

# Graduate Exit Survey Report

2023-2024 Graduates

Strategy, Analytics and Research



PimaCommunityCollege

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## 2023-2024 Graduate Exit Survey Summary

The Graduate Exit survey was developed by the Pima Community College Office of Strategy, Analytics and Research (StAR) to gather feedback annually from the most recent graduating class on their academic experiences, goal attainment, continuing education, and employment information. The survey sought to assess the quality of the College's learning environment and the students' learning experience to provide valuable information that can be used to identify areas for improvement. The survey explores four main sections: student intent, employment status, continuing education, and educational experience. In addition, open-ended questions solicited feedback about how the College could have made their experience better and asking them to share a favorite memory or any thoughts about their PCC experience. For confidentiality, these comments have been removed from this version of the report. Some employer names have also been redacted to preserve confidentiality.

Approximately three weeks before the end of each term (Summer 2023, Fall 2023, Spring 2024) email invitations were sent to 2023-24 graduates and pending graduates inviting them to participate in the survey. Reminder emails were sent to graduates if they did not initially complete the survey. A total of 208 (out of 2,956) graduates answered at least one survey question, for a 7% response rate.

### Section 1 Summary: Student Intent

Student Intent was the subject of the first section of the survey. In this section, graduates were asked their intent when they began taking classes at PCC, whether their intent changed, and if it had, what their new intent was. Additional questions asked about their immediate plans after graduation whether their time at the College helped them to reach their goals. Some highlights from the Student Intent section include:

- Continuing a trend for the past five years, fewer respondents indicated that their initial intent for their **degree goal and immediate plan after graduation** was to transfer to a 4-year college or university, and more students intended to begin a new career or get a degree or certificate that applied to their current job.
- Although fewer than in previous years, many respondents indicated their intent when they first started taking courses at PCC was to transfer to a 4-year college or university (30%, 62 respondents). A comparable proportion indicated their intent was to begin a new career (30%, 62), more than in previous years. 20% (41) responded that they intended to pursue a degree or certificate that applied to their current job, which is also more than in previous years.
- 30% (63) responded that they **changed their goal between enrolling and graduating**, consistent with previous years.
- Of those graduates who indicated that **their goal changed**, 27% (17) responded that they now intend to transfer to a 4-year college or university, consistent with previous years. 27% (17) indicated they want to begin a new career, which is more than in previous years.
- Many responding graduates indicated that **their immediate plans after graduation** were to transfer to a 4-year college or university (31%, 64), although this is fewer than in previous years. Comparable to previous years, 26% (54) plan to begin a new career. 24% (50) of respondents indicated they plan to apply their degree or certificate to their current job, which is more than in previous years.

- 89% (185) of graduates agreed or strongly agreed that **their time at PCC helped them reach their intended goals** (30% agreed, 60; 59% strongly agreed, 122). This is a comparable proportion to previous years.

## Section 2 Summary: Graduate Employment

The Graduate Employment section of the survey focused on graduates' current employment status, including the area of employment, job title, name and location of employer, wages, whether the position was temporary or seasonal, whether their degree/certificate was required for their job, the reasons they were working in a field not related to their degree/certificate, and when they began working in their present position. Because graduates might hold more than one position, these questions were asked separately for full-time employment, part-time employment, and/or self-employment or independent contractor positions.

Some highlights from the Graduate Employment section include:

### Employment Status

- 43% (88 respondents) of the respondents were employed full-time, comparable to recent years.
- 22% (46) were employed part-time, fewer than in previous years.
- 4% (8) were self-employed or independent contractors, slightly fewer than in previous years.
- 30% (63) were seeking employment, more than in previous years.
- 10% (21) were not employed/not seeking employment, slightly fewer than in previous years.

### Full-time Employment

- Most responding graduates with full-time employment worked in the areas of Education and Health (both 24%, 17 respondents), or Services (15%, 11), comparable to recent years.
- Median reported hourly wage: \$20.00
- Median annual wage: \$46,000.00
- Only 7% (5) of positions reported by full-time respondents were temporary or seasonal.
- 30% (22) of respondents indicated that their degree and/or certificate was required for their job, and 47% (35) indicated that although their degree or certificate was not a requirement, they used the training and skills learned at PCC in their job, together slightly higher than recent years.
- In a shift from previous years, when asked why graduates were working in an area not related to the degree or certificate they obtained at PCC, more respondents indicated that they couldn't find a job in their area (33%, 8) or continued in another field (29%, 7). Comparable to recent years, 25% (6) found a better paying job in another area, 25% (6) chose to work in another area, and 17% (4) responded that they were not sufficiently prepared. Some respondents indicated that they were not attending PCC for job preparation (21%, 5) or indicated an unlisted reason (21%, 5 students).
- Most respondents began working in their current position prior to attending PCC (46%, 34), or while attending PCC 43% (32), which is comparable to previous years.

### Part-time Employment

- Most responding graduates with part-time employment worked in the areas of Services (55%, 16 respondents), Education (17%, 5), and Health (17%, 5). Compared to previous years, the proportion who worked in Services increased, and fewer worked in Business (7%, 2).
- Median reported hourly wage: \$15.00
- Median annual wage: \$18,279.91

- 39% (13) of the positions were temporary or seasonal, comparable with previous years.
- 73% (24) of respondents indicated that their degree or certificate was not required for their part-time job. This is a higher proportion than in previous years.
- Of those responding graduates with part-time positions who were working in an area not related to the degree or certificate they obtained at PCC, 34% (10) indicated that they were not sufficiently qualified, which is higher than in previous years. Comparable to previous years, some chose to work in another area (24% ,7), found a better paying job in a different area (17% ,5), could not find a job in their area (14%, 4), or continued work in a different field (10%, 3). Respondents were also attending for reasons other than job preparation (25%, 7) or for an unlisted reason (28%, 8).
- 69% (22) began working in their part-time position while they were attending PCC and 28% (9) began prior to attending PCC, comparable to previous years.

### Self-employed or independent contractors

- 5 respondents indicated that they were self-employed or worked as independent contractors after graduating.

### Section 3 Summary: Continuing Education

In the third section of the survey, graduates were asked whether they were currently attending (or plan to attend this year) a college or university. Of those who are currently attending or plan to continue their education this year, 34% (36 respondents) will attend the University of Arizona, and 29% (31) indicated they will attend Pima Community College. The respondents who selected Pima Community College may have done so because they had received a certificate and were working towards obtaining associate degrees. 59% (61) of respondents will be attending college full-time.

### Section 4 Summary: Educational Experience

The fourth section explored graduates' satisfaction with their PCC experience. Graduates were asked how their education influenced them and what aspects they liked most and least about attending the College.

Some highlights from the Educational Experience section include:

- When asked how likely they would be to recommend PCC to a friend or colleague, 64% (105) of respondents chose the highest ratings (9 or 10), which is slightly lower than recent years.
- The Net Promoter Score of 52.4% is also lower than recent years. This is due to a shift of responses from Promoters to Passives, since the proportion of Detractors is consistent from 2020-21 through 2023-24 (ranging between 11.4% and 11.7%).
- 49% (36) of the respondents' educational experiences resulted in employment, a decrease compared to the past two years.
- 58% (83) of the respondents were influenced by their educational experience to be more active in the community, consistent with the past five years.
- 56% (79) were influenced by their educational experience to engage in membership of a professional organization, consistent with recent years.
- 82% (130) were influenced by their educational experience to continue their education, a decrease compared to the past five years.
- 37% (19) were influenced in other ways, consistent with the past five years.

- The cost and tuition of attending PCC (27%, 46) and faculty (23%, 39) were the aspects respondents liked the most. This result is consistent with prior years.
- The aspects most often selected as least liked at PCC were the price of books (19%, 31) and advisors (14%, 22), consistent with previous years. However, in 2023-24 more students indicated 'Other' as the aspect that they liked least (20%, 32).

### Section 5 Summary: Graduate Comments

At the conclusion of the survey, two sets of open-ended questions offered respondents the opportunity to provide their feedback. The first question was, "How could we have made your experience better?" which was then separated into common categories such as "advising, counseling, career services" and "communication/access to information/website". For confidentiality, the individual comments are not included in this version of the report.

#### How could we have made your experience better?

Graduates' suggestions for improvement were a mix of positive feedback and constructive criticism. Overall, more students commented about cost (40 comments), advising (33), and course format and location (33). The fewest comments were elicited by the topics of clubs and athletics (17 comments), customer service (15), staff (15), and other unlisted topics (10). Of intermediate engagement were the topics of communication and the website (30 comments), their overall experience (28), specific programs (27), faculty (25), and financial aid (23).

#### Please share a favorite memory or any thoughts you have about your PCC experience

The majority of comments about a favorite memory or other thoughts were positive. Overall, more students commented on faculty (26 comments), advising (25), their overall positive experiences (20), and their classmates and friends (19). The fewest comments were elicited by the topics of financial aid (9 comments), graduation (9), clubs and athletics (7), and other unlisted topics (5). Topics with intermediate engagement were their negative overall experiences (14), specific programs (14), staff (14) and course format and location (13).

