Herkimer College

# Graduate Follow-Up Survey: Multi-Year Study

2017-2018, 2018-2019, 2019-2020

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# Executive Summary
## Survey Response Details

This packet contains data from three years of responses to the Graduate Follow-up survey: 2017-2018, 2018-2019, and 2019-2020. Below are the detailed breakouts of initial population size (total graduates in the pool), number of respondents, and how many responses were necessary for a 5% margin of error.

| Academic Year | Initial Population | Number of Respondents (N) | Response Rate | Required (to be within a 5% margin of error) |
|---|---|---|---|---|
| 2017-2018 | 436 | 278 | 64% | 205 |
| 2018-2019 | 454 | 240 | 53% | 209 |
| 2019-2020 | 417 | 273 | 65% | 201 |

The target audience for this survey are graduates within 6 months post-graduation.

All questions on this survey are optional. The percentages for certain questions may either not add up to 100%, or may add up to slightly more than 100%; this is caused by the way the percentages were rounded during tabulation. The number of unique students who answered each question is designated by 'n'. In addition to student responses to the survey, data was collected from the National Student Clearinghouse and from faculty.  In some cases the 'n' may total more than the number of respondents.

The outcomes from 2019-2020 may have been impacted by COVID-19.

**How is this survey currently being used?**

➢ Collection of Perkins data
➢ Program Review (upon request)

**What are the potential uses for this survey data?**

➢ Recruitment and Retention
➢ Assessment
➢ Planning

**Why is this data relevant?**

➢ It can be used as a recruiting tool to showcase our successes.
➢ It can be used in assessing retention activities for example the student's perception of quality of education and relationships with faculty may impact their completion.
➢ Assessment of student services. (note: these questions have been expanded for future survey administration)
➢ Provides information to aid in assessing if we are meeting our institutional objectives.

**Question to Foster Opportunity:**

➢ Are we meeting our objectives as an institution?
➢ How can you use this data to inform your committee, division, and/or department?
   o What changes can be made to create positive impact for future results?
➢ Do you feel there is a need for additional research caused by the review of the data?

# Main Activity

Since graduating from Herkimer College, my main activity has been:

## Main activity after graduation is:
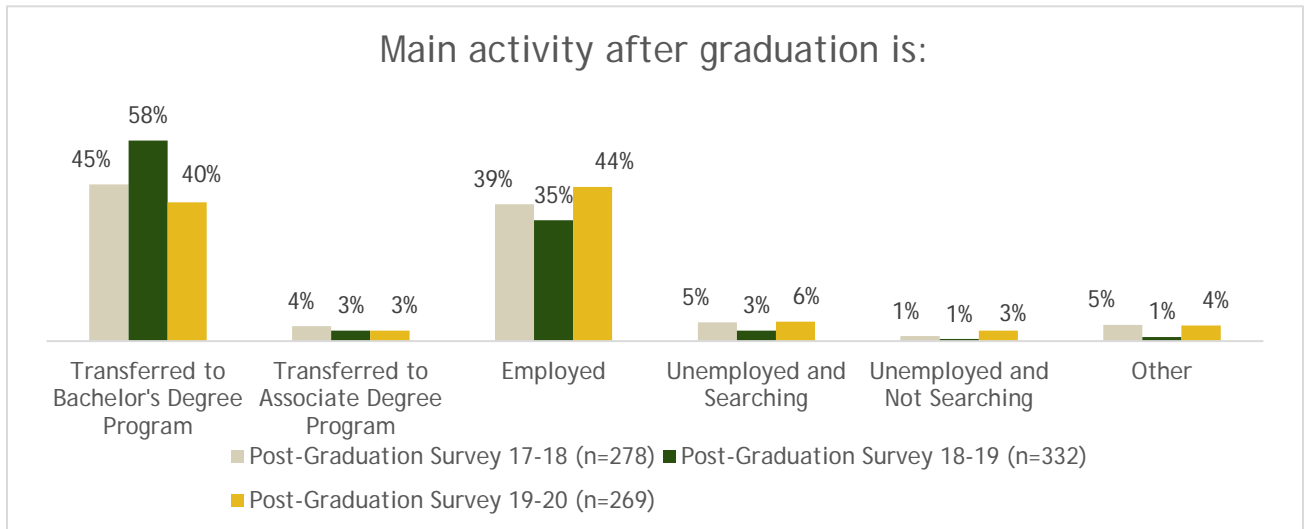


On average 47.7% of our students transfer into a bachelor's degree program and on average 39.3% are employed.

