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ABSTRACT

This document is a report on the spring 2001 survey of graduates at San Antonio College (Texas), regarding their academic and overall experience at the institution. Other objectives of the survey include evaluating programs and implementing strategies to improve graduation rates. The college issued 370 surveys to graduates; 360 were returned for a response rate of 97.3%. Findings include: (1) the majority of the respondents expressed satisfaction with their academic experience, knowledge and skill gained, and support received; (2) 98% of the graduates responded that they would attend the community college again and would recommend the institution to others; (3) demographics show that most graduates were female and Hispanic; (4) the top degrees awarded were associate degrees in nursing and network administration; (5) respondents commented positively on the quality of instruction and the overall inviting nature of the college; and (6) some negative comments included insufficient parking, poor food services, and unhelpful counseling. Appendices include a sample survey form, summary statistics in table format, student comments, and comparison of fall 1999 enrollment and college graduates 2001. (MKF)

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ED 463 015

A Survey of San Antonio College Graduates, Spring 2001.

Sonia V. Valdez

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A SURVEY OF SAN ANTONIO COLLEGE GRADUATES SPRING 2001

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Prepared By:

Sonia V. Valdez
Office of Institutional Effectiveness

May 7, 2001

IC020234

EXECUTIVE SUMMARY

Purpose:

The purpose of this study is to measure the opinions of San Antonio College Spring 2001 graduates in regard to their academic and overall experience at this institution and to use the data to assist in evaluating programs and implementing innovative strategies to improve graduation rates.

Objectives:

1. **Involve administrators, faculty, and staff in the development of the survey.**

   Executive Vice President
   Dean of Arts & Science
   Dean of Occupational and Technical Education
   Dean of Learning Resources
   Dean of Student Services
   Dean of Evening Weekend and Workforce Development
   Dean of Continuing Education
   Planning and Budget Director
   Admissions Directors

2. **Develop a concise and effective instrument.**

   Section I: Categorical Breakdown
   Section II: Student Satisfaction
   - Academic Experience
   - Knowledge and Skills Gained
   - Support Services Received

   Section III: Overall SAC Experience
   Section IV: Degrees Majors
   Section V: Comments

3. **Implement the distribution method most likely to produce the greatest representation and highest response rate.**

   - The experience of TAMU-CC, UTEP, and UTA was reviewed and the best response rate was determined to be at the degree application point.
   - Administration of the San Antonio College Graduates Survey was accomplished at Cap and Gown distribution during the week of April 2 to April 5 by Institutional Research staff.
   - Anonymity was maintained since no identifying information was requested.
   - Overall response rate was 97.3%, (360/370).

4. **Disseminate results to College decision-makers.**
   Only the aggregate data is presented in this report. Customized reports may be requested for special projects or individual needs.

Data:

The Survey was designed to capture descriptive as well as statistical information. The following appendices present the data.

- Appendix B: Summary Statistics in Table format
- Appendix C: Comments
- Appendix D: Comparison of F99 Enrollment and SAC 2001Graduates
- Appendix E: Detailed Charts

Categorical Breakdown Highlights:

- Comparison of F99 Enrollment and SAC 2001 Graduates
- 44% of the graduates are Returning Students

Satisfaction Range:

- Academic Experience 83% to 96%
- Knowledge and Skills Gained 82% to 96%
- Support Services Received 56% to 89%

Overall San Antonio College Experience:

Survey takers responded, "Yes" (98%) to the questions:

I would attend San Antonio College again.
I would recommend San Antonio College to prospective students.

Degrees Awarded:

- The top three degrees awarded were:
  Nursing AAS (48)
  Network Administrator AAS (23)
  Child Development CL1 (13)

- There were 32 majors that awarded no degrees.

Comments:

- Of the 74 comments, 44 (59%) were positive and 30 (41%) were negative.
- The greatest number of positive comments praised the College for academics and instructors and for providing an inviting educational environment.
- The most often cited negative responses were insufficient parking, poor food service, support services, and counseling.

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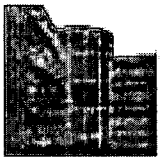
APPENDIX A: SAMPLE
SAN ANTONIO COLLEGE GRADUATES SURVEY



SAN ANTONIO COLLEGE GRADUATES SURVEY

San Antonio College, in its effort to evaluate and improve programs and services, is interested in your opinion about your experience at this institution. Your response to the following questions will assist the College in making improvements to better serve you.

Congratulations on your graduation!

GRAD YEAR
- 2000-01
- 2001-02
- 2002-03

Objective in Attending SAC
- Certificate
- 2-yr Degree
- Transfer to 4-yr univ
- Improve job skills
- Licensure
- Enrichment
- Other

Enrollment Status
- First Time
- Transfer
- Returning Student

Degree Received
- Associate in Arts
- Associate in Applied Sci
- Associate in Science
- Certificate of Comp

Were You:
- Full-Time
- Part-Time

Program
- Arts & Science
- Occupational Technology
- Continuing Education

Financial Aid Received
- Pell Grant
- Other Grant
- Work Study
- Scholarships
- Loan
- Other

Day/Evening
- Day
- Evening
- Both

Ethnicity	Age
White	18 & under
Black	19-21
Hispanic	22-24
Asian	25-30
Native Am	31-40
Other	41 & over

Gender
- Male
- Female

Optional

Please indicate your level of satisfaction with the following:

