



Career Technical Education Completers and Leavers Survey Report 2013

Institutional Research and Planning
Palomar College

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INTRODUCTION

The Division of Career, Technical, and Extended Education is implementing a system of ongoing assessment of past Palomar students. The surveys are designed to provide information useful to the improvement of the division's instructional programs and services. The survey of students from vocational programs focuses on current job placement, experience and satisfaction with the programs, support services, and their experience with Palomar College in general. The current report summarizes the results of a telephone survey of past students (completers and leavers). The report describes the methods, presents the results, and provides a brief summary of the survey.

Past Student Categories

Two categories of past students are included in the surveys of past students: completers and leavers. *Completers* are those who received a degree or certificate within the past year. *Leavers* are those who accumulated more than six units in a vocational education program, and were enrolled in the spring but did not enroll in the fall or the following spring term and did not receive a degree or certificate.

DATA

Sample

The sampling design involved selecting two samples: completers and leavers. Completers were students who had received a degree or certificate from Palomar College in the prior Fall, Spring, or Summer terms in a vocational program as determined by CIP code. Leavers were students who had taken more than six units within a vocational program in the previous three years, but had not received a degree or certificate and had not taken a class in the last Fall or Spring.

Instrument

The survey addressed student goals and education, experience with the program, workforce preparation, and student support services. The questions from the survey are found in Appendix A.

Procedures

The Institutional Research and Planning office provided the sample database to the Social Science Research Center (SSRC) at California State University Fullerton. The sample included 884 completers and 2,207 leavers. Interviews were completed with 300 completers and 355 leavers. The SSRC used a Computer Assisted Telephone Interviewing system to conduct the telephone survey, which allows for complex skip patterns, randomization of questions, and sample management procedures that maintain a history of call attempts to each phone number in the sample. Data collection was conducted in April of 2013.

Analysis

The data from this survey were combined with those from the 2009 and 2011 surveys. Student characteristics, demographics, employment information, and student support services were examined with the data split by respondent category – that is, whether they were completers or leavers. However, program evaluation items were examined separately for each program that had at least 30 respondents. A subsample of 30 cases is still small, and brings with it concerns about the stability of the estimates based on such small numbers. However, these estimates may still be suggestive and prove useful if viewed with caution.

RESULTS

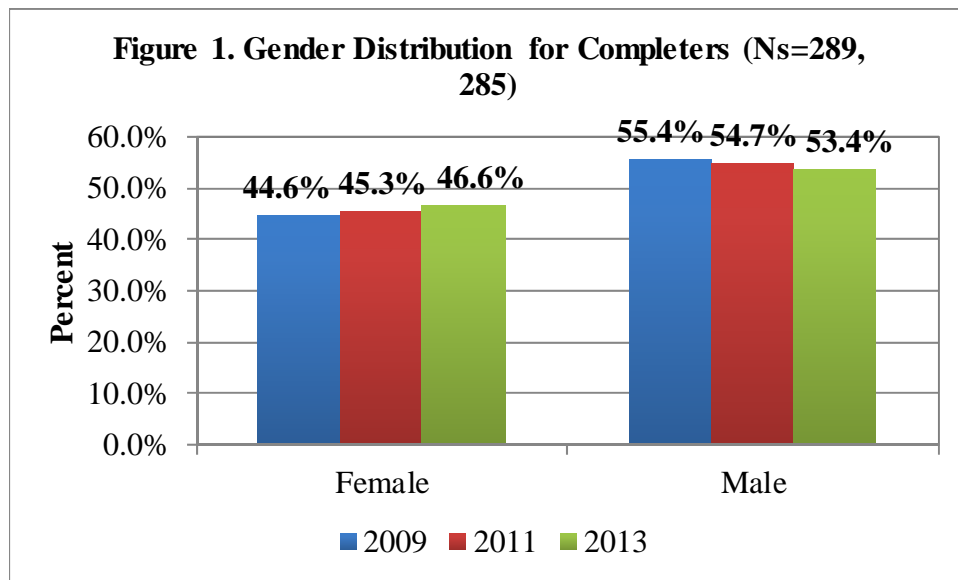
Student Characteristics

A number of student characteristics were examined for leavers and completers. These include demographic characteristics as well as educational factors such as educational status and time at Palomar College.

Demographics

Completers

Figure 1 shows the gender distribution of completers shows a greater proportion of males than females. Table 1 shows that the proportion of Hispanics in the sample, as with the student population, has grown over the last few years. The average age of the completers was younger in 2013 than in the previous two administrations. This is illustrated in Table 2.



	2009	2011	2013
Asian	5.2%	6.7%	3.3%
African-American	1.7%	3.9%	3.0%
Filipino	2.8%	2.5%	3.0%
Hispanic	18.3%	24.6%	28.3%
American Indian/Alaskan Native	0.7%	0.7%	1.3%
Other	0.0%	1.1%	2.0%
Pacific Islander	0.3%	1.4%	0.0%
White	61.6%	57.2%	58.0%
Unknown, Decline to State, or Missing	9.3%	2.1%	1.0%
Total	100.0%	100.0%	100.0%

Year	N	Mean
2009	289	34.2
2011	285	33.1
2013	300	30.8

Leavers

As shown in Figure 2, the leavers were more likely to be male than female. Table 3 shows that as with completers, the proportion of Hispanics has risen. Leavers averaged 32 to 35 years of age, as seen in Table 4.

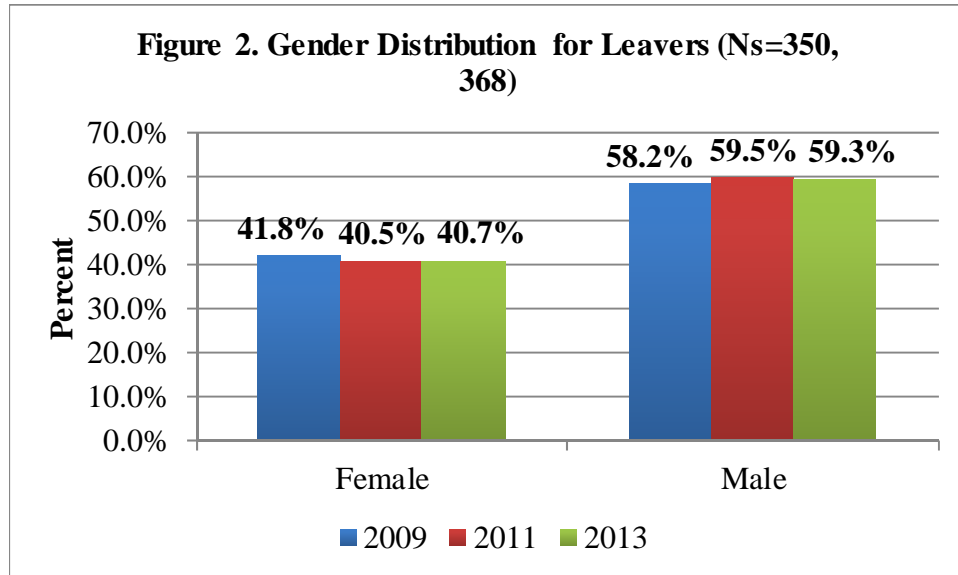


Table 3. Race and Ethnicity Distribution for Leavers

	2009	2011	2013
Asian	4.3%	7.6%	5.4%
African-American	2.3%	2.2%	4.2%
Filipino	1.4%	2.4%	1.7%
Hispanic	16.0%	22.8%	23.9%
American Indian/Alaskan Native	1.4%	0.8%	1.4%
Other	0.0%	2.2%	2.0%
Pacific Islander	0.0%	0.3%	0.8%
White	55.4%	58.0%	58.3%
Unknown, Decline to State, or Missing	19.1%	3.8%	2.3%
Total	19.1%	3.8%	2.3%

Table 4. Age of Leavers

Year	N	Mean
2009	346	35.1
2011	365	32.2
2013	353	32.9

Educational Status

Respondents were asked about their current educational status. Tables 5 and 6 show that while the distribution of responses differs for completers and leavers, for both completers and leavers the most common response was that they have not been enrolled in college since leaving Palomar. This was the case for half of the respondents.

Current Educational Status	2009		2011		2013	
	Count	Percent	Count	Percent	Count	Percent
Have NOT been enrolled since PCC	151	53.0%	144	50.9%	144	48.5%
Have been enrolled since PCC, but NOT currently enrolled	27	9.5%	13	4.6%	17	5.7%
Currently enrolled in a field of study RELATED to program at PCC	33	11.6%	50	17.7%	77	25.9%
Currently enrolled in a field of study UNRELATED to	12	4.2%	19	6.7%	12	4.0%
Currently enrolled at PCC in another field of study	34	11.9%	17	6.0%	22	7.4%
Currently enrolled at PCC in same field of study	28	9.8%	40	14.1%	25	8.4%
Total	285	100.0%	283	100.0%	297	100.0%

Table 6. Student's Current Educational Status for Leavers

Current Educational Status	2009		2011		2013	
	Count	Percent	Count	Percent	Count	Percent
Have NOT been enrolled since PCC	164	47.5%	185	50.5%	173	48.9%
Have been enrolled since PCC, but NOT currently enrolled	37	10.7%	38	10.4%	45	12.7%
Currently enrolled in a field of study RELATED to program at PCC	87	25.2%	88	24.0%	79	22.3%
field of study UNRELATED to program at PC	34	9.9%	40	10.9%	39	11.0%
Currently enrolled at PCC in another field of study	11	3.2%	5	1.4%	5	1.4%
Currently enrolled at PCC in same field of study	12	3.5%	10	2.7%	13	3.7%
Total	345	100.0%	366	100.0%	354	100.0%

Time at Palomar

Completers were asked how long it took to complete their degree or certificate. Table 7 reveals that almost two thirds (64.8%) were done within three years. Table 8 shows that leavers, on average, were at Palomar for four semesters. However, the table also shows that more than 10% of the leavers had been at Palomar for nine or more semesters.

Table 7. Time to Complete Degree or Certificate by Year (Ns=288, 284)

	2009	2011	2013
Less than two years	25.7%	23.6%	14.8%
Two years	19.8%	22.9%	28.2%
Three years	22.6%	19.4%	21.8%
Four years	13.2%	12.7%	11.7%
Five years	9.7%	13.0%	11.4%
More than five years	9.0%	8.5%	12.1%
Total	100.0%	100.0%	100.0%
Number	288	284	298

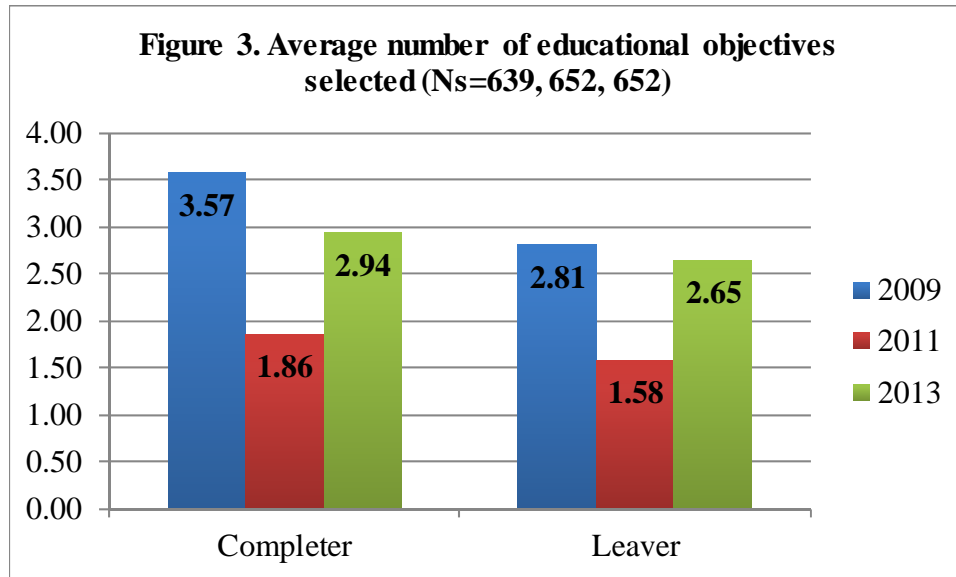
Number of Semesters Attended	2009	2011	2013
One	10.0%	11.8%	4.7%
Two	15.9%	13.5%	18.7%
Three	15.6%	13.8%	12.9%
Four	13.3%	15.7%	15.8%
Five	9.1%	10.2%	10.5%
Six	12.1%	13.8%	12.3%
Seven	4.7%	5.2%	2.3%
Eight	6.8%	5.2%	7.0%
More than eight semesters	12.4%	10.7%	15.8%
Total	100.0%	100.0%	100.0%
Number	339	363	342

Educational Objectives

Respondents were asked to identify all of their educational objectives. Table 9 summarizes their responses. The table shows that completers were more likely than leavers to identify as objectives (1) obtaining skills for a new or different job, (2) obtaining skills for present job, (3) preparation for changing careers, (4) obtaining an AA, and (5) obtaining a certificate. Leavers, on the other hand, were more likely to identify interest or self-improvement as their educational objective.

Educational Objectives	2009		2011		2013	
	Completer	Leaver	Completer	Leaver	Completer	Leaver
Skills for new or different job	55.4%	40.6%	26.7%	15.0%	43.8%	36.8%
Skills for present job	34.6%	24.6%	16.1%	14.8%	23.4%	19.0%
Change careers	33.2%	25.4%	15.8%	7.9%	29.1%	23.8%
Explore courses	25.6%	22.0%	10.9%	9.3%	15.7%	21.2%
Obtain AA	54.0%	33.7%	35.8%	30.3%	51.2%	35.7%
Obtain certificate	51.6%	31.4%	27.7%	19.9%	42.5%	28.9%
Prepare for licensing exam	27.0%	20.9%	11.6%	6.8%	23.4%	15.3%
Interest/Self-improvement	39.8%	43.1%	15.1%	22.7%	27.1%	44.2%
Transfer	34.6%	36.6%	24.9%	28.4%	35.1%	37.7%
Other	1.7%	2.6%	1.8%	3.0%	2.3%	2.0%

It is also interesting to note the number of objectives identified by respondents. On average, completers identified more objectives than did leavers, as seen in Figure 3.



Of the objectives they had identified, respondents were asked if they had met their primary objective. Table 10 shows that completers were more likely to have met their primary objectives than were leavers.

Table 10. Respondent Met His or Her Primary Objective at Palomar

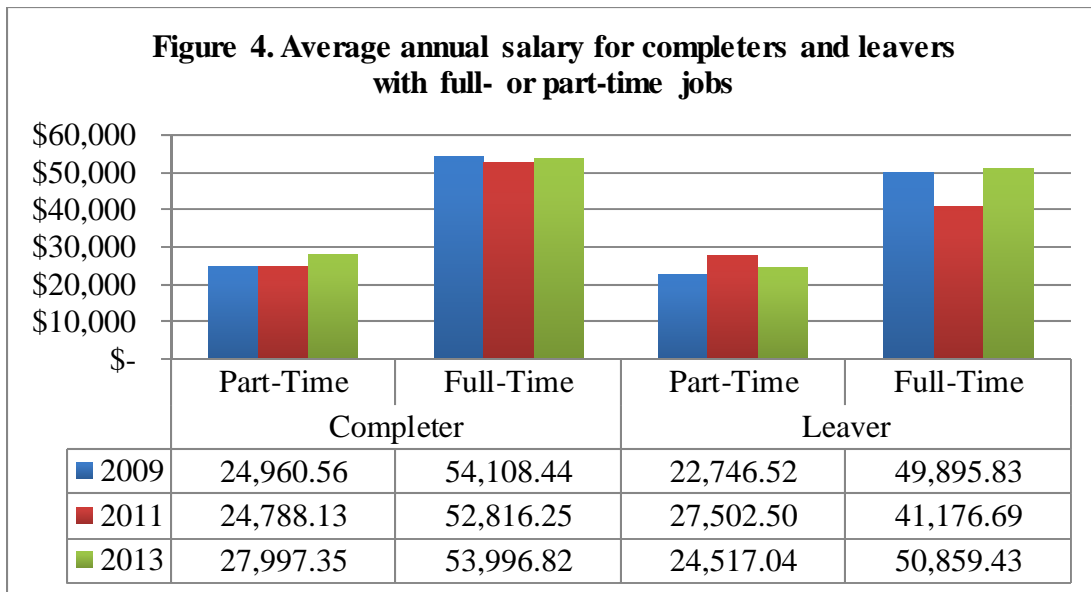
Year	Primary Objective Met	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Yes	253	87.5%	206	58.9%
	No	36	12.5%	144	41.1%
	Total	289	100.0%	350	100.0%
2011	Yes	245	86.0%	219	59.8%
	No	40	14.0%	147	40.2%
	Total	285	100.0%	366	100.0%
2013	Yes	261	87.9%	195	55.4%
	No	36	12.1%	157	44.6%
	Total	297	100.0%	352	100.0%

Respondents who had not met their primary objective were asked why they had not. Their responses are found in Appendix B, Tables B1 and B2. Many of the leavers, cited their existing or new job as a barrier to completing their primary objective.

Employment

The current employment status of the respondents is displayed in Table 11. Most of the completers and nearly half of the leavers were employed full time, though these figures declined in 2013. The average salary of respondents is shown in Figure 5. While full- or part-time status affected salary, completers and leavers did not differ significantly when taking into account full- or part-time status.

	2009		2011		2013	
	Completer	Leaver	Completer	Leaver	Completer	Leaver
Employed part-time (under 30 hours per week)	17.9%	24.7%	15.4%	22.5%	20.7%	26.3%
Employed full-time (30+ hours per week)	61.8%	47.1%	57.5%	45.5%	56.7%	37.6%
Full-time military	0.7%	2.0%	0.0%	3.3%	0.0%	0.8%
Unemployed, actively looking for work	9.5%	7.0%	12.3%	6.0%	10.3%	8.2%
Not employed, and not currently looking for work	3.9%	4.9%	3.9%	5.1%	1.7%	4.2%
A student, and not employed	5.3%	5.8%	8.4%	10.3%	7.0%	7.9%
Retired, and not employed	0.7%	6.7%	0.7%	4.6%	0.7%	9.9%
Disabled and not employed	0.4%	1.7%	0.7%	1.1%	0.7%	1.7%
Other			1.1%	1.6%	2.3%	3.4%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



Benefits

Those who were employed were asked if they received benefits. Table 12 shows that completers were more likely to receive benefits in his or her job than were leavers. Table 13 shows the specific benefits received by those reporting that they received benefits in their job. Those who were employed were asked for their job title. These job titles are listed in Appendix C.

Year	Respondent Receives Benefits	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Yes	151	68.3%	128	52.2%
	No	70	31.7%	117	47.8%
	Total	221	100.0%	245	100.0%
2011	Yes	138	66.7%	122	49.2%
	No	69	33.3%	126	50.8%
	Total	207	100.0%	248	100.0%
2013	Yes	150	64.7%	112	50.0%
	No	82	35.3%	112	50.0%
	Total	232	100.0%	224	100.0%

Table 13. Benefits Received by Completers and Leavers

Year	Benefits Received	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Health	139	93.3%	105	84.0%
	Vision	111	74.5%	77	61.6%
	Dental	121	81.2%	91	72.8%
	Retirement	114	76.5%	83	66.4%
	Life Insurance	91	61.1%	66	52.8%
	Paid vacation, holidays or sick leave	125	83.9%	108	86.4%
	Other	12	8.1%	4	3.2%
2011	Health	123	89.8%	99	81.1%
	Vision	100	73.0%	71	58.2%
	Dental	108	78.8%	79	64.8%
	Retirement	105	76.6%	73	59.8%
	Life Insurance	81	59.1%	56	45.9%
	Paid vacation, holidays or sick leave	103	75.2%	98	80.3%
	Other	8	5.8%	1	0.8%
2013	Health	131	87.3%	89	80.2%
	Vision	107	71.3%	73	65.8%
	Dental	119	79.3%	72	64.9%
	Retirement	106	70.7%	73	65.8%
	Life Insurance	90	60.0%	70	63.1%
	Paid vacation, holidays or sick leave	110	73.3%	93	83.8%
	Other	17	11.3%	13	11.7%

Current Job

Respondents were asked if they had their current job prior to enrolling at Palomar College. As Table 14 shows, most of the respondents did not have their current job when they enrolled at Palomar. Leavers (37%), though, were more likely than completers (27%) to have had their current job prior to enrolling at Palomar.

Year	Respondent Had Current Job	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Yes	62	27.4%	96	39.0%
	No	164	72.6%	150	61.0%
	Total	226	100.0%	246	100.0%
2011	Yes	58	28.0%	98	39.2%
	No	149	72.0%	152	60.8%
	Total	207	100.0%	250	100.0%
2013	Yes	57	24.6%	75	33.3%
	No	175	75.4%	150	66.7%
	Total	232	100.0%	225	100.0%

Workforce Preparation

Completers perceived a closer relation between the skills they developed at Palomar and those they use on their job than did leavers. This is illustrated in Table 15. Most of completers thought the skills they developed at Palomar were directly related to their job skills. Table 16 shows that this pattern holds for those who did not have their current job when they enrolled at Palomar.

Table 15. Relation between Skills Developed at Palomar to those Used on the Job

Year	Relation between Skills Developed at Palomar	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Not At All Related	29	13%	96	39%
	Somewhat Related	48	21%	55	22%
	Directly Related	148	66%	96	39%
	Total	225	100%	247	100%
2011	Not At All Related	35	17%	88	35%
	Somewhat Related	50	24%	75	30%
	Directly Related	122	59%	88	35%
	Total	207	100%	251	100%
2013	Not At All Related	44	19%	78	35%
	Somewhat Related	51	22%	69	31%
	Directly Related	137	59%	77	34%
	Total	232	100%	224	100%

Table 16. Relation between Skills Developed at Palomar to those Used on the Job for Those Starting Their Current Job after Entering Palomar (N=163, 150)

Year	Relation between Skills Developed at Palomar	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Not At All Related	14	9%	61	41%
	Somewhat Related	35	21%	28	19%
	Directly Related	114	70%	61	41%
	Total	163	100%	150	100%
2011	Not At All Related	27	18%	47	31%
	Somewhat Related	32	21%	50	33%
	Directly Related	90	60%	55	36%
	Total	149	100%	152	100%
2013	Not At All Related	29	17%	45	30%
	Somewhat Related	35	20%	43	29%
	Directly Related	111	63%	61	41%
	Total	175	100%	149	100%

Respondents were asked about the impact of their educational experience at Palomar College on their job. The responses of completers are summarized in Table 17, and leavers in Table 18. Overwhelmingly, completers were positive about their educational experience at Palomar College. Leavers were also positive about their experience at Palomar, though not to the same degree as completers.