## Main Activity After Graduation: AS
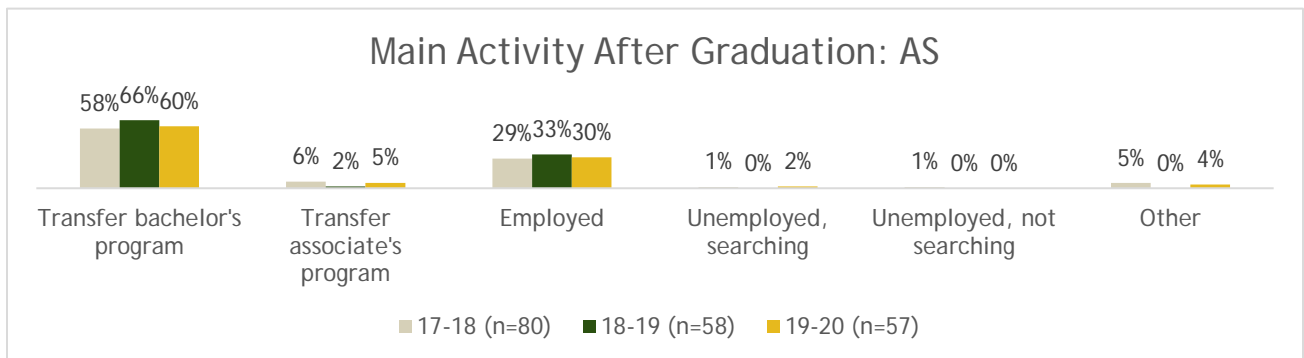


On average 61.3% of our students graduating with an Associate of Science (AS) degree transfer into a bachelor's degree program and on average 30.7% are employed.

## Main Activity After Graduation: AA
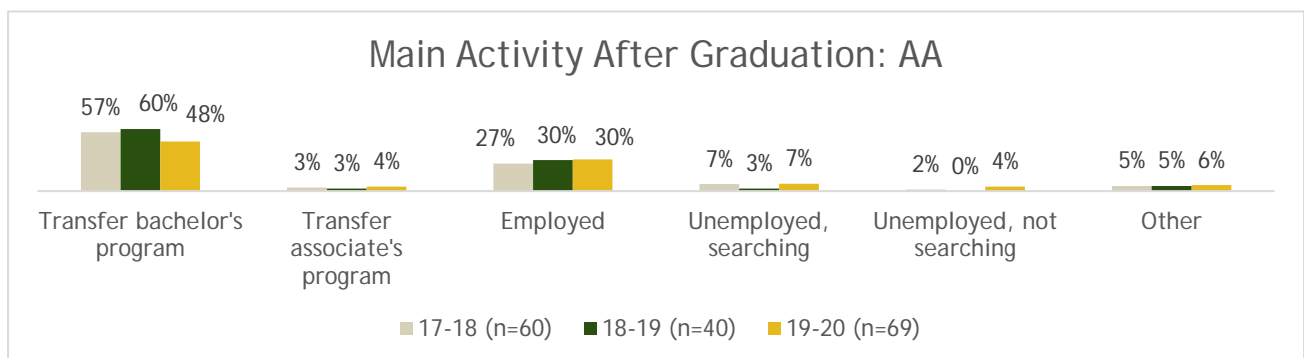


On average 58.3% of our students graduating with an Associate of Arts (AA) degree transfer into a bachelor's degree program and on average 29% are employed.