	Satisfied	Dissatisfied	No Opinion
Academic Experience:			
1. Quality of instruction by faculty			
2. Quality of instruction by faculty in my major			
3. Quality of instruction in laboratories			
4. Quality of faculty advising			
5. Opportunities for interaction with faculty			
6. Appropriateness and timeliness of course offerings			
7. Appropriateness and fairness of grading practices			
8. Challenge of academic program			
9. Overall academic experience in my major			
10. Overall academic experience at San Antonio College			
Knowledge and Skills Gained:			
11. Basic knowledge in liberal arts			
12. Effective writing skills			
13. Effective oral communication skills			
14. Effective mathematical and quantitative skills			
15. Basic computer skills			
16. Knowledge in major			
17. Skills to be effective on the job			
Support Services Received:			
18. Admissions and Records			
19. Assessment			
20. Bookstore			
21. Bursar			
22. Computer laboratory			
23. Counseling			
24. Financial Aid			
25. Food Service			
26. Health Center			
27. Job Placement			
28. Library			
29. Newspaper			
30. Safety on campus			
31. Student Activities			
32. Student Development			

YES NO

33. I would attend San Antonio College again.....

34. I would recommend San Antonio College to prospective students....

PLEASE TURN THE PAGE

GRAD-Ch2.bf

SAC Institutional Research & Effectiveness

DEGREE MAJOR CODES: Please mark once for every degree or certificate earned this year

Associate in Arts

1098 American Sign Language
1001 Architecture
1002 Art
1054 Criminal Justice
1041 Drama
1055 Geographic Information Systems
1022 Psychology
1053 Social Services
1024 Speech
Associate in Arts (all other concentrations)

Associate in Science

1008 Engineering
Associate in Science (Physical & Natural Science)

CL1 Certificates

1512 Accounting Technician
1621 Child Care Admin
1682 Child Development
1534 Computer Help Desk Tech
1630 Computer Programmer
1516 Court Reporting-Rapid Text
1663 Criminal Justice-Law Enf
1668 Criminal Justice-Law Ofc I
1681 Drafting-Comp Aided Oper
1575 Electronics Technology
1613 EMT Basic
1614 EMT Intermediate
1615 EMT Paramedic
1722 Engr Tech-Survey Tech
1523 Financial Services
1612 Fire Science-Arson
1611 Fire Science-Basic Firefighter
1610 Fire Science-Fire Inspector
1524 Geographic Inf Science-Sym
1623 Labor Studies
1515 Medical Ofc Admin Assistant
1599 Mental Health Technology
1514 MHT-Drug & Alcohol Counselor
1665 Microcomputer/Data Entry
1667 Microcomputer Technician
1568 Network Technician
1616 OccupSafety & Health Mgt
1525 Office Assistant
1660 Office Systems Technician
1585 Records Management
1520 Teacher Assistant-Level I
1521 Teacher Assistant-Level II

Continuing Education

Pharmacy Tech
Basic Peace Officer
Paramedic (CE)

2 Yr. Certificates

1502 Court Reporting
1673 Dental Assisting Technology
1580 Medical Assisting Technology

Associate in Applied Science

1500 Accounting Technology
1503 Banking
1581 Business Management
1588 Child Development
1533 Comp Help Desk Spec
1531 Computer Programming
1505 Court Reporting CAT
1703 Criminal Justice-Correc
1704 Criminal Justice-Law Enf
1527 Deaf Support Spec-ASL
1573 Dental Assisting Tech
1574 Drafting and Design
1583 Drafting Engineering Tech
1540 Electronics-Commun/Radar
1541 Electronics-Nuclear
1980 Electronics Tech-Commun
1991 Electronics Tech-Computer
1526 Emergency Medical Serv
1595 Engineering Technology
1705 Engineering Tech-Civil Engr
1720 Engineering Tech-Facility Mgt
1706 Engineering Tech-Mfg Engr
1707 Engineering Tech-Mech Engr
1721 Engineering Tech-Surv Engr
1587 Fire Science
1603 Fire Science-Fire & Arson
1598 Graphic Arts-Elec Graphics
1597 Graphic Arts-Print Graphics
1508 Interpreting for the Deaf
1592 Legal Assisting
1602 Management-Financial Mgt
1712 Management-Operation Mgt
1580 Medical Assisting Tech
1599 Mental Health Tech
1513 MHT-Substance Abuse
1665 Microcomputer Specialist
1591 Mortuary Science
1567 Network Administrator
1700 Nursing (RN)
1501 Office Systems Specialist
1661 Public Administration
1686 Radio-TV-Film Tech
1604 Real Estate Management
1565 Records Management
1605 Safety Engineering Technology

WE INVITE YOUR COMMENTS:

Thank you for your contribution to San Antonio College and best of luck to you!

GRAD-002.fcf p2

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APPENDIX B: SUMMARY STATISTICS

San Antonio College
Graduates Survey
2000-2001 Graduates

Prepared by: San Antonio College
Institutional Research & Effectiveness
April 2001

Number of Surveys: 360 / 370
Survey: GRAD-002.fsf
Data File: 0501.dat
ScanTools Definition File: GradSurvey-70
SPSS Syntax File: GRAD-002.sps
SPSS Output File: GRAD-002 0501.spo
SPSS Editor File: GRAD-002 0501.sav

Graduation Year

	Graduation Year	
	Count	%
2000-2001	356	99.4%
2001-2002	2	.6%

Objective in Attending San Antonio College

	Count
Certificate	68
Two-year Degree	224
Transfer to 4-yr Univ	75
Improve job skills	7
Licensure	2
Enrichment	2
Other	3

Degree Received

	Count
Associate in Arts	70
Associate in Applied Science	201
Associate in Science	15
Certificate of Completion	48

Financial Aid Received

	Count
Pell Grant	160
Other Grant	20
Work Study	22
Scholarships	50
Loan	78
Other Financial Aid	74

Were You

	Were You Enrolled	
	Count	%
Full-time	213	64.9%
Part-time	115	35.1%

Day or Evening

	Day or Evening	
	Count	%
Day	103	30.7%
Evening	62	18.5%
Both	170	50.7%

Enrollment Status

	Enrollment Status	
	Count	%
First Time in College	116	36.3%
Transfer	63	19.7%
Returning Student	141	44.1%