Table 17. Impact of Study at Palomar on Completers

Year	My studies at Palomar College ...		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
2009	improved my work situation.	Count	7	6	13	100	101
		%	3.1%	2.6%	5.7%	44.1%	44.5%
	improved my ability to perform	Count	4	14	11	105	92
		%	1.8%	6.2%	4.9%	46.5%	40.7%
	helped me to get a job.	Count	3	10	7	64	78
		%	1.9%	6.2%	4.3%	39.5%	48.1%
	prepared me to perform my job.	Count	1	7	7	80	69
		%	0.6%	4.3%	4.3%	48.8%	42.1%
2011	improved my work situation.	Count	4	17	8	96	82
		%	1.9%	8.2%	3.9%	46.4%	39.6%
	improved my ability to perform	Count	4	14	6	101	82
		%	1.9%	6.8%	2.9%	48.8%	39.6%
	helped me to get a job.	Count	5	20	11	65	48
		%	3.4%	13.4%	7.4%	43.6%	32.2%
	prepared me to perform my job.	Count	4	12	7	78	48
		%	2.7%	8.1%	4.7%	52.3%	32.2%
2013	improved my work situation.	Count	10	22	12	92	95
		%	4.3%	9.5%	5.2%	39.8%	41.1%
	improved my ability to perform	Count	5	22	12	85	107
		%	2.2%	9.5%	5.2%	36.8%	46.3%
	helped me to get a job.	Count	8	25	10	61	71
		%	4.6%	14.3%	5.7%	34.9%	40.6%
	prepared me to perform my job.	Count	4	17	12	67	75
		%	2.3%	9.7%	6.9%	38.3%	42.9%

Table 18. Impact of Study at Palomar on Leavers

Year	My studies at Palomar College ...		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
2009	improved my work situation.	Count	11	35	49	91	60
		%	4.5%	14.2%	19.9%	37.0%	24.4%
	improved my ability to perform	Count	11	44	35	98	59
		%	4.5%	17.8%	14.2%	39.7%	23.9%
	helped me to get a job.	Count	10	46	18	42	32
		%	6.8%	31.1%	12.2%	28.4%	21.6%
	prepared me to perform my job.	Count	6	30	25	55	34
		%	4.0%	20.0%	16.7%	36.7%	22.7%
2011	improved my work situation.	Count	13	42	25	114	57
		%	5.2%	16.7%	10.0%	45.4%	22.7%
	improved my ability to perform	Count	12	48	24	118	49
		%	4.8%	19.1%	9.6%	47.0%	19.5%
	helped me to get a job.	Count	7	54	11	51	29
		%	4.6%	35.5%	7.2%	33.6%	19.1%
	prepared me to perform my job.	Count	7	43	13	65	24
		%	4.6%	28.3%	8.6%	42.8%	15.8%
2013	improved my work situation.	Count	10	37	24	100	54
		%	4.4%	16.4%	10.7%	44.4%	24.0%
	improved my ability to perform	Count	9	40	19	102	55
		%	4.0%	17.8%	8.4%	45.3%	24.4%
	helped me to get a job.	Count	3	39	21	44	42
		%	2.0%	26.2%	14.1%	29.5%	28.2%
	prepared me to perform my job.	Count	4	28	12	66	40
		%	2.7%	18.7%	8.0%	44.0%	26.7%

Respondents were asked if they were being asked to do anything on their job for which they were not sufficiently prepared. About one in ten (9.8%) in 2009 said that there was an element of their job for which they were not prepared, and this rose to 15.9% in 2011, and 19.0% in 2013. In 2013 completers were more likely than leavers to say that they were unprepared for an element of his or her job. Individuals who said that they were unprepared for an element of their job were asked what Palomar could have done to prepare them better. Tables 20 and 21 show the responses of completers and leavers, respectively.

Year	Respondent Is Not Prepared for an Element of His or Her Job	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Yes	24	10.7%	22	9.0%
	No	200	89.3%	223	91.0%
	Total	224	100.0%	245	100.0%
2011	Yes	36	17.4%	36	14.7%
	No	171	82.6%	209	85.3%
	Total	207	100.0%	245	100.0%
2013	Yes	54	23.9%	30	14.0%
	No	172	76.1%	185	86.0%
	Total	226	100.0%	215	100.0%

Table 20. Completers' comments on what Palomar could do to prepare students better

Allow internships.
Building codes. Did not teach anything in building, that was one of the most important things.
Diagnostics and checking engines.
Different course work.
Hands-on experience.
Have a broader range of topics.
I don't know that they could have; I could have taken classes there such as business management classes.
I dont think they could have done anything better.
I have to do things at work that I never took classes for.
I just couldn't get a job in that discipline so my job that I have now is not related to the program.
I maintain a public water system and I think the courses did not have enough field knowledge. The courses do not incorporate hands on experience.
I Needed more time practicing.
I think it might just have to do with the classes I took.
I was not prepared for the shop experience.
I would say more classes of frameworks like hibernate and Spring.
I'm not sure they could have done much; the things that I don't feel prepared for have to do with large-scale computer distribution/infrastructure.
I've done web development and I have to do more outside work. I think they provide good training but there's going to be more to learn outside of the classroom.
It does not apply because studies do not relate to what I was enrolled in.
It was not the fault of the college, it's just the work.
It's a learning process like anything.
Its not a job that i really want; just having a job. The job that i do want im sure Palomar would help me with.
Job placement after college to get a job that's related to my study at Palomar. Right now, my job is not related to my study at Palomar.
Maybe more depth; they just scratched the surface.
More practical application of accounting techniques.
More real world examples.
My current job right now isn't related to my study at Palomar College.
My job is completely different than what I learned in coursework.
No.
Nothing.

Table 20. Continued

Offer more classes in fire inspection and prevention.
Palomar College did nothing for me. I went for re-training in a specialized field. The job I have now, I had when I was 12 years old.
Palomar didn't teach me how to deal with other employees. (office politics).
Practical matters, hands on experience.
Service.
So if I had done courses in Engineering.
Technical expertise.
The Child Development Program should focus on courses related to children with special needs. They also need to focus on behavior and classroom management.
The college could have more hands on experiences.
There could be more courses offered in computer knowledge. As far as the computer programs, there are features that were not taught at all.
They could offer online courses, or a satellite to their college in the Temecula area.
They did not have back flow class.
They need something to deal with the different types of clients you can have, and different ways you can bill them depending on the project; as far as the business side goes.
They should have more hands on, on-the-job training.
Well it's a machine that the modern Dentist offices use, and they didn't have the funding to get one of those machines.
Work experience.

Table 21. Leavers comments' on what Palomar could do to prepare students better

A lot of things that I do aren't related to Palomar. This isn't a really good question.
Got some of my knowledge from Mira Costa College, not from PCC.
I just didn't enroll in the classes that were available.
It was not Palomar's fault, the duties I have are not directly related to the classes I was taking.
More hands on automotive welding classes.
More shadowing the position that students' hope to obtain. Having a director to go to the college, thus students could learn from them.
My job asks me do many things, some things Palomar did not need to prepare me for.
Not much.
Nothing, its not their responsibility.
Nothing.
Palomar College offers courses that are completely different than the job I am in.
Probably not.
Some of the classes were too expensive, so I could have afforded to take more classes.
The program at Palomar is primarily a structural program and i am working wildlife, which is slightly different.
There are different technicalities, but overall the general concept is the same. There was nothing they could have done.
They aren't related.
They could maybe offer more training courses in computers, management, and specialized office courses.
They should offer more specialized classes.
They were as up-to-date as they should have been.
You're dealing with gangs and arrests and you really can't really prepare very well.

Respondents made use of a variety of sources for assistance in finding a job. Table 24 shows that for most of the campus-based sources, completers were more likely than leavers to indicate that they received help from the source in trying to find a job.

Helped Student Find Current Job		2009		2011		2013	
		Completer	Leaver	Completer	Leaver	Completer	Leaver
Administrators	Count	13	5	11	3	4	1
	%	5.7%	2.1%	5.3%	1.2%	1.8%	0.4%
Counselors	Count	6	6	4	5	3	0
	%	2.6%	2.5%	1.9%	2.0%	1.3%	0.0%
Instructors	Count	61	37	33	31	38	22
	%	26.9%	15.3%	15.9%	12.4%	16.7%	9.7%
PCC's career center	Count	6	6	4	4	4	5
	%	2.6%	2.5%	1.9%	1.6%	1.8%	2.2%
Instruction or workshop on resume writing, interviewing, etc.	Count	20	7	9	2	9	7
	%	8.8%	2.9%	4.3%	0.8%	3.9%	3.1%
Job fairs held at college	Count	15	4	3	1	2	5
	%	6.6%	1.7%	1.4%	0.4%	0.9%	2.2%
Internet or computerized placement services	Count	55	56	31	34	30	31
	%	24.2%	23.1%	15.0%	13.7%	13.2%	13.7%
Traditional placement	Count	33	29	16	20	18	18
	%	14.5%	12.0%	7.7%	8.0%	7.9%	8.0%
Family or friends	Count	84	95	71	98	60	88
	%	37.0%	39.3%	34.3%	39.4%	26.3%	38.9%
You found the job with no help	Count	102	117	86	111	99	117
	%	44.9%	48.3%	41.5%	44.6%	43.4%	51.8%
Other source	Count	8	12	12	10	40	17
	%	3.5%	5.0%	5.8%	4.0%	17.5%	7.5%

Support Services

Service Use

Respondents were asked about their usage of academic advising and counseling services, career center services, transfer services, financial aid office services, and orientation. Table 23 shows that completers were more likely than were leavers to use advising and counseling services, financial aid services, as well as the orientation process (in 2009 and 2011). Academic advising and counseling services were used most frequently by both completers and leavers.

Student Used:		2009		2011		2013	
		Completer	Leaver	Completer	Leaver	Completer	Leaver
Academic Advising And Counseling	Count	164	131	172	175	199	175
	%	56.7%	37.6%	60.4%	47.6%	66.8%	49.4%
Career Center Services	Count	56	49	58	65	47	52
	%	19.4%	14.1%	20.5%	17.8%	15.8%	15.0%
Transfer Services	Count	48	66	56	84	81	69
	%	16.7%	19.2%	19.9%	23.0%	27.1%	19.7%
The Financial Aid Office Services	Count	100	107	128	101	130	129
	%	34.6%	30.7%	45.2%	27.5%	43.5%	36.5%
The Orientation Process	Count	117	88	123	113	115	134
	%	42.1%	26.5%	45.2%	32.0%	41.1%	39.8%

Respondents indicating that they had not used a particular service were asked why they had not used that service. Tables 24 through 38 summarize their responses and detail the “other” reasons the services were not used.

Year	Reason Student Didn't Use Academic Advising and Counseling Services:	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Didn't Need Services	97	79.5%	190	88.0%
	Wasn't Aware of Services	17	13.9%	19	8.8%
	Other	12	9.8%	13	6.0%
2011	Didn't Need Services	92	82.1%	152	82.2%
	Wasn't Aware of Services	9	8.0%	16	8.7%
	Other	14	12.5%	19	10.3%
2013	Didn't Need Services	83	79.0%	126	70.8%
	Wasn't Aware of Services	11	11.3%	12	6.8%
	Other	15	14.3%	42	23.6%

Because of the difficulty of reaching somebody and/or having to commute rather than getting a little bit of preliminary over the phone. I didn't use the services.
I could never get an appointment. I tried multiple times.
I did not want to wait in line to make an appointment.
I didn't get to it.
I didn't think about it.
I go at night to school.
I was not available during their hours since I worked full time.
I was not really ever on campus.
In apprentice program, all of it was laid out for us.
Just lazy and didn't.
Never met with my schedule.
Not convenient when I work days.
Poor experiences with counseling services in the past.
Scheduling was an issue.
They have it already laid out for you; the instructors guide.

Table 26. Leavers' other reasons for not using Academic Advising and Counseling services:

Barely on campus.
Because everything was done on the internet.
Because I was just taking classes because I wanted to learn.
Because the classes were off-campus.
Because there was a huge line and you had to schedule an appointment two weeks out. It was just more effective for me.
Because of my age.
Difficulty seeing them, and it was easier to talk to my professors. My time was not open to their hours.
I already had a job and I just attended as a hobby.
I already knew what I needed.
I already knew what classes I needed to take and prepare for myself.
I could not make it during business hours.
I didn't have time.
I didn't know how to go about doing that.
I didn't know what I wanted.
I felt like I can do it on my own.
I had my friends doing that.
I had other sources of information.
I knew what classes to take and who taught them.
I only took one class to see how it works for me with my existing health condition. But I did not have the chance to continue, otherwise I would have used it.
I received help from friends so I used them for guidance instead.
I took the classes to learn photoshop and I didn't need them for that.
I used a different service from another college because a friend of mine was doing the same thing.
I used the one in my university.
I used their RSP Center instead.
I was not seeking any advising at that time.
I was taking night classes, so there was no availability.
I was taking stuff as a hobbyist.
I was too busy.
I wasn't trying to get a degree there.
It was too hard to get an appointment.
Looked online myself.
My high school transferred me.
No particular reason.

Table 26. Continued

Really busy with work and didn't have time.
Sometimes it was hard to get an appointment, and other times you could figure it out.
The hours were not good enough. I could never take time off of work to go talk to anyone.
The program has their own counselors.
The services weren't always available.
There was a big line.
They have everything already laid out for you in the program.
They weren't knowledgeable.
Went through the Veteran's Affairs.

Table 27. Reasons Students Offered for Not Using Career Center Services

Year	Reason Student Didn't Use Career Center Services:	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Didn't Need Services	183	80.6%	255	85.3%
	Wasn't Aware of Services	28	12.3%	35	11.7%
	Other	20	8.8%	14	4.7%
2011	Didn't Need Services	171	77.7%	237	82.6%
	Wasn't Aware of Services	37	16.8%	44	15.3%
	Other	16	7.3%	15	5.2%
2013	Didn't Need Services	187	75.7%	246	83.7%
	Wasn't Aware of Services	38	15.4%	36	12.4%
	Other	28	11.3%	16	5.4%

Table 28. Completers' other reasons for not using Career Center services

A bunch of nonsense.
Because I was at Apprenticeship in San Bernardino.
Did not apply.
Hard to go with time and the classes fulfilled that aspect.
I did not know the purpose of the Career Center.
I didn't have time.
I didn't think about it.
I didn't think it would be any help in the area I am studying.
I didnt have the time for it.
I felt my instructor was more knowledgable.
I had a year left and I told them I couldn't get a job and wanted to change majors.
I just did everything on my own.
I just didn't have time.
I thought I'd do it on my own.
I was going into a field that they could not help me with.
I was not there during the day when the office was open.
I was not there to make an appointment because I went to the satellite campus.
I was too lazy.
I wasn't looking for a job at that time.
It really wasn't connected with the fashion program. That's why I talked about getting a referral by my teacher, because it was easier to get a referral by faculty.
It was due to laziness.
Just didn't use it.
My union takes care of that stuff.
No preliminary information was given over the phone and I had to commute to the Center for any assistance. A little communication before the trip would have helped.
They were not available in the evening.
Wasn't interested.
Wasn't thinking about it then.
We are international students; I would say a culture thing and the language issue. We think the career center talked about things that we could not understand.

Table 29. Leavers' other reasons for not using Career Center services

Barely on campus.
Didn't have time.
Didn't look into programs.
I already had one.
I am not done with my education yet
I can't remember, I never really got around to it.
I just never got around to it.
I never really had time to check it out.
I took my classes at high school this answer does not apply.
I was not interested in a job at that time
I was off-campus.
I was studying my general education and hadn't looked into it yet.
It was all online.
Never had time.
Really busy with work.
With the preschool at the time.

Table 30. Reasons Students Offered for Not Using Transfer Services

Year	Reason Student Didn't Use Transfer Services:	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Didn't Need Services	197	82.8%	240	87.3%
	Wasn't Aware of Services	23	9.7%	29	10.5%
	Other	21	8.9%	12	4.4%
2011	Didn't Need Services	191	86.4%	233	86.6%
	Wasn't Aware of Services	19	8.6%	31	11.5%
	Other	13	5.9%	8	3.0%
2013	Didn't Need Services	170	79.8%	221	79.8%
	Wasn't Aware of Services	22	10.3%	31	11.2%
	Other	22	10.3%	27	9.7%

Table 31. Completers' other reasons for not using Transfer Center services

At the time I was not accepted to the four-year university I had applied to.
Because I am a procrastinator.
Because I want to get more classes.
Because I wasn't sure what I wanted to do.
Because I worked full time they didn't have programs to transfer for people who work full time.
Financial reasons.
I am still attending the college.
I did not have enough time since I had to balance school and a job.
I did not transfer.
I didnt get the chance to transfer.
I don't know what they mean by that.
I have not yet.
I still have to take a class before I can transfer.
I tried but the staff was not really helpful in helping to transfer me to Hawaii
I was focusing on the lower division courses for the degree.
I was not sure if I was going to transfer or not.
I wasn't ready to transfer yet.
I wasn't sure if i wanted to transfer. I just received my Associate's.
Just talked with counselor.
My apprenticeship was in San Bernardino.
Wasn't interested.

Table 32. Leavers' other reasons for not using Transfer Center services

Barely on campus.
Did it through EOP.
Did not think to.
Didn't get a chance to.
Haven't gotten inside there.
I already had a motorcycle.
I couldn't get the class at Palomar to transfer.
I didn't complete all of the courses I needed.
I didn't get enough credits to apply.
I didn't transfer to another school.
I didn't transfer.
I didn't want to use it.
I have been procrastinating. I have not gotten around to it.
I have my own set of transportation.
I haven't yet, but I plan to.
I never got around to it.
I quit Palomar for medical reasons.
I was off-campus.
I was transferring to another university.
I wasn't aware where I wanted to transfer at the time.
I wasn't interested.
Not enough GE classes completed to transfer.
The program gave an automatic spot at UCSD.
Was going to but did not. Came in without wanting to transfer after.
Wasn't ready yet.
Wasn't sure where I was going to transfer.

Table 33. Reasons Students Offered for Not Using Financial Aid Office Services

Year	Reason Student Didn't Use the Financial Aid Office Services:	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Didn't Need Services	174	93.5%	222	92.1%
	Wasn't Aware of Services	4	2.2%	8	3.3%
	Other	8	4.3%	13	5.4%
2011	Didn't Need Services	148	96.7%	253	96.6%
	Wasn't Aware of Services	5	3.3%	6	2.3%
	Other	2	1.3%	5	1.9%
2013	Didn't Need Services	159	95.2%	207	92.8%
	Wasn't Aware of Services	5	3.0%	9	4.0%
	Other	5	3.0%	8	3.6%

Table 34. Completers' other reasons for not using Financial Aid office services

Didn't think I qualified.
Didn't think I would qualify.
I did not think I would qualify.
I probably made too much money.
I tried applying for financial aid but it did not work and I was told everything is online, but I could not figure out how to use and apply for it.

Table 35. Leavers' other reasons for not using Financial Aid office services

Didn't think I qualified.
I am probably not eligible. Other people needed it more than me.
I just didn't think about it.
I never got around to it.
I was lazy and didn't take advantage of it.
It's hard to get financial aid.

Year	Reason Student Didn't Go through the Orientation Process:	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Didn't Need Services	111	73.0%	169	70.4%
	Wasn't Aware of Services	38	25.0%	56	23.3%
	Other	11	7.2%	18	7.5%
2011	Didn't Need Services	95	66.9%	151	66.5%
	Wasn't Aware of Services	43	30.3%	72	31.7%
	Other	5	3.5%	11	4.8%
2013	Didn't Need Services	93	60.0%	119	61.0%
	Wasn't Aware of Services	37	23.9%	55	28.2%
	Other	27	17.4%	31	15.9%

Table 37. Completers' other reasons for not using the Orientation Process

Applied too late.
Did not fit my schedule.
Didn't have time to travel to the college.
Do not remember.
I couldn't make it.
I didn't think about it, I did it on my own.
I didn't want to.
I don't remember if I went through it.
I registered after the orientation process.
I was busy on the day of orientation.
I was in China.
I was late.
I was on vacation.
I wasn't able to go to the orientation at my high school because I had an athletic event.
I wasn't interested.
I went through many years before so I just didn't do it.
I went to a trade school; the orientation was through the union.
I went to the satellite campus so I did not go to the orientation process at Palomar.
It was the apprenticeship program.
It wasn't asked of me.
Prior knowledge of the campus.
The program was off campus.
The time it was offered was bad.
Transferred from Orange Coast
Was at the union hall.
Wasn't interested.
We had our own orientation on site.

Table 38. Leavers' other reasons for not using the Orientation Process

Did it at another school.
Did it online.
Did not have time to do that, I was working.
Didn't have time.
Had to work that day.
I did not have enough credits.
I did not have to go through the orientation process
I don't think it was offered for the Summer.
I had been to another school prior to that, I understood college.
I probably chose not to.
I remembered taking the placement test in high school. There was no need for orientation.
I can't remember an orientation at all for junior college.
I started late.
I was a returning student so I did it a million years ago.
I was already at a different community college and just transferred over to that one.
I was already taking classes, so I did not feel like I needed to go.
I was lazy.
I was not available for the days they had it.
I was taking part-time evening courses.
I was taking the class to learn photoshop.
It conflicted with my work schedule.
It was not my first time at Palomar, I had gone through one a long time ago.
Just didn't.
My schedule got in the way.
Personal reason. I couldn't make it
Respondent missed the orientation.
The department has its own orientation.
They didn't have that at the time.
Wasn't going to be a full time student there.
Wasn't offered for that program.
Wasn't the school I was going to, so i didn't have to.

Satisfaction with Student Support Services

Respondents were asked about their satisfaction with each of the support services they used. They rated the support services they had used on a zero-to-ten scale where zero meant *not at all satisfied* and ten meant *extremely satisfied*. Table 39 shows that, overall, satisfaction with support services was high. Satisfaction with support services did not vary by whether or not the respondent was a completer or leaver.

Student Support Service		2009		2011		2013	
		Completer	Leaver	Completer	Leaver	Completer	Leaver
Advising and Counseling Services	Mean	7.51	7.06	7.56	7.54	7.62	7.63
	<i>N</i>	164	130	172	175	199	175
Career Center	Mean	8.05	7.55	8.19	7.82	8.31	8.37
	<i>N</i>	55	49	58	65	45	51
Transfer Services	Mean	8.32	7.63	8.00	8.23	8.04	8.06
	<i>N</i>	47	63	56	82	80	69
Financial Aid Office	Mean	7.99	7.38	7.99	7.88	8.01	8.16
	<i>N</i>	100	106	128	100	129	127
Orientation Process	Mean	8.29	7.81	8.28	8.21	8.14	8.55
	<i>N</i>	114	83	117	111	110	129

General Evaluation

Decision to Attend Palomar College

Respondents were asked if Palomar College was their first choice when they decided to attend college. Table 40 shows that for a large majority of the respondents Palomar College was their first choice.