## Main ActivityAfter Graduation: AAS

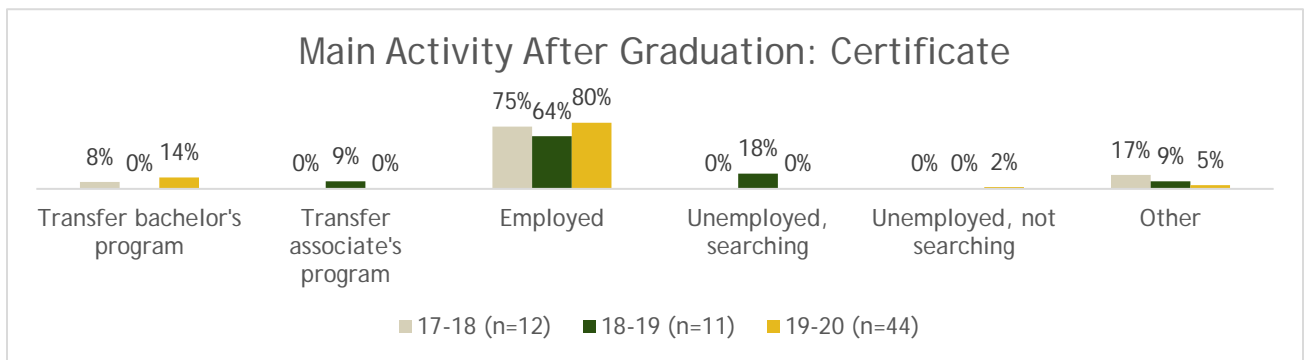| Activity | 17-18 (n=123) | 18-19 (n=131) | 19-20 (n=96) |
|---|---|---|---|
| Transfer bachelor's program | 33% | 39% | 35% |
| Transfer associate's program | 4% | 5% | 2% |
| Employed | 50% | 50% | 48% |
| Unemployed, searching | 8% | 5% | 6% |
| Unemployed, not searching | 2% | 2% | 4% |
| Other | 3% | 1% | 4% |
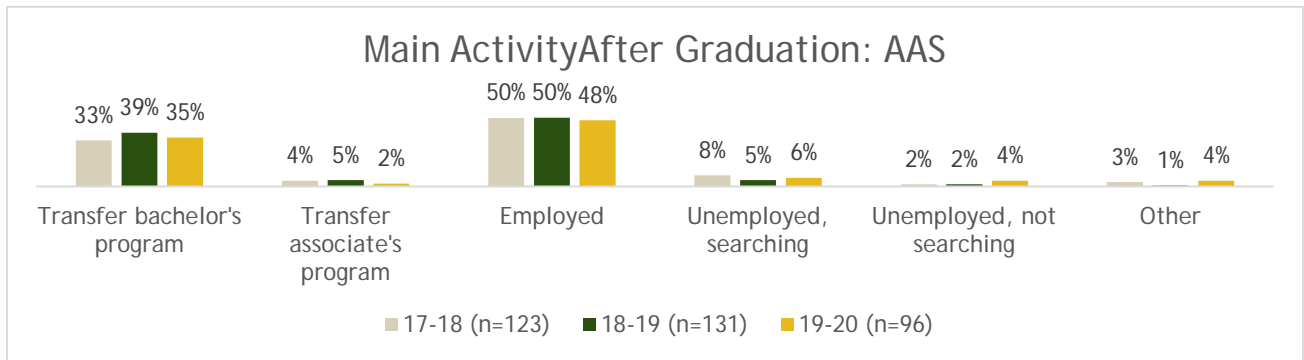
*On average 35.7% of our students graduating with an Associate of Applied Arts (AAS) degree transfer into a bachelor's degree program and on average 49.3% are employed.*
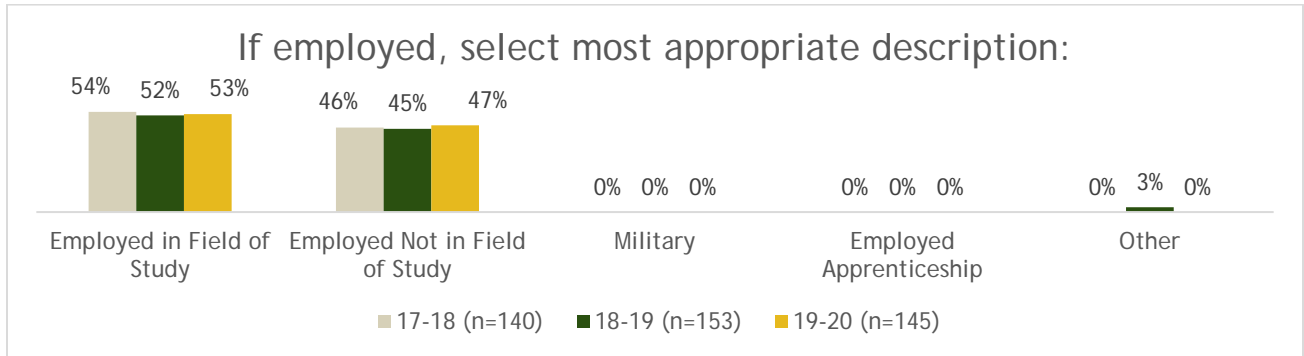
## Main Activity After Graduation: Certificate

| Activity | 17-18 (n=12) | 18-19 (n=11) | 19-20 (n=44) |
|---|---|---|---|
| Transfer bachelor's program | 8% | 0% | 14% |
| Transfer associate's program | 0% | 9% | 0% |
| Employed | 75% | 64% | 80% |
| Unemployed, searching | 0% | 18% | 0% |
| Unemployed, not searching | 0% | 0% | 2% |
| Other | 17% | 9% | 5% |

*On average 7.3% of our students graduating with a Certificate transfer into a bachelor's degree program and on average 73% are employed.*
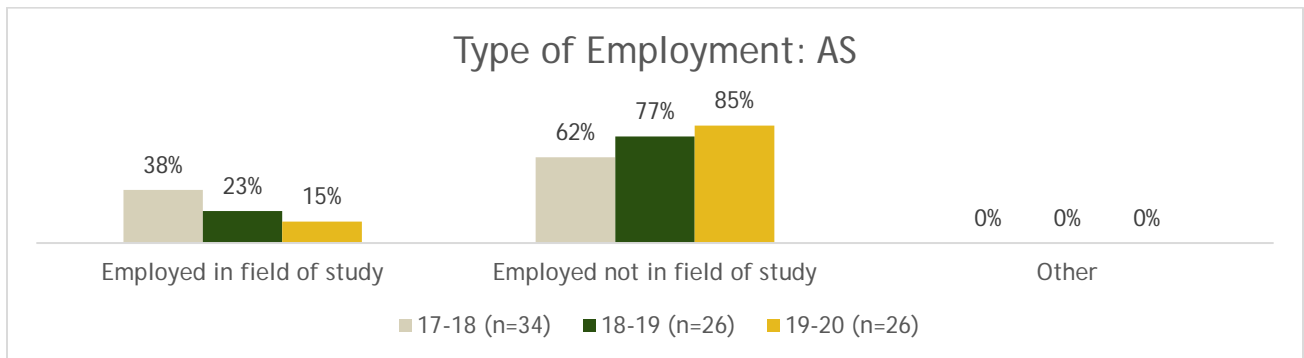
## Questions to Foster Opportunity?