Program

	Count
Arts & Science	166
Occupational Technology	101
Continuing Education	4

Ethnicity

	Ethnicity	
	Count	%
White	96	27.7%
Black	26	7.5%
Hispanic	204	59.0%
Asian	11	3.2%
Native American	1	.3%
Other	8	2.3%

Age

	Age	
	Count	%
18 and under	1	.3%
19-21	45	13.4%
22-24	46	13.7%
25-30	79	23.6%
31-40	100	29.9%
41 and over	64	19.1%

Gender

	Gender	
	Count	%
Male	68	23.3%
Female	224	76.7%

Academic Experience

	Satisfied		Dissatisfied		No Opinion	
	Count	%	Count	%	Count	%
1 Quality of instruction by faculty	340	94.7	5	1.4	14	3.9
2 Quality of instruction by faculty in my major	343	95.3	10	2.8	7	1.9
3 Quality of instruction in laboratories	300	84.3	18	5.1	38	10.7
4 Quality of faculty advising	311	86.9	21	5.9	26	7.3
5 Opportunities for interaction with faculty	336	93.6	11	3.1	12	3.3
6 Appropriateness and timeliness of course offerings	300	83.3	38	10.6	22	6.1
7 Appropriateness and fairness of grading practices	331	92.2	13	3.6	15	4.2
8 Challenge of academic program	339	94.7	4	1.1	15	4.2
9Overall academic experience in my major	343	96.3	5	1.4	8	2.2
10 Overall academic experience at San Antonio College	343	95.8	1	.3	14	3.9

Knowledge and Skills Gained

	Satisfied		Dissatisfied		No Opinion	
	Count	%	Count	%	Count	%
11 Basic knowledge in liberal arts	285	82.1	7	2.0	55	15.9
12 Effective writing skills	327	92.6	4	1.1	22	6.2
13 Effective oral communication skills	328	92.7	3	.8	23	6.5
14 Effective mathematical and quantitative skills	302	85.6	13	3.7	38	10.8
15 Basic computer skills	329	93.7	8	2.3	14	4.0
16 Knowledge in major	339	95.5	6	1.7	10	2.8
17 Skills to be effective on the job	335	93.6	10	2.8	13	3.6

Support Services Received

	Satisfied		Dissatisfied		No Opinion	
	Count	%	Count	%	Count	%
18 Admissions and Records	310	87.3	27	7.6	18	5.1
19 Assessment	278	79.7	18	5.2	53	15.2
20 Bookstore	307	86.5	19	5.4	29	8.2
21 Bursar	306	86.7	14	4.0	33	9.3
22 Computer laboratory	302	85.8	18	5.1	32	9.1
23 Counseling	263	75.1	45	12.9	42	12.0
24 Financial Aid	232	66.7	31	8.9	85	24.4
25 Food Service	210	60.3	43	12.4	95	27.3
26 Health Center	224	64.7	5	1.4	117	33.8
27 Job Placement	194	55.9	10	2.9	143	41.2
28 Library	316	89.3	7	2.0	31	8.8
29 Newspaper	270	77.1	6	1.7	74	21.1
30 Safety on campus	293	82.8	21	5.9	40	11.3
31 Student Activities	235	67.0	7	2.0	109	31.1
32 Student Development	256	73.8	4	1.2	87	25.1

Overall San Antonio College Experience

	Yes		No	
	Count	%	Count	%
I would attend San Antonio College again	339	98.0	7	2.0
I would recommend San Antonio College to prospective students	339	98.0	7	2.0

Associate in Arts

	Count
1056 American Sign Language	3
1001 Architecture	
1002 Art	8
1054 Criminal Justice	3
1041 Drama	2
1055 Geographic Information Systems	1
1022 Psychology	8
1053 Social Services	5
1024 Speech	1
Associate in Arts all other concentrations	51

Associate in Science

	Count
1008 Engineering	4
Associate in Science Physical and Natural	6

CL1 Certificates

	Count
1512 Accounting Technician	1
1621 Child Care Admin	
1682 Child Development	13
1534 Computer Help Desk Tech	3
1680 Computer Programmer	1
1516 Court Reporting Rapid Text	2
1663 Criminal Justice Law Enf	2
1668 Criminal Justice-Law Ofc I	1
1681 Drafting Comp Aided Oper	
1575 Electronics Technology	
1613 EMT Basic	
1614 EMT Intermediate	
1615 EMT Paramedic	
1722 Engr Tech Survey Tech	
1523 Financial Services	
1612 Fire Science Arson	
1611 Fire Science Basic Firefighter	
1610 Fire Science Fire Inspector	
1524 Geographic Inf Science Sym	
1623 Labor Studies	2
1515 Medical Ofc Admin Assistant	5
1599 Mental Health Tech CL1	
1514 MHT-Drug and Alcohol Couns	7
1665 Microcomputer Data Entry	4
1667 Microcomputer Technician	
1568 Network Technician	5
1616 Occup Safety Health Mgt	
1525 Office Assistant	5
1660 Office Systems Technician	10
1565 Records Management CL1	4
1520 Teacher Assistant Level 1	3
1521 Teacher Assistant Level II	3