Year	Palomar College Was Student's First Choice	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Yes	239	83.9%	268	77.0%
	No	46	16.1%	80	23.0%
	Total	285	100.0%	348	100.0%
2011	Yes	223	78.5%	284	77.2%
	No	61	21.5%	84	22.8%
	Total	284	100.0%	368	100.0%
2013	Yes	242	81.5%	285	80.7%
	No	55	18.5%	68	19.3%
	Total	297	100.0%	353	100.0%

When respondents were asked “If you could go back, knowing what you know now, would you still attend Palomar College?” most respondents said yes. In fact, over 90% of completers and leavers said probably or definitely yes. This is seen in Table 41.

Year	Informed Decision to Attend Palomar College	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Definitely No	2	0.7%	9	2.6%
	Probably No	8	2.8%	10	2.9%
	Uncertain Or Not Sure	10	3.5%	17	4.9%
	Probably Yes	57	19.8%	63	18.1%
	Definitely Yes	211	73.3%	250	71.6%
	Total	288	100.0%	349	100.0%
2011	Definitely No	7	2.5%	7	1.9%
	Probably No	7	2.5%	8	2.2%
	Uncertain Or Not Sure	4	1.4%	23	6.3%
	Probably Yes	48	16.8%	70	19.1%
	Definitely Yes	219	76.8%	259	70.6%
	Total	285	100.0%	367	100.0%
2013	Definitely No	3	1.0%	10	2.8%
	Probably No	11	3.7%	17	4.8%
	Uncertain Or Not Sure	10	3.3%	8	2.3%
	Probably Yes	49	16.4%	46	13.0%
	Definitely Yes	226	75.6%	273	77.1%
	Total	299	100.0%	354	100.0%

Leavers were asked about why they stopped attending Palomar College. Their responses are found in Tables B3 and B3a in Appendix B.

Experience at Palomar

Respondents provided a general evaluation of Palomar College using a scale of zero-to-ten, where zero meant *poor* and ten meant *excellent*. The ratings are summarized in Figure 5, which shows that both completers and leavers were quite satisfied with their experience at Palomar College. The figure also reveals that overall, completers were more satisfied than were leavers.

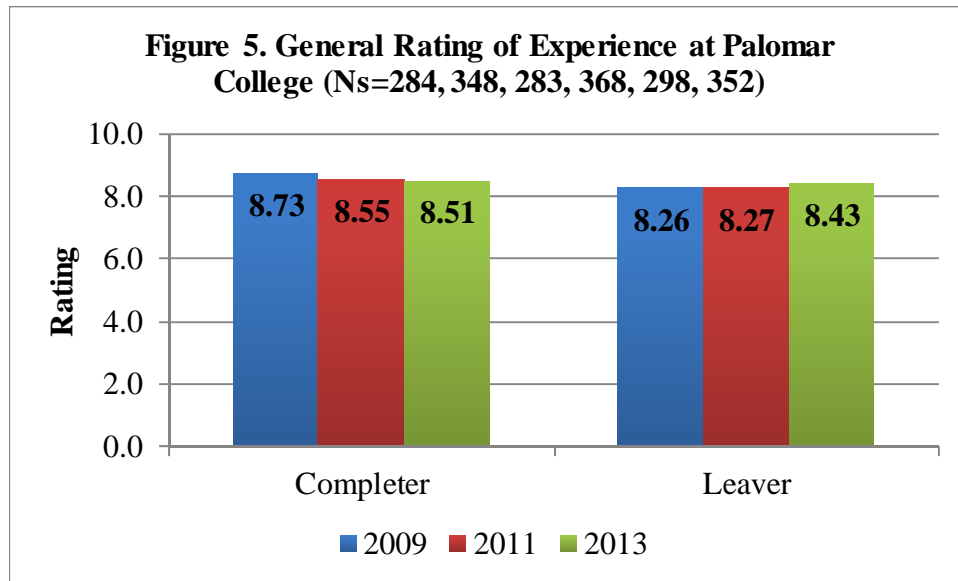
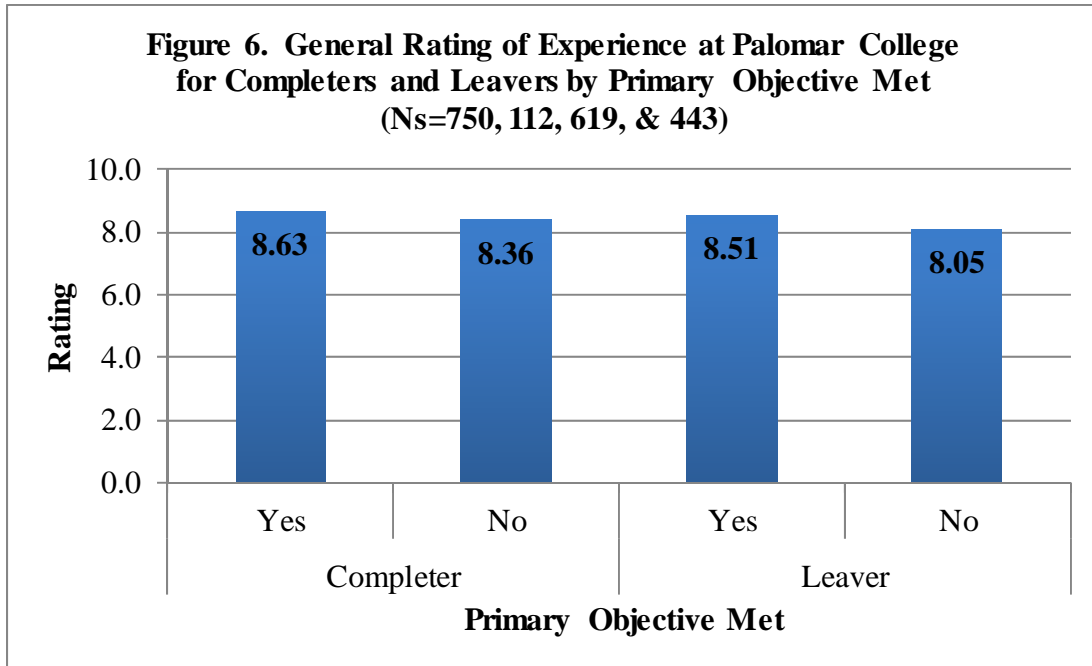
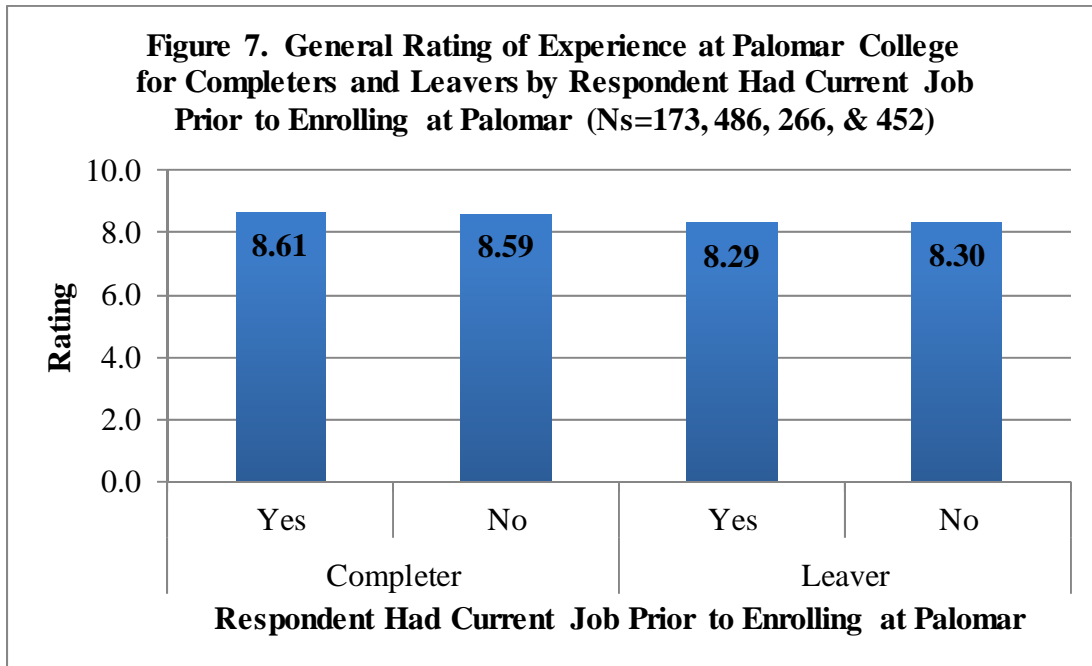


Figure 6 illustrates that the ratings of Palomar College were qualified by whether or not respondents had met their primary objective. Those that had met their objective rated the college more highly than those who had not, regardless of whether the respondent was a completer or leaver.



The ratings of Palomar College were also examined by whether or not respondents had their current job prior to enrolling at Palomar College. Figure 7 shows that whether or not a student had their current job prior to enrolling at Palomar did not impact their evaluation of the college.



The ratings of Palomar College were qualified by whether or not Palomar College was the respondent's first choice of colleges. As illustrated in Figure 8, students for whom Palomar was their first choice rated the college more highly than did the other students. This was especially true for leavers.

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The respondents were also asked what things they would change at Palomar College. Their open-ended responses are displayed in Tables B4 and B5 in Appendix B.

Evaluation of Larger Programs

General Evaluation

A number of questions addressed the specific program in which the student had been taking classes. Analyses relating to specific programs were conducted only for programs with at least 30 respondents. In 2013, seven programs had 30 or more respondents. The programs included in these analyses are found in Table 42.

Programs	2009	2011	2013
	Count	Count	Count
Accounting	62	64	64
Administration of Justice	--	--	33
Apprenticeship Training	32	42	39
Cabinet & Furniture Technology	43	42	60
Child Development	50	41	43
Emergency Medical Education	44	39	37
Fire Technology	40	35	31
Nursing Education	30	43	--
Total	301	306	307

Respondents rated their satisfaction with the program in which they had been. Using a zero-to-ten scale where higher numbers indicate greater satisfaction, the average satisfaction ratings, across programs, was very high. Table 43 shows that the average satisfaction ratings for each of the programs was quite high, with Cabinet and Furniture Technology receive a rating over 9.0 in each of the three administrations of the survey. While there was some variation in the average rating by program, completers and leavers did not differ significantly.

Table 43. Satisfaction with Programs

Program	2009		2011		2013	
	Mean	Count	Mean	Count	Mean	Count
Accounting	8.02	62	8.05	64	8.38	64
Administration of Justice					8.22	33
Apprenticeship Training	8.25	32	7.90	42	8.05	39
Cabinet & Furniture Technology	9.26	43	9.37	42	9.20	60
Child Development	8.78	50	8.76	41	9.02	43
Emergency Medical Education	8.52	44	8.69	39	8.68	37
Fire Technology	8.75	40	8.80	35	9.16	31
Nursing Education	8.13	30	7.12	43		
Total	8.53	301	8.34	306	8.69	307

Satisfaction with Program Components

Respondents were also asked to evaluate specific aspects of the program, such as faculty members' knowledge of their field. Tables 44a through 44g show these ratings for each program with 30 or more respondents. Responses to these specific aspects were also quite favorable.

Table 44a. Satisfaction with program elements -- Accounting

<i>Satisfaction with:</i>	2009		2011		2013	
	Mean	N	Mean	N	Mean	N
Software Available for Completing Class or Lab Assignments	8.36	59	8.05	57	8.59	63
Equipment Available for Completing Class or Lab Assignments	8.37	57	8.44	55	8.71	59
Materials Available for Completing Class or Lab Assignments	8.43	60	8.13	62	8.61	64
Lecture Facilities	8.10	61	7.39	64	8.79	61
Lab Facilities	8.10	59	7.92	61	8.71	56
Skills Developed in the Program	7.97	62	7.83	64	8.14	64
Variety of Courses Offered	7.86	58	7.87	61	8.13	61
Faculty Helpfulness	8.34	61	8.26	62	8.98	63
Course Content	8.23	61	8.21	63	8.39	64
Faculty Members' Knowledge of the Field	8.82	62	8.70	64	9.03	64

Table 44b. Satisfaction with program elements -- Administration of Justice

<i>Satisfaction with:</i>	2013	
	Mean	N
Software Available for Completing Class or Lab Assignments	7.61	23
Equipment Available for Completing Class or Lab Assignments	8.00	29
Materials Available for Completing Class or Lab Assignments	8.17	30
Lecture Facilities	7.84	32
Lab Facilities	7.81	27
Skills Developed in the Program	7.97	32
Variety of Courses Offered	8.34	32
Faculty Helpfulness	8.75	32
Course Content	8.53	32
Faculty Members' Knowledge of the Field	9.28	32

Table 44c. Satisfaction with program elements -- Apprenticeship Training

<i>Satisfaction with:</i>	2009		2011		2013	
	Mean	N	Mean	N	Mean	N
Software Available for Completing Class or Lab Assignments	7.44	25	7.42	38	7.35	31
Equipment Available for Completing Class or Lab Assignments	8.53	32	8.27	41	8.13	39
Materials Available for Completing Class or Lab Assignments	8.41	32	8.02	42	8.38	39
Lecture Facilities	8.75	32	8.50	42	8.67	39
Lab Facilities	8.74	31	8.57	42	8.46	39
Skills Developed in the Program	8.59	32	8.50	42	8.77	39
Variety of Courses Offered	8.03	32	8.05	42	7.95	38
Faculty Helpfulness	8.47	32	8.14	42	8.44	39
Course Content	8.26	31	7.69	42	8.13	39
Faculty Members' Knowledge of the Field	8.53	32	8.52	42	8.62	39

Table 44d. Satisfaction with program elements -- Cabinet & Furniture Technology

<i>Satisfaction with:</i>	2009		2011		2013	
	Mean	N	Mean	N	Mean	N
Software Available for Completing Class or Lab Assignments	7.19	16	7.29	14	7.23	22
Equipment Available for Completing Class or Lab Assignments	8.67	43	8.69	42	8.58	60
Materials Available for Completing Class or Lab Assignments	8.88	43	8.98	42	8.79	57
Lecture Facilities	8.02	43	8.34	41	8.17	59
Lab Facilities	8.86	43	8.76	42	8.32	59
Skills Developed in the Program	8.70	43	8.95	42	8.91	58
Variety of Courses Offered	9.14	43	9.00	42	8.73	60
Faculty Helpfulness	9.16	43	9.83	42	9.62	60
Course Content	9.07	43	9.36	42	9.17	60
Faculty Members' Knowledge of the Field	9.56	43	9.81	42	9.72	60

Table 44e. Satisfaction with program elements -- Child Development

<i>Satisfaction with:</i>	2009		2011		2013	
	Mean	N	Mean	N	Mean	N
Software Available for Completing Class or Lab Assignments	8.06	35	8.54	24	8.69	29
Equipment Available for Completing Class or Lab Assignments	8.47	43	8.18	34	8.97	35
Materials Available for Completing Class or Lab Assignments	8.41	46	8.43	35	9.00	41
Lecture Facilities	7.89	46	8.15	41	8.55	42
Lab Facilities	8.25	36	8.38	34	8.83	35
Skills Developed in the Program	8.80	50	8.75	40	9.21	42
Variety of Courses Offered	8.26	50	8.17	41	8.53	43
Faculty Helpfulness	9.04	50	9.10	40	9.30	43
Course Content	8.78	50	8.98	41	9.12	43
Faculty Members' Knowledge of the Field	9.06	50	9.20	40	9.51	43

Table 44f. Satisfaction with program elements -- Emergency Medical Education

<i>Satisfaction with:</i>	2009		2011		2013	
	Mean	N	Mean	N	Mean	N
Software Available for Completing Class or Lab Assignments	8.62	26	8.14	21	7.18	22
Equipment Available for Completing Class or Lab Assignments	8.77	44	8.69	39	7.97	37
Materials Available for Completing Class or Lab Assignments	9.00	44	8.72	39	8.70	37
Lecture Facilities	7.71	42	7.79	39	7.32	37
Lab Facilities	7.88	43	8.03	38	7.11	36
Skills Developed in the Program	8.72	43	9.05	37	9.14	37
Variety of Courses Offered	8.31	42	8.78	27	8.41	32
Faculty Helpfulness	8.86	44	9.18	38	9.30	37
Course Content	8.98	44	8.90	39	8.84	37
Faculty Members' Knowledge of the Field	9.09	44	9.49	39	9.59	37

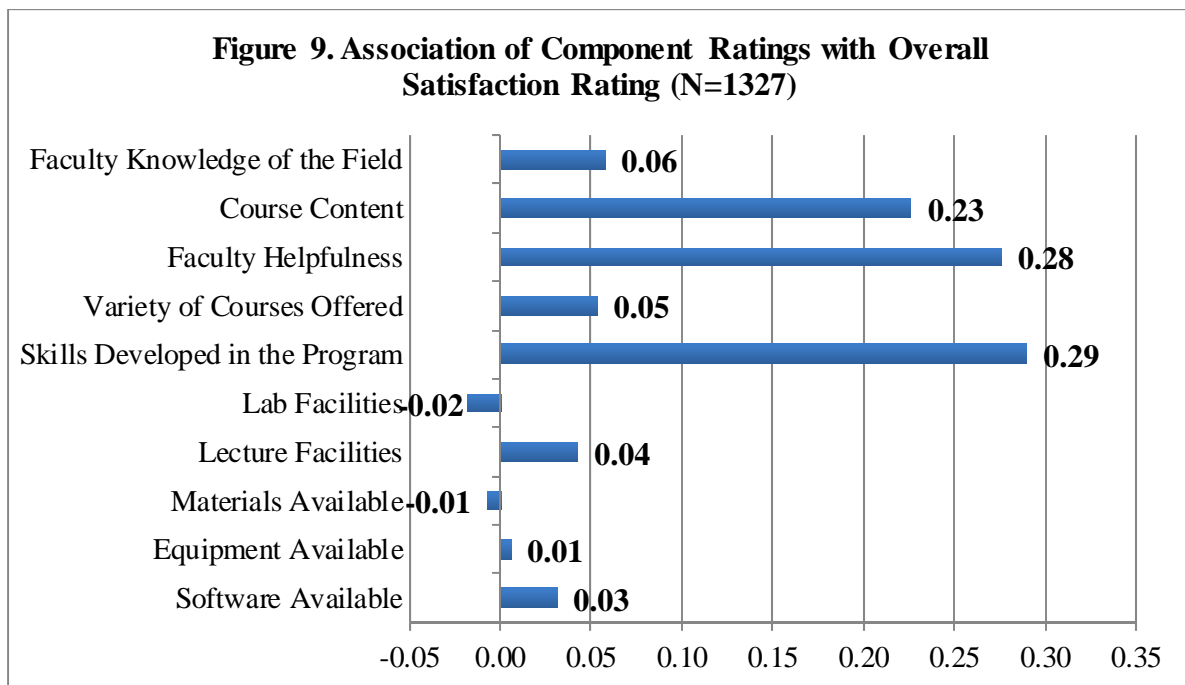
Table 44g. Satisfaction with program elements -- Fire Technology

<i>Satisfaction with:</i>	2009		2011		2013	
	Mean	N	Mean	N	Mean	N
Software Available for Completing Class or Lab Assignments	8.26	31	8.00	22	8.23	22
Equipment Available for Completing Class or Lab Assignments	8.68	37	8.86	28	8.40	30
Materials Available for Completing Class or Lab Assignments	8.98	40	8.44	34	8.65	31
Lecture Facilities	9.30	40	9.26	35	9.32	31
Lab Facilities	9.58	38	9.40	30	9.31	26
Skills Developed in the Program	9.13	40	8.97	34	9.03	31
Variety of Courses Offered	8.23	39	8.23	31	8.61	31
Faculty Helpfulness	9.28	40	8.91	34	9.50	30
Course Content	8.93	40	8.97	35	9.10	31
Faculty Members' Knowledge of the Field	9.80	40	9.41	34	9.55	31

Table 44h. Satisfaction with program elements -- Nursing Education

<i>Satisfaction with:</i>	2009		2011	
	Mean	N	Mean	N
Software Available for Completing Class or Lab Assignments	7.56	27	6.42	33
Equipment Available for Completing Class or Lab Assignments	7.28	29	6.79	43
Materials Available for Completing Class or Lab Assignments	8.59	29	7.57	42
Lecture Facilities	7.34	29	6.35	43
Lab Facilities	7.17	29	6.28	43
Skills Developed in the Program	9.18	28	7.79	43
Variety of Courses Offered	8.32	25	7.41	41
Faculty Helpfulness	8.53	30	7.28	43
Course Content	8.76	29	7.93	43
Faculty Members' Knowledge of the Field	9.34	29	8.67	43

The relative impact of these components on overall satisfaction may be of interest. Therefore, a regression analysis was conducted to determine the relative net impact of each component on the overall satisfaction rating. Figure 9 shows the regression coefficients, which represent the association of each component, independent of all the other components, with the general satisfaction rating. These coefficients, in theory, could range from -1.0 to +1.0. The greater the absolute value, the larger the association between the component and the general rating. The figure shows that satisfaction with skills developed in the program (0.29) and satisfaction with faculty helpfulness (0.28) were the most closely associated with the general satisfaction rating. Satisfaction with course content (0.23), satisfaction with variety of courses offered (0.05), and satisfaction with faculty knowledge of the field (0.06) were also significantly related to the general satisfaction rating.

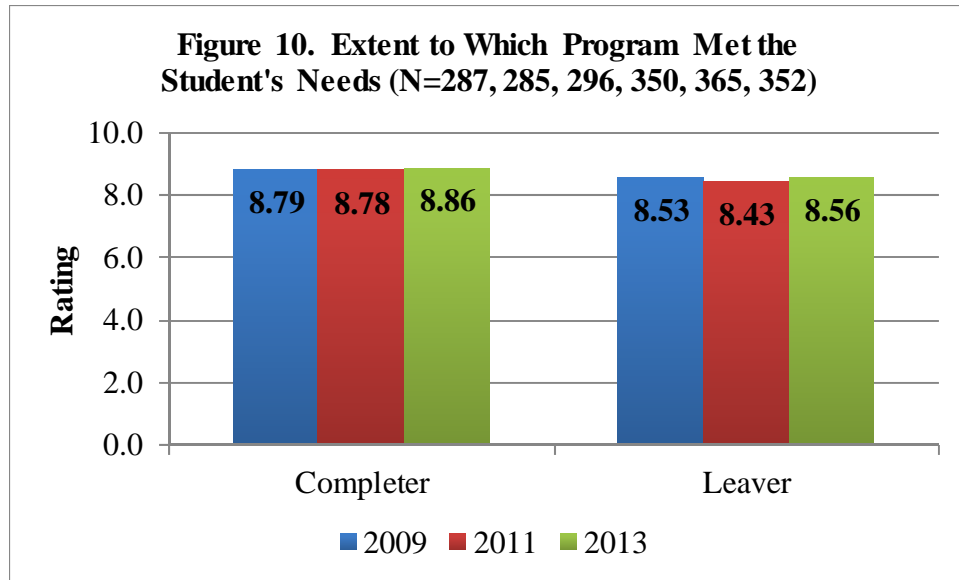


Program and Student Needs

Students were asked about the extent to which the programs met their needs. Similar to the satisfaction ratings, students indicated that generally, the program that they were in met their needs. Table 45 reveals a pattern much like the satisfaction ratings in Table 43.