- ➢ Are we meeting the program objectives?
- ➢ Are we guiding these students well?
  - o Are we meeting the students' goals?
  - o Would students benefit from additional career exploration?
- ➢ What type(s) of efforts could be targeted at students in the AA program to increase the transfer rates?
- ➢ How can we build awareness and engagement of students with transfer advisement services?
- ➢ Would it be beneficial to complete additional research on the AAS programs and identify those programs with high transfer rates?
- ➢ What surprised you most about this data and does it warrant additional research?
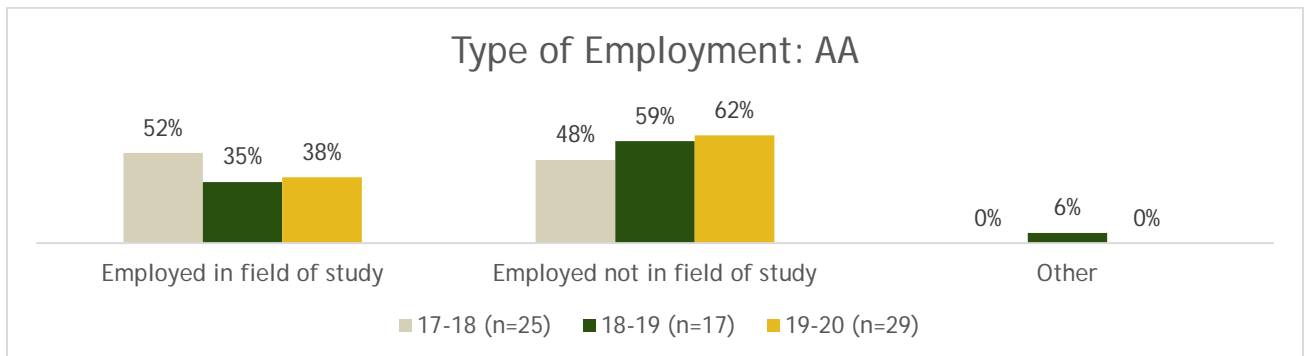
# Employment

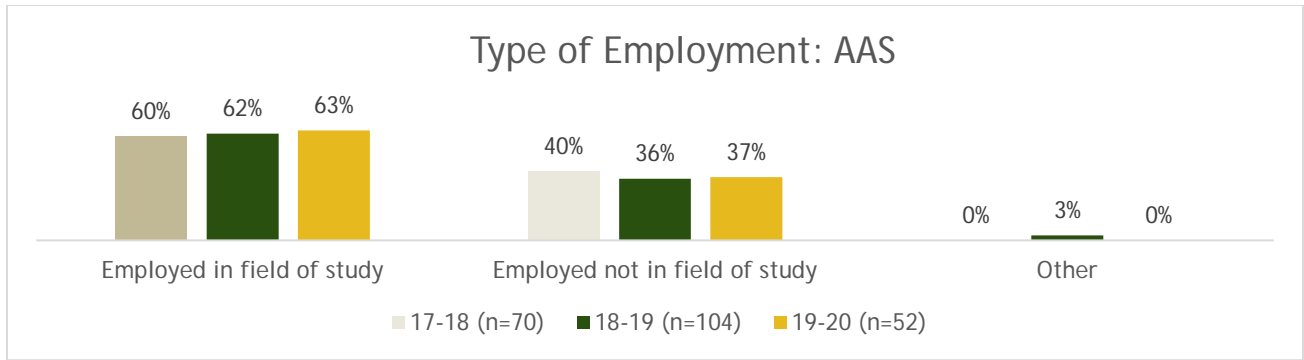If you entered that you are employed, please select the most appropriate response:

## If employed, select most appropriate description:

| | Employed in Field of Study | Employed Not in Field of Study | Military | Employed Apprenticeship | Other |
|---|---|---|---|---|---|
| 17-18 (n=140) | 54% | 46% | 0% | 0% | 0% |
| 18-19 (n=153) | 52% | 45% | 0% | 0% | 3% |
| 19-20 (n=145) | 53% | 47% | 0% | 0% | 0% |

*On average 53% of the students were employed in their field of study and 46% were employed but not in their field of study.*

## Type of Employment: AS

| | Employed in field of study | Employed not in field of study | Other |
|---|---|---|---|
| 17-18 (n=34) | 38% | 62% | 0% |
| 18-19 (n=26) | 23% | 77% | 0% |
| 19-20 (n=26) | 15% | 85% | 0% |

*On average 25.3% of the students were employed in their field of study and 74.7% were employed but not in their field of study.*

## Type of Employment: AA

| | Employed in field of study | Employed not in field of study | Other |
|---|---|---|---|
| 17-18 (n=25) | 52% | 48% | 0% |
| 18-19 (n=17) | 35% | 59% | 6% |
| 19-20 (n=29) | 38% | 62% | 0% |

*On average 41.7% of the students were employed in their field of study and 56.3% were employed but not in their field of study.*