#### Additional Notes About the Report

- Not all respondents answered every question.
- When a question allowed for more than one option to be selected, the percentages are based on the number of respondents to the individual question as a whole and the totals when summed may be more than 100%.
- Due to rounding, percentages may not always add up to 100%.
- Individual comments and some employer names have been removed for confidentiality.

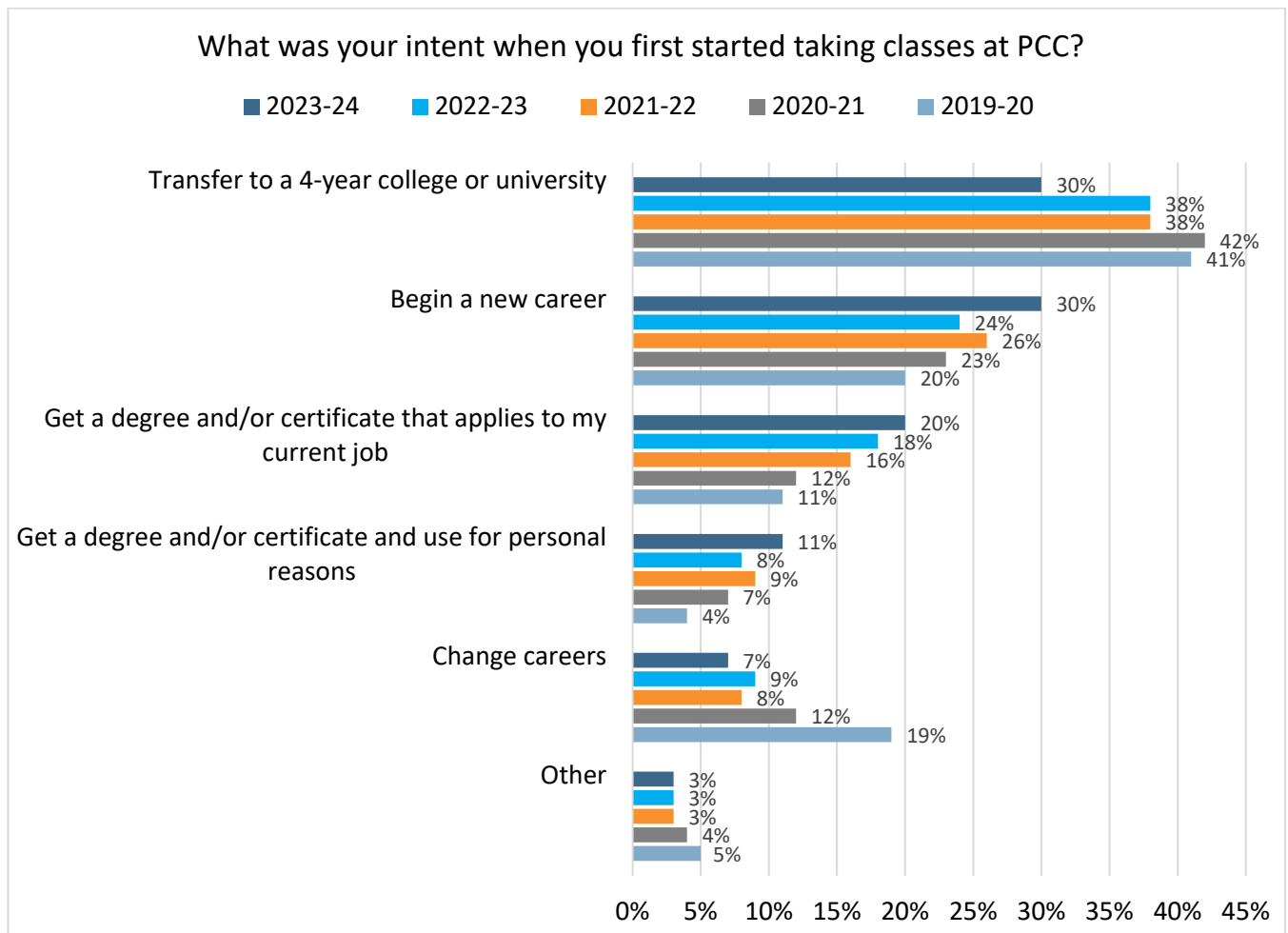


## Section 1: Student Intent

### What was your intent when you first started taking classes at PCC?

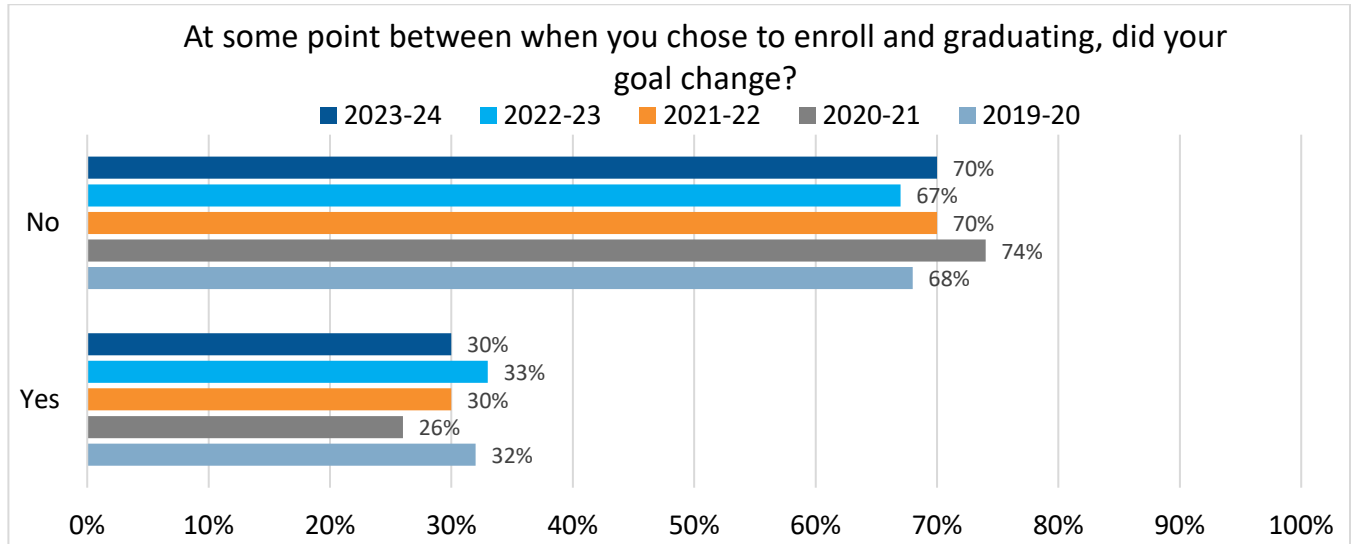
Sorted by 2023-24 values

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Transfer to a 4-year college or university	62	30%	134	38%	121	38%	128	42%	177	41%
Begin a new career	62	30%	83	24%	81	26%	69	23%	87	20%
Get a degree and/or certificate that applies to my current job	41	20%	63	18%	52	16%	37	12%	49	11%
Get a degree and/or certificate and use for personal reasons	22	11%	29	8%	29	9%	22	7%	16	4%
Change careers	14	7%	33	9%	26	8%	38	12%	84	19%
Other	7	3%	11	3%	8	3%	12	4%	21	5%
Total	208	100%	353	100%	317	100%	306	100%	434	100%



**At some point between when you chose to enroll and graduate, did your goal change?**

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
No	145	70%	238	67%	221	70%	226	74%	293	68%
Yes	63	30%	115	33%	96	30%	79	26%	141	32%
Total	208	100%	353	100%	317	100%	305	100%	434	100%



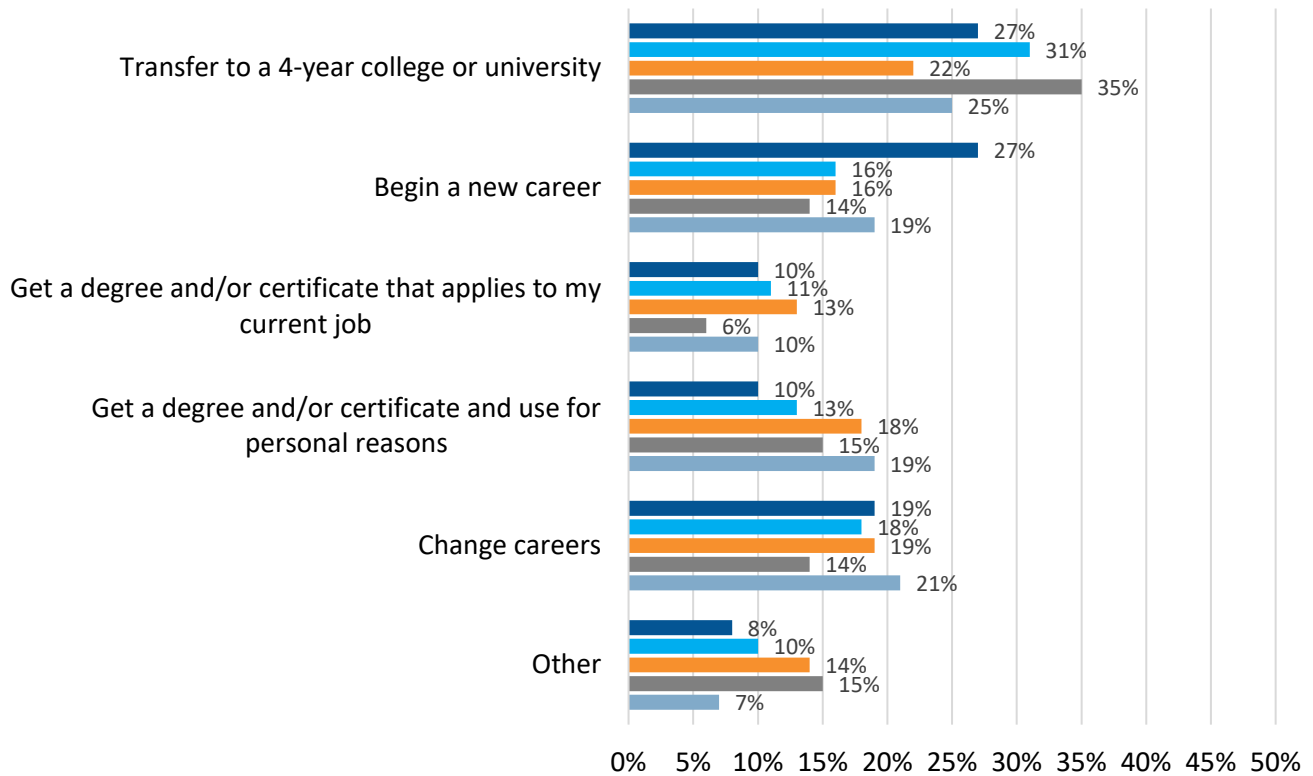
### What did you change your intent to while at PCC?

