



Career and Technical Student Follow-up 2010-11

April 2012

Introduction

Each year, the Office of Planning and Effectiveness uses Perkins funding to complete a follow-up of Career and Technical students. The purpose of this report is to measure students' perceptions of how well the program prepared them for their career and to support continuous improvement efforts. It does this by collecting students' feedback about the college and their programs. Currently, this survey is the only instrument available to provide annual feedback for individual programs. Because program sample sizes are small, the results of this survey can only be used as indicators. At the college level, this report provides data to benchmark and set goals for student outcomes related to program completion.

A total of 855 students were surveyed for the 2010-11 report. These students fell into two groups. Graduates completed a transcriptable degree or certificate during the 2010-11 academic year, and leavers stopped attending classes after earning 45 or more career or technical credits in a single program. For the 2010-11 report, Planning and Effectiveness surveyed 621 graduates and 234 leavers. A total of 185 students, 168 graduates and 17 leavers, responded to the survey for a 22% response rate (27% for graduates and 7% for leavers).

Highlights

- 91% of students feel they accomplished their primary goal during their time at Clark College.
- 50% of employed graduates earned more than \$18 an hour when surveyed.
- 71% of graduates were employed.
- 76% of employed graduates were employed in their field of study.
- 86% of graduates reported that Clark College prepared them for employment in their field of study.
- 88% of graduates reported feeling that Clark College prepared them in a manner consistent with current industry standards.
- 68% of graduates were satisfied or very satisfied with their current employment situation.

Methodology and Definitions

Students were first contacted via email. Those who did not respond to the email were then sent a paper survey. If they did not respond to the survey, they were sent a follow-up postcard. Students who received a paper survey could either return the paper survey in the enclosed postage-paid envelope, or they could complete an electronic version. Of the 855 students surveyed, 185 students responded (22%). This response rate is acceptable.

Graduates are students who earned a transcribed degree or certificate during the 2010-11 academic year. Of the 621 graduates, 168 responded (27%). Transcriptable degrees and certificates do not include short-term training program completions or short-term program certificates.

Leavers are students who were enrolled in a career/technical program with an intent to complete a degree or certificate and who had earned 45 or more career/technical credits before leaving the college. Twelve (12) of those credits must have been earned in the previous two years. Of the 234 leavers, 17 responded (7%).

The term **student** refers to both graduates and leavers.

Goal Accomplishment

★ 91% of students reported they accomplished their primary goal.

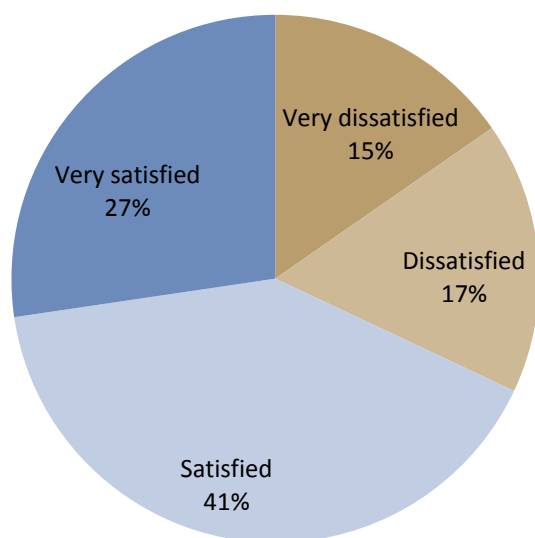
The majority of students reported they accomplished their primary goal, with only 16 indicating they did not. Seventy-one percent of the leavers reported they accomplished their primary goal. Their responses are listed below, grouped by leavers and graduates and the primary goal they indicated.