Continuing Education

	Count
CE Pharmacy Tech	
CE Basic Peace Officer	2
CE Paramedic	

Associate in Applied Science

	Count
1500 Accounting Technology	5
1503 Banking	
1581 Business Management	10
1588 Child Development	8
1533 Comp Help Desk Spec	2
1531 Computer Programming	8
1505 Court Reporting CAT	3
1703 Criminal Justice Correc	2
1704 Criminal Justice Law Enf	6
1527 Deaf Support Spec ASL	1
1573 Dental Assisting Tech	8
1574 Drafting and Design	2
1683 Drafting Engineering Tech	
1540 Electronics Commun Radar	
1541 Electronics Nuclear	
1990 Electronics Tech Commun	
1991 Electronics Tech Computer	
1526 Emergency Medical Serv	
1595 Engineering Technology	2
1705 Engineering Tech Civil Engr	1
1720 Engineering Tech Facility Mgt	
1706 Engineering Tech Mfg Engr	
1707 Engineering Tech Mech Engr	
1721 Engineering Tech Surv Engr	
1587 Fire Science	2
1603 Fire Science Fire and Arson	
1598 Graphic Arts Elec Graphics	6
1597 Graphic Arts Print Graphics	8
1508 Interpreting for the Deaf	7
1592 Legal Assisting	11
1602 Management Financial Mgt	2
1712 Management Operations Mgt	1
1580 Medical Assisting Tech AAS	5
1599 Mental Health Tech AAS	
1513 MHT Substance Abuse	3
1666 Microcomputer Specialist	
1591 Mortuary Science	11
1567 Network Administrator	23
1700 Nursing RN	48
1501 Office Systems Specialist	8
1661 Public Administration	4
1686 Radio TV Film Tech	6
1504 Real Estate Management	1
1565 Records Management AAS	6
1605 Safety Engineering Technology	2

Two-Year Certificates

	Count
1502 Court Reporting	2
1673 Dental Assisting Technology	12
1580 Medical Assisting Technology 2yr	5

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APPENDIX C: COMMENTS
SAN ANTONIO GRADUATES SURVEY 2000-2001
COMMENTS

Comments	Positive=1 Negative=2	Degree	Major Code	Degree Title
I enjoyed coming to SAC	1	CL1	1665 and 1660	Microcomputer/Data Entry and Office Systems Technician
I will still take more classes even when I do graduate.	1	AA	1002	Art
The instructor is very nice and understanding. She keeps us positive about college.	1	CL1	1660	Office System Technician
The instructors were great, computer labs were good with an exception to room for Novell in the NTC	1	AAS	1567	Network Administrator
I enjoy the classes here the teachers are great!	1	CL1	1682	Child Development
Thank you for the great opportunity to Excel	1	AAS	1022	Psychology
I think SAC has a very high education standard but counselors need to keep track of the students for them to get a degree without loosing to much time wondering.	1	AA		all other concentrations
This college provided excellent services I higher recommend to my friends.	1	AAS	1682	Child Development
Except for the Counseling and Financial Aid Office overall I've had great experiences here at San Antonio College	1	AAS	1527	Deaf Support Spec-ASL
I really loved my time at SAC. I feel it has prepared me for continued success at UTSA.	1	AA	1022	Psychology
San Antonio College is a wonderful higher-learning Institution. They emphasize academics, community involvement and basic communication skills. An asset to San Antonio and surrounding communities.	1	AA		all other concentrations
Also Human Resources Certificate	1	AAS	1525, 1660, 1565, 1501	Office System Technician, Office Systems Technician, Office Systems Specialist and Records Management
Thank you for everything!!! My Son will start fall of 2001. I hope enjoys his experience here as much as I did.	1	AAS	1504	Real Estate Management
I really appreciate SAC for helping me out with my necessities. For my instructors that were a good help for me.	1	CL1	1515	Medical Ofc Admin Assistant
Good Experience	1	CL1 and AAS	1568 & 1567	Network Technician &Network Administrator
Thank you for everything	1	AAS	1567	Network Administrator

It is always very enlightening to come to SAC - Overall the instructors are excellent & I am always able to apply my learned skills at work - Always.	1	AAS	1592	Legal Assisting
This is a wonderful school, especially for single parents.	1	AAS	1661	Public Administration
I enjoyed my overall experience. I feel that I am more prepared to finish my degree plans at St. Mary's University.	1	AAS		all other concentrations
I have enjoyed attending SAC. I have met many great instructors and have made new friends. Thanks	1			
Great Instructors-It was fun	1	AAS	1704	Criminal Justice-Law Enf
Due to the requirement to the State of Texas. I was forced to take 4 levels of remedial Math even though Math was not a requirement for my degree plan. Because of my struggles in math irregardless of my continued efforts my GPA is sacrificed since I only received a "C," in all four levels. However, the required college credited courses I took, I received stellar grades and would have been a candidate easily for honor graduation. It is unfortunate and unfair that classes that are not college level nor required can interfere with a possible chance of graduating with honors. Aside from this, everything was great.	1	AAS	1592	Legal Assisting
I loved this experience	1	AAS	1573	Dental; Assisting Tech
I had the pleasure of obtaining my degree with very professional and helpful instructors.	1	AAS	1567	AAS
My experiences here are the best educational ones I have. The classes were small & the instructors easily accessible. Thank you.	1	AAS	1531	Computer Programming
San Antonio College provided me with an excellent academic knowledge and experience that will be of great benefit, as I move on to obtaining my Bachelor's degree in Business Administration not only did I enjoy the College's overall friendly atmosphere, but as a part time student and full time worker, I welcomed the college's flexibility in regards to revise after hours availability/ Thank you, Angela Garza	1	AA		All other concentrations
I would like to thank everyone for their support during my years at SAC.	1	AAS	1605	Safety Engineering Technology
To have communication with Long Distance Learning programs & be required to send out all memos to facilities or notices and activities going on at the campus.	1	AAS	1700	Nursing
Thank you	1			
Great place to start a college education	1	AA		all other concentrations
I would like to continue my education at SAC. I want my Associates Degree as Office Systems Specialist (2 Yrs). Right now I need a full time job (would be perfect PT at SAC and then continue as a part time student.	1	CL1	1525 and 1660	Office Assistant and Office Systems Technician