Sorted in the same order as the 2023-24 question about intent when first taking classes

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Transfer to a 4-year college or university	17	27%	36	31%	21	22%	28	35%	35	25%
Begin a new career	17	27%	18	16%	15	16%	11	14%	26	19%
Get a degree and/or certificate that applies to my current job	6	10%	13	11%	12	13%	5	6%	14	10%
Get a degree and/or certificate and use for personal reasons	6	10%	15	13%	17	18%	12	15%	26	19%
Change careers	12	19%	21	18%	18	19%	11	14%	29	21%
Other	5	8%	12	10%	13	14%	12	15%	10	7%
Total	63	100%	115	100%	96	100%	79	100%	140	100%

### What did you change your intent to while at PCC?

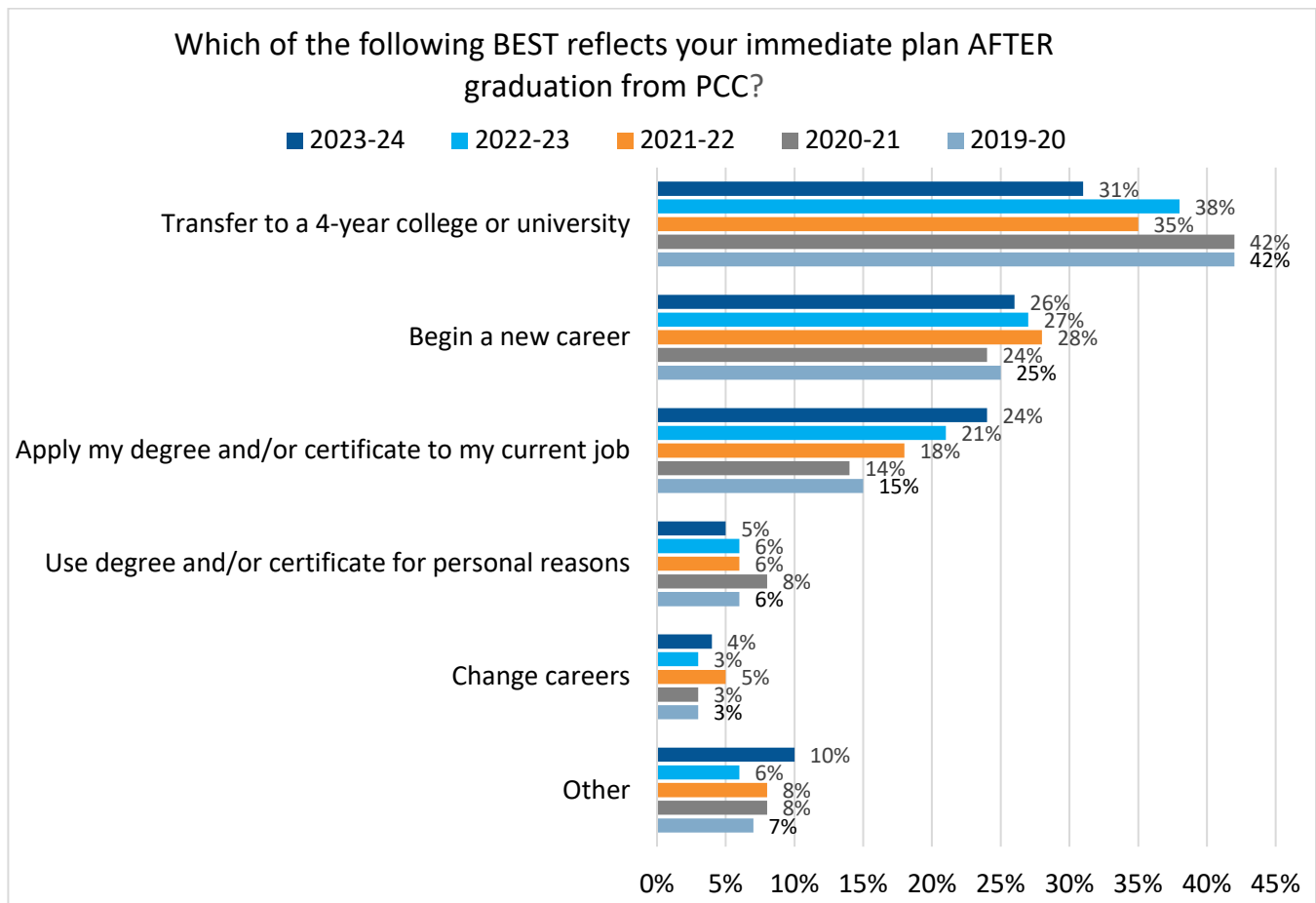
■ 2023-24 ■ 2022-23 ■ 2021-22 ■ 2020-21 ■ 2019-20



**Which of the following BEST reflects your immediate plan AFTER graduation from PCC?**

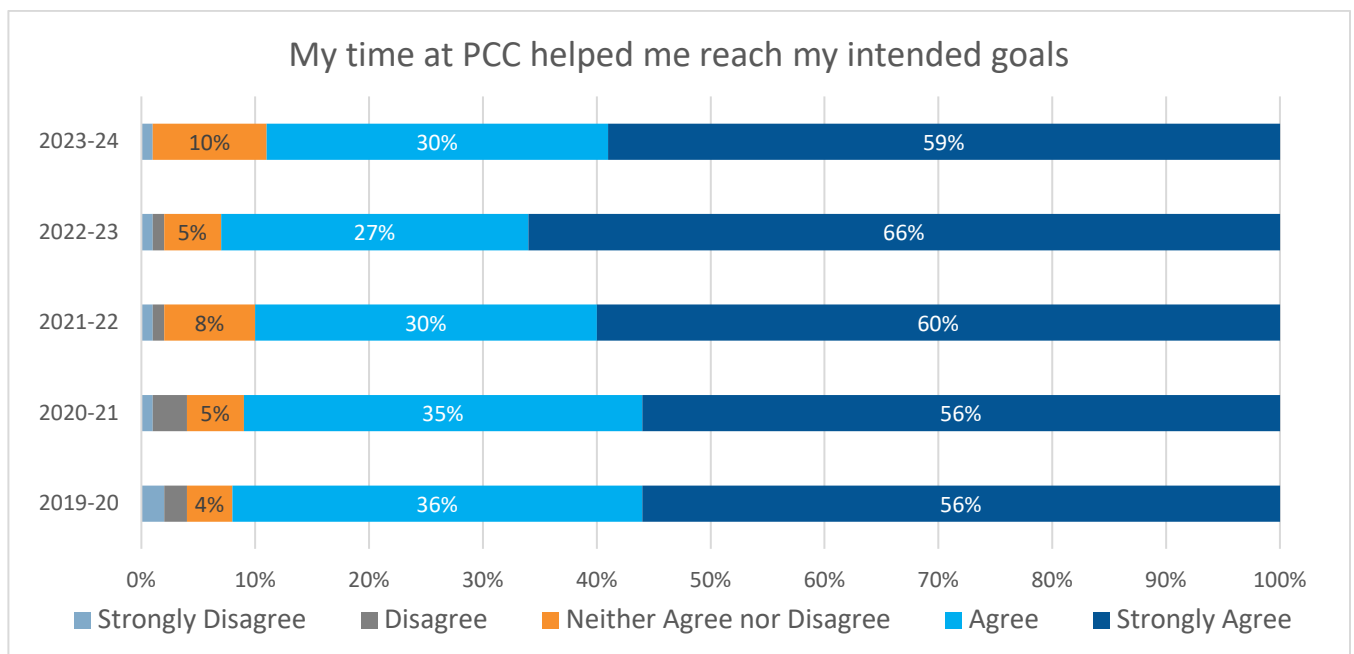
Sorted in the same order as the 2023-24 question about intent when first taking classes