Program	2009		2011		2013	
	Mean	N	Mean	N	Mean	N
Accounting	8.47	62	8.34	64	8.69	64
Administration of Justice					8.58	31
Apprenticeship Training	8.68	31	8.45	42	8.63	38
Cabinet & Furniture Technology	9.28	43	9.36	42	8.97	60
Child Development	8.86	50	8.88	41	9.26	43
Emergency Medical Education	9.00	44	9.11	38	9.32	37
Fire Technology	9.18	40	8.91	35	9.42	31
Nursing Education	8.70	30	7.60	42		
Total	8.87	300	8.63	304	8.96	304

In general, respondents thought the program that they were in met their needs. Figure 10 shows that completers viewed their programs to have met their needs a little more than did leavers, though both ratings are quite high.



Students were asked if they had received any additional training or education since they had completed their degree or left Palomar. Table 46 shows the responses from those in the larger programs. While most had not, a significant proportion of the respondents had received additional training, especially those in Fire Technology and Emergency Medical Education. Table 47 summarizes the responses for completers and leavers for all programs. Those that had received additional training specified the type of training they received. These responses for the larger programs are found in Table 48.

Table 46. Student Has Had Additional Training or Education

Program	2009		2011		2013	
	Count	Percent	Count	Percent	Count	Percent
Accounting	28	45.2%	28	45.2%	28	45.2%
Administration of Justice					14	43.8%
Apprenticeship Training	8	25.0%	8	25.0%	8	25.0%
Cabinet & Furniture Technology	5	11.6%	5	11.6%	5	11.6%
Child Development	21	42.0%	21	42.0%	21	42.0%
Emergency Medical Education	25	56.8%	25	56.8%	25	56.8%
Fire Technology	24	60.0%	24	60.0%	24	60.0%
Nursing Education	8	26.7%	8	26.7%		

Table 47. Student Has Had Additional Training or Education since Leaving Palomar

Year	Student Has Had Additional Training or Education since Leaving Palomar	Completer		Leaver	
		Count	Percent	Count	Percent
2009	Yes	120	41.5%	134	38.4%
	No	169	58.5%	215	61.6%
	Total	289	100.0%	349	100.0%
2011	Yes	128	44.9%	127	34.6%
	No	157	55.1%	240	65.4%
	Total	285	100.0%	367	100.0%
2013	Yes	125	41.8%	138	39.0%
	No	174	58.2%	216	61.0%
	Total	299	100.0%	354	100.0%

Table 48. Additional Training Attended by Program for Most Recent Year

Accounting	
4-year degree program in Accounting, also continuing education for tax preparation.	1
AGC San Diego Chapter Inc.	1
Another accounting course.	1
At work training.	1
Attending Cal State San Marcos.	1
CPE courses at current job. We were required to take those as well.	1
Currently enrolled in an MBA program	1
Currently going for a Bachelor's CSUSM.	1
I am attending Cal State San Marcos.	1
I am currently taking upper division courses at CSU San Marcos.	1
I am taking accounting classes at San Diego State.	1
I am taking accounting program at Cal State.	1
I am taking courses now for my Bachelor's.	1
I am taking multiple classes, in this field, at CSU San Marcos.	1
I continued accounting program at a different school.	1
I did volunteer work and continued being an accounting major.	1
I received ethical laws and workplace policies training.	1
I took General Ed for a business program.	1
I went to Mira Costa Community College.	1
I'm in finance now.	1
I'm taking classes in San Marcos.	1
Intermediate accounting at my university.	1
Transferred to a 4 year school.	1
UC San Diego.	1
What I learned at work and seminars.	1
Work experience.	1
Working on Bachelors at the Cal State.	1
<i>Total</i>	27

Administration of Justice	
A Criminology program.	1
Cal State San Marcos Administration of Justice program.	1
Going to Miramar College and the Police Academy.	1
I am currently enrolled in a Homeland Security program.	1
I finished my Bachelors, University of Phoenix.	1
I took other classes at the other school.	1
I transferred to University of Phoenix, with my BA.	1
I work with a police department.	1
On-the-job training at my current job.	1
Police Academy.	1
Public speaking.	1
School I am at now.	1
Seminars and hands-on training.	1
Took classes at CSU and police academy.	1
<i>Total</i>	14

Apprenticeship Training	
Art class.	1
Continuation education classes.	1
I also took OSHA 30 .	1
I am CADWELD certified	1
I have had on-the-job training.	1
I've had scaffolding classes, aerial lift classes, confined space classes and fork lift classes.	1
Mostly, just safety training from my employer.	1
My test and balance certification.	1
On-job experience.	1
Our union (Carpenter`s Union 547) requires us (and pays the tuition) to attend some classes such as Working with lasers, etc. Once a while.	1
Welding courses.	1
<i>Total</i>	11

Cabinet & Furniture Technology	
2-year apprentice job.	1
A little bit but not in a formal classroom settings. I have been able to attend free demonstrations on how to use tools and things.	1
BA and Masters Degree in Vocational Education.	1
Different field, welding and Coast Guard training.	1
Having some specialized wood turning and cabinet making courses.	1
I belong to a wood working club and we exchange ideas outside of Palomar.	1
I read books.	1
Private instructional courses.	1
Workshops and trade shows.	1
<i>Total</i>	9

Child Development	
BA in progress, in child development	1
Courses at Mira Costa. CPR training. Networking with peers. Self study.	1
CPR, two Autism awareness classes.	1
Currently enrolled in San Diego State University.	1
I had additional training with Springfield Preschool.	1
I have taken a class in CPR and emergency care.	1
I just did courses outside of Palomar, including CPR and health classes.	1
I took other child development courses at the University of New Mexico.	1
I was volunteering at my son's school and wanting to learn more about that, and working with students.	1
I'm taking classes at National University.	1
I've gone through a University and training at a job, related to the child development program.	1
Mira Costa CPR and working at licensed child care.	1
Privates through my employer.	1
State credential in montessori training.	1
Workshop. Board of education workshop and CPR classes.	1
Yes, I am currently taking related classes, at my new school.	1
Yes, I did a one-year internship with a headstart program.	1
<i>Total</i>	17

Emergency Medical Education	
ACRS course, hazmat operations, fire fighter academy and sweep water rescue.	1
Arson detection investigation, Emergency Vehicle Driver Training, and a bunch of on-the-job training.	1
Certified nursing assistant program from a different school.	1
Continuance required to continue licensure.	1
Continuing education at my job and workshops.	1
Continuing education program.	1
Continuing education, close to 24 hours every year in my field. We do CPR courses and PCLS course every year.	1
Continuing with the fire academy, as well as fire classes, re-certifications.	1
EMT at Meirmont College.	1
HEPA class, bloodborne pathogen class, and incubation training in OC.	1
I had on-the-job training with simulations.	1
I just graduated, I'm a nurse and I passed the state board.	1
I worked as an EMT. I went to WestMed to get my paramedics certificate.	1
I've been through the fire academy and continue education on-the-job.	1
On-the-job training and classes required for it.	1
On-the-job training.	1
Ongoing education through my employers. Out-of-state training through federal funding.	1
Student as SDSU.	1
Tactical combat causality care.	1
Taken online courses.	1
<i>Total</i>	20

Fire Technology	
Attended paramedic school.	1
Certificates from another fire technology college.	1
Fire Academy.	1
I finished more classes in Miramar and got my Associates degree. I'm currently undertaking fire academy.	1
I got my California State Fire Marshal certificate.	1
I have been working on a Bachelor's program, with upper-division courses, in the field.	1
I have taken an EMT refresher program and currently enrolled in a paramedic program.	1
I have taken professional group conferences.	1
I joined a certification program by Oceanside Fire Department.	1
I went through a fire academy put on by the San Diego Fire Department.	1
I went to the fire academy at Palomar College and I'm retaking it. My degree is from Colorado State University and is in Fire and Emergency Administration.	1
I'm volunteering as a fire fighter, for the county, and I work as a technician. I've gotten quite a bit of experience.	1
Medical classes and volunteering at the fire station.	1
Pyro training.	1
Ride along with fire fighter department and worked as an Emergency Medical Technician.	1
Scuba and repelling.	1
State fire training, as well as grant writing and additional classes pertaining to the field, like more in-depth things, like LARO, which means Low Angle Rope Rescue.	1
The paramedic program.	1
Trained at a fire department.	1
Training at Long Beach Fire Department.	1
Went through the academy and did some certification classes.	1
<i>Total</i>	30

Program Strengths and Weaknesses

Students were asked what they thought were the three best things about the program they were in, as well as what three things they would change. Tables 49a through 55b contain their responses. Each item was recorded separately, so a given respondent might contribute up to three responses in a given table.

Table 49a. Best Things about the ACCOUNTING Program	
Best Things about the Program	Count
Availability of the classes.	1
By far the best part was [NAME REDACTED].	1
Content.	1
Evening and online classes were very convenient.	1
Faculty.	1
Flexibility of classes.	1
Flexibility of scheduling classes.	1
Flexibility of the classes; both being online and on campus.	1
Great teachers; most were helpful and wanted to be there.	1
Hours.	1
I don't know what else.	1
I learned a lot about accounting.	1
Instructor's knowledge.	1
Instructors.	1
It personally helps me.	1
It was nice that they offered evening classes.	1
It's easier for me to find a job.	1
It's useful.	1
Knowledgeable staff.	1
Learned a lot.	1
Long working hours, online classes, evening classes.	1
Made me actually like accounting.	1
My teacher was very well prepared.	1
Networking. I made a lot of friends.	1
Professional background of instructors.	1
Professors were good.	1
Software.	1
Taking required classes were very helpful.	1
Teachers were great.	1
Teachers.	1

Table 49a. Continued

The best things are hands-on.	1
The book was good and the process was good.	1
The classes were good.	1
The courses were useful to my major.	1
The fact that it was online.	1
The instructors.	1
The materials seem to be well developed towards my transcripts that I needed to transfer.	1
The new buildings.	1
The professor that I took made a difference for me.	1
The professors were/are good.	1
The schedule fit my time.	1
The stepping stone to get to Cal State.	1
The teachers were willing to help me to understand the courses.	1
The teachers.	1
The team of teachers.	1
They were very informative.	1
Variety of courses offered.	1
Very affordable.	1
when the courses were offered was great	1

Table 49b. Changes Students Would Make in the ACCOUNTING Program

Changes Students Would Make in the Program	Count
A little bit more full-time staff.	1
Add more real life experience.	1
Adding more classes in the Summer.	1
Availability of courses.	1
[NAME REDACTED] needs to go; old school, does not know how to teach in a relevant basis.	1
Have more tutors available at the tutoring center.	1
Higher variety of professors.	1
Honestly, nothing.	1
I had alot of good teachers, but a few were not helpful at all, so improving overall quality of teachers	1
I liked it the way it was.	1
I think that's it	1
I think there needs to be more detailed classes.	1
I think they had too much emphasis with the online portion of the class because they used accounting programs to help us learn. The classroom experience would have been better rather than to rely on the online programs.	1
I wish the classes were offered at different times.	1
I wish there was a program that monitors you.	1
I wish they would have offered a typing/keyboard course.	1
professionals	1
I would change the curriculum so it is focused on training on various skills that one would need in the office setting.	1
I would change the payroll class, I didn't find it helpful at all. The way it was presented in the classroom was not very helpful.	1
CAT exam.	1
I would have them offer more classes.	1
I would have them offer more evening classes.	1
I would make the class more practical not just homework and exam.	1
I would say go into more depth into financial and managerial accounting.	1
Just let us learn mor eoutside the textbook.	1
Less homework.	1
Lower book cost.	1
Make it more clear as to what courses are needed to graduate with a BA or an AA.	1
Maybe making more basic classes for beginners.	1
More classes available and more satellite classes at Camp Pendleton.	1
More classes for working students.	1

Table 49b. Continued	
More courses available online.	1
More night time classes.	1
More online classes.	2
More practicing because we learned the theory but didn't put it to work. That is all I can think of.	1
More technology based training.	1
More tutoring.	1
none	1
None.	1
Nothing to change.	1
Nothing, I loved it. It made me want to be an accountant.	1
Nothing.	1
Offer more classes.	1
Palomar needed to offer more classes for accounting program. I could only find one class per instructor per semester. It was frustrating.	1
Probably open more courses because when I was trying to register it was tough to find open classes that matched my schedule.	1
Some of the teachers were really old school and not with current trends. I think I would improve that.	1
Survey about the instructors and their performance at the end of the semester.	1
Talk to the students about their careers to help motivate them to continue their education.	1
Teacher: [NAME REDACTED], should be in charge of everything.	1
Teachers are tax accountants and we didn't get the time we needed during tax season.	1
The current Head of the Department, made us watch videos about Palomar tv interviews. It was a waste of time.	1
The difficulty, I would make it harder.	1
The program was a little fast with such dense course work. Especially in the foundation classes.	1
They need to have more hours for people helping in the accounting program	1
To improve the quality of the teachers.	1
Try and make the courses transferrable to Mera Cosa.	1
Way to earn AA without taking other GE classes.	1
	72

Table 50a. Best Things about the ADMINISTRATION OF JUSTICE Program

Best Things about the Program	Count
Another was the variety of the courses.	1
Fair grading was nice.	1
Flexible class hours.	1
Flexible schedule.	1
Great professors.	1
Help me understand more about law enforcement and the structure of how each groups are all separate.	1
Highly trained instructors.	1
Hours were in the evening.	1
I enjoyed the instructors and how they had past policing experience.	1
I enjoyed the teachers.	1
I like their teaching method. They used their personal experience to get points across.	1
I would say the hours that were available.	1
Interaction with other law enforcement officers.	1
It helped me to reach my goal.	1
Learned the skills necessary to be competent.	1
One was the availability of the courses.	1
Teachers were really good on communication, and keeping interest.	1
The basic introduction to criminal law.	1
The Chair, [NAME REDACTED] was phenomenal. He was very helpful and made the department what it was.	1
The class selection. There were so many classes to choose from.	1
The experience of the instructors was another best thing about the program.	1
The help that Palomar provides.	1
The physical education that we needed.	1
The physical training.	1
The professors were great.	1
The professors were very accessible and I ended up with two AA's, and I took different professors and they were all great professors.	1
The professors. They're well educated and on top of things.	1
The staff was very friendly, and very hands on.	1
The staff.	1
The support from staff after completion.	1
The teachers were outstanding, helpful, and willing to work with us.	1
The times of the classes.	1
They are always willing to work with you. I was on graveyard.	1

Table 50a. Continued

They had good professors.	1
Transportation is easy.	1
Working adults understand balancing work and school.	1

Table 50b. Changes Students Would Make in the ADMINISTRATION OF JUSTICE Program

Changes Students Would Make in the Program	Count
A wider variety of classes	1
Better recruitment for post-graduation hiring. To increase the postgraduate hiring percentage.	1
Better screening of applicants. Criminal background checks.	1
Class availability should be increased.	1
Different times for classes; most where at night. More classes during the morning.	1
Flexibility of the hours for the courses; add more classes.	1
Honestly, I think nothing.	1
I guess having people that are going to go into the administration field, have them take Admin 100 before taking any other courses.	1
I would change the admissions process and the way the department works.	1
I would change the hours of the classes and schedules.	1
I would change the need for an internship to complete the degree. Finding an internship in the field is extremely difficult.	1
I would make it harder because you don't really learn a lot. Their course work is not very challenging.	1
I would not change anything; it was a very well-rounded program.	1
I would not change anything.	1
Make it geared toward the actual job you'll be doing.	1
More class availability.	1
More classes to be offered within my program.	1
More hands on.	1
More of the time classes were available.	1
Not make some classes only seasonal. Some classes are only Spring and some are only Fall.	1
Nothing is wrong with program.	1
Nothing.	2
Offers more classes.	1
The cost of books.	1
The parking situation.	1
The time length of the police academy. It's too long	1

Best Things about the Program	Count
Being able to attend while still working.	1
Completing my training.	1
Emphasis on math.	1
Experience of the teachers.	1
Flexible schedule.	1
Free training.	1
Getting proper training in the field.	1
Hands on atmosphere.	1
Hands on training.	1
Helping me in class.	1
Helping me with career resources.	1
I was able to attend the school while working full-time.	1
Instructors are very good.	1
It gave me work ethics.	1
It got me ready for my future.	1
It helped me grow up.	1
It provided me with a job.	1
It was free.	1
It was hands-on.	1
It was very accessible.	1
It wasn't overly complicated.	1
Job related skills training.	1
Learning a wide range of skills.	1
Obtaining certificates and certifications.	1
On the job training.	1
Provided me with training in the field.	1
Safety standards, lots of hands on training on construction.	1
The classes were interesting.	1
The hands on training.	2
The hours that the classes were available.	1
The information given.	1
The instructors were mostly field workers who had been in field.	1
The instructors.	1
The on-hands training.	1
The specificity of the program.	1
The time of the class and the schedule was great.	1
The training and preparation for the final certification test.	1

Table 51a. Continued

The variety of things we learned were all applicable, especially the electric code class that helped with the state certification.	1
They had a big hands-on lab that directly related to work.	1
They prepare you to be a journeyman.	1
They walked you along the way, the whole way.	1
Very helpful instructors.	1

Table 51b. Changes Students Would Make in the APPRENTICESHIP TRAINING Program

Changes Students Would Make in the Program	Count
Better training from some of the instructors.	1
Have more materials available	1
I can't think of anything.	1
I think that a lot of guys agree that it wasn't hands on and was more book related.	1
I think there should be some kind of follow up program from Palomar College during my last year just so that we have kind of a vision where we can go with our careers.	1
I would add more material.	1
I would add more updated material.	1
I would change the fact that I should be able to choose my own classes, rather than having the classes be chosen for me.	1
I would change the length of the program.	1
I would change the pricing of the books.	1
I would have more breaks between classes.	1
I would have more classes.	1
I would have more hands on training.	1
I would have more promotion of the program at Palomar. I heard about the program through a family friend. It wasn't anything the college presented to me. I don't recall seeing anything about the program at any job fair or club.	1
I would have Palomar be a little bit more involved in instructor selection. I understand its kind of a fine line because you need instructors that are electricians, but at the same time they're just field guys that are pulled by training center.	1
I would like more hands on activities in the curriculum.	1
I would make classes more frequent.	1
I would make it longer to earn an actual degree rather than just the certification.	1
I would make it more hands-on.	1
I would make it so there wasn't any breaks. Apprenticeship is not really school. It was supposed to be a five year program and it ended up being a six year program because of breaks.	1
I would make sure that every apprentice gets more experience in every aspect of the job.	1
I would make sure the courses are all geared towards hands on experience.	1
I would make sure the professors were a little more knowledgeable.	1
I would not change anything, the program is the process. It's a good program.	1
I would've liked more blue print reading classes.	1
I wouldnt kick that many people out of the program for missing class.	1

Table 51b. Continued

I'd like to see more hands on stuff.	1
It maybe needed a little more in depth stuff that pertains to civic jobs; a lot of it was stuff we don't use ever.	1
Layout of the course.	1
Maybe better teaching methods.	1
More certification programs in other areas of study.	1
More frequent classes.	1
More guest speakers	1
More hands on training.	1
More online accessible.	1
More practical labs	1
More time on each lesson.	1
Need more lab work.	1
nothing	1
Nothing.	4
One or more teachers could've been more helpful.	1
Professors should be full-time.	1
Should require more personal responsibility for solving problems.	1
Some of the teachers seemed a little underqualified to teach.	1
Teach more intense of signwave generator, cycle count, and bring back the kit.	1
The administration. The teachers were new to teaching and don't really know what they are doing. They basically read the book to you.	1
The evening hours.	1
The first thing I would change is if the apprenticeship program is affiliated with Palomar, I would have the credits you get at Palomar help other kids get their degrees in apprenticeship. None of my credits were applicable to anything else.	1
The graduation ceremony was not a traditional one, which kind of sucked.	1
The length of the program.	1
There are certain things we should probably put less emphasis on, like low voltage. We deal more with high voltage.	1

Table 52a. Best Things about the CABINET & FURNITURE TECHNOLOGY Program

Best Things about the Program	Count
Actually learning how to use hand tools correctly and more productively.	1
And the students.	1
Another is the fact that I was able to produce furniture because I have gone to the class.	1
Camaraderie of everyone.	1
Deep and broad program.	1
Different and various types of wood supplies available to use by students.	1
Excellent instructors.	1
Forming friendships with other people with similar interests.	1
Gainful employment after getting enough skills.	1
Great instructors.	1
Guidance from instructors.	1
How in depth it went in the courses. The subject matter.	1
I enjoyed learning how to make a musical instrument that works very well.	1
I gained power equipments knowledge.	1
I just like making things.	1
I learned a lot about finishing the wood.	1
I learned a lot of new techniques in wood working.	1
I learned how to design furniture.	1
I learned the basics of design.	1
I learned what tools to buy and how to use them.	1
I like the instructors, and there are the helpers to the instructors that were helpful with addressing student issues since there weren't too many students for the professors to handle.	1
I liked learning how to use tools safely.	1
I liked the equipment they had.	1
I liked the hands-on approach.	1
I think they have first class facilities	1
Instructors. They bring many years of experience.	1
Interesting professors.	1
It added to my ability to be better at my business.	1
Its very easy to get started with.	1
Its very supportive of its students, and one of the few classes that requires students to invest money.	1
Learning safety procedures associated with wood working tools.	1
Learning the proper use of tools in the construction of furniture.	1
Love the instructors with their skills.	1
More credits to complete my AA.	1

Table 52a. Continued

Multiple choices, many classes you can challenge yourself with.	1
One is the training that's provided and learning how to do it.	1
One of the primer programs in the country. They do a great job. The students have an ongoing relationship outside of the class. The instructors build relationships in the class, it builds community support. The TAs were great, and great at balancing.	1
One of the things that I appreciated about that program is an emphasis in maintaining a safe working environment in light of the fact that our labs were over crowded. The employees that kept the machines working correctly and safely.	1
Proper instruction and use of tools.	1
Quality professors.	1
Receiving professional instruction by people who were more experienced.	1
Teachers.	1
Teaching assistants were great.	1
The amount of options were great too.	1
The best thing was the good teachers.	1
The caliber of the instructors also is high.	1
The class members.	1
The convenient schedule. I liked the day and night classes available. I could class take classes at night that weren't available in the day.	1
The course content was relevant.	1
The depth of staff support for students.	1
The equipment that was available.	1
The equipment that was available were great.	1
The equipment was superior to anything I had available.	1
The equipment were awesome.	1
The excellent organization of the courses.	1
The extent of course. There were things that covered all of the different techniques of wood working.	1
The facilities and equipment available.	1
The facilities were nice.	1
The flexibility.	1
The instructional staff.	1
The instructors are incredible.	1
The instructors were knowledgeable and patient.	1
The instructors were very knowledgeable.	1
The instructors.	2
The knowledge I obtained was great.	1
The knowledge of the teaching staff.	1

