

NORCO
COLLEGE



Graduation Report

2022

On May 27, 2022, a Graduate Survey was sent out to 1,369 students who had applied for an Associate’s Degree or Certificate of Achievement. During the time it was open, 160 responses were received on the survey which is a 12% response rate. Students were asked to provide their college ID number and out of the 160 respondents, only two respondents did not provide an ID. Also, five students replied twice to the survey. In review of their responses, there was enough variation between the two sets of responses for each student that it was decided to leave the duplicates in the survey dataset. Through the use of student IDs, we were able to identify that the Graduate Survey sample of 155 unduplicated students had the following demographics as compared to all students receiving an associate’s degree or certificate.

Ethnicity	Survey Respondents		Award Earners		Difference
	Count	Percent	Count	Percent	
Asian	13	8.4%	157	13.2%	-4.8%
Black/ African American	15	9.7%	91	7.7%	2.0%
Hispanic/Latino	93	60.0%	500	42.1%	17.9%
Two or More	2	1.3%	0	0.0%	1.3%
American Indian or Alaskan Native	0	0.0%	0	0.0%	0.0%
Native Hawaiian or Pacific Islander	0	0.0%	3	0.3%	-0.3%
White	30	19.4%	419	35.2%	-15.8%
Unknown/Unreported	2	1.3%	19	1.6%	-0.3%
Total	155	100%	1189	100%	-0.1%

Gender	Survey Respondents		Award Earners		Difference
	Count	Percent	Count	Percent	
Female	110	71.0%	676	56.9%	14.1%
Male	43	27.7%	505	42.5%	-14.8%
Nonbinary	0	0.0%	1	0.1%	-0.1%
Unknown/Unreported	2	1.3%	7	0.6%	0.7%
Total	155	100.0%	1189	100.0%	0.0%

Age	Survey Respondents		Degree Earners		Difference
	Count	Percent	Count	Percent	
19 and under	19	12.3%	101	8.5%	3.8%
20-24	78	50.3%	540	45.4%	4.9%
25-29	23	14.8%	222	18.7%	-3.9%
30-34	14	9.0%	114	9.6%	-0.6%
35-39	5	3.2%	83	7.0%	-3.8%
40-49	10	6.5%	89	7.5%	-1.0%
50 and above	6	3.9%	40	3.4%	0.5%
Unknown	0	0.0%	0	0.0%	0.0%
Total	155	100.0%	1189	100.0%	0.0%

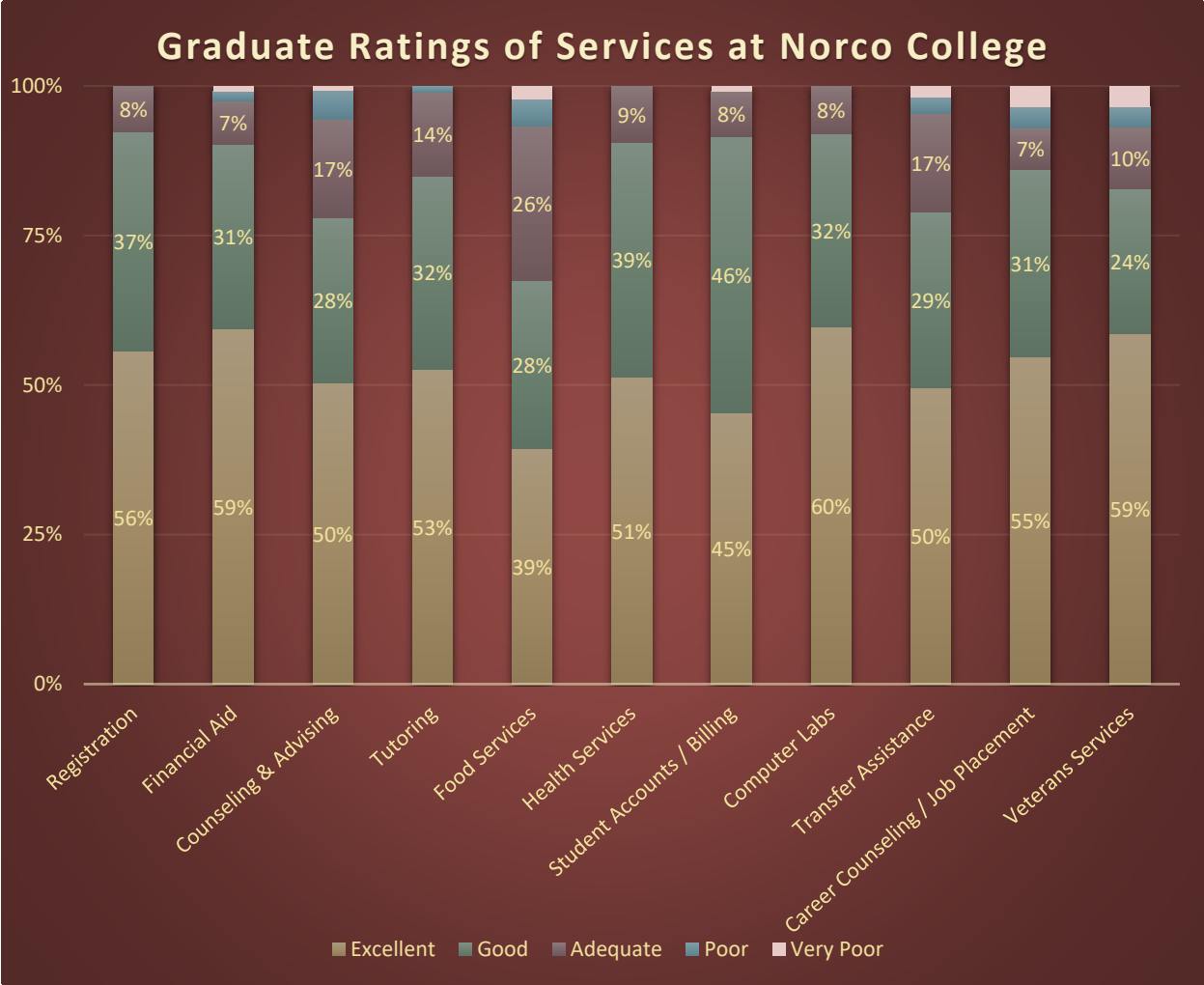
In ethnicity, Asian and White respondents were underrepresented, whereas Hispanic and Black respondents were overrepresented in comparison to the population of award earners in the 2021-22 academic year. In gender and age, males and nontraditional-aged (25 and above) students were underrepresented. The sample size for 2021-22 is much larger of a sample (n=155) than the previous year's survey which was almost half (n=84) the size. Although the sample increased greatly over the previous year, the sample size is still lower than the ideal (n=300+). Even with these limitations, the sample is adequate to generalize to the population but results should be interpreted with these limits in mind.