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Transfer to a 4-year college or university	64	31%	135	38%	111	35%	129	42%	184	42%
Begin a new career	54	26%	96	27%	89	28%	74	24%	110	25%
Apply my degree and/or certificate to my current job	50	24%	74	21%	57	18%	44	14%	66	15%
Use degree and/or certificate for personal reasons	10	5%	20	6%	20	6%	24	8%	27	6%
Change careers	9	4%	9	3%	15	5%	9	3%	15	3%
Other	20	10%	20	6%	25	8%	26	8%	31	7%
<b>Total</b>	<b>207</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>317</b>	<b>100%</b>	<b>306</b>	<b>100%</b>	<b>433</b>	<b>100%</b>



**My time at PCC helped me reach my intended goals:**

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Strongly Agree	123	59%	234	66%	191	60%	172	56%	242	56%
Agree	63	30%	97	27%	94	30%	107	35%	155	36%
Neither Agree nor Disagree	20	10%	16	5%	24	8%	16	5%	18	4%
Disagree	1	0%	5	1%	4	1%	8	3%	10	2%
Strongly Disagree	2	1%	2	1%	4	1%	3	1%	9	2%
<b>Total</b>	<b>208</b>	<b>100%</b>	<b>354</b>	<b>100%</b>	<b>317</b>	<b>100%</b>	<b>306</b>	<b>100%</b>	<b>434</b>	<b>100%</b>

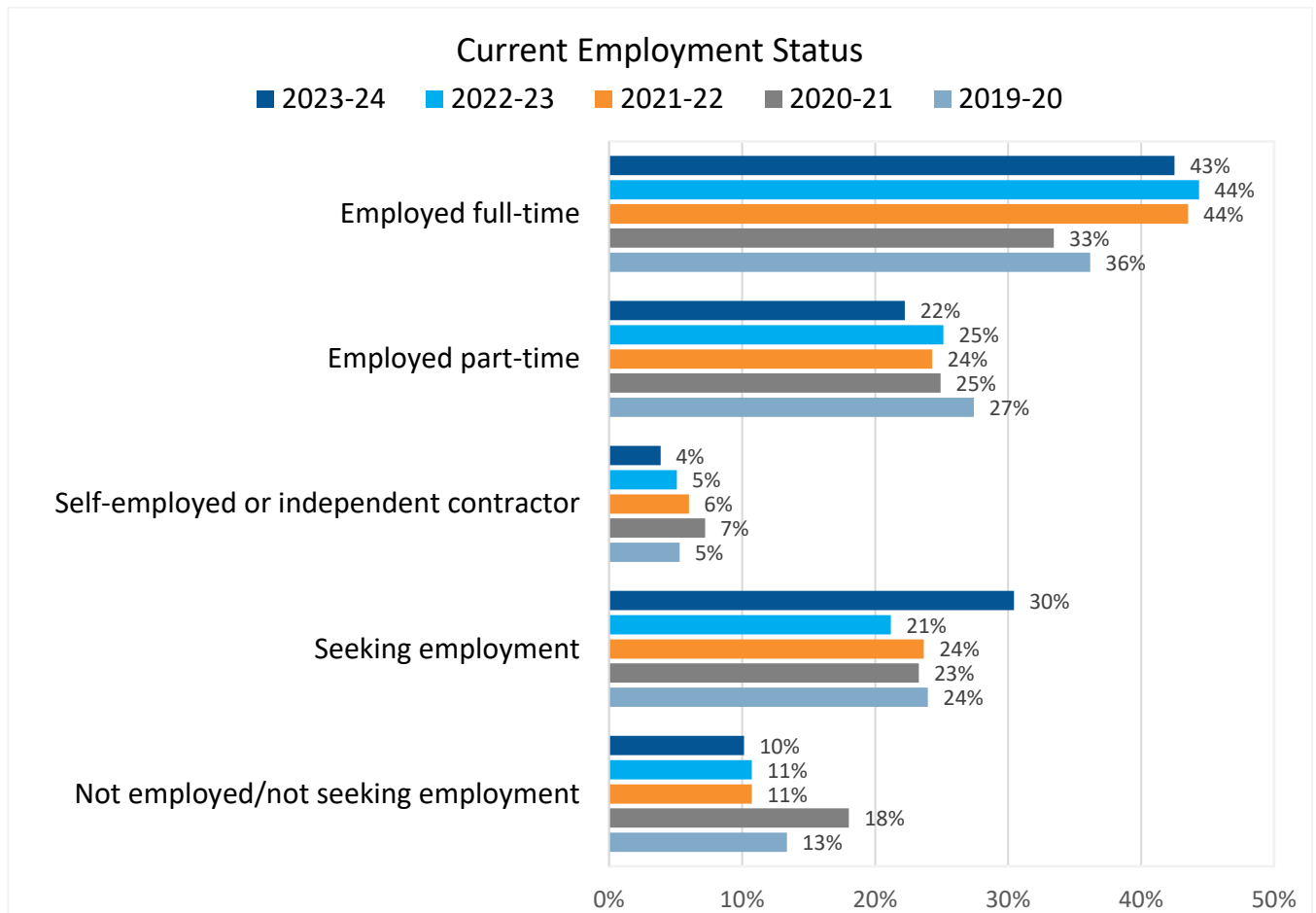


## Section 2: Graduate Employment

Please select your current employment status:  
(Please select all that apply)\*

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Employed full-time	88	43%	157	44%	138	44%	102	33%	157	36%
Employed part-time	46	22%	89	25%	77	24%	76	25%	119	27%
Self-employed or independent contractor	8	4%	18	5%	19	6%	22	7%	23	5%
Seeking employment	63	30%	75	21%	75	24%	71	23%	104	24%
Not employed/not seeking employment	21	10%	38	11%	34	11%	55	18%	58	13%
Total respondents	207	109%	354	106%	317	108%	305	107%	434	106%

\*Because respondents could choose more than one status, the total percentage will be greater than 100%. In 2023-24, 207 respondents selected 226 options, in 2022-23, 354 respondents selected 377 options, in 2021-22, 317 respondents selected 343 options, in 2020-21, 305 respondents selected 326 options, and in 2019-20, 434 respondents selected 461 options.



## Full-time Employment Information

### Area of employment

Sorted by 2023-24 values

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Education	17	24%	24	18%	27	25%	12	15%	32	24%
Health	17	24%	40	30%	21	20%	15	19%	26	20%
Services	11	15%	18	14%	18	17%	11	14%	21	16%
Business	6	8%	21	16%	12	11%	15	19%	21	16%
Social Sciences	6	8%	2	2%	1	1%	1	1%	2	2%
Public Safety	5	7%	8	6%	7	7%	10	13%	6	5%
Science and Engineering	4	6%	7	5%	4	4%	2	3%	5	4%
Trades	4	6%	6	5%	9	8%	8	10%	8	6%
Information Technology	2	3%	2	2%	5	5%	3	4%	7	5%
Arts, Humanities, or Languages	0	0%	5	4%	2	2%	2	3%	4	3%
Total	72	100%	133	100%	106	100%	79	100%	132	100%

### What is your hourly wage or annual salary?

(Please use numbers only, omit \$)<sup>1</sup>

Average hourly wage:	\$21.54
Median hourly wage:	\$20.00
Average annual wage:	\$48,265.88
Median annual wage:	\$46,000.00

Minimum hourly wage:	\$10.45
Maximum hourly wage:	\$56.00
Minimum annual wage:	\$12,240.00
Maximum annual wage:	\$90,000.00

### Is this position temporary or seasonal?

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
No	70	93%	122	89%	101	94%	74	93%	119	89%
Yes	5	7%	15	11%	6	6%	6	8%	14	11%
Total	75	100%	137	100%	107	100%	80	100%	133	100%

<sup>1</sup>One reported annual salary was excluded because it was not representative.

**Is your degree and/or certificate required for this job?**

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Yes	22	30%	46	34%	39	36%	20	25%	44	33%
No, but used	35	47%	56	41%	41	38%	34	43%	49	37%
No	17	23%	34	25%	28	26%	25	32%	40	30%
Total	74	100%	136	100%	108	100%	79	100%	133	100%

**If you are NOT working in an area related to the degree and/or certificate you obtained at PCC please select all that apply:\***

Sorted by 2023-24 values

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Could not find a job in my area	8	33%	8	11%	4	9%	5	13%	1	2%
Continued working in another field	7	29%	7	10%	10	22%	3	8%	9	16%
Chose to work in another area	6	25%	9	13%	16	36%	7	18%	13	24%
Better paying job in a different area	6	25%	14	19%	14	31%	8	21%	16	29%
Personal enrichment, not for job preparation	5	21%	10	14%	10	22%	8	21%	6	11%
Other	5	21%	12	17%	13	29%	10	26%	14	25%
Was not sufficiently qualified	4	17%	12	17%	5	11%	12	31%	11	20%
Total respondents	24	171%	72	101%	45	160%	39	138%	55	127%

\*Because respondents could choose more than one reason, the total percentage will be greater than 100%. In 2023-24, 24 respondents selected 41 options, in 2022-23, 72 respondents selected 72 options, in 2021-22, 45 respondents selected 72 options, in 2020-21, 39 respondents selected 53 options, and in 2019-20, 55 respondents selected 70 options.