If NO, please explain why you do not feel you accomplished your primary goal in attending Clark College -- grouped by primary goal	
Leavers	
Primary Goal	Comments
To get a job as an Auto Technician	I have looked very hard for a job but there not out there.
Earn a certificate	Very little support from school. Felt like small fish in Big pond, when asked for help/guidance. NONE to little was given. Felt like I had to fend for myself.
Earn an Associate's Degree	I have not finished my education yet
	I do not feel I accomplished my primary goal because I did not earn an Associate's Degree. I have Spring Quarter to finish.
Earn an Associate's Degree & Retrain	I was not granted classes to continue my program because they were over crowded. I was on a waiting list and had to put my education on hold. Now my benefits have run out.
Graduates	
Improve or gain new skills	I think, not feel, I "feel" Hungry, not I think I'm Hungry. I am not remotely qualified to get a better than decent job in my field or related field and I graduated with Honors, so it's not some student bitching about the program
Earn an Associate's Degree	I feel I had accomplished a great deal. Had accomplished 3/4 of my goal. 1/4 in progress with high hopes.
	My goal was to find a position as an M.A. w/in the SW WA or NW PDX area - did not happen
	I thought I did, but my degree did nothing for me with employment, and now have 20K in loans. I have a job but not in management, as a entry level operator making \$11.
	I have not finished with all the required classes.
	Still unemployed
Work towards a four-year degree (transfer with no Associate's Degree)	Still attending -decided to pursue Associate in BA, transfer to 4 year college
	I had hoped to find a job in the field of Power Utilities but with just the certificate that does not seem to be enough to get hired.
	Did not get a 2 year degree
Work in Medical Imaging	Employment market is flooded with new graduates from multiple Medical Imaging programs.
Started for Certificate moved onto GRCP AA, then decide I want to get a BA from WSUV	Not yet.

★ 68% of all graduates were satisfied with their current employment situation.

Graduates were asked “How satisfied are you with your current employment situation? (whether employed or not?)” While almost two-thirds of graduates who responded were satisfied, there were a total of 48 who were dissatisfied or very dissatisfied with their current employment situation. Over half of these dissatisfied graduates (26) are unemployed.

Graduate's Satisfaction with Current Employment Situation



Dissatisfied or Very Dissatisfied with Current Employment Situation (N=48)

Employment Situation	Number
Full-time, in field	6
Full-time, not in field	3
Part-time, in field	6
Part-time, not in field	4
Unemployed	26
Not seeking, unknown	3

Current Employment

★ 69% of students were employed. Of those graduates who wanted to work, 76% were employed.

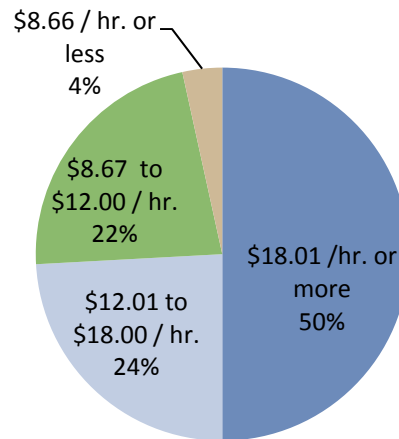
	Employment by status			
	Employed full-time	Employed part-time	Unemployed	Not employed – not looking
Graduates (n=167)	48%	23%	23%	7%
Leavers (n=16)	38%	6%	44%	13%
TOTAL (n=183)*	47%	21%	25%	7%

* 2 students did not report employment information

Of the 125 employed students, 69% are working full-time and 31% are working part-time.

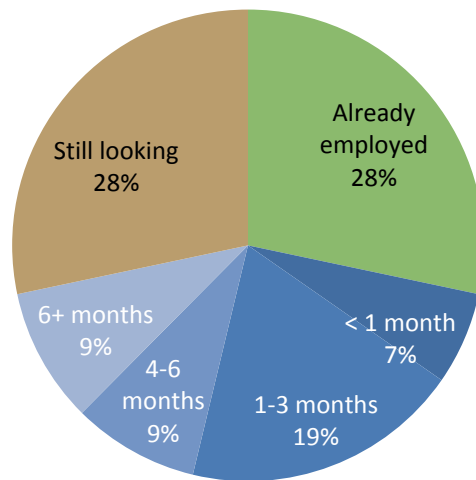
- ★ 74% of employed graduates earned more than \$12.00 per hour. Half earned more than \$18.00 per hour.