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## Type of Employment: AAS

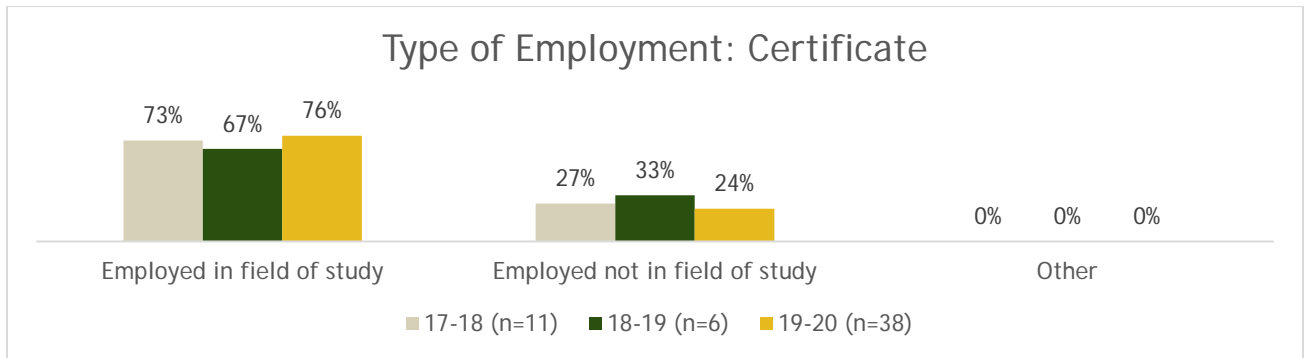| | Employed in field of study | Employed not in field of study | Other |
|---|---|---|---|
| 17-18 (n=70) | 60% | 40% | 0% |
| 18-19 (n=104) | 62% | 36% | 3% |
| 19-20 (n=52) | 63% | 37% | 0% |

*On average 60% of the students were employed in their field of study and 39.3% were employed but not in their field of study.*

## Type of Employment: Certificate

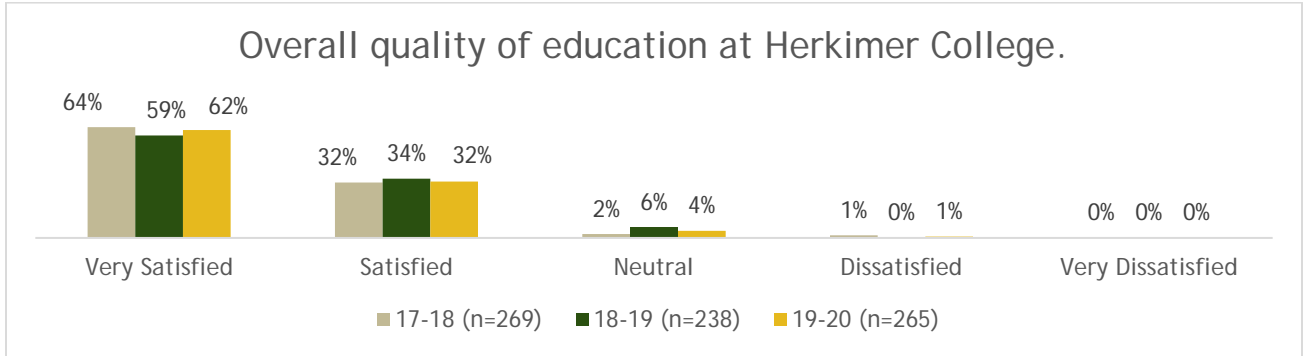| | Employed in field of study | Employed not in field of study | Other |
|---|---|---|---|
| 17-18 (n=11) | 73% | 27% | 0% |
| 18-19 (n=6) | 67% | 33% | 0% |
| 19-20 (n=38) | 76% | 24% | 0% |

*On average 72% of the students were employed in their field of study and 28% were employed but not in their field of study.*

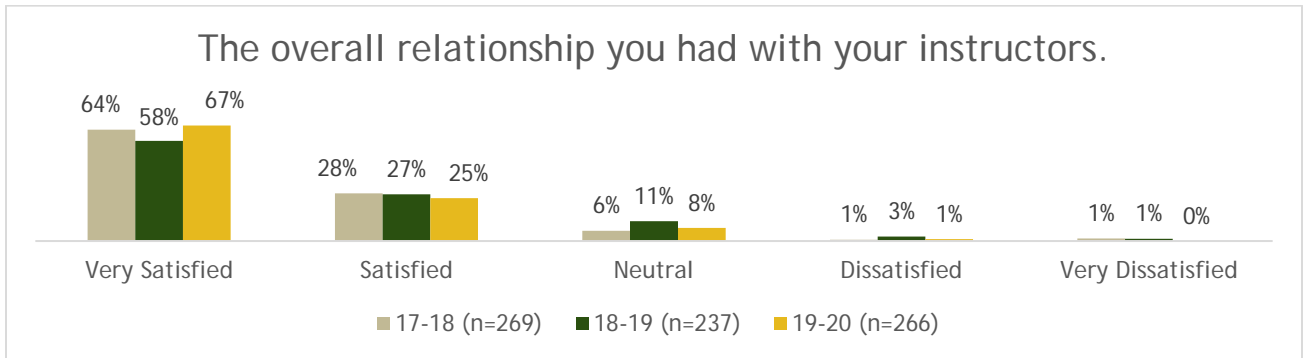## Question to Foster Opportunity:

> - Are we meeting the program objectives?
> - Are we guiding these students well?
> - Should the college be setting benchmarks or goals to the % of the student being employed in their field for the AAS and Certificate programs?
> - What surprised you most about this data and does it warrant additional research?