**When did you begin working in your present position?**

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Prior	34	46%	59	43%	51	48%	40	49%	58	44%
While	32	43%	56	41%	45	42%	35	43%	63	47%
After	8	11%	21	15%	10	9%	6	7%	12	9%
Total	74	100%	136	100%	106	100%	81	100%	133	100%



## Part-time Employment Information

### Area of employment

Sorted by 2023-24 values

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Services	16	55%	31	43%	21	36%	16	30%	31	38%
Education	5	17%	9	13%	8	14%	10	19%	5	6%
Health	5	17%	13	18%	12	21%	10	19%	13	16%
Business	2	7%	8	11%	12	21%	7	13%	13	16%
Arts, Humanities, or Languages	1	3%	1	1%	0	0%	4	8%	4	5%
Information Technology	0	0%	3	4%	2	3%	2	4%	2	2%
Public Safety	0	0%	2	3%	2	3%	1	2%	2	2%
Science and Engineering	0	0%	3	4%	1	0%	0	0%	3	4%
Social Sciences	0	0%	0	0%	0	0%	1	2%	3	4%
Trades	0	0%	2	3%	0	0%	2	4%	6	7%
Total	29	100%	72	100%	58	100%	53	100%	82	100%

### What is your hourly wage or annual salary?

(Please use numbers only, omit \$)<sup>2</sup>

Average hourly wage:	\$16.41
Median hourly wage:	\$15.00
Average annual wage:	\$19,236.67
Median annual wage:	\$18,279.91

Minimum hourly wage:	\$10.85
Maximum hourly wage:	\$30.00
Minimum annual wage:	\$4,800.00
Maximum annual wage:	\$38,800.00

### Is this position temporary or seasonal?

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
No	20	61%	45	61%	38	64%	35	61%	54	65%
Yes	13	39%	29	39%	21	36%	22	39%	29	35%
Total	33	100%	74	100%	59	100%	57	100%	83	100%

### Is your degree and/or certificate required for this job?

<sup>2</sup>One reported annual salary was excluded because it was not representative.

Part-time Employment

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Yes	1	3%	8	11%	5	8%	4	7%	5	6%
No, but used	8	24%	30	41%	24	39%	20	34%	21	25%
No	24	73%	36	49%	32	52%	34	59%	57	69%
Total	33	100%	74	100%	61	100%	58	100%	83	100%

If you are NOT working in an area related to the degree and/or certificate you obtained at PCC please select all that apply: \*

Sorted by 2023-24 values

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Was not sufficiently qualified	10	34%	11	26%	7	18%	10	18%	14	25%
Other	8	28%	9	21%	11	29%	9	16%	14	25%
Chose to work in another area	7	24%	10	24%	10	26%	9	16%	16	28%
Personal enrichment, not for job preparation	7	24%	6	14%	12	32%	12	22%	9	16%
Better paying job in a different area	5	17%	10	24%	5	13%	5	9%	9	16%
Could not find a job in my area	4	14%	8	19%	6	16%	5	9%	7	12%
Continued working in another field	3	10%	6	14%	5	13%	5	9%	6	11%
Total respondents	29	152%	42	143%	38	147%	37	149%	57	134%

\*Because respondents could choose more than one option, the total percentage will not equal 100%. In 2023-24, 29 respondents selected 44 options, 2022-23, 42 respondents selected 60 options, 2021-22, 38 respondents selected 56 options, in 2021-22, 38 respondents selected 56 options, in 2020-21, 37 respondents selected 55 options, in 2019-20, 57 respondents selected 75 options.

When did you begin working in your present position?

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Prior	9	28%	19	25%	16	26%	14	24%	27	33%
While	22	69%	49	64%	41	66%	43	74%	51	63%
After	1	3%	9	12%	5	8%	1	2%	3	4%
Total	32	100%	77	100%	62	100%	58	100%	81	100%

## Self-Employed or Independent Contractor Employment Information

Because of the small number of self-employed or independent contractor respondents, caution is advised when interpreting these results.

### Area of employment

Sorted by 2023-24 values

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Services	3	60%	4	31%	3	21%	7	39%	7	47%
Arts, Humanities, or Languages	2	40%	1	8%	1	7%	3	17%	2	13%
Business	0	0%	3	23%	4	29%	2	11%	2	13%
Health	0	0%	3	23%	4	29%	0	0%	2	13%
Information Technology	0	0%	2	15%	0	0%	1	6%	0	0%
Trades	0	0%	0	0%	1	7%	2	11%	1	7%
Education	0	0%	0	0%	1	7%	3	17%	0	0%
Public Safety	0	0%	0	0%	0	0%	0	0%	1	7%
Science and Engineering	0	0%	0	0%	0	0%	0	0%	0	0%
Social Sciences	0	0%	0	0%	0	0%	0	0%	0	0%
Total	5	100%	13	100%	14	100%	18	100%	15	100%

### What is your hourly wage and/or annual salary?

Three respondents reported hourly wages: \$6, \$19, and \$25. One respondent reported an annual salary of \$25,000.

### Is this position temporary or seasonal?

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
No	2	40%	12	86%	9	69%	13	72%	12	75%
Yes	3	60%	2	14%	4	31%	5	28%	4	25%
Total	5	100%	14	100%	13	100%	18	100%	16	100%

### Is your degree and/or certificate required for this job?

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Yes	0	0%	2	14%	1	7%	1	6%	1	6%
No, but used	3	60%	6	43%	6	43%	7	39%	5	31%
No	2	40%	6	43%	7	50%	10	56%	10	63%
Total	5	100%	14	100%	14	100%	18	100%	16	100%

### If you are NOT working in an area related to the degree and/or certificate you obtained at PCC

**please select all that apply \***

Sorted by 2023-24 values

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Chose to work in another area	2	67%	2	29%	1	26%	2	16%	1	28%
Continued working in another field	1	33%	2	29%	2	13%	3	9%	0	11%
Was not sufficiently qualified	1	33%	1	14%	1	18%	1	18%	4	25%
Could not find a job in my area	1	33%	0	0%	2	16%	1	9%	0	12%
Other	0	0%	4	57%	0	29%	5	16%	4	25%
Better paying job in a different area	0	0%	1	14%	2	13%	1	9%	1	16%
Personal enrichment, not for job preparation	0	0%	0	0%	3	32%	3	22%	1	16%
Total respondents	3	167%	7	143%	8	138%	12	133%	11	100%

\*Because respondents can select more than one option, the total percentage will not equal 100%. In 2023-24, 3 respondents selected 5 options, in 2022-23, 7 respondents selected 10 options, in 2020-21 12 respondents selected 16 options, and in 2019-20, 11 respondents selected 11 options.

**When did you begin working in your present position?**

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Prior	3	60%	9	60%	6	43%	8	47%	5	31%
While	2	40%	3	20%	7	50%	6	35%	11	69%
After	0	0%	3	20%	1	7%	3	18%	0	0%
Total	5	100%	15	100%	14	100%	17	100%	16	100%

## Job Titles, Employers, and Location

### Job Titles and Employers

Job titles and employers are shown verbatim. Some employers have been redacted to preserve confidentiality.

Employment Status Acronyms: **FT** = Full-time, **PT** = Part-time, **SE** = Self-Employed or Independent Contractor

Job Title	Employer	Status
8th Grade Social Studies Teacher	[Employer name]	FT
Administrative Assistant	Pima Community College	FT
Administrative Assistant	Pima Community College	FT
Aircraft Painter	AMARG	FT
Archaeology Technician	MCA Consulting	FT
Assembly Operator	nVent	FT
Associate	In N Out	PT
Barista	Dutch Bros	PT
Bartender	Chilis	FT
Bus Person	[Employer name]	PT
Business owner	Self-employed	FT
Certified Teacher	[Employer name]	FT
Chemical Processor	[Employer name]	FT
Clinical Research Coordinator	[Employer name]	FT
Concessions Stand Attendant	[Employer name]	PT
Cook	[Employer name]	PT
Cosmetologist	[Employer name]	PT
Court Clerk II	[Employer name]	FT
Court Compliance Specialist	[Employer name]	FT
Courtesy Clerk	Fry's Food Stores	PT
Deli associate	Walmart	PT
Delivery driver	Uber eat	SE
Digital Banking Specialist	US Bank	FT
direct care professional	[Employer name]	FT
Director	[Employer name]	FT
Dishwasher	[Employer not provided]	FT
Driver	Uber	SE
DSP	[Employer name]	FT
Editor	[Employer name]	SE
English Teacher	Tempe Union High School District	FT
ExEd Resource Teacher	TUSD	FT
Faculty Instructor in Theology and Social Studies	[Employer name]	FT
Field Archaeologist	SRI, Inc.	FT
Field Technician	[Employer name]	FT
Firefighter EMT	Golder Ranch Fire District	FT
Fraud Investigation	Comcast	FT
Health Assitant	[Employer name]	FT
Home Care Aide	[Employer name]	FT
IDMT	USAF	FT

Employment Status Acronyms: **FT** = Full-time, **PT** = Part-time, **SE** = Self-Employed or Independent Contractor