This college has a lot to offer students and I enjoyed attending here.	1	CL1	1521	Teacher Assistant-Level II
Great Graphics Degree Program!	1	AA and AAS	1002 and 1598	Art and Graphic Arts-Elec Graphics
Great Junior College	1	AA	1002	Art
My only complaint is with the counseling services. I was given an outdated 2+2 form and had to petition the Dean in order to graduate. A suggestion could be to put an expiration date in case this error happens again.	1	AS	1008	Engineering
SAC is a great institution with excellent instructors.	1	AA	1053	Social Services
San Antonio College is an excellent school which I have had the privilege to attend. I have even recommended my brother come here after he graduates from high school - one major disappointment of mine, though, is poorly trained counselors. They were not very helpful, and counseling at SAC should be reviewed.	1	AS	1008	Engineering
I was satisfied with faculty advising. Within my major but did not find the regular campus advisement to be helpful. I am please with the interpreter training programs here and hope it will continue to gain more and more support and recognition throughout the years to come.	1	AA	1056	American Sign Language
I really enjoyed school I plan on returning	1	AAS	1500	Accounting Technology
My experience at San Antonio College has been very rewarding I appreciate every day that I am here and I look forward to an opportunity to continue my education.	1	CL1	1660	Office Systems Technician
Great School needs more parking.	1	AAS	1500	Accounting Technology
Very pleasant with overall instruction @ SAC - will be attending for future courses	1	AAS	1597	Graphic Arts - Print Graphics
I loved being in this Medical Assisting program. Being here at SAC it was great; all depts in here helped me a lot.	1	CL1 and AAS	1515	Medical Ofc Admin Assistant
I found this experience @ SAC enjoyable however, I feel it was short.	1	AAS	1700	Nursing
1 Count	44			
Cafeteria very expensive	2	AAS	1700	Nursing
Cafeteria food too expensive	2	AAS	1700	Nursing
Some of the courses in my degree program seem to be unnecessary for the profession of my choice. Teacher needs to be a little more sensitive & understanding to life situation of traditional student which have to deal with college & family life.	2	AAS	1513	MHT-Substance Abuse
Parking - Parking - Parking !	2	CL1	1514	MHT-Drug & Alcohol Counselor

We do need better computer labs. We have a small staff now of tutors which are great. Wish we had gotten them sooner.	2	AAS	1531	Computer Programming
The schedule for some courses are only in the evening. Please check that in all the programs.	2	AAS	1501	Office Systems Specialist
Financial Aide office help-desk clerks are horrible, not helpful, and rude!	2	AAS	1508	Interpreting for the Deaf
Above degree is in "interactive graphics"	2	AAS	1598	Graphic Arts-Elec Graphics
I would recommend SAC to new students in the Computer Science areas but certain counselors need to be retrained in proper placement of classes. I don't think Financial Aid should be based on the number of credits you all ready have.	2	AAS	1567	Network Administrator
Parking do something about it!!!	2	AAS	1588	Child Development
Counseling and Financial Aid departments are not very helpful.	2	CL1	1665	Microcomputer Data Entry
Parking really inconvenient need multi level garages. We pay a lot in lab fees & still get very old hand me downs w/no prompt efficient tech support. We, CR's, as a Dept. are not publicize or advertise enough or at all & have a low enrollmt every semester. Need to advertise Court Reporting more!	2	AAS and CL1	1505 and 1516	Court Reporting Rapid Text and Court Reporting CAT
Please make yourself at Admission & Records more organized, make up your minds when dealing with what catalog students have to follow	2	2 yr. Certificates	1580	Medical Assisting Technology
The format of this survey is not user friendly to the eyes.	2			
Food is expensive	2	AAS	1500	Accounting Technology
Nursing Dept making classes 8 hr per day; not 4 hrs one day 5 hr next day. And computer [deleted] Instruction a more flex time convince for working student	2	AAS	1700	Nursing (RN)
The Head of the RTVF department should be asked to resign.	2	AAS	1686	Radio-TV-Film Tech
Having problem with auditing and Tilly. Problems with parking	2	AAS	1567	Network Administrator
Charge less for food; improve food quality.	2	AA	1041	Drama
Make more parking. Build a garage if you have to. The parking is absolutely ridiculous and has continued to be my number one complaint ever since I started coming here. With all the money you make off of tickets, you ought to be able to do something.	2	AAS	1567	Network Administrator
LA program needs more courses in the practicality of the use of legal assisting theory. i.e. less or no more theory but more practical application for on the job.	2	AA and AAS	1592	Legal Assisting

I want to thank the staff & Faculty for their help and support. I'm very satisfied with the services and academic instruction received here. My only suggestion will be to reinforce the Intern. Students Office with more staff capable of helping students.	2	AAS	1531	Computer Programming
1. It does tend to get frustrating when a class doesn't make due to attendance and sets back graduation. 2. It would be more convenient if tuition for 3 hours instead of 6 is available, some times we need only 1 class.	2	CL1	1565	Records Management
Enforce parking rules; Bookstore.	2	CL1	1514	MHT-Drug & Alcohol Counselor
I have been here since l994. I enjoyed most of the things the college has to offer, however, everyone complains about not getting correct academic counseling. I experience that myself many times. The counselors didn't really listen to what you need. The counseling in the ASL-ITP PROGRAM was always good. The bursars' office was very little help and always goofing off and not helping the people in line.	2	AAS	1508	Interpreting for the Deaf
The Financial Aid office was truly a disappointment. They were not supportive and condescending. The counseling service in that dept. was a waste. Instead of being eager to help they were quick to deny financial aid.	2	AAS	1700	Nursing
Parking	2	CL1	1514	MHT-Drug & Alcohol Counselor
Need more Parking!	2	AAS	1588	Child Development
Counseling Center wrong info given. No parking (tickets) & slow response to calls.	2	AA	1053	Social Services
When completed a number of reading intensive classes (i.e. Philos, Freshman Comp I & II, Hist I & II, Govt I & II) I was advised that if I cared to cont. w/my education I must take a remedial reading or sit out 1 yr. Adjustments were not made and failed to acknowledge or inform me of GPA adjustments. Was rather inconsiderate & carried on as if I was wasting her time.	2	AA		all other concentrations
2 Count	30			
Grand Count	74			
Positive		44	59.5	
Negative		30	40.5	