Wage Category of Employed Graduates



- ★ 54% of employed students were employed in Vancouver, and an additional 15% were employed in other Washington locations. 31% were employed out of state (20% in Portland, 8% elsewhere in Oregon, and 3% in other states).
- ★ 89% of employed students were working locally (Clark, Skamania, Klickitat, Multnomah, Washington, and Clackamas counties).
- ★ 28% of students were not able to find employment within 6 months. Another 28% were already employed and the other 44% found employment within 6 months.

Length of Time to Employment



★ More than 76% of working students were employed in their field of study. Of those students employed full-time, 82% were employed in their field of study.

	Employed in field of study by status	
	Yes	No
Graduates (n=116)	78%	22%
Leavers (n=6)	50%	50%

Data note: This table only includes those students who reported employment.

Students working out of their field of study were asked for an explanation. Most have been unable to find jobs in their fields of study, or have found that entry level jobs do not pay enough to meet their needs, while others do not have the experience necessary in the field. However, others are employed in fields they enjoy which are not directly related to their studies or working while continuing their education.

Graduates' responses to, "If you are currently working in a job or continuing school in a field that is <u>not</u> related to your coursework at Clark College, please explain why."			
Program	Employed	Current Position	Comments
Accounting	Full-time	Area Supervisor (retail)	I didn't try to find a job in Accounting.
Addiction Counselor	Part-time	Lab Assistant (college)	Nursing & Addiction Counseling are my primary field of study. I began taking BTEC classes to gain computer skills & was hired in the keyboarding lab
Addiction Counselor	Part-time	Clerical/Research Assistant (college)	I am expanding my skill set due to lack of work in this particular field in the Clark County area
Agriculture-Horticulture	Part-time	Information Technology/Lab Assistant (college)	Current work position will be used in my stated goal in the medical field
BTEC - Medical Assistant	Part-time	Customer Service (community organization)	I just passed my CMA test and am now going to look for a job in the Health Care field
BTEC - Medical Office	Full-time	QA Technician (packaging co.)	I lacked work experience for chosen coursework.
Computer Graphics Technology	Part-time	Office Assistant (college)	It fits my schedule while I continue my education
Computer Support	Full-time	Shift Foreman (manufacturer)	Field of study is too low of starting wage to live on
Dental Hygiene	Part-time	Merchandizing Field Specialist	Because there are little to no Dental Hygiene positions available in the area.
Fitness Trainer	Part-time	Coach (youth sports)	I love coaching!
Management	Full-time	Project Specialist (medical)	My AA degree is not enough really need a four year degree
Management	Full-time		No one seem willing to hire AA degrees.
Network Technology	Part-time	Printer Tester (technology co.)	Tough job market, every employer wants years of experience; not college graduates w/ no job experience
Network Technology	Part-time	Programmer Analyst	Currently employed as a Pick Basic programmer. Looking for skills in Cisco Network technology.
Paralegal	Part-time	Caregiver	U.I. benefits were ending and hadn't found study related work, so took something else for work.

