive experience at a school. I made many good friends and had (mostly) good experiences with teachers
Thank you
Thank you staff, faculty (especially [Name]), for a wonderful experience. Thank you EOPS!!!!
Thank you to the staff. Especially my Spanish Professor [Name], English Professor [Name], Math Professor [Name], Professor [Name], Professor [Name], and my Counselor [Name] and Therapy Counselor [Name]
The Transfer Center was an amazing help and an amazing resource - Love it <3
The atmosphere here is great and helped keep my mood up. The staff who was always nice to me, thank you so much!
The best college I have ever attended
The staff is very helpful!

**Areas for Improvement (n=6)**

For personal reasons, I have been on and off for the past eight years since 2010. I've seen the rough beginnings of Crafton's upgrades and improvements. It's been a bumpy ride with Counseling and the Financial Aid department but I stayed strong and was able to graduate with almost no guidance or aid until my last year here. My professors, however, were absolutely amazing

I am extremely disappointed with the Theatre program. I am a Theatre major and attended Crafton for 2 years and was not casted in any shows and constantly felt alienated and undermined. In the show "Doubt", none of the 4 actors were enrolled in the Performance class and one of them did not even attend Crafton. I would cry to [Name] and say this is why I'm studying at a community college. I want to be an educated actor and wanted to acquire skills in this program. [Name] nearly discouraged me from acting. I told him how I can apply to universities with no acting experience and nothing serious on my resume. Very surprisingly, I was accepted to UC Berkeley. It wasn't until then that I realized I am worth something to someone, but I wouldn't suggest the Theatre program to someone who wants to professionally act like me. Maybe I was meant to be ignored at the program because it led me to Berkeley, but something seriously needs to change with the Theatre program.

I wish as an outside student that you have an office for new students to show them ins and outs and what they need to succeed here

I wish that all departments: Admissions, Financial Aid, and Counseling would state the same thing instead of the usual "you have to do that" in which information can be wrong

I wish that the campus were more welcoming of children on campus. Tutoring wont' allow children in the center, classrooms don't accommodate for parents who don't have childcare

Not all teachers are great like medical micro

**Miscellaneous (n=1)**

Where is [illegible]?

When asked to provide advice to new students, respondents were very encouraging advised others to prioritize schooling, persevere through trials, enjoy their time in college, and meet with counselors to develop an education plan, and seek out support services around campus. One respondent advised, “If you ever face challenges along your journey, keep going. You don't have to face things alone. Find solace within yourself and don't be afraid to seek help from CHC counselors.” Another student stated that “Crafton is an amazing place to start off, it gives you a feel for college/university, and it has great programs with many universities if your goal is to transfer.” A list of complete responses is provided in Table 12.

**Table 12. Advice to new students.**

<b>Advice from Students</b>
A few years of hard work in school leads to a successful, easy life, a few years of an easy life will lead to a hard life. Work hard now, so later you don't have to
Always make school a priority! The rest will still be there when you graduate
Always research your teachers. If you don't like the class/teacher then you won't feel motivated. Enjoy the time you spend at Crafton and treasure the memories and friends you make
Anything is possible
Be involved and continue to pursue your career even when obstacles arise
Be relentless. When you enroll and set education plans, hold your counselors accountable. Set appointments ahead of time with the Financial Aid department and have all your facts and questions ready!
Bring a backpack
College isn't about intelligence, it's about endurance!! Don't give up no matter how long it takes!!
Consistency, perseverance, and faith are the keys to success!!!
Continue to pursue your goals, work hard and be humble. Time will pass and you'll be walking across the stage before you know it
Crafton is an amazing place to start off, it gives you a feel for college/university, and it has great programs with many universities if your goal is to transfer
Do your homework and utilize the amazing faculty
Don't be afraid to talk to staff, most are friendly!
Don't drop out!!! Twice as hard to come back and fix your mistakes
Don't give up
Don't stop here
Don't stress
Don't stress about time. You'll finish eventually. Community college is a great option! Wish I did it sooner
Don't worry, take your time and have fun! Also, pass your classes!
Double check what classes you need, check with at least 2 different counselors
Enjoy CHC..You never know what may happen
Enjoy every moment. Never give up
Enjoy the moment. Don't procrastinate. Always go to class.
Find a department chair and meet with them frequently
Get classes done as soon as possible, don't procrastinate, and try to avoid having to re-take classes
Get involved! Take part in class discussions! Enjoy your time here!
Give yourself a break! Communicate with your professors regularly
Go to Crafton and enjoy it. It's a good, cheap, educational way to start your career
Go to tutoring. Make friends in all your classes so you have people to study with. Don't procrastinate
Have fun and decide what to major in as you go
Honestly take all the classes you can and explore everything