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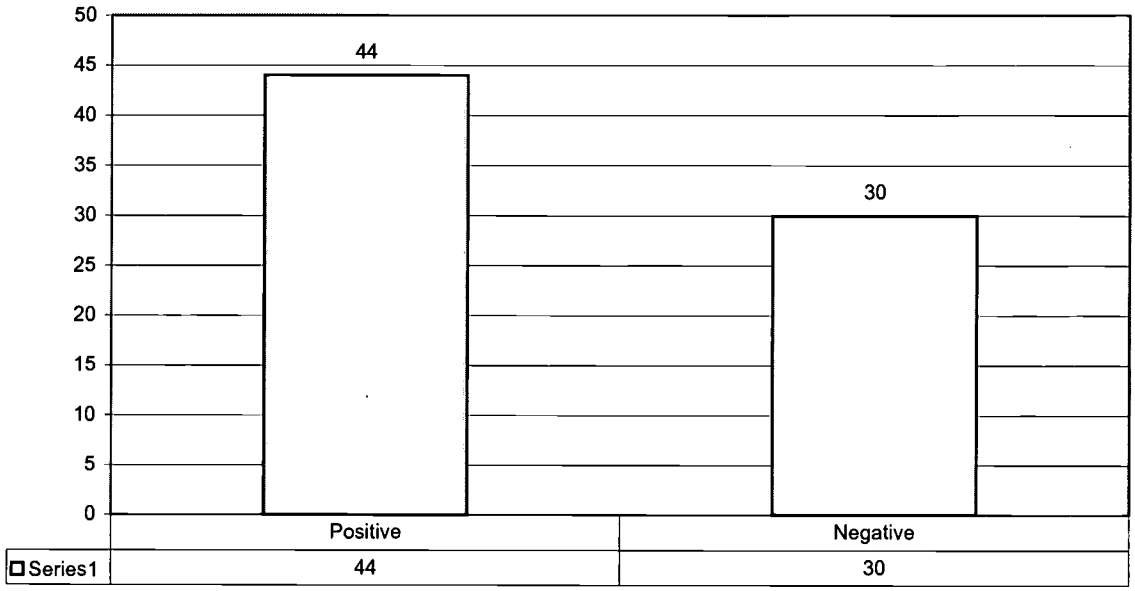
San Antonio Graduates Survey 2000-2001 Comments



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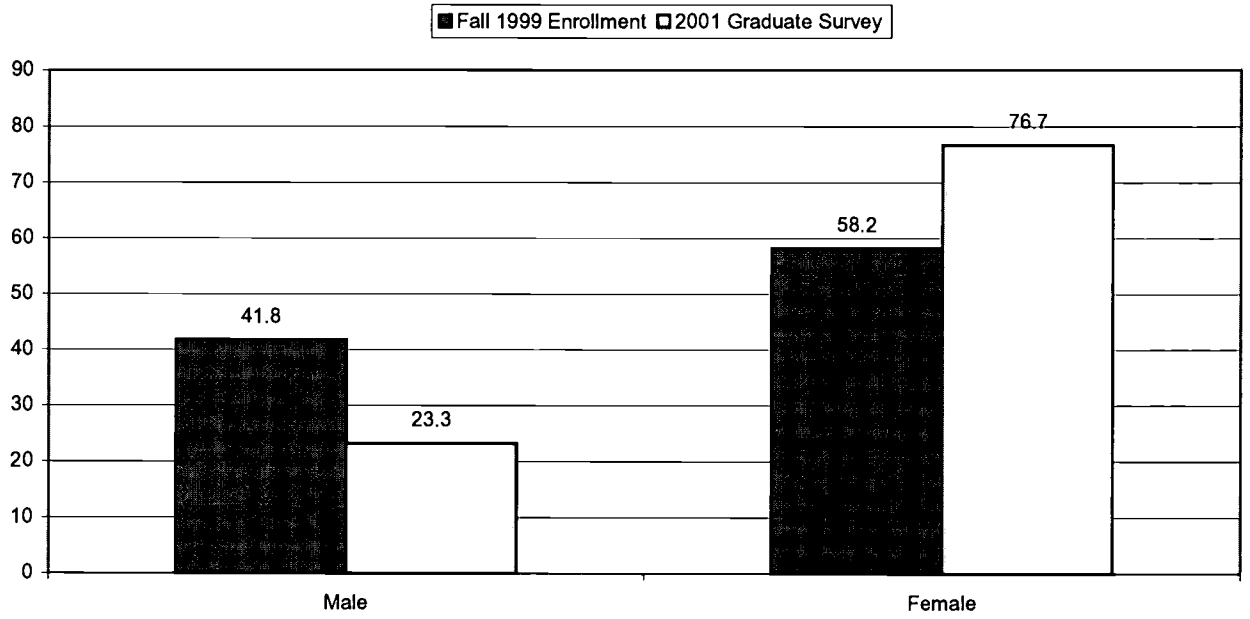
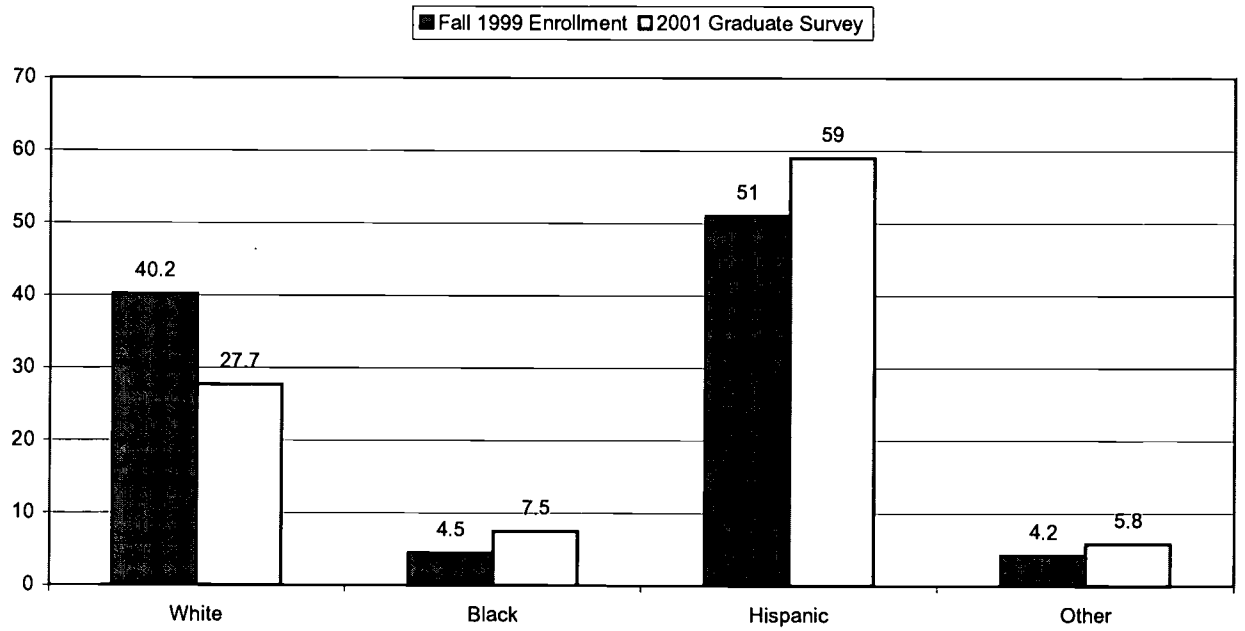
APPENDIX D:
COMPARISON OF FALL 1999 ENROLLMENT AND 2001 GRADUATES