Table 52a. Continued	
The lab environment would certainly be high.	1
The labs were very professional and so they taught you how to do things successfully.	1
The professors are excellent.	1
The program is very informative.	1
The quality of the facilities	1
The quality of the instructors.	1
The scheduling of the classes.	1
The staff was knowledgeable and nice.	1
The teachers.	1
The types of classes.	1
The wealth of information that was available.	1
There is opportunity for self improvement.	1
There is professional growth in areas that I am not professionally trained for.	1
There were very good teachers and teacher's assistants.	1
They attract great students, so you learn from your classmates.	1
They had excellent instruction.	1
Upgrading my skills.	1
Very congenial atmosphere.	1
Well equipped facilities.	1
World class equipment.	1

Table 52b. Changes Students Would Make in the CABINET & FURNITURE TECHNOLOGY Program

Changes Students Would Make in the Program	Count
A little bit more lab time.	1
Better facility, which they are already doing.	1
Better variety of classes.	1
Broader offering of classes.	1
Closer to my home.	1
Equipment availability.	1
Equipment condition.	1
Fewer people in a class.	1
Flexible courses, meaning courses are offered more often.	1
Get rid of some the ways they handle their politics.	1
Hours.	1
I could say some of the tools kind of get worn out quicky through the semester and need sharpening.	1
I don't have any complaints about it. I am very impressed with the program.	1
I guess more classes.	1
I haven't really thought about that.	1
I know this has changed, but those classrooms were so cramped.	1
I think that they are actually working on it now, but they should make modifications to the builds. There were big classes and small space. I think that will help a lot if they make bigger classrooms.	1
I think the workshops should have been bigger.	1
I thought the classes were very'cliquesh' and it was very hard to get into the social circles. I was not treated as well as the ones that the teacher or TA knew very well.	1
I would add new classes to the program.	1
I would change nothing, I had a great time there I want to go back.	1
I would change the number of classes available.	1
I would change to increase funding.	1
I would expand the courses offered, to have more.	1
I would expand the geography of it because I felt that we were crowded in the space that we had. We were looking forward to an expansion of space. All the instructors were led to believe that we were going to get more space. I think they were too crowded.	1
I would have smaller classes.	1
I would increase the availability of classes.	1

Table 52b. Continued

I would like to be allowed to repeat the classes more often.	1
I would like to change some of the programs that are semester basis to a year basis.	1
I would like to see more classes offered in the evenings weekends because I am already in the workforce.	1
I would lower the cost.	1
I would modernize the facilities, bringing standards up.	1
I would not change anything because evrything (format and flow of program) was presented excellently.	1
I would probably make it closer to my house.	1
I wouldn't change anything the program was excellent.	1
Improve work flow and the ability to get things done in a timely fashion.	1
Increase support for the teaching assistants, the ANTS.	1
Increase the full-time faculty.	1
Increase the recognition for the instructors.	1
Increase tuition a little bit.	1
It would be interesting to see more classes offered in the Summer break.	1
Limited courses. Do not learn after only taking one class. They do not let you take class more than once.	1
Mabye an open area to work where one could come in and use equipment on certain days for their home projects.	1
Make more classes available at night.	1
More available classes.	1
More breaks, the lectures get long.	1
More classes.	3
More classrooms.	1
More equipment available.	1
More room in the woodworking shops.	1
Nothing. I think its great.	1
Often we would have to wait in line for the opportunity to work on our projects in the lab.	1
People should be able to retake a class, if they feel they were not able to comprehend the information from the class.	1
Please do not limit repeating classes in the Cabinet and Furniture Technology program. I repeat them and learn more information.	1
Probably allowing participation of all students. They don't spread the knowledge for all students.	1
Probably more hands on time.	1

Table 52b. Continued

Re-amp the business and woodworking class and change the instructor because the instructor doesn't have sufficient experience and doesn't know much. Remove the class from the requirement list. That class was a waste of time.	1
Refurbish facilities.	1
Saturday classes would not hurt.	1
Some of the instructors are only teaching evening hours or daytime hours. They never change their schedule around. I think they should rotate hours, to give people who work a chance to take those classes.	1
Summer sessions would be nice.	1
The administrative support for the program.	1
The administrative system was bad. I was enrolled in the wrong classes and I would have to change them in the first week.	1
The classes are too large.	1
The community should be invited to school board meetings for input.	1
The courses are all good, nothing.	1
The program is great though, so that is it.	1
The things I would change would be the current rule of not being able to repeat classes.	1
The way they deal with money.	1
There are one or two classes, eg. wood veneering class that were not well structured.	1
There should be more classes at more convenient times.	1
There should be more offerings as far as the times classes are offered.	1
There should be more variety of classes within the field.	1
There was a class that I wanted to take but it was only available during Friday night and that was inconvenient for me.	1
They have a specific set of classes for carving degree, the curriculum requires 3 classes in carving, but they only teach 2 of them. not the architectural molding class. Should review the continuity of the programs.	1
They have useless people who assist the teachers. I do not know what their function is.	1
They need more variety of classes.	1
They should have a solution for allowing loading and unloading of wood and equipment.	1
Too many people trying to do the same thing at the same time with not enough equipment.	1
Would not change anything.	1

The information on ECERS.	1
The instructor's that I had ([NAME REDACTED] and [NAME REDACTED]) were amazing.	1
The instructors were amazing and did not want to set you up to fail.	1
The intructor, [NAME REDACTED].	1
The knowledge of the instructors	1
The main interest about the whole subject.	1
The networking.	1
The on campus organizations were helpful.	1
The professors were really great.	1
The professors were very helpful and they would give their own experiences.	1
The quality of the classes.	1
The staff was great.	1
The teacher was able to teach in a way very related to my work currently.	1
The teachers were thorough, and very specific.	1
The teachers were very helpful with studies and papers.	1
The teachers.	1
The times that classes were offered were good.	1
The topics were relevant.	1
The variety of classes.	1
They had resources available to help us find a job if we were looking.	1
They taught me an enormous amount of information I can apply to my job. I am able to respond to the children and families better and able to give them more resources.	1
They taught you stuff you really needed to know and not random stuff.	1
They were very informative.	1
We were able to ask questions that we had if we were in the field.	1
What I learned in the classes; they were educational, interesting, and challenging.	1
When I first began the program, they had much more night classes. I need these because I have to work during day time.	1

Table 53a. Continued

The information on ECERS.	1
The instructor's that I had ([NAME REDACTED] and [NAME REDACTED]) were amazing.	1
The instructors were amazing and did not want to set you up to fail.	1
The instructor, [NAME REDACTED].	1
The knowledge of the instructors	1
The main interest about the whole subject.	1
The networking.	1
The on campus organizations were helpful.	1
The professors were really great.	1
The professors were very helpful and they would give their own experiences.	1
The quality of the classes.	1
The staff was great.	1
The teacher was able to teach in a way very related to my work currently.	1
The teachers were thorough, and very specific.	1
The teachers were very helpful with studies and papers.	1
The teachers.	1
The times that classes were offered were good.	1
The topics were relevant.	1
The variety of classes.	1
They had resources available to help us find a job if we were looking.	1
They taught me an enormous amount of information I can apply to my job. I am able to respond to the children and families better and able to give them more resources.	1
They taught you stuff you really needed to know and not random stuff.	1
They were very informative.	1
We were able to ask questions that we had if we were in the field.	1
What I learned in the classes; they were educational, interesting, and challenging.	1
When I first began the program, they had much more night classes. I need these because I have to work during day time.	1

Table 53b. Changes Students Would Make in the CHILD DEVELOPMENT Program

Changes Students Would Make in the Program	Count
Add more online options.	1
Bring out a bigger selection of classes each semester	1
Broader location. More classes at different campuses.	1
Child development needs more classes on special needs and to increase the number of classes focusing on working with disabled students.	1
Class hours need to be flexible.	1
Classes are given at different semesters and didn't offer certain courses certain semesters.	1
Classes only offered once a year.	1
Hands on interactions versus lecture; we had one class that brought in kids and that was really fun.	1
I actually really enjoyed it.	1
I guess more variety of classes.	1
I honestly can't think of anything.	1
I think I would have more courses related to the subject.	1
I wish there were more sections in classes. More parts to a class.	1
I would change nothing.	1
I would change the course availability; more evening classes.	1
I would change the instructor for my management class if i were to take that class.	1
I would change the option of having more classes offered, eg. evening classes.	1
I would like more disabled parking spots, especially by the gym.	1
I would like to get first aid class back in the program, because it is very hard to keep your certification up to date if there are no classes at Palomar.	1
I would specify more classes on direct teaching, to the actual practices of teaching, and less other stuff that you have to take.	1
I wouldn't change the program.	1
In a few of the other classes that were necessary for my program I would ask the teacher a question and they would just walk away without addressing my question.	1
Lack of classes during the summer.	1
Less classes on community.	1
Make classes available earlier in the day.	1
Make more classes available online.	1
More affordable textbooks.	1
More class options for the degree.	1
More classes applied to local transfer courses.	1
More classes on the Escondido campus.	1

Table 53b. Continued

More counselors should be available; I have to wait a long time.	1
More help with job placement after college.	1
More information on what the program entails.	1
More interaction between professors and students.	1
More online courses.	1
More options of class times.	1
Not so much overlap between classes, because there were a lot of the same things and classes.	1
Not sure.	1
Nothing really.	1
Offer more online classes, cater more to people that work	1
Offer more weekend classes.	1
One of the teachers that I took wasn't flexible. The teach wasn't willing to help my situation. I had a family issue where her mother needed a daily caretaker. My mother went through amputation surgery.	1
Some classes are only offered on main campus and it would be nice if more classes were offered at other sites.	1
Some other teachers weren't very helpful.	1
Staff needs to be monitor because two professors I did not learned anything and I also complained about them.	1
The observation; I only could do it at San Marcos.	1
The schedule. I would add more classes in the afternoon.	1
Times of classes were mostly in morning. I need more evening or Saturday classes.	1
To offer more easy classes.	1

Table 54a. Best Things about the EMERGENCY MEDICAL EDUCATION Program

Best Things about the Program	Count
A lot of the material was pretty handy. Allowed for hands on experience and experience practice things we would never see in a book.	1
Affordability.	1
Ambulance and hospital time allowed us to experience hands-on experience.	1
Autopsy lab.	1
Cardiac block.	1
Class size.	1
Corporate courses.	1
Education.	1
Fairly easy classes.	1
Friendly staff.	1
Hands on experience.	1
I like that the program was hands on, and that helped me.	1
I liked how were worked hands-on.	1
I liked the time provided after class.	1
I really can't think of any.	1
It gave me a general overview of what the medical field would be like.	1
It gave me the skills to perform the national registry exam work.	1
It provided a lot of new information.	1
It realistically applied to the job.	1
It was a great experience.	1
Its hands on.	1
Location.	1
Probably the instructors. I learned really quickly from them.	1
Professor expertise.	1
Simulations.	1
Teachers were cool and knowledgeable	1
Teachers.	1
The availability of getting help when needed.	1
The availability was great as well.	1
The challenging aspects of the class.	1
The curriculum was well adapted to the current tempo of the job.	1
The curriculum.	1
The hands on experience.	1
The homework load.	1
The hospital time which was further hands on training.	1

Table 54a. Continued

The hour lunch was nice.	1
The instruction; the teachers are well experienced.	1
The instructors were great.	1
The instructors were very knowledgeable, not afraid to help you.	1
The instructors.	3
The material was good and the stuff they covered.	1
The one-on-one time was great.	1
The organization of the program was well done.	1
The price.	1
The professors knew what they were talking about.	1
The professors were very knowledgeable. They taught from experience.	1
The resources available.	1
The standards we were held to and my instructors.	1
The teachers were amazing.	1
The teachers were very dedicated, knowledgeable and helpful.	1
The teachers.	1
The time frame; the fact that it was only two semesters long.	1
There were a lot of classes available.	1
They have since re-done their whole facility.	1
They made it very easy for someone to learn and retain the knowledge.	1
They were very interactive.	1
They were very professional with it.	1
Trusting method was lenient and the instructors asked for feedback and I liked the way the they did testing.	1

Table 54b. Changes Students Would Make in the EMERGENCY MEDICAL EDUCATION Program

Changes Students Would Make in the Program	Count
Add more on the field training and internships.	1
Availability of the class was limited; change the days to be more flexible for some schedules.	1
Better facilities.	1
Brand new equipment.	1
Change the size of classroom with less students.	1
Classes length were too long.	1
Could be more organized.	1
Extended field time.	1
Have the classes on the main campus.	1
I would change it so that there is more classes available. It is limited and you have to wait. If more classes are available, more people would rather pay less to go to Palomar. There are not enough classes for all the kids to get in.	1
I would have EMT prepping classes. I wasn't sure what it entailed at the time.	1
I would increase the skills portion of the class.	1
I would prefer to have one consistent professor, rather than having multiple professors.	1
I would say maybe do more classes, because they are very impacted.	1
I wouldn't change anything.	1
I'd say there should be more communication between instructors so material is consistent and up-to-date.	1
Longer hands-on training.	1
Lower tuition.	1
Make the course longer.	1
Make the program longer.	1
More classes at the Palomar campus rather than the Escondido campus because it made it harder to take general education classes in two campuses.	1
More clinical time.	1
More emergency room hours	1
More funding would provide more staff.	1
More hands on field trips for educational purposes.	1
More hands on fieldtrips. More in field type teaching	1
More interaction with the professors.	1
More practical education training	1
More practice simulations	1
More ride alongs.	1
Nothing, everything was perfect.	1

Table 54b. Continued

The classes were kind of chaotic, the instructors needed to communicate better with each other because we had different instructors. Half the time we had substitute instructors.	1
The facility was old.	1
The first thing would be to provide more guide regarding students getting hired.	1
The instructor wasn't very good.	1
The location of the class I would want on the main campus.	1
Update the tests.	1
Wish it was larger, and had classes available.	1
Wish it would have been at the main campus.	1

Table 55a. Best Things about the FIRE TECHNOLOGY Program

Best Things about the Program	Count
A lot of equipment.	1
Actually being taught by other firefighters.	1
Being able to get it done quickly.	1
Enlightening	1
Fun.	1
Good Instructors.	1
Good preparation for basic firefighting foundation.	1
Good reputation.	1
Hard.	1
I appreciated the things they taught.	1
I enjoyed peers/other students.	1
I enjoyed the campus.	1
I was able to get an AA in Fire Technology and Emergency Management.	1
I would probably say instructors that teach the program.	1
It helped me get into the fire academy.	1
It helps me meet a lot of different people.	1
It was a great opportunity.	1
It was affordable.	1
Knowledgeable	1
Large emphasis on teamwork and getting along.	1
Outside of the class curriculum, all of the instructors were always available for any help or questions.	1
Probably the curriculum.	1
Reputation is good.	1
Sense of duty to the community.	1
That facilities are separate from the school campus. We have own parking and own rooms.	1
The convenient location.	1
The course work was directly related to what I do now.	1
The facilities are nice.	1
The facility was appropriate for my needs.	1
The faculty in the program were informative.	1
The instructors were helpful and adamant about people passing and supporting them.	1
The instructors were knowledgeable and helpful.	1
The instructors work directly in the field.	1
The instructors.	1

Table 55a. Continued	
The interface with actual firefighters helped me to network.	1
The level of experience from each instructor was evident and the professionalism was good. And the course content.	1
They challenge you to improve yourself.	1

Changes Students Would Make in the Program	Count
Add a separate counselor for the Fire Technology program.	1
Be on the main campus.	1
I don't have any problems with the program.	1
I wish it were easier to get into the fire academy.	1
I would add courses.	1
I would add more courses, very limited on courses per semester, but that's about it.	1
I would change the availability of classes.	1
I would change transferring credits. There were a couple of classes that I did not get credit for.	1
I would have better instructor/student communication. I would often show up to class and class was actually canceled since professors were out at fire sites there should be better ways to communicate class status.	1
I would have to say nothing.	1
I would like to see more prevention related classes as part of the curriculum.	1
I would say make the classes larger, so more people can enroll.	1
Introduction classes, because they are kind of a waste of time.	1
Maybe broader range of classes available.	1
More availability of classes due to peoples work schedule.	1
None of it.	1
Nothing i enjoy it.	1
Nothing really.	1
Nothing.	2
Offer classes on the main campus.	1
Offer more single classes, so you can take the classes multiple times.	1
That they did not let me into the academy.	1
The classes should be provided on the main campus	1
The hours and days.	1
There could have been more class hours available.	1
They should decide if the program is for you. What field they would like to do so they have appropriate leads for those people.	1
Use the same books for multiple classes to save the money	1
We could have gone more in depth on the stuff they taught for certification.	1

SUMMARY

The survey the results, overall, paint a rather positive picture of the Career and Technical Education programs. Respondents expressed satisfaction with the programs that they were in, and the vast majority of the respondents indicated that, in hindsight, they would still attend Palomar. While there were differences between completers and leavers in terms of satisfaction with Palomar and their ratings of the programs they were in, they started out with differences in terms of their objectives and employment situations. Some of the key findings are noted below.

- In 2013, a total of 655 surveys were completed – 300 by completers and 355 by leavers.
- Completers were more likely than leavers to identify as objectives (1) obtaining skills for a new or different job, (2) obtaining skills for present job, (3) preparation for changing careers, (4) obtaining an AA, and (5) obtaining a certificate.
- In 2013, most (56.7%) of the completers but 37.6% of the leavers were employed full time. This reflects a larger decline for leavers than for completers.
- Leavers (37%) were more likely than completers (27%) to have had their current job prior to enrolling at Palomar.
- Overwhelmingly, completers, and to a lesser extent leavers, were positive about the impact of their educational experience at Palomar College on their work situation.
- Overall, satisfaction with support services was high.
- When asked “If you could go back, knowing what you know now, would you still attend Palomar College?” 92.9% of completers and 89.8% of leavers said probably or definitely yes.
- Both completers and leavers were quite satisfied with their experience at Palomar College, with completers more satisfied than leavers.
- When asked about various elements of their programs, the average satisfaction ratings (on a 0-10 scale) ranged from 7.12 to 9.37.
- Satisfaction with skills developed in the program and satisfaction with faculty helpfulness were the strongest predictors of overall satisfaction with one’s program.
- Completers viewed their programs to have met their needs a little more than did leavers, though both ratings are quite high.

APPENDIX A

Questionnaire Items

- SHELLO Hello, my name is _____ and I'm calling from the Social Science Research Center at Cal State University Fullerton on behalf of Palomar College. May I please speak with [STUDENT'S NAME]?
1. YES [SKIP TO SINTRO1]
 2. NO [SKIP TO CALLBAK1]
 3. NOT AVAILABLE AT THIS NUMBER [CONTINUE]
- TRACKNG Do you have a number that [RESPONDENT NAME] can be reached at?
1. YES [COLLECT NEW PHONE NUMBER]
 2. NO [END SURVEY]
- CALLBAK1 Can you please tell me when to call back to reach [RESPONDENT NAME]?
- SINTRO1 This is not a sales call. We are conducting a survey of Palomar graduates/former Palomar students on issues related to their experiences at Palomar College and within their instructional programs. Palomar College is interested in continuing to improve the services that it provides for students and your opinions are important to us.
- SINTRO2 The survey takes about 15 minutes. Your participation is voluntary, and all of your answers will be kept confidential to the extent permitted by the law. They will not be associated with your name or other identifying information. I also need to let you know that this call may be monitored by my supervisor for quality control purposes. Is it all right to ask you the survey questions now?
1. YES [SKIP TO VERIF1]
 2. NO [CONTINUE]
- CALLBAK2 Can you please tell me when would be a better time to call and ask you the survey questions?
- VERIF1 First, may I verify that you earned a certificate or degree for [PROGSUBJ] in the [SUBJECTFD]/ have taken classes in the [PROGSUBJ] program at Palomar College?
1. YES [SKIP TO Q1]
 2. NO [COMPLETERS CONTINUE]
[LEAVER SKIP TO END]

VERIF2 Have you ever earned any certificate or degree from Palomar College?

1. YES [SKIP TO QOProg]
2. NO [CONTINUE]

END1 Thank you for your time, but we are only conducting this survey with people who have received a certificate or degree from/have taken classes in the [INSERT NAME OF PROGRAM] program at Palomar College?

[END SURVEY]

QOProg From what program did you receive a certificate or degree? [If multiple answers, prompt respondent to select the one they feel most comfortable discussing.]

1. SPECIFY>
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

TRANS1 First I have a general question about your educational status.

Q1 What is your current educational status? Would you say that you...

1. Have NOT been enrolled in college or university since leaving Palomar College.
2. Have been enrolled in another college or university since leaving Palomar College, but you are NOT currently enrolled.
3. Are currently enrolled in another college or university in a field of study RELATED to the program you completed at Palomar College.
4. Are currently enrolled in another college or university in a field of study UNRELATED to the program you completed at Palomar College.
5. Are currently enrolled at Palomar College in another field of study.
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

[IF Q1 <>1]

T1 The questions asked in this survey relate to the [PROGSUBJ] you completed in the [SUBJECTFD] program not to the certificate or degree that you are currently completing /certain instructional programs at Palomar College. Please base your answers on your experiences while completing [PROGSUBJ]/taking classes in the [SUBJECTFD] program at Palomar College.

[LEAVERS SKIP TO Q2L]

Q2 How long did it take for you to complete your degree or certificate? Would you say...

1. Less than two years
2. Two years
3. Three years
4. Four years
5. Five years
6. More than five years
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

[COMPLETERS SKIP TO Q3]

Q2L How many semesters [did you attend/have you attended] Palomar College? Would you say...

1. One
2. Two
3. Three
4. Four
5. Five
6. Six
7. Seven
8. Eight
9. More than eight semesters
77. DON'T KNOW/ NO RESPONSE
99. REFUSED

Q3 What was your educational objective when you first enrolled at Palomar College?
[CHECK ALL THAT APPLY]

1. Obtain skills needed for entry into a new or different job
2. Improve skills needed in your present job
3. Prepare to change careers
4. Explore course(s) to decide on a career
5. Obtain an AA degree in this subject area
6. Obtain a certificate in this subject area
7. Prepare for a licensure or certification exam
8. Study topics of interest or for self-improvement
9. Take course work for transfer to another college or university
10. Other, please specify_____
77. DON'T KNOW/ NO RESPONSE
99. REFUSED

[IF Q3=77 OR Q3=99 SKIP TO TRANS2]

Q3A Of the objectives you mentioned, which would you say was your primary educational objective when you first enrolled at Palomar College?