If you ever face challenges along your journey, keep going. You don't have to face things alone. Find solace within yourself and don't be afraid to seek help from CHC counselors
It'll be stressful but you can do it. The payoff is amazing
Join a club
Join the Honors program. I would attribute all of my success to my transfer because of all the work the program put me through
Keep away from any distractions
Keep going, utilize the resources provided, they help so much!! You're capable and strong!!
Keep moving forward until you get what you plan
Keep moving forward, never give up on your educational goals
Keep pushing forward - don't take time off, education first
Keep your focus, even when things get tough
Keep your head up and power through! It's over faster than you know it!
Know when to ask for help before it is too big of a problem, there is no shame in getting a hand up
Live. Study. Be honest with yourself. Do your best. Use the school's resources
Look up your professors before taking a class! And don't be afraid to take a class not in your comfort zone. Most importantly, take your time to do things right
Make several appointments with counselors from CHC and where you plan to transfer to so you don't take classes you don't need
Make the most of your college experience. Join clubs, make friends, go to events. It's worth it. Trust
Meet with an advisor to map out a student ed plan. Set goals! Use all student success tools. Go to SI sessions! Study, study, study!
Never give up, where there is a will there is a way!
Never let a failed class deter you from finishing school. Stick with it, it'll make you stronger and more appreciative of the end result
No matter what life throws at you keep going! Finish school! No matter how long it takes! <3 :)
No matter what, do not give up! Anything is obtainable with the right mind set. Always strive for growth and stay moving, because movement is growth/life!
Pay attention in class and interact with your professors. They love that!
Purchase your textbooks, join a club, and be active with your school, it makes life fun! Don't procrastinate, sleep is important
See a counselor and try out departments until you find your fit
Stay focused even if you have to take one class. Rush to go in to de
Stay focused, but have fun
Stay focused, don't give up! Communicate with your professors and gotta make friends with classmates! It will help you with attending and make the semester enjoyable!
Stay focused. Two years and be done! You can do it. You have all the support and guidance right here on campus. Good luck! Class of 2018 - Cal Baptist here I come!
Stay persistent, stay focused
Study
Study and stay dedicated! Also take [Name] for Math she's amazing!
Study hard! Look into the resources here
Study hard, never give up, and always stay positive
Study hard. Don't give up!
Study put in that time. Set goals
Study, positive attitude, right mindset!!!
Take English 101 and all Math classes as soon as you can! Don't wait!
Take [Name] for Math
Take advantage of all the services CHC provides and communicate with faculty and staff
Take all the classes you can and enjoy it no matter how long it takes
Take it seriously and stay on top of your classes

Take math courses first to get them out of the way
Take your Math/English first
Talk to [Name] in Transfer Center - best counselor on campus
Talk to professors, meet with counselors, stay in school
Talk to transfer counselors over the CHC counselors - overwhelmed and overworked, difficult to get questions answered. Take more classes here where it's cheap before transferring!
The Tutoring Center is a great resource, and don't be shy to ask professors for help
This school has been there for me and would advise any one struggling in school to attend this college first
Time at Crafton flies by, enjoy it as much as you can and don't be scared to get out of your comfort zone
To take advantage of all the amenities and programs or resources that are available to you as a student, it helps tremendously
Work hard to succeed and I would highly recommend doing the EOPS program
Work hard, it pays off
Work hard, try your best. Get connected. Join EOPS. Take opportunities
You never have to accept your life as it comes. You have the power to invent and reinvent yourself at any point of your life should you want a change
You will do great! Be present in your classes, manage your time, and enjoy the journey!