By Category

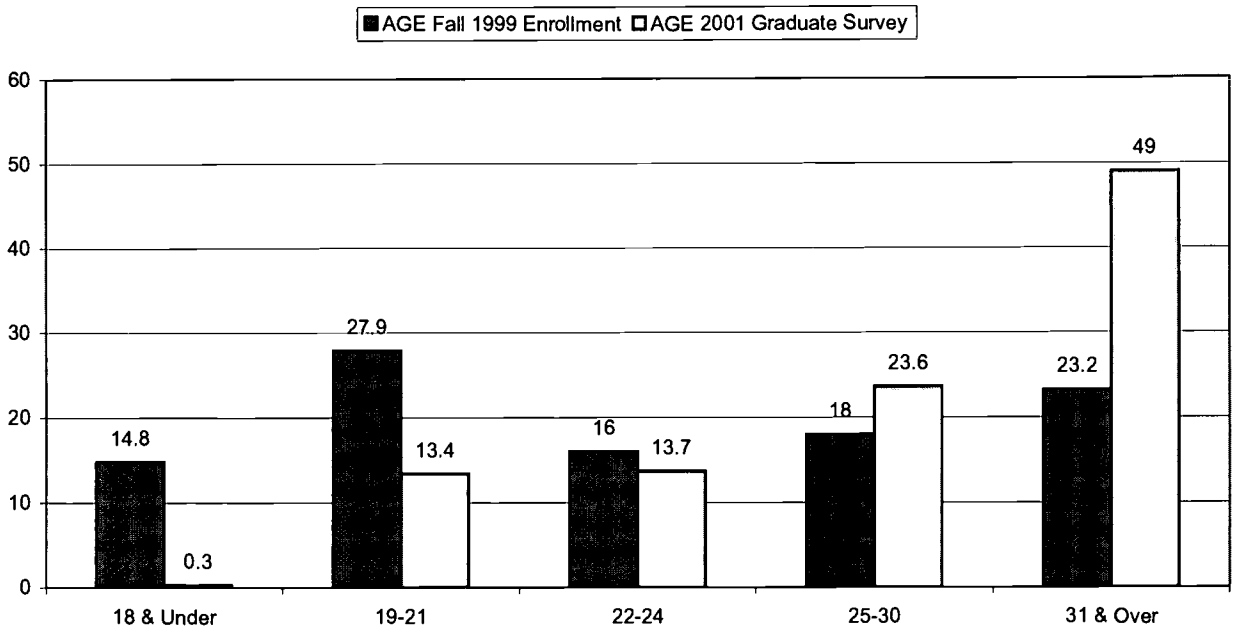
Gender Comparison



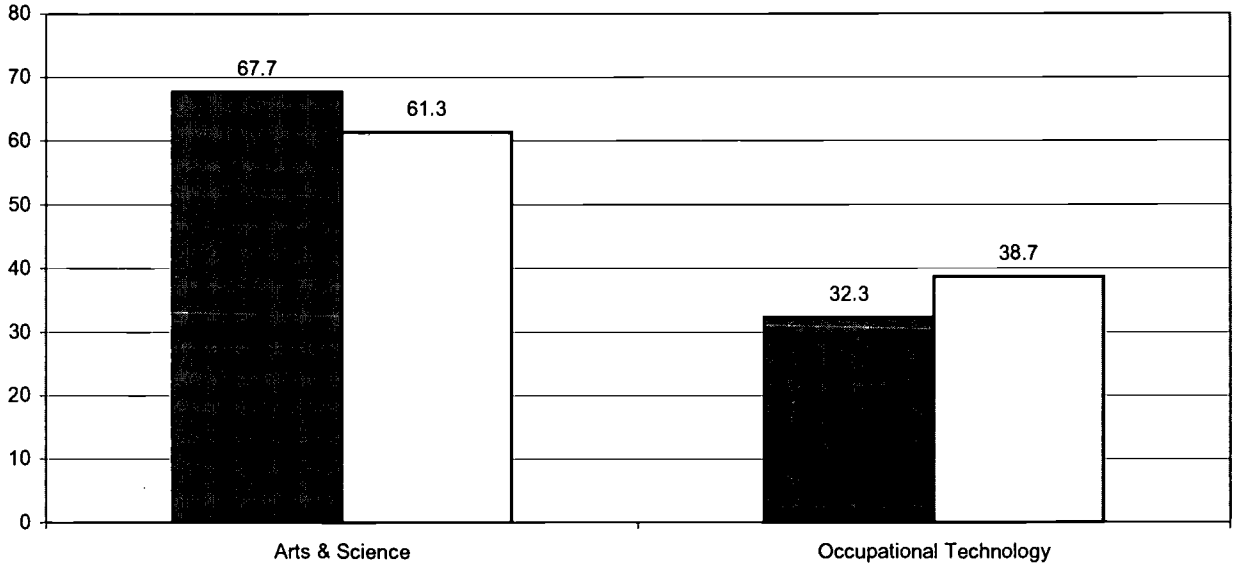
ETHNICITY



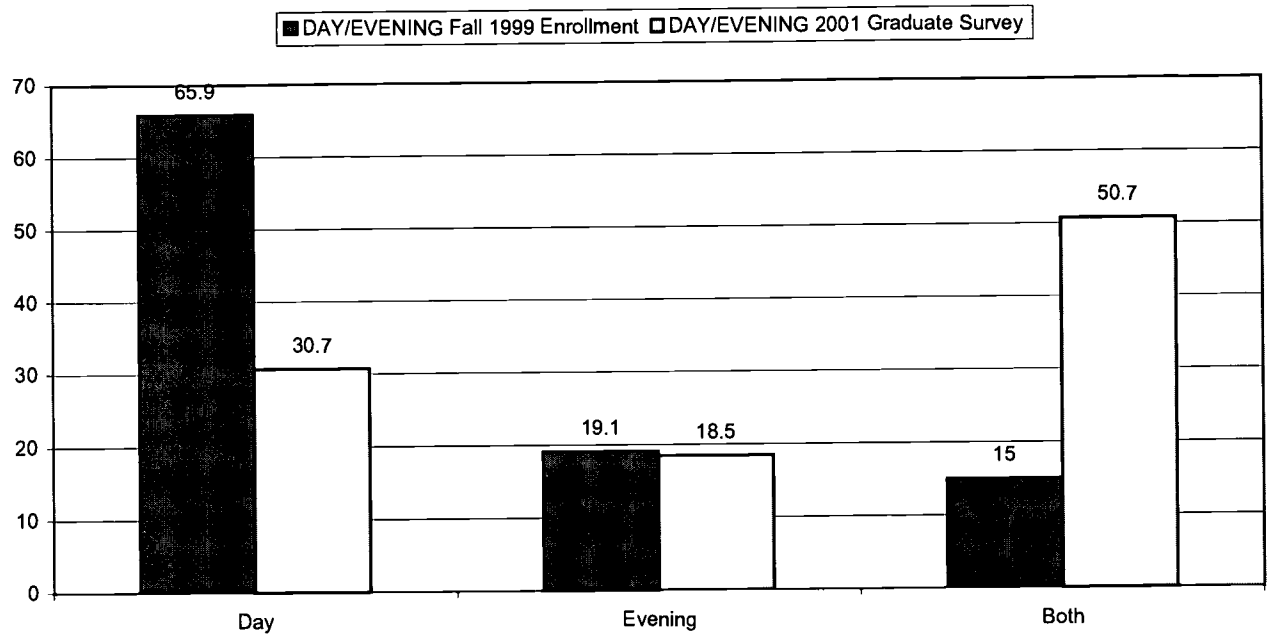
Age Comparison