-RESPONSE OPTIONS WILL INCLUDE ALL RESPONSES CHOSEN FOR Q3.-

- 7. DON'T KNOW/ NO RESPONSE
- 9. REFUSED

Q3B Did you complete your objective of [OBJECTIVE FROM Q3 or Q3A]?

- 1. YES [SKIP TO Q4]
- 2. NO [CONTINUE]
- 7. DON'T KNOW/ NO RESPONSE [SKIP TO Q4]
- 9. REFUSED [SKIP TO Q4]

Q3C What is the main reason you didn't complete your objective of [OBJECTIVE FROM Q3 or Q3A]?

- 1. FINANCES
- 2. FAMILY ISSUES
- 3. TAKING A BREAK/STILL PURSUING
- 4. DON'T HAVE TIME
- 5. CAREER PATH CHANGE
- 6. CHANGED SCHOOLS
- 7. PROGRAM DIDN'T MEET MY NEEDS
- 8. DIDN'T PASS A TEST/CLASS/CERTIFICATION
- 9. HEALTH ISSUES
- 10. MOVED
- 11. LOST INTEREST IN THE SUBJECT AREA
- 12. OTHER – SPECIFY>
- 97. DON'T KNOW/ NO RESPONSE
- 99. REFUSED

[COMPLETERS SKIP TP TRANS2]

[ASK IF Q1 <> 5]

Q4 You indicated that you are no longer attending Palomar College. Why did you stop attending Palomar?

1. FINANCES
2. FAMILY ISSUES
3. TAKING A BREAK/STILL PURSUING
4. DON'T HAVE TIME
5. CAREER PATH CHANGE
6. CHANGED SCHOOLS
7. PROGRAM DIDN'T MEET MY NEEDS
8. DIDN'T PASS A TEST/CLASS/CERTIFICATION
9. HEALTH ISSUES
10. MOVED
11. LOST INTEREST IN THE SUBJECT AREA
12. OTHER – SPECIFY>
97. DON'T KNOW/ NO RESPONSE
99. REFUSED

TRANS2 The next set of questions addresses your current employment status and how your education at Palomar College has impacted what you do.

Q4A Which of the following best describes your current employment status? Would you say you are...

1. Employed part-time (under 30 hours per week)
2. Employed full-time (30+ hours per week)
3. Full-time military
4. Unemployed, actively looking for work
5. Not employed, and not currently looking for work
6. A student, and not employed
7. Retired, and not employed
8. Disabled and not employed
77. DON'T KNOW/ NO RESPONSE
99. REFUSED

[IF Q4 = 3 THROUGH 8, 77 or 99 GO TO TPROG]

Q5 What is your current job title?

[ASK RESPONDENT TO BE SPECIFIC I.E. WHAT KIND OF TECHNICIAN, NURSE, ETC.]
[THE RESPONSE SHOULD INDICATE WHAT THEY DO, NOT WHERE THEY WORK.]

1. SPECIFY>
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

- Q6 What is your gross salary before deductions?
1. PER HOUR (Q6A)
 2. PER WEEK (Q6B)
 3. PER MONTH (Q6C)
 4. PER YEAR (Q6D)
 7. DON'T KNOW/ NO RESPONSE
 9. REFUSED
- Q7 Do you receive any benefits (for example health benefits, retirement, life insurance, or paid vacation) as part of your compensation from this job?
1. YES [CONTINUE]
 2. NO [SKIP TO Q8]
 7. DON'T KNOW/ NO RESPONSE [SKIP TO Q8]
 9. REFUSED [SKIP TO Q8]
- Q7A Which of the following types of benefits do you receive?
[CHECK ALL THAT APPLY]
1. Health
 2. Vision
 3. Dental
 4. Retirement
 5. Life insurance
 6. Paid vacation, holidays, or sick leave
 7. Other, please specify _____
 77. DON'T KNOW/ NO RESPONSE
 99. REFUSED
- Q8 Did you have this job prior to enrolling at Palomar College?
1. YES
 2. NO
 7. DON'T KNOW/ NO RESPONSE
 9. REFUSED
- Q9 How closely related are the skills you developed while at Palomar College to those you use on your job? Would you say ...
1. Directly related
 2. Somewhat related
 3. Not at all related
 7. DON'T KNOW/ NO RESPONSE
 9. REFUSED

TRANS3 We'd like to know about the impact your educational experience at Palomar College has had on your work. For each of the following statements, please indicate the degree to which you agree or disagree.

Q10 My experiences at Palomar improved my work situation.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

Q11 My studies at Palomar College improved my ability to perform my job.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

[ASK IF Q8 = 2]

Q12 My studies at Palomar College helped me to get a job.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

[ASK IF Q8 =2]

Q13 My studies at Palomar College prepared me to perform my job.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

Q14 Are you being asked to do anything in your job that you were not sufficiently prepared for?

1. YES
2. NO
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

[ASK IF Q14 = 1]

Q14A What could Palomar College have done to prepare you better in the areas of your job for which you don't feel sufficiently prepared?

1. SPECIFY>
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

Q15 I'm going to read a list of sources that people often use to find out about jobs. Please tell me

if any of the following helped you find the job you have now.

[CHECK ALL THAT APPLY.]

1. Administrators
2. Counselors
3. Instructors from your program of study
4. Palomar College's career center
5. Instruction or workshop on resume writing, interviewing, etc.
6. Job fairs held at the college
7. Internet or Computerized placement services (not part of Palomar College)
8. Other traditional placement services (not part of Palomar College) (i.e. newspapers, recruiters, placement organizations, etc.)
9. Family or friends
10. You found the job yourself, with no help from others
11. Some other source, please specify
77. DON'T KNOW/ NO RESPONSE
99. REFUSED

TRANSPROG The following questions relate to your program of study at Palomar College.

[Q16 AND Q17 ASKED IN RANDOM ORDER]

Q16 What were the three best things about the [PROGSUBJ] program?
[PROGRAM FOR THREE SEPARATE VARIABLES.]

1. SPECIFY>
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

Q17 If you could change three things about the [PROGSUBJ] program, what would you change?

[PROGRAM FOR THREE SEPARATE VARIABLES.]

1. SPECIFY>
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

TRANS4 As you answer the next few questions, I would like you to consider what you liked about the [PROGSUBJ] program and what you didn't like about it. Consider what was missing from the program and what you learned.

Q18 On a scale of 0 to 10, where 0 means *not at all satisfied* and 10 means *extremely satisfied*, in general, how satisfied were you with the program?

- < ENTER NUMBER
77. DON'T KNOW/ NO RESPONSE
 99. REFUSED

Q19 For the next set of questions, use a scale of 0 to 10, where 0 means *not at all satisfied* and 10 means *extremely satisfied*, or let me know if the question is not applicable. Please indicate how satisfied you are with the following aspects of the program:

[RANDOMIZE Q19A THROUGH Q19J]

- a. The software available for completing class or lab assignments
- b. The equipment available for completing class or lab assignments
- c. The materials available for completing class or lab assignments
- d. The facilities where your lecture classes were held
- e. The facilities where your lab classes were held
- f. The skills you have developed in the program
- g. The variety of courses offered
- h. The helpfulness of the faculty
- i. The content of the courses
- j. The faculty members' knowledge of the field

- < ENTER NUMBER
77. DON'T KNOW/ NO RESPONSE
 99. REFUSED

Q20A Using a scale of 0 to 10, where 0 means did not meet my needs at all, and 10 means met my needs completely, to what extent would you say that the [PROGSUBJ] program at Palomar College met your educational needs?

- < ENTER NUMBER
77. DON'T KNOW/ NO RESPONSE
99. REFUSED

Q20B Have you had any additional training or education since completing your program at /leaving Palomar College?

1. YES
2. NO
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

[IF Q20 =2, SKIP TO TRANS5]

Q20a What additional training or education for your job have you done since completing your program of study at/leaving Palomar College?

1. SPECIFY>
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

TRANS5 The next set of questions relates to your experiences at Palomar College in general and with your experience with some of the student support services.

Q21 Did you use the academic advising and counseling services?

1. YES [SKIP TO Q21B]
2. NO [CONTINUE]
7. DON'T KNOW/ NO RESPONSE [SKIP TO Q22]
9. REFUSED [SKIP TO Q22]

Q21A Why didn't you use the academic advising and counseling services?
[CHECK ALL THAT APPLY.]

1. DIDN'T NEED [SKIP TO Q22]
2. WASN'T AWARE OF SERVICES [SKIP TO Q22]
3. OTHER – SPECIFY> [SKIP TO Q22]
7. DON'T KNOW/ NO RESPONSE [SKIP TO Q22]
9. REFUSED [SKIP TO Q22]

Q21B Using a scale of 0 to 10, where 0 means *not at all satisfied* and 10 means *extremely satisfied*, how would you rate your overall satisfaction with the advising and counseling services at Palomar College? Would you say you were...

- < ENTER NUMBER
- 77. DON'T KNOW/ NO RESPONSE
 - 99. REFUSED

[ASK IF Q21B < 5]

Q21C What would you change about the advising and counseling services offered through the Counseling Department at Palomar College?

- 1. SPECIFY>
- 7. DON'T KNOW/ NO RESPONSE
- 9. REFUSED

Q22 Did you use the Career Center Services at Palomar College?

- 1. YES [SKIP TO Q22B]
- 2. NO [CONTINUE]
- 7. DON'T KNOW/ NO RESPONSE [SKIP TO Q23]
- 9. REFUSED [SKIP TO Q23]

Q22A Why didn't you use the Career Center Services at Palomar College?
[CHECK ALL THAT APPLY.]

- 1. DIDN'T NEED [SKIP TO Q23]
- 2. WASN'T AWARE OF SERVICES [SKIP TO Q23]
- 3. OTHER – SPECIFY> [SKIP TO Q23]
- 7. DON'T KNOW/ NO RESPONSE [SKIP TO Q23]
- 9. REFUSED [SKIP TO Q23]

Q22B Using a scale of 0 to 10, where 0 means *not at all satisfied* and 10 means *extremely satisfied*, how would you rate your overall satisfaction with the Career Center Services available at Palomar College? Would you say you were...

- < ENTER NUMBER
- 77. DON'T KNOW/ NO RESPONSE
 - 99. REFUSED

[ASK IF Q22B < 5]

Q22C What would you change about the Career Center Services available at Palomar College?

- 1. SPECIFY>
- 7. DON'T KNOW/ NO RESPONSE
- 9. REFUSED

Q23 Did you use the transfer services offered through the Transfer Center at Palomar College?

- 1. YES [SKIP TO Q23B]
- 2. NO [CONTINUE]
- 7. DON'T KNOW/ NO RESPONSE [SKIP TO Q24]
- 9. REFUSED [SKIP TO Q24]

Q23A Why didn't you use the Transfer Center at Palomar College?
[CHECK ALL THAT APPLY.]

- 1. DIDN'T NEED [SKIP TO Q24]
- 2. WASN'T AWARE OF SERVICES [SKIP TO Q24]
- 3. OTHER – SPECIFY> [SKIP TO Q24]
- 7. DON'T KNOW/ NO RESPONSE [SKIP TO Q24]
- 9. REFUSED [SKIP TO Q24]

Q23B Using a scale of 0 to 10, where 0 means *not at all satisfied* and 10 means *extremely satisfied*, how would you rate your overall satisfaction with the transfer services offered at Palomar College?

- < ENTER NUMBER
- 77. DON'T KNOW/ NO RESPONSE
- 99. REFUSED

[ASK IF Q23B < 5]

Q23C What would you change about the transfer services offered through the Transfer Center at Palomar College?

- 1. SPECIFY>
- 7. DON'T KNOW/ NO RESPONSE
- 9. REFUSED

Q24 Did you visit or contact the Financial Aid Office at Palomar College?

- 1. YES [SKIP TO Q24B]
- 2. NO [CONTINUE]
- 7. DON'T KNOW/ NO RESPONSE [SKIP TO Q25]
- 9. REFUSED [SKIP TO Q25]

Q24A Why didn't you use the Financial Aid Office at Palomar College?
[CHECK ALL THAT APPLY.]

- | | | |
|----|--------------------------|---------------|
| 1. | DIDN'T NEED | [SKIP TO Q25] |
| 2. | WASN'T AWARE OF SERVICES | [SKIP TO Q25] |
| 3. | OTHER – SPECIFY> | [SKIP TO Q25] |
| 7. | DON'T KNOW/ NO RESPONSE | [SKIP TO Q25] |
| 9. | REFUSED | [SKIP TO Q25] |

Q24B Using a scale of 0 to 10, where 0 means *not at all satisfied* and 10 means *extremely satisfied*, how would you rate your overall satisfaction with the Financial Aid offered at Palomar College?

- < ENTER NUMBER
- | | |
|-----|-------------------------|
| 77. | DON'T KNOW/ NO RESPONSE |
| 99. | REFUSED |

[ASK IF Q24B < 5]

Q24C What would you change about the Financial Aid Office at Palomar College?

- | | |
|----|-------------------------|
| 1. | SPECIFY> |
| 7. | DON'T KNOW/ NO RESPONSE |
| 9. | REFUSED |

Q25 Did you go through the Orientation Process at Palomar College?

- | | | |
|----|-------------------------|----------------|
| 1. | YES | [SKIP TO Q25B] |
| 2. | NO | [CONTINUE] |
| 7. | DON'T KNOW/ NO RESPONSE | [SKIP TO Q26] |
| 9. | REFUSED | [SKIP TO Q26] |

Q25A Why didn't you go through the Orientation Process at Palomar College?
[CHECK ALL THAT APPLY.]

- | | | |
|----|--------------------------|---------------|
| 1. | DIDN'T NEED | [SKIP TO Q26] |
| 2. | WASN'T AWARE OF SERVICES | [SKIP TO Q26] |
| 3. | OTHER – SPECIFY> | [SKIP TO Q26] |
| 7. | DON'T KNOW/ NO RESPONSE | [SKIP TO Q26] |
| 9. | REFUSED | [SKIP TO Q26] |

Q25B Using a scale of 0 to 10, where 0 means *not at all satisfied* and 10 means *extremely satisfied*, how would you rate your overall satisfaction with the Orientation Process at Palomar College?

- < ENTER NUMBER
- | | |
|-----|-------------------------|
| 77. | DON'T KNOW/ NO RESPONSE |
| 99. | REFUSED |

[ASK IF Q25B < 5]

Q25C What would you change about the Orientation Process at Palomar College?

1. SPECIFY>
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

Q26 Was Palomar College your first choice when you decided to attend college or pursue this type of education?

1. YES [SKIP TO Q27]
2. NO
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

Q26A Which college or educational institution was your first choice?

1. Cuyamaca College
2. Grossmont College
3. Mesa College
4. Mira Costa College
5. Miramar College
6. San Diego City College
7. Cal State San Marcos
8. San Diego State University
9. UC San Diego
10. University of San Diego
11. Other> SPECIFY
77. DON'T KNOW/ NO RESPONSE
99. REFUSED

Q27 Please consider your entire college experience and what your expectations may have been before you started at Palomar. Using a scale of 0 to 10, where 0 means *poor* and 10 means *excellent*, how would you use to rate your experience at Palomar College?

- < ENTER NUMBER
77. DON'T KNOW/ NO RESPONSE
 99. REFUSED

Q28 What things would you change at Palomar College?

1. SPECIFY>
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

Q29 If you could go back, knowing what you know now, would you still attend Palomar College? Would you say...

1. Definitely no
2. Probably no
3. Uncertain or not sure
4. Probably yes
5. Definitely yes
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

[IF Q4 > 2 GO TO QCOMMENT]

TRANS5 And finally, in an ongoing effort to improve the quality of education and preparedness of its students, Palomar College sometimes surveys the employers in the industries related to our programs. The information obtained from these surveys assists with course development, program review, and placement counseling.

To this end, we may wish to contact your employer in the future. Please be assured that we will not ask any questions about you or any individuals, nor will we share any data that you provide us.

Q30 What is the Name of the Company?

1. SPECIFY>
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

Q31 What city is the company in?

1. SPECIFY>
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

QCOMMENT Those are all of the questions that I have for you. Before we finish, are there any comments that you would like to make on any of the topics that we have covered?

1. YES, SPECIFY>
2. NO
7. DON'T KNOW/ NO RESPONSE
9. REFUSED

APPENDIX B

Reasons Students Didn't Meet Their Objectives

Table B1. Main reason Completers did not meet their primary objective
Because there are no jobs in this field in Southern California.
Found a job in the field that did not allow me to complete the program.
Getting into Cal State is very hard, transfer requirements, hard to get to a counselor, communication difficulties
Got a job.
I am still enrolling at Palomar College for my AA degree.
I am still pursuing my AA degree.
I didn't get into the school I wanted to get into.
I haven't taken the state exam yet.
I need one more course for an AA.
I want to transfer so I still need more classes.
Jobs are disappearing.
Lack of online courses.
My prior DUI got in the way of getting a job when I had only one year left, and I also lost interest.
Still enrolled, but not quite done.
Still need one class.
Still working on it.
Still working on my certificate, need to attend a four year university.
Still working on my objective.
The place i transferred to did have compatible program.
You need a lot of internships and experience in the field and I didn't have that, so it was hard to find a job in that field.

Table B2. Main reason Leavers did not meet their primary objective

A lot of complications with the state test. You guys never mailed me my Certificate of Completion of the Water Treatment class.
Active duty in the Marine Corps.
Became pregnant and am now moving.
Because they suspended the classes.
Career got in the way.
Could not pass the classes.
Current job is keeping me from finishing.
Deadline on application.
Death in the family.
Decided to get GE's out of the way, and the Fashion Program was really selective with the classes it was letting me take.
Decided to go back to a different school.
Employment.
Ethical issues with clinical instructor.
Fees keep going up and up.
Found a job and couldn't handle school and a job.
Got offered a job.
Has not offered the classes to finish.
Haven't completed all of the classes.
I am just taking classes that I'm interested in.
I am just taking one course at the time. Not towards a degree.
I am still taking classes.
I am still working on it.
I cannot attend full-time because I am working. I am still working on the objective.
I decided to get into Emergency Medical Education (EME).
I didn't need it for what I wanted to do.
I don't have a job, and Palomar cancelled the courses I was going to take.
I ended up in the Army.
I found out there weren't any jobs in the field.
I got higher paying job.
I got promoted to store manager and with the hours, it was more than I could handle with school.
I had trouble keeping up with my classes
I have not stopped being a student. You just closed the Wood Working class for a semester.
I moved.
I need to take a certain exam.

Table B2. Continued

I needed a certain amount of working hours in an ambulance to apply for the Paramedic Program.
I want to take more classes.
I wanted to work on my own home.
I was employed somewhere else.
I went to paramedic school, I'm working full-time, and I don't have time.
I work full time and I did not have time for that.
I'm not done yet. Learning is a continuous process.
I'm still enrolled in similar course work at my current school.
In an escrow process that is taking time. Palomar shut down the program during construction. Cut backs from state have affected program. Not sure if Palomar will continue offering class.
It was very difficult to find a counselor and it kept going every semester. I was unsure of what class I needed to take.
It's too difficult to find a job. Fire fighters are very saturated.
Last class needed is only offered during the day, and I can't do that.
Mobilized for deployment in military.
Money.
My age. My lack of business.
My mom had cancer, my son has Cerebral Palsy. I wanted to finish but something always comes up with family.
My work schedule made me have to drop classes.
Not enough credits.
Not finished with classes.
Palomar College was lacking classes in which I would like to enroll. (Business program)
School policy
Semesters were really long and it was hard and repetitive. They need to change the semester system to a quarter system.
The classes were not available when I wanted to take them.
The college policy, a student can't enroll in a class in a semester. I couldn't finish the program.
The college stopped offering the courses for one semester. But I'm not sure.
The current job market did not have jobs available for me.
The department was undergoing renovations, meaning there weren't many offerings, so I decided to wait until the program was back in full swing.
The equipment supplied for the classes by Palomar was either broken or not there and it was impossible to learn from.
The head of the department gave me a different test that we hadn't been practicing.
The program's facilities are closed this semester.

Table B2. Continued

The school was shut down for the Spring semester for the specific subject area.
They closed the wood shop for repairs.
They just took out the program.
Timing. Not available previous semester. Current semester program is closed for remodeling.
Took 2 years off to be a Missionary with my church.
Waiting to apply to university.
Was a few classes short.
Went to law school.
Work.

Reasons Leavers Stopped Attending Palomar College

	Count	Percent
Finances	16	4.7%
Family Issues	19	5.5%
Taking a break/Still pursuing	21	6.1%
Don't have time	17	4.9%
Career path change	13	3.8%
Changed schools	61	17.7%
Program didn't meet needs	11	3.2%
Didn't pass test/class/cert.	2	0.6%
Health issues	6	1.7%
Moved	25	7.3%
Lost interest in subject area	4	1.2%
Other	184	53.5%

Table B3a. Reason Leavers Stopped Attending Palomar

Achieved my goals.
Active duty in the Marine Corps.
Advanced photography class was full and the following semester it was cancelled.
Already learned what I needed to know.
Basically because of the instructors.
Beacuse they physically shut down the buliding for remodeling, and I can't take the classes I am interested in.
Because I decided to wait until the program was back up and running smoothly so I could get the most out of the program.
Because I got a full time job, and could not handle school and work.
Because I had to work full-time and I did not have the time.
Because I transferred.
Because they suspended the classes.
Becuase I graduated.
Changed careers.
Changed study of subject.
Classes were not available to take this semester; my focus is on real estate.
Classes weren't available.
College construction shut down program for a while. Budget cuts may affect program.
Completed courses.
Completed the program.
Completing transfer requirements.
Conflict with my work schedule.
couldn't get any of the classes.
Death in the family.
Did not need anymore certifications.
Did not offer classes that I need.
Didn't want to spend my money on trying to get certified, if I couldn't get certified.
Distance; I moved up to Orange County.
Ethical issues with the clinical instructor.
Financial Aid Office was very confusing. The program was confusing. No one in charge of program and it was in disorder.
Finished my goal at Palomar College.
Finished with my degree.
Found a job.
Got a job and needed to focus on that.
got my Mortgage and Real Estate License.
Got offered a job, but intend to return

Table B3a. Continued

Had to focus on work instead of school.
Have learning disabilities and told by DRC to take a specific class where the teacher only teaches once every two years.
Higher paying job.
Hired by the San Diego Fire Department.
I already completed the courses.
I already graduated from there with an AA.
I already had a B.A. degree in C.S. so I just took courses at PCC for improvement.
I am an adjunct teacher now.
I am in a PhD program at another school through work.
I am in the Army.
I am running a business and do not have the time because the business is demanding.
I attended Mira Costa instead because it is closer to my home.
I began to work so I left school, planning on coming back.
I changed programs.
I completed all my courses.
I completed my general education and transferred to another university.
I completed my goal to get an AA degree.
I completed the courses I needed.
I continued on to graduate school.
I couldn't afford it.
I couldn't take the classes that I wanted.
I decided to take GE's first.
I decided to travel and take a little break.
I didn't need any of the classes after you finished.
I didn't sign up because there's construction going on and no classes available.
I don't have time.
I finished all of my course work, then I was able to transfer.
I finished everything at Miramar College.
I finished my course.
I finished school and started my career.
I finished the classes and needed to finish upper division classes at another school.
I finished the classes i had to take.
I finished the EMT course.
I finished the program and I moved out of state for a job.
I finished the program.
I finished.
I found a different job.