The first area of the survey assessed the most important reason they chose Norco for their college. The table below shows the frequency of responses sorted from highest to lowest.

What is the most important reason for your choosing Norco College?	Frequency	Percent
The college is conveniently located to my home and /or work	79	49%
Low cost of tuition	28	18%
The college offered the courses I needed to meet my educational goals	22	14%
Recommended by a friend or family member	14	9%
Recommended by a teacher or counselor	5	3%
Allowed me to get ahead in my studies for free (JFK)/JFK	5	3%
Good parking, less crowded, and good people.	1	1%
Your organization processes all student's paperwork and a timely manner very efficient	1	1%
Growth	1	1%
My high school had us sign up	1	1%
Smaller campus	1	1%
Wanted to be the first to graduate from college in my family	1	1%
Blank	1	1%
Total	160	100%

As can be seen at the top of the table, the most important reasons for choosing Norco College would fall into the category of convenience/ location. Convenience in location comprised almost half of the motivation that graduates said guided them to select Norco as their college. The next two highest reasons were in the category of accessibility in cost and access to courses needed to meet educational goals. Accessibility made up almost a third of the reason graduates choose Norco College. Recommendations by friends, family, or teachers/counselors were also noteworthy reasons graduates chose Norco College. The remaining reasons were written in under "Other".

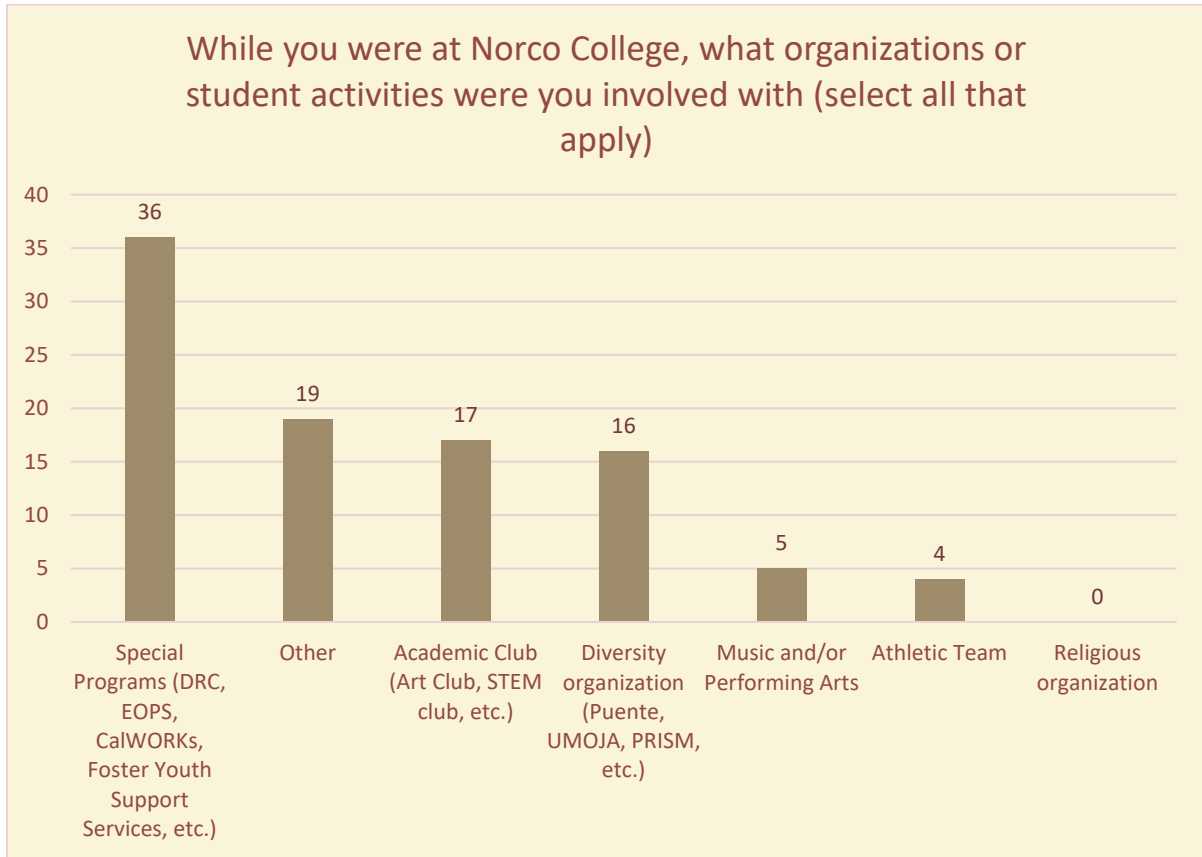
The next area of the survey assessed graduates' quality ratings of student and learning support services. Respondents used a six-point Likert scale ranging from Excellent to Poor and also included Unsure/Not Used. The following bar chart shows the percent responding Excellent to Poor by services, but the Unsure/Not Used category was omitted since services with lower usage would artificially lower the other response categories.