Job Title	Employer	Status
Instructional Aide	[Employer name]	FT
Intermediate Cross Categorical Self-Contained Teacher	TUSD	FT
IT Professional	USAF AZ Air Nat. Guard	FT
IT Technician / Teacher	[Employer name]	FT
Junior Staff Accountant	[Employer name]	PT
Kitchen manager	[Employer name]	FT
Labor	Tanque Verde Valley	PT
Labor & Delivery RN	Tucson Medical Center	FT
Laboratory Technician	Pima Community College	PT
Learning Center Support Specialist	Pima Community College	PT
Legal Assistant	[Employer name]	PT
Library Services Specialist	Pima Community College	PT
licensed practical nurse	Oro Valley Hospital	FT
Line Cook	[Employer not provided]	FT
LPN	La Posada Assisted Living	PT
Meat clerk	Bashas	PT
Medic	USAF	FT
Medical Scribe	[Employer name]	FT
Mom	Our Home	SE
Night supervisor	[Employer name]	FT
Office Clerk	[Employer name]	PT
Office manager	[Employer name]	FT
Owner	[Employer not provided]	SE
Paraprofessional	[Employer name]	PT
Pastoral Admin Asst	[Employer name]	FT
Peer mentor	Pima Community College	PT
Peer Support Specialist	[Employer name]	FT
Phlebotomy Tech Hosp 1/CLA	[Employer name]	FT
Plant Operator	[Employer not provided]	FT
Practical Nurse	[Employer not provided]	FT
Preschool Bilingual Teacher	[Employer name]	FT
Preschool Teacher	[Employer not provided]	PT
Program Assistant	central Arizona College	FT
PRSS	[Employer not provided]	PT
Ramp Agent	[Employer name]	PT
Receptionist	Dental office	PT
Recruitment Coordinator	[Employer name]	FT
Restaurant Manager	[Employer name]	FT
Retail Assistant	[Employer name]	PT
Retail Merchandiser	[Employer name]	PT
Sales Associate	JCPenney	PT
Security	[Employer name]	FT
Senior coding educator	[Employer name]	FT

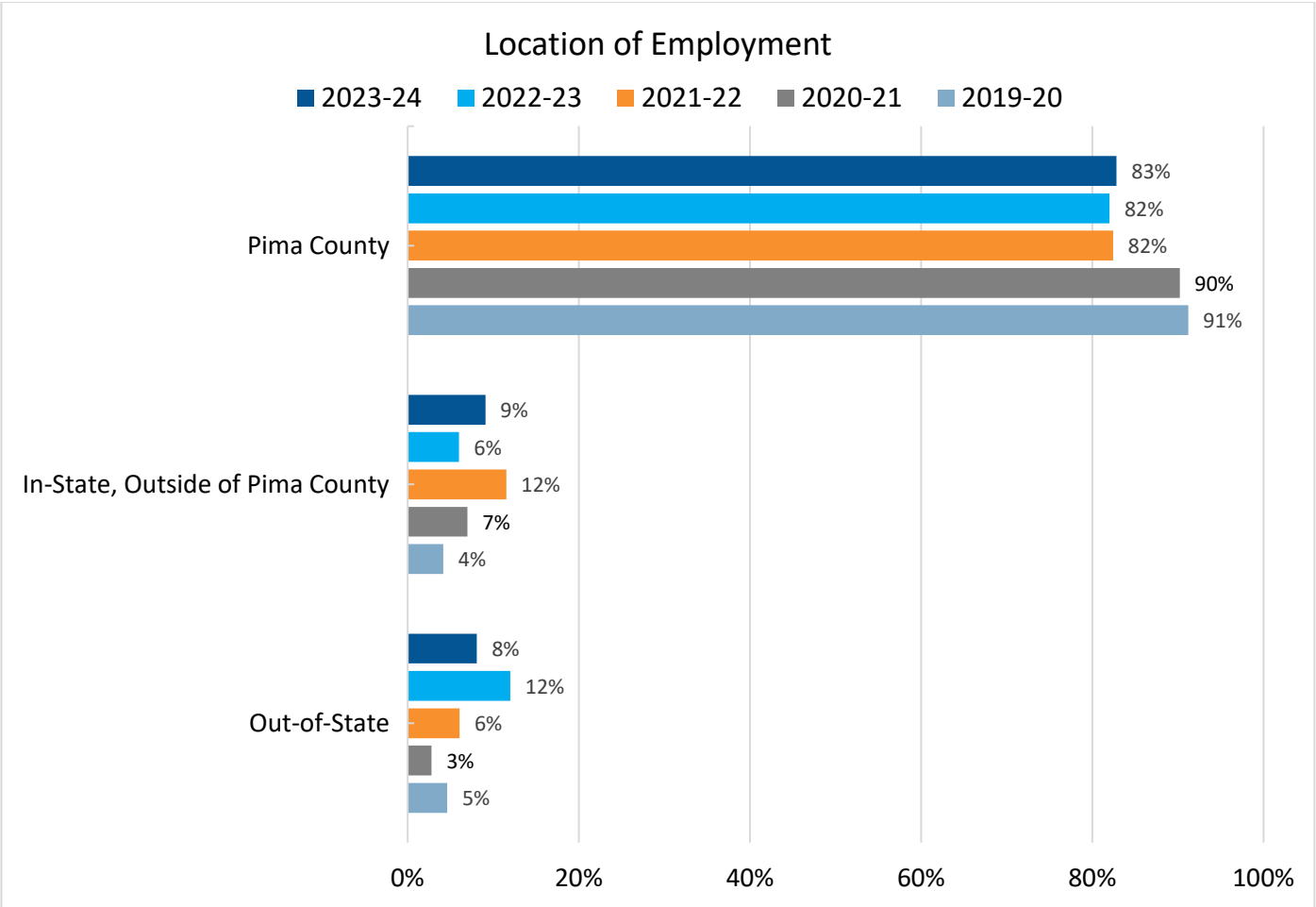
Employment Status Acronyms: **FT** = Full-time, **PT** = Part-time, **SE** = Self-Employed or Independent Contractor

Job Title	Employer	Status
Senior Technical Specialist	Tucson Electric Power	FT
Server	[Employer name]	FT
Shipping and Receiving Supervisor	[Employer name]	FT
Social Studies Teacher	[Employer name]	FT
Software Engineer	[Employer name]	FT
Special Education Teacher	TUSD	FT
Sr. Coordinator	Raytheon	FT
SR. Implementation Support	Humana Inc	FT
Sterile processing tech supervisor	[Employer name]	FT
Sterile Processing Technician	Veteran Affairs	FT
Stock Associate	Ross	PT
Stocker/ Cashier	Big Lots	PT
Student Ambassador	Pima Community College	PT
Supervisor	[Employer name]	FT
Teacher	TUSD	FT
Teacher	DUSD #27	FT
Team Associate	Walmart, Inc	FT
Test Technician III	Sargent Aerospace & Defense	FT
Welder	[Employer name]	FT
[Job title not provided]	FUSD	FT

**Location of Employment**

Locations are based on self-reported city and state. In 2023-24, four respondents reported an occupation without a location.

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Pima County	82	83%	167	82%	136	82%	129	90%	197	91%
In-State, Outside of Pima County	9	9%	12	6%	19	12%	10	7%	9	4%
Out-of-State	8	8%	25	12%	10	6%	4	3%	10	5%
Total	99	100%	204	100%	165	100%	143	100%	216	4%