Table B3a. Continued

I got an internship.
I got my AA degree.
I graduated and moved to a different school.
I graduated from the program.
I graduated.
I had a busy schedule and the classes didn't fit in.
I had decided to join the Air Force and did not have the money to attend.
I had trouble keeping up with my classes.
I haven't been able to enroll in anything.
I haven't been registered for a couple of semesters, but I go back when I need to. I am planning on going back next semester.
I moved on to a university.
I moved out of the area.
I moved to Riverside and the commute was too far.
I moved up to Los Angeles.
I needed to take upper division courses.
I needed to work and couldn't be a student forever.
I obtained my degree.
I reached my career goals. Also, it was too far to commute.
I retired.
I started working full time.
I stop attending because I transferred to a four year university.
I stopped attending because of work.
I stopped because I transferred.
I transferred to a Cal State.
I took all of the classes I could.
I took everything they had to offer.
I transferred to a four year university.
I transferred to another school.
I transferred to San Diego State.
I transferred.
I understand that I couldn't pursue it anymore.
I wanted to be a professional photographer and I realized my personality did not fit with being professional as a photographer; although I was good at being artistic.
I wanted to do Monotessori Training and they did not offer that at Palomar.
I wanted to utilize the skills earned into a job.
I was a few classes short and attended the Sheriff's program.
I was done with the classes.
I was not accepted so I went somewhere else and now I am going back to Palomar.

Table B3a. Continued

I was put on probation.
I was really busy with work.
I was there to pick up the skills I needed and I didn't have the luxury of going back.
I was told by my teacher it was not for me anymore, and that I could not just go to take one or two classes.
I wasn't getting the education that I wanted.
I went on to a university.
It was a personal emergency.
It was the only available, and i moved.
It was too far of a drive from my house.
It's a 2.5 hour drive each way.
Just got a new job and prefer to focus on my new job first.
Last class needed is only offered during the day and I can't do that.
Military deployment.
Miramar College offered classes at night while Palomar did not. I needed to take classes in the afternoon after work.
My building is closed. The whole Cabinet and Furniture Technology is closed for the semester while they rebuild the building.
My mom had cancer and was getting sicker, my son had Cerebral Palsy. It was harder for my mom to take care of my kids.
My work schedule made me have to drop classes.
Needed to figure out what I wanted to do.
No classes available in the program.
No time.
Not offering courses this semester in that subject area.
Obtained AA degree.
Only had to take a couple classes that I could not take at my university.
Only reason attended Palomar was for nursing.
Palomar suspended the program this semester. But I will attend next semester.
Personal issues to attend to; plan on going back.
Price. Not worth just attending lecture and doing work at home.
Program closed for remodeling.
Rebuilding the structure.
Received AA and got hired.
Requirements of the Nursing program.
Semester system was too long and professors ramble on.
Shut down program.
Started working with my dad instead.
Taking general education classes at a college closer to home.

Table B3a. Continued

The classes and program I was in shut down for a semester because of the remodel. Will re-pursue when they're open.
The classes I needed are not available when I have time to go to school.
The classes that I wanted were offered too late at night and I take the bus.
The college asked me to enroll in unnecessary classes to transfer to a business school. It supposed to be a 2 year junior college, but I had to go for four.
The department was going through a remodeling and there was no place for classes.
The facilities are closed.
The program was postponed since the building was renovated.
The school was too far for me.
The Wood Working class is closed for remodeling this current semester.
The wood working shop was being rebuilt, so I decided to wait until it is completed.
There were not any classes available that I did not need. I will probably go back this Fall.
There weren't anymore upper division classes I could take.
They cancelled the courses I enrolled in, otherwise I would still be attending.
They closed it for the season.
They stopped the program for a semester.
They were renovating the department. The classes were discontinued.
Too expensive.
Took classes that I wanted and ran out.
Traffic was a hassle, long drive, work got busy.
Transfer to a four year university.
Transfer to a university.
Transferred to a university
Transferred to a university.
Transferred to another college.
Transferred to another school.
Transferred.
Waiting for a nursing program.
Work conflict.
Working.
You're always learning with computers.

Things Respondents Would Change at Palomar College

Table B4. Things completers would change at Palomar College
A couple of the old buildings.
Activity ID cards are per semester, I would change them to be year-round.(that would be more convenient).
Add more parking structures, more online availability for classes and more fast track classes.
All classes should be on the main campus and there needs to be more academic advisors.
Although I know they are working on it, some of the facilities still need modernization.
Availability in parking and the quality of the labs.
Availability of classes should be expanded.
Availability of classes.
Better counselors.
Better parking, and less crowded classrooms.
Better supplies, better classrooms, more specialized training.
Change the facilities for the real estate program, and more engagement in the real estate
Cheaper classes should be offered. That's it.
Class availability.
Classes should have been online.
Cleaner bathrooms, there should be more parking for students.
Counselors need to be on the same page. I received different information from each counselor.
Definitely the counseling department and enrollment. It was difficult to get into classes.
Different program.
Electronics portion of the course work re-instated.
Extend it's branches and make a small branch in San Bernardino.
Faculty members treated them like children.
Fire one of the English teachers, he was one of the worst professors I've ever had.
Folks that need to take classes to graduate need priority.
Free parking, manditory reviews of teachers by faculty and students and more availability for classes
Free parking.
Geographical limitations. Never enough parking.
Hands on equipment for the water program, more back flow classes.
Have more online classes available.
Having more classes available, and advisors should provide better help.

Table B4. Continued

I am not sure.
I couldn't tell you, that's a hard one.
I didn't actually go to the school.
I don't really know what I would change. I literally went there for class and left. I didn't partake in any extracurriculars.
I don't see anything to change.
I expected more variety in classes.
let students know that there is all kinds of help for getting a job and all that.
I like and miss the school, no changes.
I really like Palomar, when you get into the program it's kind of difficult though.
I think continuing the learning classes and having classes available for evenings and online.
I think for a community college it does well. However, parking always seems to be an
I think I had higher expectations about what the certificate would do for me.
I think the teachers and the funding for materials. The teachers need to be more qualified
I think they are already working on changing the facilities.
I think they should add more classroom space for students.
I think they should focus on enabling people to do something with their degree and give them the motivation to keep pursuing their goals.
I wish there was somebody in the fire program. I took a lot of classes I did not need.
I would add courses because they were very limited, and some of the courses in the program weren't offered.
I would add more parking lots.
I would add more parking.
I would change all of the extra work I had to do in order to graduate.
I would change parking.
I would change schedules, and more availability of Summer classes.
I would change some of the communication.
I would change that the faculty should integrate more with the goal of the college, and they
I would change the administration and admissions.
I would change the availability of classes in my program.
I would change the available parking spaces.
I would change the availability online classes.
I would change the class sizes.
I would change the contents of the Accounting field to make them more work related, focus more on the bigger picture and it's principles.
I would change the counseling center availability and add more online courses.

Table B4. Continued

I would change the enrollment date, because it is really late after you get your degree.
I would change the equality among the students from the instructors.
I would change the layout of the school and the age of the buildings.
I would change the location.
I would change the old facilities and equipment.
I would change the outrageous prices for books. Sometimes I had to take a class without a book.
I would change the parking and gym requirements.
I would change the parking situation.
I would change the parking, and some of the financial aid advisors.
I would change the parking, the food, and the amount of classes, like the times that they
I would change the parking.
I would change the parking. It was difficult to find parking sometimes.
I would change the transfer credits and the process.
I would enforce the smoking ban. The classrooms in the welding building were small and
I would get new facilities, and upgrades.
I would have a smoke free campus.
I would have changed how clear they make whether our units in the program were transferable. They couldn't get a straight answer.
I would have cheaper food in the food court or free coffee.
I would have more specialty courses that are not just general education to get the
I would have more traditional classes and not online classes. A lot of computer classes were online when it could have been more valuable to have them in class.
I would have the Career Center available or open for students that work full-time.
I would like it if they could finish the construction, although I like the changes they are making. I would like a new parking structure or something.
I would like to add more classes.
with all of the courses, since many classes are no longer offered due to budget cuts
I would make the cafeteria/snack center stay open longer because there are classes that go until nine or ten o' clock at night.
I would make the enrollment process easier and lines are always very long.
I would not change anything.
I would not change many things, everything was there.
I would offer more online courses.
I would possibly try to get more people in the financial aid department to expedite those matters.
I would probably people who are starting see a counselor because I did not and it took me in some weird directions
I would say an update of the facilities.

Table B4. Continued

I would say decrease class sizes.
I would say more classes available online that are hybrid, and more variety of business
I would to change how long it take to finish my program. It took me too long to finish my program.
I would update information.
I would update the classrooms.
I would wish for less time on the AA program. I feel like more clinical is always better.
I wouldn't change anything.
I wouldn't change anything. It was a good campus.
I'd probably make the counseling services a little more educated and helpful.
I'd put a parking structure instead of a parking lot.
I'd say to stop changing the program because there were a lot of classes that I had to take in addition to the ones I already took because of the changes.
If Palomar College could get more funds from the government, it would help its students to pay cheaper fees.
Im satisfied.
Improve the wait list for classes.
Improving the staffing at the Financial Aid Office would be great.
Imrproving parking. i would offer more sections of certain courses. Indoor graduation would have been nice, the rain ruined it.
Increase campus security, Library needs more funding and operating hours.
It was harder to get into classes due to budget cuts.
It was my first college in the US so everything was great I cannot say anything negative.
It's a little dark at night, when walking back to car. Security was non-existent.
Just the new buildings.
Last couple of semesters it's been difficult enrolling in certain required classes that are required for my degree.
Loud music in the courtyard while people are in class.
Maintenance. There are not enough people. I would also build more parking structures.
Make it a little easier to find the education.
Make it bigger. A lot of people I know are having a hard time getting the prerequisites to get into the Nursing programs.
Maybe add some additional classes in GIS.
Maybe better cafeteria food.
Maybe more parking.
Maybe parking, that was pretty insane. The counseling appointments.
Maybe some of the courses that don't apply as much as others do.
More class offerings.
More classes and more of them offered on campus.

Table B4. Continued

More classes need to be offered.
More classes, and more online classes, and cheaper classes.
More classrooms, more parking and improvement on the parking lots.
More coherent staff and help for financial aid and that whole process. I understand that there is money out there but did I get help with a loan or aid? No.
More evening classes.
More food options in the evenings.
More help with financial aid.
More offerings, find a way to reduce prices, increased unit requirements so it costs more, and I am very disappointed that they dropped a lot of the computer science courses.
More online courses.
More parking and lighting.
More parking, and a bigger lunch room.
More parking, better art department. Also, less politics with the School Governing Board.
More parking.
More related to current technology and situations.
More student activities.
More variety of classes, more instructors so classes weren't as filled.
None.
Nothing it was a good start
Nothing it was fine. I would change the parking.
Nothing really, I really liked that college.
Nothing really. There's already a lot of courses people can take.
Nothing, I would go in and out to class and get through it.
Nothing, it's good.
Nothing.
One thing that bothered me was that they forced me to pay tuition for December 2011 so I missed out on an \$800 tax credit.
Online courses and satellite campus.
Palomar College should offer the medical assistant program again.
Parking and facilities.
Parking and some of the buldings, because they are old. Also the library, they need more books.
Parking was difficult at night classes.
Parking was terrible.
Parking, avaiability of counseling.
Parking.

Table B4. Continued

Probably I would change how they notify you for registration. Not only sending one e-mail to the student e-mail.
Probably instill a more professional environment.
Probably the student counseling.
Probably updated buildings, and make the facility better.
Some of the teachers need to focus more on the fact that they are teachers and not a stand
The available classes at the Escondido Center; more availability. Longer library hours.
The Career Center was not very interactive and no one is guiding you or helping you; it is
The classes offered should be more, and give more notice for events happening around the school.
The Counseling Service and the Transfer Department were not helpful at all.
The desks. I'm not even a big guy, I'm actually pretty fit, and my stomach was still touching
The educational requirements. There was an issue with the paperwork for my
The Financial Aid Office to be more helpful to students.
The knowledge that the faculty has toward the apprenticeships that are offered.
The math and algebra expectations for a degree. It has nothing to do with math.
The noise of the construction sites.
The non-ending construction, and parking facilities. I don't like the tickets they give.
The parking and cost of textbooks.
The parking spaces.
The parking, it was horrible.
The parking.
The parking. They just need way more parking.
The student life was not good, making students participate in social activities.
Their parking permit prices were too expensive.
Their parking sucks, accessibility for paying tuition, accessibility of books for my classes.
There should information for students on programs and resources.
They could add a few more classes.
They didn't offer everything I needed for this degree. They need to offer grading classes for this degree.
They helped me prepare for certain softwares, but as far as preparing me to get certain jobs, some of them required software that I had never heard of and that was a problem.
They just seem to always set you up for failure because they make it difficult for you to get into any internships and classes.
They need to have Go-Carts to go around the campus.
They should somehow offer a Bachelor's.
Towards the end of my time I was in the newer buildings, so there should be more innovations. There should be more air conditioning improvements.

Table B4. Continued

Update the satellite campuses. Lower the tuition, more online classes. Have more access to electronic books.

Updating the facilities, history class had roof caved in.

Use better funding, it would be nice to have better equipment.

We need more parking. The cafeteria doesn't offer enough food.

Would have liked to see updates on campus technology.

Wouldn't charge them the first day if you were late for a parking permit. Make more people aware of fire prevention.

You can never get the classes you want. Better enrollment dates and more classes.

Table B5. Things leavers would change at Palomar College

A little more parking.
Again, I think they should offer more online classes.
Availability of wood working equipment.
Availability with classes. Administration of Justice had only one class period.
Availability of more classes.
Back then, parking, because parking was a big issue.
Better counseling and internship program.
Better equipment, more availability in the lab rooms, better eating facility, definitely try to get better computers.
Better parking.
Better parking. A more efficient, less cumbersome matriculation process. Difficult to get in at first; in person, the lines are too long. Better food service.
Bigger classrooms and more classes to be offered.
Bring in their other off campus locations towards other cities, availability of science classes.
Broader curriculum available. Thus, students could take courses required to transfer to other institution.
Campus police pull people over for no reason.
Change the parking.
Change the semester system, you can make it more compact and the professors have to make their courses less rambling.
Class availability.
Compared to other colleges and universities, the online student services were tough to navigate and I would change that.
Counseling was a big thing, because I had trouble with what I needed to transfer.
Create a parking structure.
Definitely their own website; they were having a lot of issues with their own website. That was irritating.
Every class should be taught just like the child development teachers teach.
Everything from parking situation, class availability, the teachers, counselors' support, buildings where the classes are held and the restrooms.
Flexibility to be able to accommodate adults' life situations.
Get the photography program up to date. It seems it's driven by limited instructors' knowledge rather than modern photography.
Getting a parking pass every semester was a hassle. I would have liked to have figured out how to have one for the year.
Guidance counselors need to be fired, and hire a lot more helpful counselors.
Having the medical classes on campus, letting you smoke on campus.
I can't really think of anything.
I didn't like taking class where we were next to construction.

Table B5. Continued

I didn't like the limited parking and how hard it is to get certain classes for limited times and days.
I do not think I would change anything.
I don't know that I would really change anything. The biggest thing would be financial aid for people who don't go to school full time.
I don't think I would change anything.
I don't, that's hard. Parking was pretty bad.
I guess better parking, I had problems with it. Better variety of snacks; I was trying to eat healthy and there was always just junk. More efficient book service.
I had a hard time making appointments with the counseling office. Easier access would be better.
I have no idea right now.
I have nothing to offer there.
I think there are some classes that are offered in that division that can be taken multiple times, and I think that that needs to be expanded. The material needs to be repeat.
I think there needs to be more flexibility in the expectations placed on students and how courses are tailored. Its a one size fits all for the students.
I think they should do more outreach for Seniors.
I was not quite happy with the regular services apart from the graphic communication program. Teachers were very good.
I was satisfied, I would not change anything at all.
I wish that they had a lot more online, night, or weekend classes available. More classes available.
had new training on current software or technology trends.
I wish they had more courses and more work study opportunities.
I would add a gaming room.
I would add more classes inside because it was not a such a good area.
I would add more conversational Spanish classes and more variety and the more parking for students. I enjoyed my instructors in both Spanish and my instructional program.
I would add more counselors.
I would add more courses and more sections. I would also increase parking.
welding, etc. It is extremely important.
I would add more parking space as well as more centralized locations for certain classes.
I would add more parking.
I would change having more classes available for people that want to transfer.
I would change most of the faculty; get more instructors that are more experienced in the field.
I would change nothing.
I would change overall education of the faculty and staff, in order to pick the right classes.

Table B5. Continued

I would change the atmosphere. Maybe more events and student involvement.
I would change the availability of the classes were impacted.
I would change the availability of the software at home would make the exercises in class a lot easier.
I would change the class size.
I would change the counseling only and the services they provide to the veterans.
I would change the impersonal aspect.
I would change the parking and add more signs.
I would change the parking because it is a nightmare. There are a lot of old rooms and labs, but it looks like they're working on the buildings and parking. There is maintenance.
I would change the parking fees.
I would change the parking.
I would change the tuition fees and book fees.
I would change the VA staff. They don't know what they're doing, they were very unprofessional and inconvenient for me. Some counselors did not help me and gave me false info.
I would change to pay for the health fee, and add more online classes.
I would get the money where the school is and not the general fund.
I would have a directed program, so that students could obtain their licenses. There was a lot of learning, but not applying it in real life.
I would have more classes at different times.
I would have more classes so it wouldn't be so crowded.
I would have more parking; better entrances and exits for traffic flow: ingres and egres.
I would have smarter police officers.
I would have the program in an actual classroom and not partitions.
I would inform students about what programs and services are available to make it more accessible for students.
I would make a parking garage.
I would make it easier to enroll in classes and I have a bigger variety of courses available.
I would make the difficulty of the courses harder.
I would make their website much easier to use and make the orientation and stuff I don't need to be on campus or done through their website.
I would not change anything I was very satisfied.
I would not change anything, the experience was very good.
I would not change anything.
I would offer all classes in all sememster, not just Fall or Spring.

Table B5. Continued

I would offered more classes in the same field.
I would prefer that there were more classes offered in the evening.
I would probably have more teacher aids; support the teachers.
I would say more parking for students and that would be it.
I would say probably parking.
I would suggest the administration be a little more supportive for students that have degress already, and are using woodworking as personal enrichment or for second careers.
I would want Palomar to offer an Accounting Tutor Center.
I would want the amount of parking to be better, and more campus security to keep everyone in check.
I wouldn't change anything.
I wouldn't change anything. I'm street-smart.
I'd just say have more classes available.
If parking would be free it would be nice.
If there is any way for them to include a Bachelor program and become a full on college, that would be great.
In general, just the class schedules.
Increase financial support for the faculty or more faculty positions.
It's like any other school. There were a lot of classes that were not necessary for GE.
Just make the classes more available to students
Just more availability of classs.
Just the location.
Just the schedule to have more classes at night.
Location has to be changed, and the parking was terrible.
Make the courses current to an industry, and I had a math teacher who made it difficult to succeed, so don't back up bad teachers. Also, don't go to all online courses.
Make the courses more available/flexible for working professionals.
Maybe the selection of classes and the times.
More accessibility and more online courses.
More availability of the class offered.
More available parking.
More classes during the summer.
More classes for the working students, availability for weekend classes.
More classes for transfer students.
More classes in the daytime.
More classes in the evening.
More classes that are available throughout the day
More classes, because it's too impacted.
More clubs so that people would interact with each other.

Table B5. Continued

More funding and a larger lab area.
More funding to get more material.
More parking for students.
More parking lots.
More parking spaces.
More parking.
More parking. They need more English classes, it was hard to get my classes.
More school activities and integration with professors and students.
More selection on courses and more online courses.
More time with counseling and financial aid. More awareness about the Transfer Center.
More transferrable courses for my program. To make some classes available for more than only one semester.
More weekend classes.
Mostly the Nursing Department instructors. I felt that I was discriminated against by the nursing staff.
Move the smoke section away from the library.
My teachers in my second didn't help and I didn't receive financial aid.
Newer buildings (they are actually doing it right now), and keep it more clean.
Not as crowded.
Not much, nothing.
Nothing
Nothing else, except for what I already listed
Nothing I haven't already said.
Nothing that I can think of.
Nothing, I like it.
Nothing, it looks like it's going the right way.
Nothing, totally pleased with Palomar.
Nothing.
Off campus classes.
Offer more classes during the Summer.
Offer more classes, especially more dance classes.
Assistant certificate but is not available any more.
One professor expected a little too much from everyone.
Parking and construction noise was annoying.
Parking and the process to get into classes.
Parking fees and parking lot structure was a pain. I didn't need the health services fee because I have my own insurance and I was only there during off hours.
Parking in general.

Table B5. Continued

Parking is always an issue, nothing they can do about the freeway traffic.
Parking is bad.
Parking is difficult.
Parking needs to be way better. Takes 20 minutes to find parking.
Parking was always a issue and I wasn't be big fan of the campus being a non-smoking campus; there should be at least designated smoking areas.
Parking, their caliber of professors, academic level of courses offered.
Parking.
Parking. I felt some classes were not necessary; I repeated some classes I took in high school. Require courses for an AA degree. The fees kept increasing as time went by.
PCC should change online services. I had a few glitches with email and portal, but everything else is great as the school as far the courses and instructors go.
Police department.
Probably a better building for the engineering program. And maybe step up course difficulty.
Probably class times of the courses and that's it. Professor [NAME REDACTED] needs a raise. He was excellent and an exceptional teacher. He could communicate with all.
Probably their advisors; to tell people to take only necessary classes for their degrees.
Smaller class size. More classes available for students.
Smaller classes and more equipment for students.
Some of the buildings; the older ones. The parking needs to be better.
Some of the class hours need to be more flexible.
Some of the classes in the program had too much material to cover during one semester. They should have broken some classes into two.
Some of the instructors. The computer lab is cramped in between the computers.
Some of the professors need to be more helpful and answer the questions.
Some of the tenured professors seemed to no longer care about their teaching, it seemed more like they were just there to get money not that they actually cared.
Student body.
Taking the same course as much as necessary.
Tell students ahead of time if a section is cancelled. I would change registration works.
The ability to repeat the classes, increase the state's budget.
The administrative department.
The amount of students per class.
The availability of classes, so that they're not full right away.
The CFT program should have more spaces and a larger facility.
The class I can not attend needs to be available.