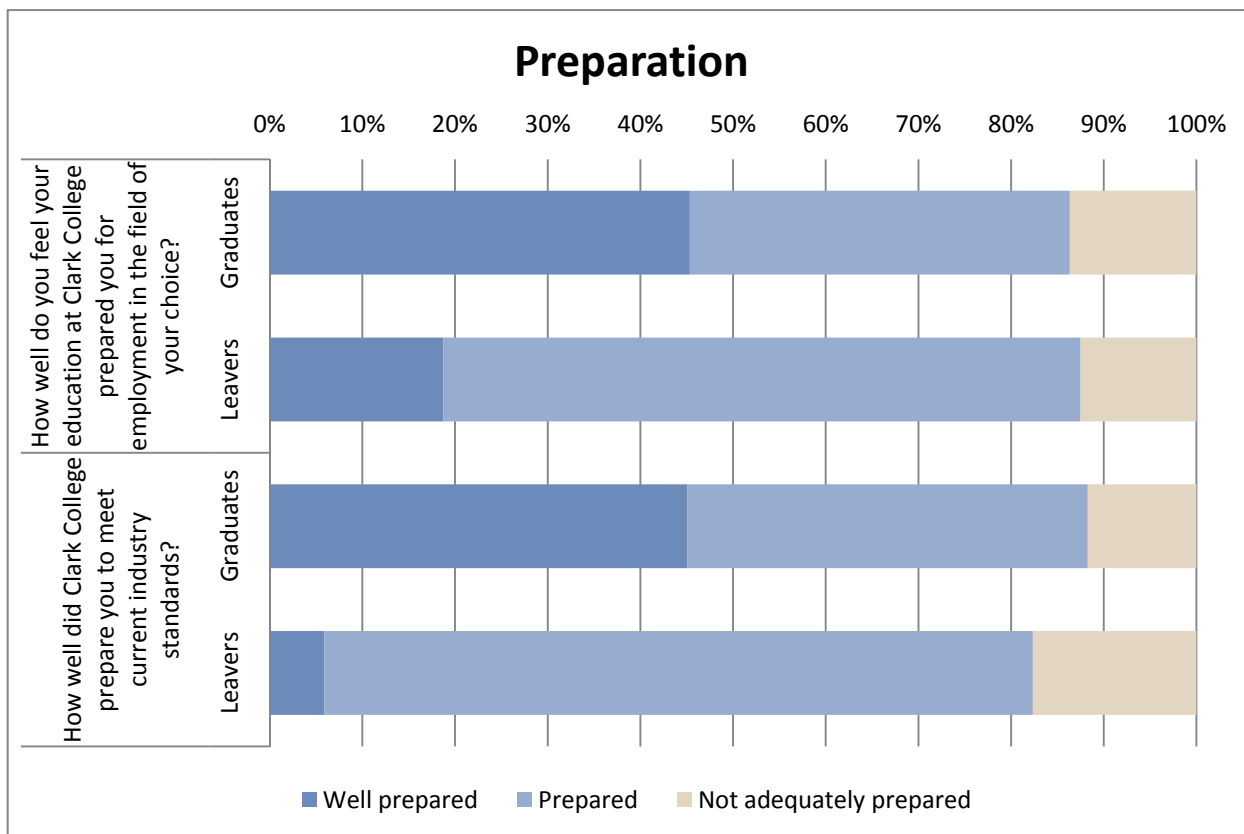
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Program	Employed	Current Position	Comments
Pharmacy	Full-time	Softlines Lead (retail)	I haven't had time to look in my field. I currently work retail and between now and the end of the year is extremely busy and I think I have plans around Christmas.
Pharmacy	Full-time	CAD Drafter II (engineering)	Couldn't find work as a Pharmacy Technician.
Pharmacy	Part-time	Cashier (retail)	I'm hoping I can get transferred to the pharmacy when an opening is available in one of the [stores] in the area.
Power Utilities Technology	Part-time	Preschool Teacher (school)	Just to work while finishing Bachelors degree at WSUV
Power Utilities Technology	Full-time	Dockworker (trucking)	I am in the AST-2 Transfer Degree Program for Electrical Engineering in hopes of finding a better job with room for advancement in both salary and position.
Web Design and Development	Full-time	Data Entry (temp agency)	Frigin Poverty Level, Not even close! Because Clark didn't prepare me to get the skills necessary in my field of study. My skills aren't even close.
Web Design and Development	Full-time	RMP/Regulatory Coordinator (home service)	I couldn't find a job in my field of study
Welding Technology	Part-time	Secretary (home service)	I was working in my field of study, however I'm still going to Clark College for my AAS in Business Administration and the Welding job I had was conflicting with my class schedule. Also, after working as a welder I decided it was not for me.
Welding Technology	Full-time	Owner (welding)	
Welding Technology	Full-time	Exhibit Technician (museum)	Laid off from previous job as Structural Fabricator. Returned to school to gain new job skills
Welding Technology	Full-time		

Students' Preparation

★ 86% of graduates indicated that Clark College prepared them for employment in their field of study.

★ 88% of graduates indicated that Clark College prepared them in a manner consistent with current industry standards.



★ 49% of students (91) provided information about areas of improvement for their program of study.

Skills specific to a program will be included in the individual program reports. Only items with broader applicability are included in this report.

What additional skills would have been helpful for you to learn in your program?