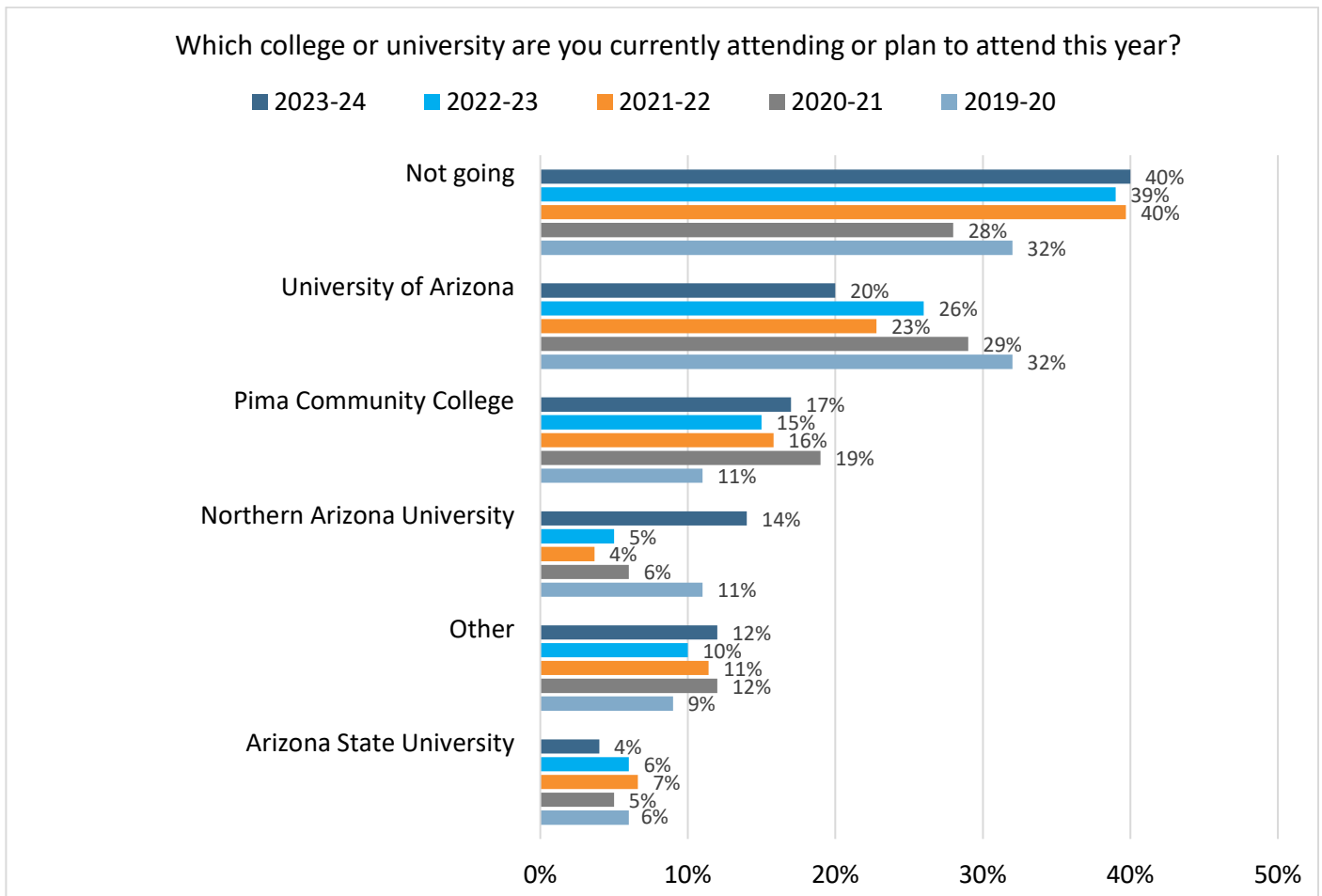




### Section 3: Continuing Education

Which college or university are you currently attending or plan to attend this year?

	N	%	% of those who are currently attending or plan to attend
Not going	71	40%	Omitted from calculation
University of Arizona	36	20%	34%
Pima Community College	31	17%	29%
Other	22	12%	21%
Northern Arizona University	14	8%	13%
Arizona State University	4	2%	4%
Total	178	100%	100%



**Will you be attending the college or university full-time or part-time?**

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Full-time	61	59%	120	61%	104	65%	130	69%	192	73%
Part-time	43	41%	78	39%	57	35%	59	31%	72	27%
Total	104	100%	198	100%	161	100%	189	100%	264	100%

## Section 4: Educational Experience

### Net Promoter Score (NPS)

Graduates were asked to rank their experiences from 0 to 10. These rankings are analyzed using the Net Promoter Score and by calculating the average and median rating.

The Net Promoter Score (NPS) measures customer satisfaction and loyalty by asking: How likely are you to recommend our company/product/service to a friend or colleague?

Based on their responses, respondents are grouped into Promoters, Passives, and Detractors.

- **Promoters (score 9-10):** Loyal enthusiasts who will most likely highly recommend PCC to others.
- **Passives (score 7-8):** Although satisfied, these respondents are not as likely to recommend PCC.
- **Detractors (score 0-6):** Unhappy students who may affect PCC's reputation and growth through negative word-of-mouth.

Subtracting the percentage of Detractors from the percentage of Promoters yields the Net Promoter Score, which can range from a low of -100 (if every customer is a Detractor) to a high of 100 (if every customer is a Promoter).

#### How likely is it that you would recommend PCC to a friend or colleague?

In 2023-24, fewer responding graduates were promoters of PCC compared to recent years (64% compared to 68% in 2022-23). This is due to an increase in the proportion of passive respondents (24% compared to 21% in 2022-23), because the proportion of detractors is comparatively constant (12% in 2023-24 and 2022-23).

	2023-24	2022-23	2021-22	2020-21	2019-20
Promoters (9 or 10)	105 64.0%	208 67.8%	183 67.0%	192 70.9%	245 64.1%
Passive (7 or 8)	40 24.4%	63 20.5%	59 21.6%	48 17.7%	89 23.3%
Detractors (0 to 6)	19 11.6%	36 11.7%	31 11.4%	31 11.4%	48 12.6%
Total N	164	307	273	271	382
Total %	100.0%	100.0%	100.0%	100.0%	100.0%

Reflecting this shift towards fewer promoters, the NPS is 3.6% lower than last year, continuing a downward trend since the peak in 2020-21. The average (mean) rating is also slightly lower compared to last year (8.6 compared to 8.7 in 2022-23). The median of 10 reflects the overall high proportion of promoters (greater than 50% of respondents) in all years.

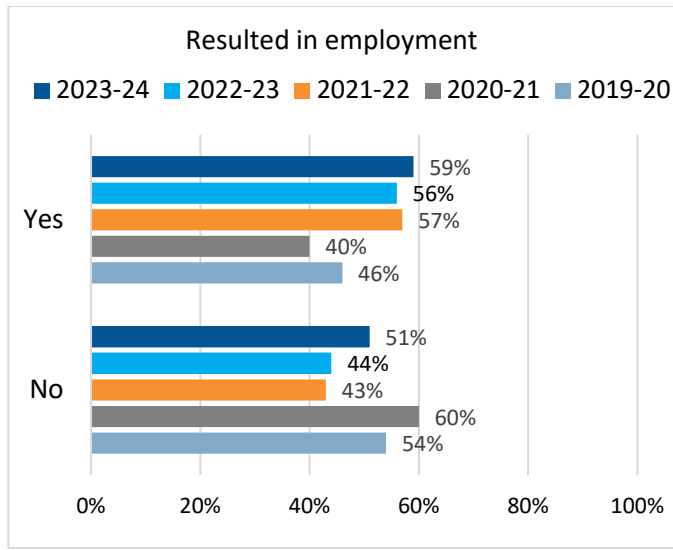
Respondents' Cohort	NPS	Year-to-Year Change	Average (mean)	Median
2023-24	52.4%	-3.6%	8.6	10
2022-23	56.0%	0.3%	8.7	10
2021-22	55.7%	-3.7%	8.7	10
2020-21	59.4%	7.8%	8.7	10
2019-20	51.6%	-2.3%	8.5	10

## Has your educational experience....

### Resulted in employment

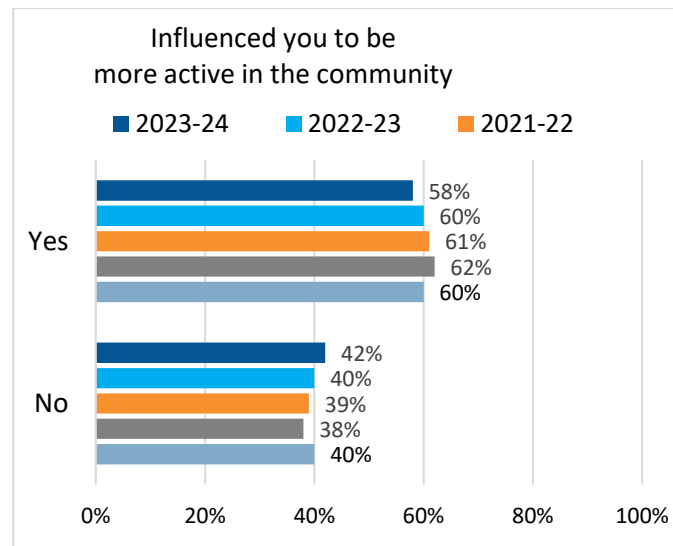
(if already employed or not employed, select N/A)

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Yes	36	49%	81	56%	68	57%	45	40%	75	46%
No	38	51%	63	44%	52	43%	68	60%	89	54%
Total	74	100%	144	100%	218	100%	113	100%	164	100%



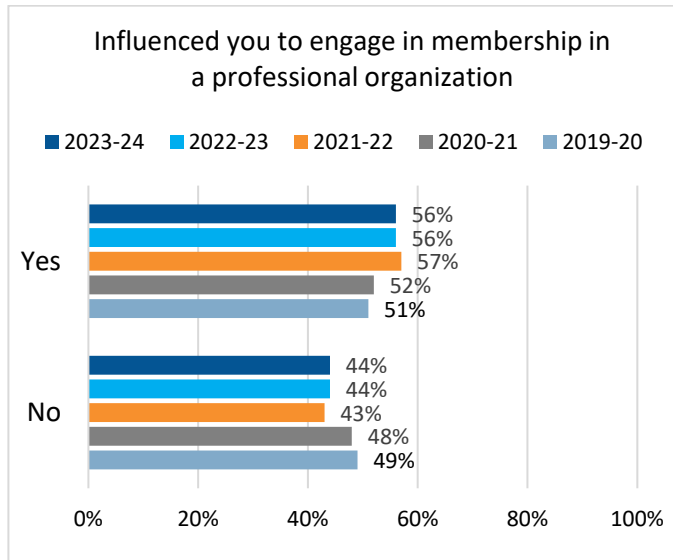
### Influenced you to be more active in the community