# Satisfaction

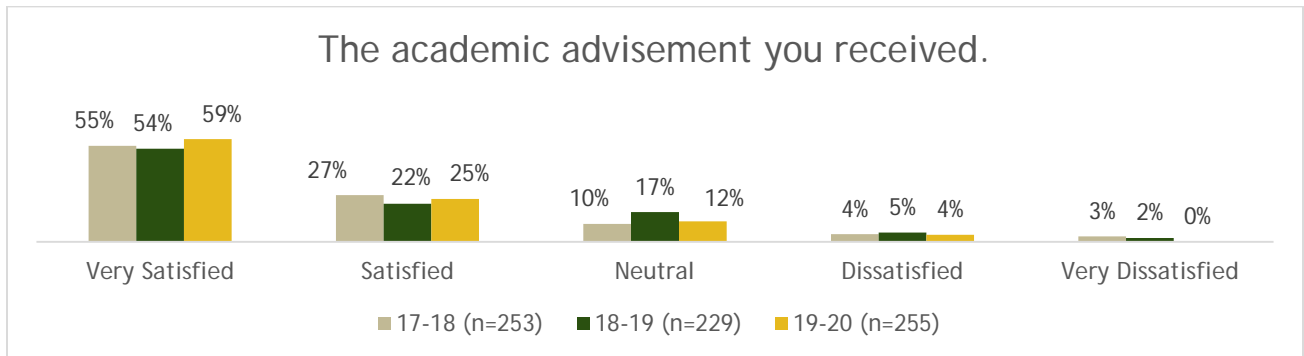Please rate your level of satisfaction with the following:

## Overall quality of education at Herkimer College.

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| 17-18 (n=269) | 64% | 32% | 2% | 1% | 0% |
| 18-19 (n=238) | 59% | 34% | 6% | 0% | 0% |
| 19-20 (n=265) | 62% | 32% | 4% | 1% | 0% |

*On average 61.7% of the students were Very Satisfied and 32.7% were Satisfied*

## The overall relationship you had with your instructors.

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| 17-18 (n=269) | 64% | 28% | 6% | 1% | 1% |
| 18-19 (n=237) | 58% | 27% | 11% | 3% | 1% |
| 19-20 (n=266) | 67% | 25% | 8% | 1% | 0% |

*On average 63% of the students were Very Satisfied and 26.7% were Satisfied*
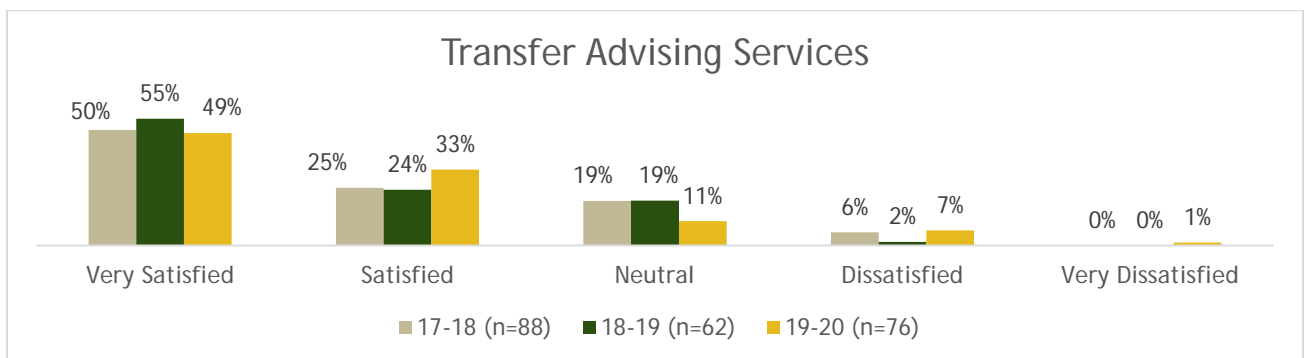
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Due to the collaborative effort needed to guide students towards their academic goals and prepare them for the workforce there is an informal connection between academic advisement, career services, and transfer advisement. The survey addresses these three service areas separately.

## The academic advisement you received.

| Response | 17-18 (n=253) | 18-19 (n=229) | 19-20 (n=255) |
|---|---|---|---|
| Very Satisfied | 55% | 54% | 59% |
| Satisfied | 27% | 22% | 25% |
| Neutral | 10% | 17% | 12% |
| Dissatisfied | 4% | 5% | 4% |
| Very Dissatisfied | 3% | 2% | 0% |