Table B5. Continued

The class sizes are too large. The school is not as friendly of a campus compared to other colleges I have attended.
The classrooms could be nicer.
The cost.
The counseling need to do a better job.
The counselors and courses need to be added.
The enrollment process was frustrating; not able to get the classes I wanted. They didn't offer enough night courses, and courses were at same time every semester.
The equipment and supplies.
The facilities.
The facility was pretty bad.
The instructor.
The location of my classes were not convenient, and making more classes available for EMS.
The office services need more staff members because the lines are very long. That is it.
The parking is a problem. I would like to go back to Palomar College and be able to get the class that I want.
The parking is too expensive.
The parking regulation.
The parking situation (more of it) and class times were inconvenient (more during evenings).
The parking situation was absolutely atrocious. A lot of construction.
The parking was a nightmare.
The parking was terrible.
The parking.
The people in the office didn't give information.
The price of parking permits.
The quality of the math program is something I would change. I think it needs to be overhauled, as in the instructors. The style of teaching did not appeal to me.
The registration process is cruddy.
The scheduling and also I did not like that we had two campuses. I prefer to be on one campus only, it would be more convenient.
The student service centerm, and some of the faculty needs to be more helpful(some of the teachers were rude). The counselors should focus more on students' questions.
The tables were we sit the chairs are attached and it makes it really hard for disabled people.
The timings of the classes.
The veteran system.

Table B5. Continued

The way the campus is set up.
Their parking situation is difficult.
There is one faculty member that I think didn't do a very good job. The laptops that we used in the classes were awkward; the regular computers in the classroom were better.
There;s not a lot of upper level classes offered at summer sessions. The transfer center didnt count my credits from the military correctly.
There's nothing I would change. The communication was great, the teachers were good, my experience was very good.
They are probably making them now but I would expand the facilities.
They are trying to make sure you aren't taking a class more then once, and it's unfair to students with disabilities.
They had to stop doing certain classes because of city codes which is a shame because things like timber framing are very popular with people who are building homes.
They need a instructor evaluation at the end of the semester.
They need more hands on training.
They're putting a lot of effort into new buildings, updated facilities and cirriculum and I couldn't ask for a district that works as hard as they do to provide the best.
To make school bigger, offer more classes, and more programs for more careers
Variety of classes and some of the programs on the computers were difficult. Some classes shouldn't be graded on a curve.
Well I think I would pay the professors more and administrators less. Support student finances more and support building less.
Wider offering of classes.

APPENDIX C

Job Titles

Table C1. Job Title for Completers in 2013	
Job Title	Number
1. Cashier, 2. Handyman for residence, 3. Furniture Maker.	1
A Teacher for University of Claifornia in the Early Childhood Education Center.	1
Accounting Assistant.	2
Accounting Associate.	1
Accounting Supervisor.	1
Addiction Treatment Counselor.	1
Administrative Assistant.	1
An ABA Therapist.	1
Apprentice Technician.	1
Archeological Technichan.	1
Art Instructor.	1
Assisiant Instructor.	1
Assistant Estimator.	1
Assistant Manager at sporting goods store.	1
Assistant Sales Manager.	1
Automotive Mechanic.	1
Automotive Technician.	1
Bank Teller Supervisor.	1
Bank Teller.	2
Barista.	1
Behavioral Therapist.	1
Bookeeping.	1
Bookkeeper and Payroll Specialist.	1
Business Assistant.	1
Care-giver.	1
Caregiver.	1
Carpenter.	1
Cashier at Blackstone Pizza, Escondido Mall shoes sales.	1
Cashier.	3
Certified Electrician.	1
Certified Flight Instructor and Commercial Pilot.	1
Charge Nurse	1
Charge Nurse Supervisor/Unit Manager at a senior facility.	1

Table C1. Continued	
Chef and Management.	1
Chief Financial Officer.	1
Clerk in accounting department.	1
Client Service Coordinator.	1
Composer II.	1
Cop.	1
Court Operations Clerk II	1
Cross-connection Control Specialist	1
Customer Service and a Product Buyer.	1
Customer Service.	1
Database Administrator.	1
Deputy Clerk.	1
Director of Operations.	1
Dispatcher.	1
Drafter.	1
Driver for a recycling company and part-time Real Estate work.	1
E.M.T.	1
Electrician.	7
EMT, bartender student.	1
EMT.	2
ER Tech.	1
Exclusive Distributor.	1
Financial Analyst	1
Fire Alarm Technician.	1
Fire Department/Paramedic.	1
Fire Engineer.	1
Fire Fighter.	1
Firefighter Paramedic.	2
Flight Engineer.	1
GIS Specialist.	1
Graphic Designer.	2
Grocery Clerk.	1
Groom Salon Associate.	1
Hardware Associate at Home Depot.	1
Help Desk Coordinator.	1
Hostess at a restaurant	1
I am a Bartender right now, getting through school.	1

Table C1. Continued	
I am a Carpenter.	1
I am a Communications Manager.	1
I am a Consultant, self-employed.	1
I am a Lead-man/Supervisor.	1
I am a Payroll Technician.	1
I am a Sales Associate in retail.	1
I am a Senior Maintenance Mechanic at a water filtration plant.	1
I am a the Lead Designer at lighting company.	1
I am a Transporter for military.	1
I am an Accounting Clerk II.	1
I am an Accounting Manager at The Salvation Army in San Diego County.	1
I am an Administrative Assistant.	1
I am an American Sign Language Interpreter.	1
I am an Instructional Aide with children with moderate/severe disabilities.	1
I am an Operations Engineer.	1
I am Bridge Carpenter.	1
I am in a federal work study program.	1
I am Shift Leader for Subway.	1
I am the Program Director for the North County Drug Court.	1
Inside Wireman.	2
Inspection Supervisor	1
Instructional Aide for special education.	1
Instructional Aide for Special Education.	1
Instructional Assitant for Behavioral Intervention.	1
Journeyman Technician.	1
Journeyman Electrician	1
Journeyman Electrician.	5
Journeyman Electricion.	1
Journeyman.	1
Journeyman/Tab Technician	1
Kitchen Superintendent.	1
Law Enforcement Officer.	2
Libiary Media Technician.	1
Library Assistant.	1
Library Clerk.	1
Library Media.	1
Logistics Manager.	1
Machine Operator.	2

Table C1. Continued

Machine Tech.	1
Machine Worker.	1
Maintenance Control.	1
Manager at Del Taco.	1
Manager.	1
Marketer.	1
Marketing Agent.	1
Mechanic.	1
Mechanical Technologist.	1
Merchandise Manager.	1
Multi-media Designer.	1
Network Engineer.	1
Notary and Title Officer	1
Office Assistant.	1
Operations Supervisor.	1
Operator	1
Ordinance Mechanic.	1
Owner and Operator.	1
Owner of an accounting company.	1
Owner of interior design company.	1
Paramedic	1
Pattern Maker	1
Personal Trainer.	1
Pharmacy Assistant.	1
Pilot.	1
Police officer	1
Police Officer.	2
Pre-K teacher.	1
Pre-school Teacher.	1
President of an engineering consulting company.	1
Production Supervisor.	1
Project Manager.	1
RDA - Registered Dental Assistant.	1
RDA.	1
Receptionist.	1
Registered Dental Assistant.	3
Registered Nurse at a Dermatologists office.	1
Registered Nurse Supervisor.	1
Registered Nurse.	3

Table C1. Continued	
Repair Coordinator.	1
Retail Associate.	1
RN.	8
Safety Specialist.	1
Sales Associate at 7-Eleven.	1
Sales Associate.	1
Sales Specialist.	1
Sales.	1
Senior Analyst.	1
Senior Plant Operator.	1
Senior Software Engineer.	1
Server.	3
Server/Waiter.	1
Service Coordinator at Discount Tire.	1
Service Sales Representative.	1
Service Technician.	1
Seventy Percent Apprentice.	1
Sheet metal worker.	1
Sheet Metal Worker.	1
Sheet-metal Worker	1
Sobering Assistant.	1
Soft-gel Inspector	1
Software Engineer.	1
Sound Technician.	1
Special projects in a research development project	1
Store Director.	1
Structural Engineer in training.	1
Supervisor for Game Stop.	1
System Analyst.	1
Teacher.	2
Tech Support.	1
Tier 3 Technical Support Representative.	1
Typist/Clerk.	1
Union Carpenter.	1
Union Sheet Metal Worker.	1
Vice-president.	1
Video Editor.	1
Visual Merchandiser.	1

Table C1. Continued	
Voluntary/Reserve Firefighter.	1
Wastewater Treatment Operator in training.	1
Water Operator.	1
Water Systems Helper.	1
Water Systems Operator.	1
Water Treatment Operator.	1
Web Administrator.	1
Web Developer.	1
Welder/Fabricator.	1
Welding Assistant at the college.	1
Wood Worker.	1
Total	231

Job Title	Number
Accounting/Payroll Specialist.	1
Administrative Assisant.	1
Administrative Assistant.	2
Advertising Associate.	1
Ambulance Operator.	1
Assistant for graphic designer.	1
Assistant Manager.	1
Associate Chemist.	1
Athletic Assistant.	1
Attorney.	2
Auto Technician.	1
Autozone Salesperson.	1
Bailer.	1
Bank Teller at Wells Fargo.	1
Bank Teller.	1
Barista, coffee house.	1
Barista.	1
Bartender.	2
Billing Manager.	1
Business Owner.	2
Busser and Bar back.	1
Caregiver at retirement community.	1
Caregiver.	2
Caretaker.	1
Case Worker.	1
Cashier.	1
Child Care Worker.	1
Child-care Aide.	1
CNC Machinist.	1
Coach. Labor Worker. Hunting Guide.	1
Commercial truck/tractor tire repair and other fixes.	1
Computer Engineering.	1
Computer Support Specialist - Database Administrator.	1
Computer Technican.	1
Construction Worker.	1

Table C2. Continued	
Consultant.	1
Controller.	1
Cook.	1
Courtesy Clerk.	1
Crossing Guard.	1
Custodian.	1
Data Systems Analyst.	1
Database Technician.	1
Day Care Owner.	1
Delivery Expert.	1
Department Supervisor at Kohls.	1
Deputy Sheriff.	1
Design/Production at Minx Nails, Inc.	1
Designer.	1
Developmental Services Aide.	1
Direct Care Staff.	1
Director.	1
Dishwasher.	1
Driver.	1
Electrician.	1
Electronic Control Technician.	1
Electronic Engineer.	1
Electronics Engineer.	1
Emergency Medical Technician	1
Emergency Medical Technician.	2
Emergency Technician.	1
EMT.	2
Engineer Apparatus Operator.	1
Engineering Services Manager.	1
Enrolled Agent.	1
Executive Assistant to a President at a property management company.	1
Fed Ex Handler.	1
Field Technology Officer.	1
File Technician for mortgage company.	1
Finance Technician.	1
Financial Analyst.	1

Table C2. Continued	
Finish Carpenter	1
Fire Apparatus Technician.	1
Fire Equipment Technician.	1
Fire Fighter.	1
Fire Inspector.	1
Fire Prevention Specialist.	1
Fire Recruit.	2
Firefighter	1
Firefighter.	2
Firefighter/Paramedic.	1
Floor Manager.	1
Floorman Crew Leader.	1
Food Runner at a local restaurant.	1
Food Server at hospital.	1
Free-lance Designer.	1
Free-lance Web Developer.	1
Front Desk - Sales.	1
Full-time employment.	1
General Merchandise Clerk at Stater Bros.	1
Generation Life Missonary.	1
Graphic Designer	1
Grocery Clerk.	1
Guest Service.	1
Handyman.	1
Home Health Aid	1
Hospital Foreman.	1
Hospital Unit Service Coordinator.	1
Host.	1
I am a Capenter.	1
I am a Commercial Pilot.	1
I am a General Manager at Domino's Pizza.	1
I am a Paramedic.	1
I am a Personal Banker.	1
I am a Receptionist.	1
I am a Teacher.	1
I am a Water Distribution Operator.	1

Table C2. Continued	
I am a Web Designer.	1
I am an Office Assistant.	1
I am an Office Assistant/Receptionist.	1
I am an Usher at a movie theatre.	1
I am Child Development Teacher.	1
I am Self-employed. I teach Spanish to elementary kids.	1
I have my own business.	1
I have three jobs. I am a Math Tutor for San Diego Community College District, Private Math Tutor, and Intern at a tech firm.	1
I work for Nordstorm.	1
I'm a Nanny.	1
In-home Supportive Services Provider.	1
Instructional Aide.	1
Instructional Assistant for an elementary school, Cafeteria at another K-12 school.	1
Insurance Premium Auditor.	1
IT Consultant.	1
Lead CSR.	1
Life Guard.	1
Limo Driver.	1
Loan Officer.	1
Logistics within construction.	1
Machine Shop Assistant.	1
Machinist in Manufacturing.	1
Manager.	1
Manufacturer.	1
Manufacturing Planner in biotech/medical.	1
Math Instructor.	1
Mechanic Apprentice.	1
Mechanical Designer.	1
Medical Technician Phlebotomist.	1
Mentor/Teacher.	1
Merchandiser.	1
Mold Remediator.	1
Monitor Engineer.	1
Nanny.	3
Newspaper Deliverer.	1
Office Assistant for a tax firm.	1

Table C2. Continued	
Owner.	1
Paramedic.	2
Park Maitenance Worker.	1
Part-time Graphic Designer.	1
Parts Delivery.	1
Payroll Technician.	1
Personal Financial Representative.	1
Pharmacy Tehnician.	1
Photographers Assistant.	1
Pizza Delivery.	1
Powerline Construction Designer.	1
Pre-K Teacher.	1
Preschool Teacher.	2
Prime Woodworking business owner.	1
Principle Design Engineer.	1
Prinicpal Engineer.	1
Product Services.	1
Production Worker.	1
Program Manager.	1
Programming Engineer	1
Property Manager.	1
Receiving Supervisor.	1
Receptionist.	1
Retail at Disneyland. Freelance for commercial/sales/production.	1
Retirement Home Server	1
Sales Agent.	1
Sales Associate.	2
Sales Consultant.	1
Sales Support in retail store.	1
Salon Assistant.	1
San Diego Deputy Sheriff.	1
San Diego Sheriff.	1
Secretary for a helicopter company.	1
Security Guard.	1
Self-employed Entrepreneur.	1
Self-employed Personal Care Giver.	1
Senior Manufacturing Development Engineer.	1

Table C2. Continued	
Senior Structural Design Supervisor	1
Server.	2
Shift Leader.	1
Software Engineer Intern.	1
Software Engineer.	1
Software Manager.	1
Software Program Manager.	1
Software Support Specialist.	1
Software Technician.	1
Specialist at Apple Store.	1
Stocker Manager.	1
Student Assistant - Admissions and Recruitment.	1
Student Services Coordinator.	1
Substitute Teacher.	1
Systems Engineer.	1
Teacher.	3
Technical Support Specialist.	1
Technician.	1
Teller at Bank of America.	1
Training Developer.	1
Training Technician.	1
Veterinarian Assistant.	1
Video Editor.	1
Waitress.	1
Web Developer.	1
Welder.	1
Wilderness Firefighter Hand Crew Member	1
Total	224

APPENDIX D

Respondents' Comments by Program

Table D1. Respondents' Comments by Program	
Accounting	I think there should still be more Saturday options. It seems like they stopped doing site options, and maybe a little more online options.
	Im glad they are interested in our (the students) opinions on these topics.
	It would be more convenient if the survey was held online.
	Overall view of Palomar College is very positive, very great educational institution for those who wish to return to college for the skill improvement.
	The instructors are very helpful and they try to accomodate their students.
Administration of Justice	Will Palomar plan to lower their tuition and book fees?
Alcohol and Other Drug Studies	I would already have my degree up North, but here you wanted one
	I've answered these questions before on a paper survey.
	The questions are redundant.
American Sign Language	My second job is as an American Sign Language Intreperter. Thus, I use my education at Palomar as my part-time job.
Apprenticeship Training	Thank you, because my life is getting better.
	You can make the surveys shorter.
Automotive Technology	The Automobile Department should warn students about customer complaints. I think the lab was inefficient.
	The Automotive Program at Palomar is great and exceeded my expectations, and the teachers are excellent and the best I've ever had.
	They are using their money properly and they are very useful in helping people to acquire the skills nedded to get a job.

Business	I can definitely say I had one of the best teachers at Palomar. It was a Spanish teacher who was really good.
	It's funny with the employer thing, he does not pay me. I thought Palomar was excellent, I wish I was there more than San Marcos.
	[NAME REDACTED] is the teacher of the year on my opinion.
	One book, can't remember what class it was for, they didnt have used in the library and I had to go off campus, and I don't like giving my resources to outside sources.
	Palomar is way above other community colleges, and they offer good classes, use good text books, and they teach.
Cabinet & Furniture Technology	[NAME REDACTED] was an excellent teacher. I am looking forward to taking more classes in my program in the Fall because of the newer facilities and technology.
	[NAME REDACTED] is a stellar instructor in the Furniture and Wood Working program. I took half of my classes with him.
	Fix the business class and the instructor.
	I am fully employed and I did not take these classes for employment but instead for improvement as a hobbyist woodworker and for personal interest.
	I had a really great experience. I value Palomar.
	I loved the program and I look forward to the new facilities because I feel that the program will only get better and improve.
	I think Palomar should consider that the Furniture and Cabinet Technology should allow people to retake classes because students are able to learn more with repeating them.
	I think people with no knowledge of the field should not be put in the same class with knowledgeable people, it makes it difficult to catch up with projects and class materials.
	I would like to express that I totally enjoyed, and got a lot of learning of techniques and so forth from this curriculum.
	In general, Palomar is a well respected trade school for wood working, the people that go there put out exceptional products.
	It was a great program.
	It would be helpful to know that I had two Master's degrees prior Palomar so an AA degree is not going to do me anything.
	Palomar has the biggest and best wood working program in Southern California so what ever they could do to continue to grow and support that would be great.
	Palomar has the only program and it is well done.
	Palomar is a great thing for the community, there for everybody.

Cabinet & Furniture Technology - Continued	Palomar is filling a definite need in our society by providing technical job training that you cannot get anywhere else.
	Please remember that your mission statement includes community enrichment and not just job placement.
	Some bad experiences in photography courses; the equipment is poor, and teachers were ill equipped. My program was great, but others were bad.
	Students should really be able to retake classes if they would like to. If the class was too dense we should be able to retake so we can truly understand the material.
	There are a lot of not applicable questions. I was taking classes for the self-enrichment and I have taken other classes outside of Cabinet program and they were superb.
	This program was very informative, knowledgeable and helpful, and I hope you will keep it going.
Child Development	[NAME REDACTED] is great instructor. Another professor, [NAME REDACTED] (taught diversity society), taught a good course. Both professors were clear on their expectations.
	Counselors were not in the same page when I asked about the classes required to complete my Child Development program.
	I had one professor who was not very knowledgeable of the field.
	I liked that they had more than a central campus. The professors knew they were talking about.
	I think we covered a broad range of them, and I haven't really thought back to the program at Palomar, but it was interesting.
Computer Science - Networking	I was very satisfied with the education experience at Palomar College.
	There should be a compensation for this survey.
Computer Science - Web Technology	There was one class that I was disappointed in at Palomar, the way it was taught was inadequate: XHTML class.
Computer Science & Information Systems	It's a good college but I wish they offered better classes. When I attended to four year university the classes were more difficult compared to Palomar classes.
	Rady Childrens Hospital will probably not know what you are talking about.
	The price of community college is insane. The first time I paid was eleven dollars. It went up from 26 to 40 something.

Dental Assisting	I was satisfied with the program and the director.
Drafting Technology	One of the professors in the drafting program was not a teacher, he was just taking up space.
Emergency Medical Education	Reiterate that the reason the program is so good is because of the staff.
	The EMS instructors were really helpful.
Fashion	If Palomar is not going to offer the courses the students need to enter clothing manufacturing, they need to stop offering the degree. It is required in todays world for the industry.
	The college did not have a place to go like at a university where companies are lined up; I am not able to land a job in my desired field.
	The facilities for the lab classes of the Fashion program; after I left they got a new room for that. My comments were on the old lab room and not the new.
	The professors are excellent, nice, and knowledgeable. I love the teaching styles.
	They put too many of the classes too late and it is difficult to fit them into your life if you can't drive at night. It is difficult for me, but I am just one person.
Geography	I also completed a degree in Archeology at the same time as Geographical Information Systems.
	I just think that one or two of the instructors in the Geography Department need to be replaced by better informed people.
Graphic Communications - Multimedia & Web	I think the style of teaching needs to be drastically improved, it's very counter-intuitive, and wastes a lot of time.
	My husband and I were dissatisfied with a couple of the lectures. I felt that some wanted to get through the three hour session and were reluctant to help.
	Survey may be more convenient over web form.
	The only thing I don't like is that they don't help with transferring to Cal States and did not have good communication, and they need to work on that.
Library Technology	[NAME REDACTED], [NAME REDACTED], and [NAME REDACTED] who taught the introductory class were absolutely outstanding, and [NAME REDACTED].
	The counselors I spoke to gave me conflicting information and I was not happy with that. They gave me incorrect information about the credits I needed to transfer.
	The library technology program is excellent and a great opportunity to get experience in the field.

Nursing Education	I was very satisfied with all my general education and all my bitterness came from the Nursing program. I was highly satisfied when I started Palomar.
	Overall it was a good experience for a AA Degree in Nursing.
	The Nursing Program at Palomar is really good but there needs to be more accountability for the instructors in the clinics because there are no checks and balances.
	The program was quite difficult and the test system was unfair. I have my BA from SDSU and went back to school. The nursing classes were harder than any other class at SDSU.
Office Information Systems	I hope they change the parking fees; they are too expensive. First weeks of school, no permit was needed, but then they changed it. They should go back to doing that.
Photography	I should not have attended Palomar knowing that it is a Commercial Photography program instead of an Artistic Photography program. My favorite teacher was worth attending.
	I would just say that it is an amazing program and the professors are incredible.
	My photography courses need more labs available, there are so many students and not enough hours available for the computer lab, so more hours would be good.
	Some of the instructors are knowledgeable and some of them aren't.
	They should improve their online enrolling. I would say that parking in the Fall for morning classes is terrible. The staff is great, but the facilities could be better.
Real Estate	It's a great college.
Regional Occupational Program	They need to bring that program back.
Upholstery	I think it is important for community colleges to be actively involved to train people in trade skills. They have gotten worse in the last 10 years.
Water Technology Education	I'm thankful for the instructors in the program and the guidance they gave me.
	The parking was really intense.
	There are too many questions.
Welding Technology	I was really happy with all the teachers and everything.
	The welding facilities are pretty great.
	The welding program is an outstanding program.