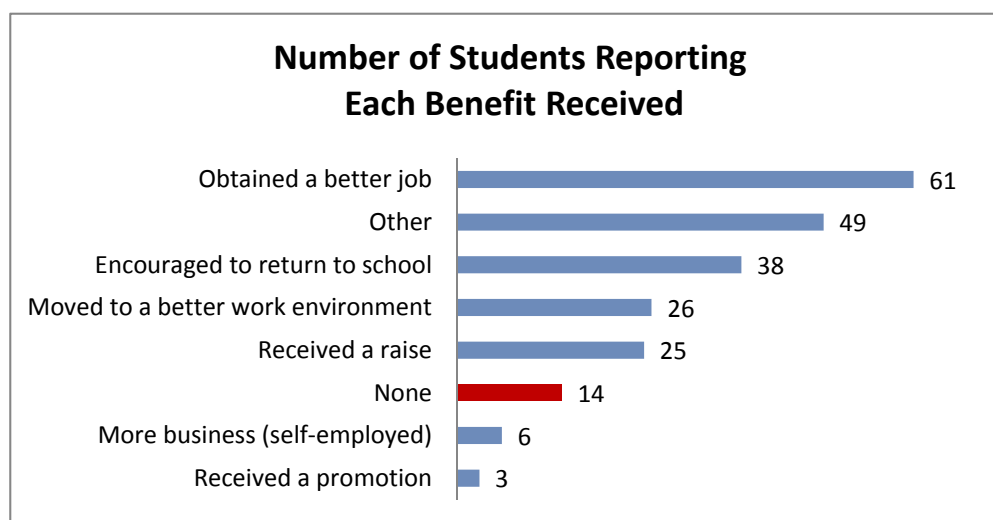
- A class in job searching, resumes and interviews.
- Access to larger Clinical sites
- Actual real world uses. Learning from a book is great and begins the process though there is no real experience. Hands on and seeing some of the equipment working first, configuring it is something the college needs more of.
- Basic letter writing and more pleading work.
- Call tracking, software, more help desk experience, longer internship.
- Company politics, how to deal with horrible employees.
- Customer service skills over the phone
- Dealing with the BS of Management and Insurance.

• Have a directed practice site for coding.
• How to address competing objective between upper management and direct reports.
• How to step up to 300 and 400 level classes at a University.
• I think additional computer skills should be required for this degree. The basic classes are not enough because they cover too much and move too fast.
• I think it would be helpful if the students could work on more customer vehicles to get more real world experience.
• I think it would be helpful to all students if one of the first classes they had to take, were: The initial class plan to obtain your degree
• I think more hands on training would have been good.
• I would have to say actual hands on training and perhaps a required Internship or Apprentice program. Although one of the criterias for the certificate was to complete a work study, because these options were extremely limited as arranged by the teacher or oneself, in order to complete the program it was also possible to take an Engineering level class which did not provide the same practical experience. For scheduling reasons and limited options, this was the only option I was able to take advantage of. Perhaps if the program had employers on board that were willing to hire right out of the program, the program would be more of a success.
• In the CNC area... Need to give students exposure as well as hands on experience with different machine controllers.
• In the program we learned what the skills necessary for when we are in the field, however it would have been beneficial for me to have more guidance and instruction on the process of finding jobs.
• Instruction that mirrored the needs of the market.
• Interpersonal communication helps me understand others and how to achieve my goals with help from others.
• It has teach more of how to work on the computers
• It would have been helpful to study what was required to obtain the Cisco CCNA certification. It would have been much more helpful to have more VOIP and more help in actually preparing for and passing the Cisco Certification Exam. Thanks.
• Learn how to upsell work for a commission based industry.
• Learning about sales in Dentistry and more realistic private practice expectations.
• Longer Practicum's. Switch Practicums to see different atmospheres in offices.
• Math and Computer skills
• Maybe more hands-on experience & in-depth discussions
• More advanced computer classes.
• More Behavior Management techniques
• More classes taught by Paralegals, actually doing the job on a day to day basis.
• More clinical experience more support for student clubs.
• More help in Advising before deciding on a degree
• More in-depth server classes & scripting such as Pearl
• More information to help families and resources and helping me learning more.
• More opportunities during class to plan a project and teach that topic to fellow students, under the supervision of an Educator.
• More pracitcal experience
• More real-world experience. I did not feel my internship gave me the experience needed to find a job because I was placed at the front desk and my long-term goal is to become a coder.