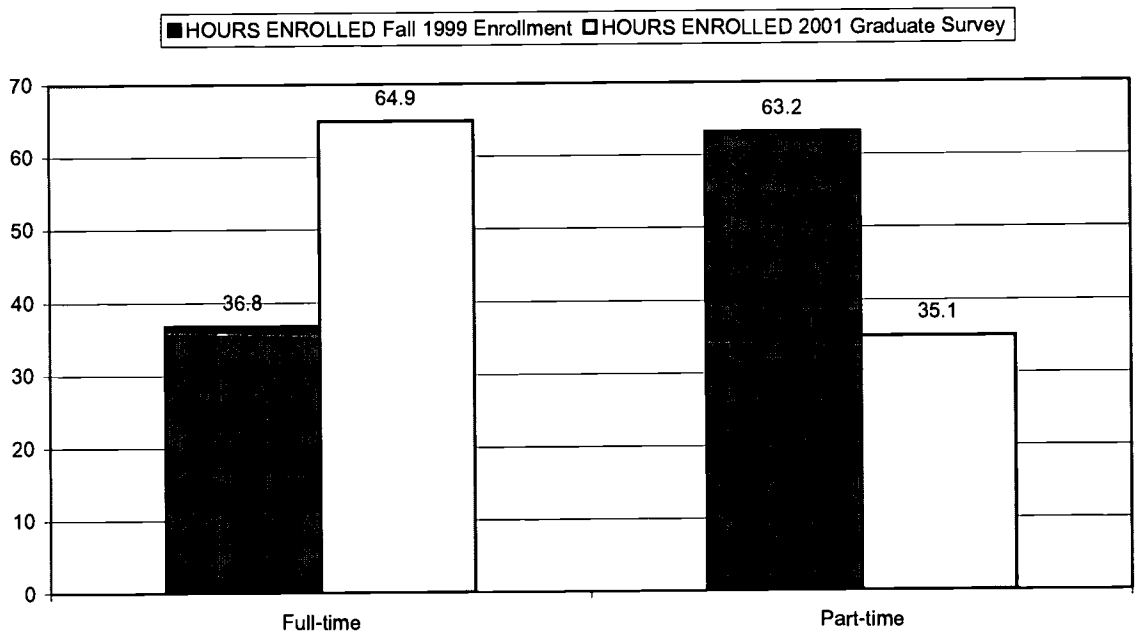
Program Comparison



Day/Evening Comparison



Hours Enrolled Comparison



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