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Yes	83	58%	149	60%	138	61%	140	62%	192	60%
No	60	42%	101	40%	87	39%	86	38%	130	40%
Total	143	100%	250	100%	225	100%	226	100%	322	100%



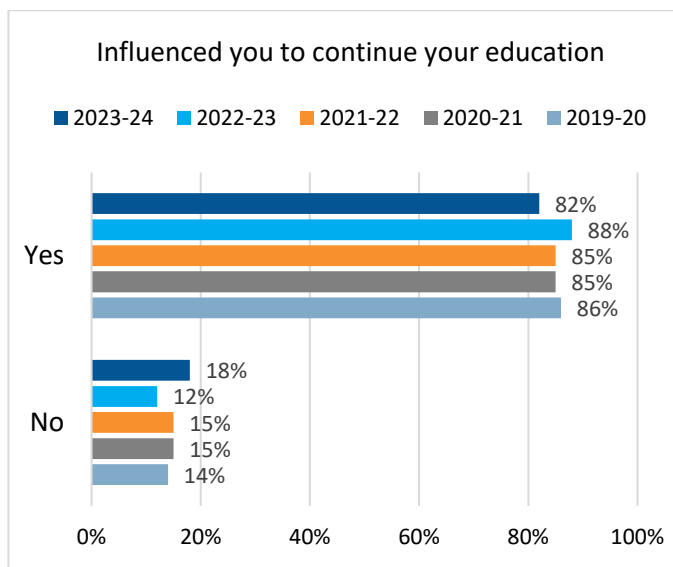
**Influenced you to engage in membership in a professional organization**

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Yes	79	56%	144	56%	125	57%	110	52%	163	51%
No	62	44%	112	44%	96	43%	102	48%	157	49%
Total	141	100%	256	100%	221	100%	212	100%	320	100%



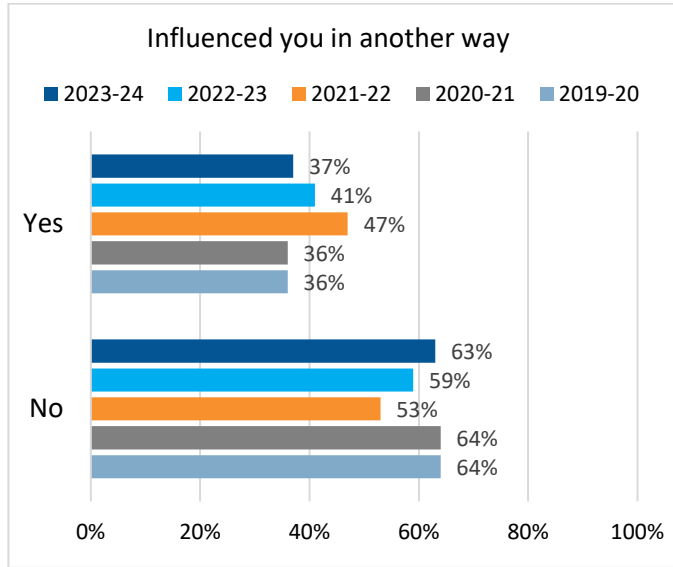
**Influenced you to continue your education**

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Yes	130	82%	244	88%	208	85%	211	85%	293	86%
No	29	18%	32	12%	38	15%	36	15%	46	14%
Total	159	100%	276	100%	246	100%	247	100%	339	100%



**Influenced you in another way**

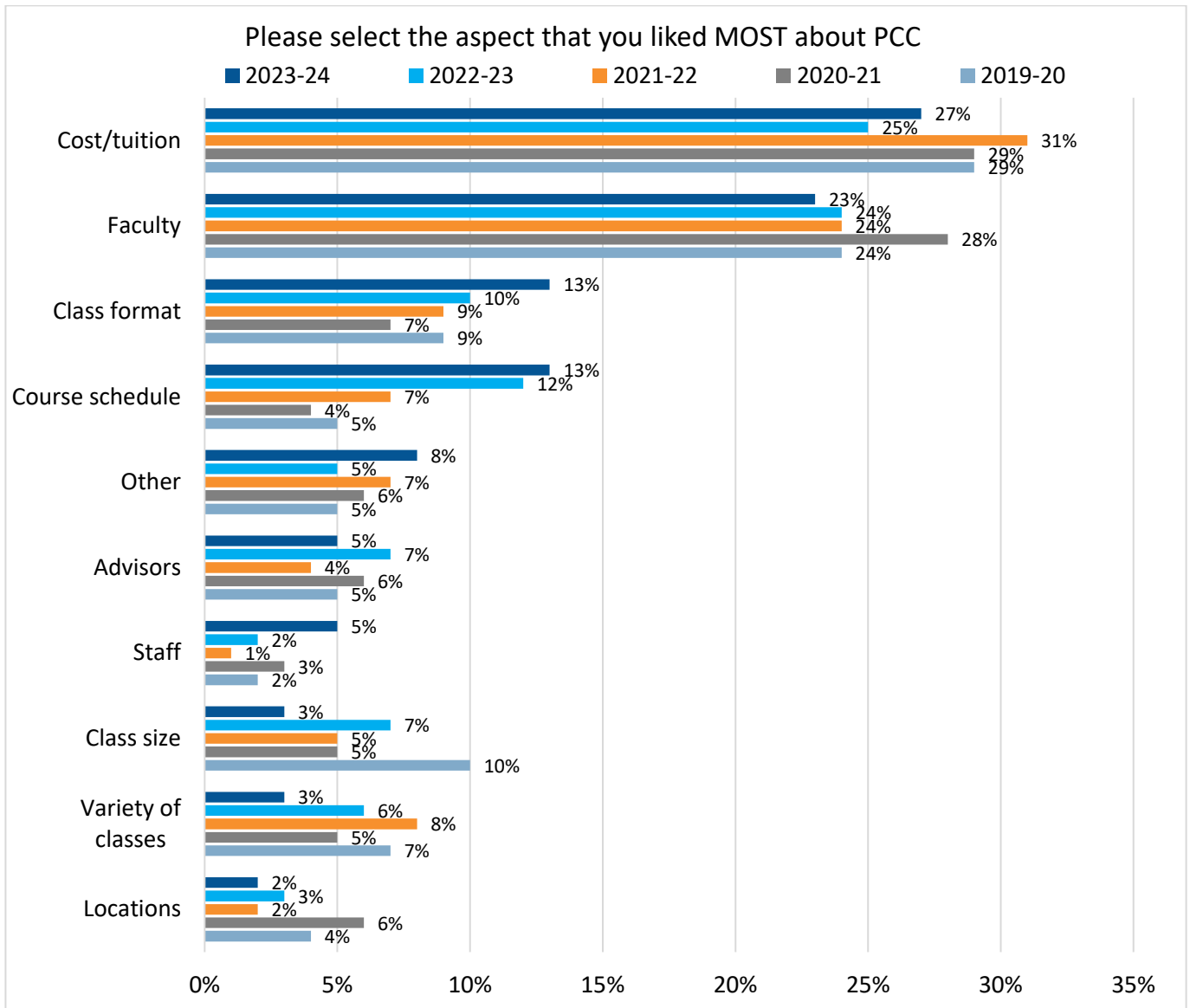
	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Yes	19	37%	37	41%	41	47%	34	36%	54	36%
No	32	63%	53	59%	47	53%	61	64%	95	64%
Total	51	100%	90	100%	88	100%	95	100%	149	100%



Please select the aspect that you liked MOST about PCC

Sorted by 2023-24 values

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Cost/tuition	46	27%	77	25%	84	31%	77	29%	107	29%
Faculty	39	23%	74	24%	64	24%	74	28%	89	24%
Class format	23	13%	30	10%	24	9%	19	7%	35	9%
Course schedule	22	13%	37	12%	20	7%	11	4%	20	5%
Other	13	8%	15	5%	19	7%	17	6%	18	5%
Staff	8	5%	7	2%	4	1%	8	3%	6	2%
Advisors	8	5%	22	7%	12	4%	16	6%	18	5%
Class size	6	3%	21	7%	14	5%	13	5%	38	10%
Variety of classes	5	3%	20	6%	21	8%	13	5%	27	7%
Locations	3	2%	10	3%	5	2%	15	6%	18	4%
Total	173	100%	313	100%	267	100%	263	100%	375	100%



Please select the aspect that you liked LEAST about PCC

Sorted by 2023-24 values

	2023-24		2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%	N	%
Other	32	20%	53	18%	48	19%	44	18%	53	15%
Price of books	31	19%	70	24%	65	26%	70	28%	94	26%
Advisors	22	14%	41	14%	46	18%	44	18%	87	24%
Financial Aid	15	9%	19	6%	23	9%	19	8%	30	8%
Class format	14	9%	16	5%	10	4%	13	5%	7	2%
Cost/tuition	12	7%	20	7%	15	6%	11	4%	11	3%
Course schedule	12	7%	24	8%	11	4%	21	8%	27	8%
Faculty	11	7%	19	6%	13	5%	20	8%	17	5%
Locations	11	7%	31	10%	17	7%	7	3%	32	9%
Staff	2	1%	4	1%	6	2%	2	1%	2	1%
Total	162	100%	297	100%	254	100%	251	100%	360	100%