- On the job training
- Provide courses to help with Professional Industry Exam prep such as Cisco CCNA.
- Quickbooks
- Software lifecycle types/issues, Revision control systems
- Software support
- Technology
- Understanding what you can do to remain proficient if not able to use your skills in a job for an extended period of time.
- Would have liked to have a BA program available.

Employment Benefits

- ★ 143 of the 186 students (77%) reported receiving at least one benefit from their coursework at Clark College. However, 8% specifically indicated they received NO benefit by attending Clark College.



- 60% of students indicated that they have current or future educational plans.

Current or Future Educational Plans	Students	Percent
No current or future educational plans	75	40%
Transfer to a 4-year institution	54	30%
Return to Clark College for personal enrichment classes	31	17%
Return to Clark College for job-related classes	31	17%
Return to Clark College for an Associate's degree	30	16%
Return to Clark College for prerequisites	14	8%
Attend another community college	3	2%

Note: Respondents can be in multiple categories

Other Comments

Students responding to the survey were asked if there was anything else they would like to tell us. Comments specific to a program will be included in the individual program reports. Many students took the opportunity to express thanks to the College and to specific individuals.

Students do not have full information when they start a program. They are not aware of what their education will realistically provide them or the need for prior experience in most jobs. These comments exemplify this issue:

- While I am gaining good experience, start pay for new grads is poor and the job market is very competitive.
- After all that schooling and training; my salary base is minimal; I expected more from a college training program.
- I did get a job in the Healthcare field but I definitely am starting at the bottom of the totem pole and will be working a long time before I ever get into coding. I am not sure that our instructors are aware of how much experience we are expected to have and I think that we were given a false sense of security, but I'm sure when most of them started in their careers the economy wasn't what it is today and you could actually get someone to look at your resume w/o having 3+ yrs of coding experience. I guess I just wish we would have had more opportunities to gain "experience".
- The business program would benefit from additional training in the form of role-playing/business games or required internships. The biggest problem I have with finding work related to my degree is that I have no current experience.
- The program does not provide access to employers before or after for hiring. You graduate and are on your own unless someone likes you and hooks you up w/an office. Jobs are not posted for all students/alumni.
- Without 1-5 experience, employers reply that minimum requirements have not been met. Very disappointed.
- During this economic time it would be nice to have more job search help from the school to find a job when you finish.
- I have been volunteering my time at a Legal office to gain experience, so I am hopeful that my efforts will result in a paying position soon. While there are numerous positions open in the legal field, most all require a minimum of 3 years of "current" experience and experience utilizing software programs I have no knowledge of.
- It would have been great to know exactly what classes I took for a Cert. would apply for an AA. I thought it was almost half but actually, none.

A few students commented on availability of classes, particularly evening classes:

- Would like to be able to take more Welding @ night.
- Over all, Clark College does a good job. It would be helpful to have more CTEC and DNET coursed available after 5pm.
- Make sure classes are available when needed I had a tough time getting to needed classes
- Graveyard shift, no benefits, paid holiday, vacation retirement. Please reinstate evening classes for my fellow machinists!!

Some students commented on instructors:

- Clark fails its students by not having enough instructors for programs high in demand
- Get better teachers for medical classes.

- A more stable staff and instructor. Employment would have helped; too many instructors and directors were replaced or had vacancies this proved difficult for the students in our class.
- My cohort had a difficult time during the two years of our program due to constant changing of instructors as well as a lack of program director and clinical instructor for the majority of our second year. We were fortunate to have the help of a few dedicated instructors to support us through the program. We specifically owe a big thanks to Jenny King for working so hard to help us all when there were no other instructors or a director to assist. She was a vital aspect to our success.

And some overall comments

- Advise people to find program that relates to previous work experience otherwise you have to start all over and that's not easy unless you have different skills to fall back on.
- Classes should be more in-depth instead of survey type classes
- I appreciate you wanting feedback from your students and look forward to seeing improvement in the programs.