*On average 56% of the students were Very Satisfied with the academic advisement received and 24.7% were Satisfied.*
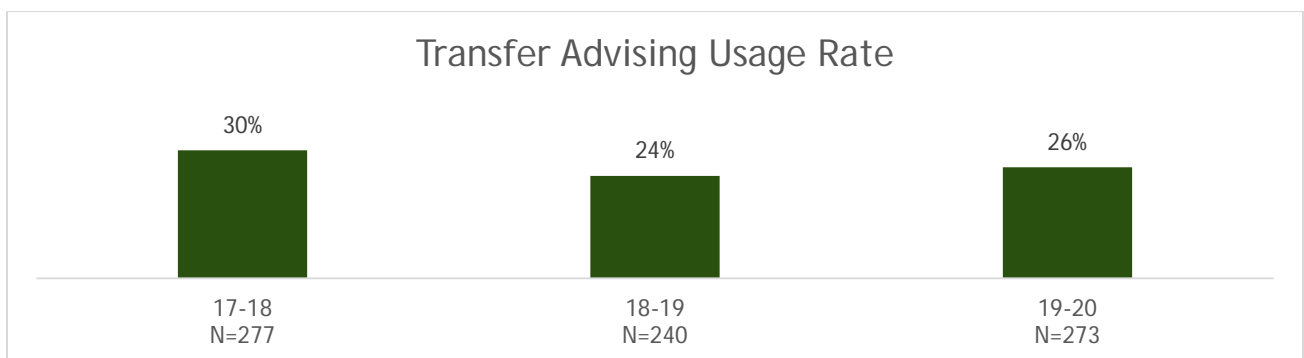
The Advisement Hold process was discontinued effective for the Fall 2019 course registration period. Prior terms required on-campus students to meet with their Academic Advisor prior to registering for classes.

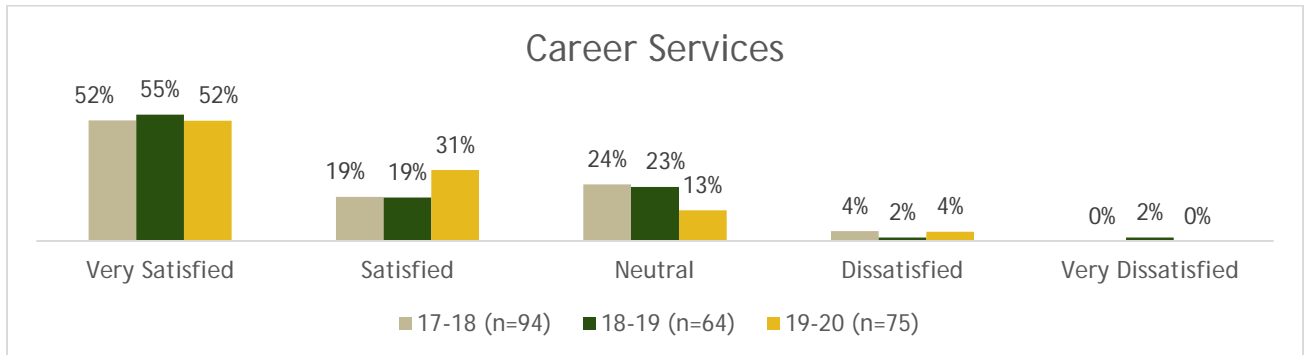Please rate your level of satisfaction with the following services:

## Transfer Advising Services

| Response | 17-18 (n=88) | 18-19 (n=62) | 19-20 (n=76) |
|---|---|---|---|
| Very Satisfied | 50% | 55% | 49% |
| Satisfied | 25% | 24% | 33% |
| Neutral | 19% | 19% | 11% |
| Dissatisfied | 6% | 2% | 7% |
| Very Dissatisfied | 0% | 0% | 1% |

*On average 51.3% of the students were Very Satisfied with the transfer advisement received and 27.3% were Satisfied.*

During this time period students were asked if they used Transfer Advisement Services in a stand-alone question.

## Transfer Advising Usage Rate

| Period | Usage Rate |
|---|---|
| 17-18 N=277 | 30% |
| 18-19 N=240 | 24% |
| 19-20 N=273 | 26% |

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In 2017-18 and 2018-19, students were asked if they used Career Services in a stand-alone question. In 2019-20, students were asked to respond to their level of satisfaction "if" they used the service.

## Career Services

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|---|---|---|---|---|
| 17-18 (n=94) | 52% | 19% | 24% | 4% | 0% |
| 18-19 (n=64) | 55% | 19% | 23% | 2% | 2% |
| 19-20 (n=75) | 52% | 31% | 13% | 4% | 0% |

*On average 53% of the students were Very Satisfied with the Career Services and 23% were Satisfied.*

## Career Services Usage Rate

| 17-18 N=277 | 18-19 N=240 | 19-20 N-273 |
|---|---|---|
| 31% | 23% | 25% |
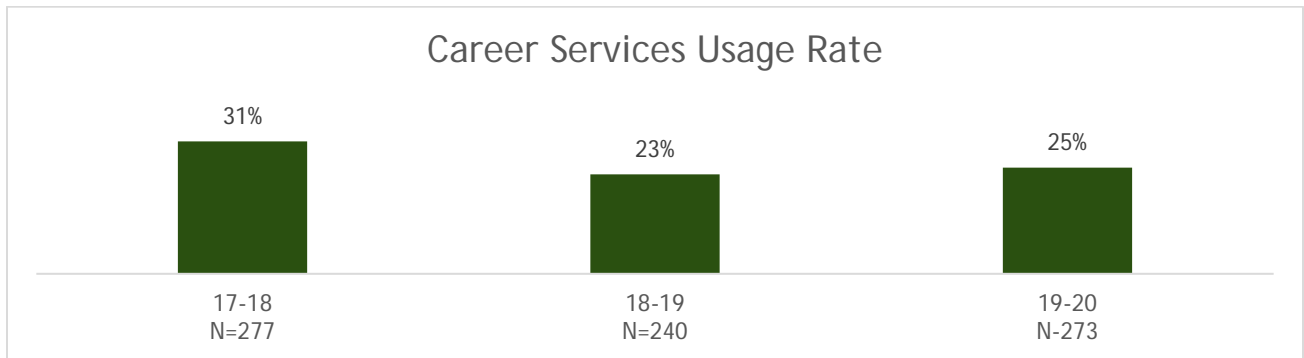
## Questions to Foster Opportunity:

➢ Are we meeting our objective as an institution?
➢ Are we serving our students well?
➢ What surprised you most about this data and does it warrant additional research?

## Comments:

Note: Percentages may add up to more than 100%. Each response may fall into multiple thematic categories.

*2017-2018 Academic Year*

We had 37 unique respondents to this question on the 2017-2018 administration of this survey. The responses were broken out into 18 thematic categories; the percentage of responses was averaged so that the themes that had an average or above response rate could be noted (average response rate was 19%). The themes with an average/above-average response were:

- Overall- Positive: 41% (15 respondents)
- Overall- Negative: 24% (9 respondents)
- Academic Advising- Negative: 19% (7 respondents)
- Faculty- Negative: 16% (6 respondents)

The remaining themes that fell below the 19% response rate were:

| Positive | Negative |
|---|---|
| •Would recommend to others: 8%<br>•Staff: 8%<br>•Faculty: 5%<br>•Housing: 5%<br>•Program/Dept (specific): 5%<br>•Wish Herkimer was a 4-Year School: 3%<br>•Cost/Value: 3% | •Program Cut/Cancelled- 8%<br>•Program/Dept. (specific)- 8%<br>•Academic Advisor (specific): 3%<br>•Diversity, Equity, & Inclusion Issues: 3%<br>•Staff: 3%<br>•Housing: 3%<br>•Issues With Diploma: 3% |

We had 27 unique respondents to this question on the 2018-2019 administration of this survey. The responses were broken out into 13 thematic categories; the percentage of responses was averaged so that the themes that had an average or above response rate could be noted (average response rate was 12%). The themes with an average/above-average response were:

- Overall- Positive: 70% (19 respondents)
- Faculty- Positive: 15% (4 respondents)
- Advising- Negative: 15% (4 respondents)

The remaining themes that fell below the 12% response rate were:

| Positive | Negative |
|---|---|
| •Services: 11%<br>•Cost/Value: 4%<br>•Wish was a 4-year school: 4%<br>•Faculty: 4%<br>•Staff: 4%<br>•Intenet Academy: 4% | •Overall: 11%<br>•Program/Dept.: 4%<br>•Faculty: 4%<br>•Issues with Credits/Transfer: 4% |

We had 35 unique respondents to this question on the 2019-2020 administration of this survey. The responses were broken out into 20 thematic categories; the percentage of responses was averaged so that the themes that had an average or above response rate could be noted (average response rate was 9%). The themes with an average/above-average response were:

- Overall- Positive: 60% (21 respondents)
- Overall- Negative: 14% (5 respondents)
- Faculty- Positive: 14% (5 respondents)
- Staff- Positive: 11% (4 respondents)
- Instructor (specific)- Positive: 9% (3 respondents)
- Instructor- Negative: 9% (3 respondents)

The remaining themes that fell below the 9% response rate were:

| Positive | Negative |
|---|---|
| •Wants to Return/Take 2nd program: 6%<br>•Did return for 2nd Degree/Program: 6%<br>•Wish was 4-year School: 6%<br>•Will recommend Herkimer: 6%<br>•Program/Dept(specific): 6%<br>•Online Learning: 6%<br>•Advising: 6% | •Negative - Specific: 6%<br>•Program/Dept.(specific): 3%<br>•Food: 3%<br>•Advising - Needs Improvement: 3%<br>•Online Learning - Needs Improvement: 3%<br>•Student Activities - Needs Improvement: 3% |

# Changes that my impact future results

Overall:

- Impact of COVID
- Activation/Deactivation of programs

Advisement:

- Starting in Fall 2020, a new advisement model was implemented where all new students are assigned to the Advisement Center during their first-year. Prior to that advisement was decentralized.
- Transfer Advisement has been decentralized.

Survey:

- Survey was administered in three formats, online, paper mailer and telephone campaign. This has been reduced to two formats online and telephone campaign.
- Starting 2020-2021 Academic Year students that indicated their main activity after graduation is Transfer will no longer be asked about employment in the survey instrument.  This change was made due to questions arising around the data. Currently, the Employment Coaches have been bypassing this question.
- The determination of usage of Academic Advisement, Career Counseling and/or Transfer Advisement has changed over the past several years.  In 2020-2021, the survey question provides three options so that awareness as well as usage can be evaluated.
- Additional satisfaction questions were added.