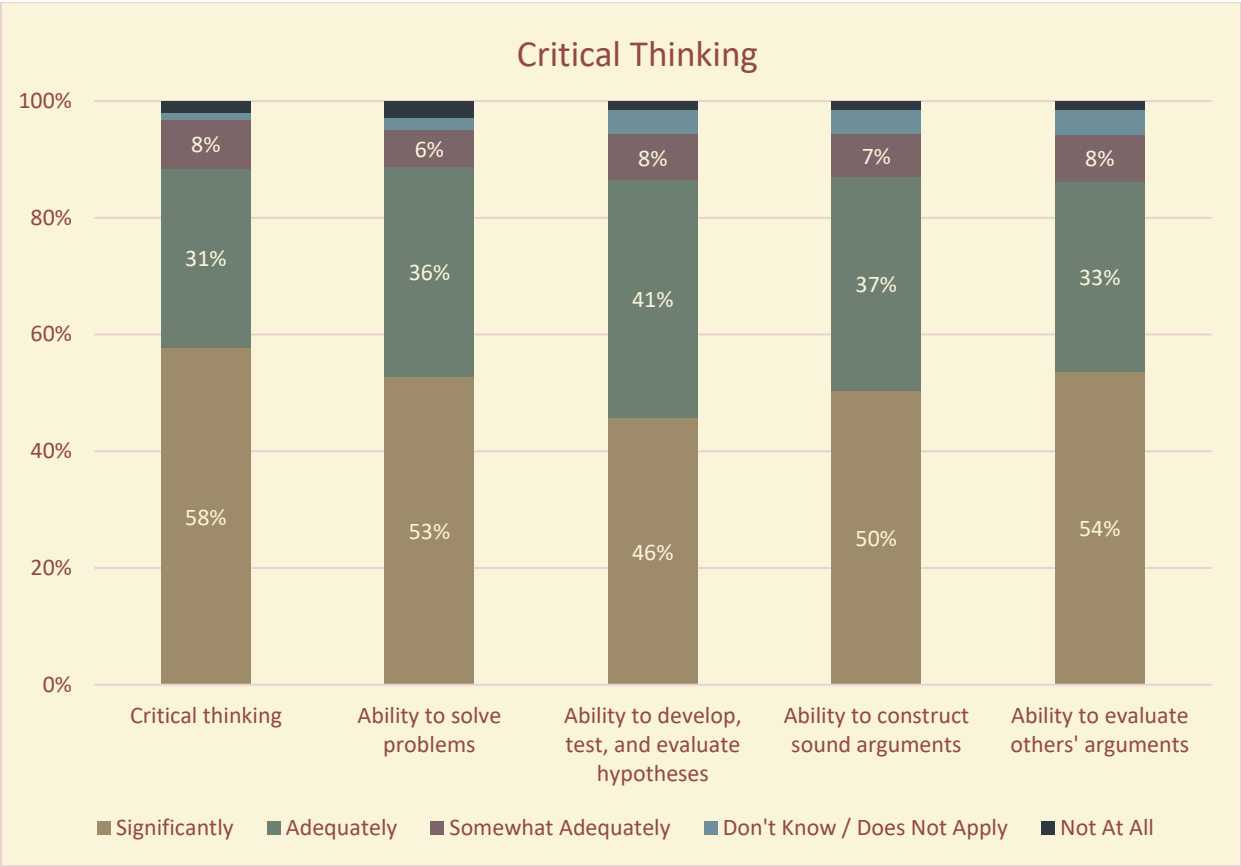
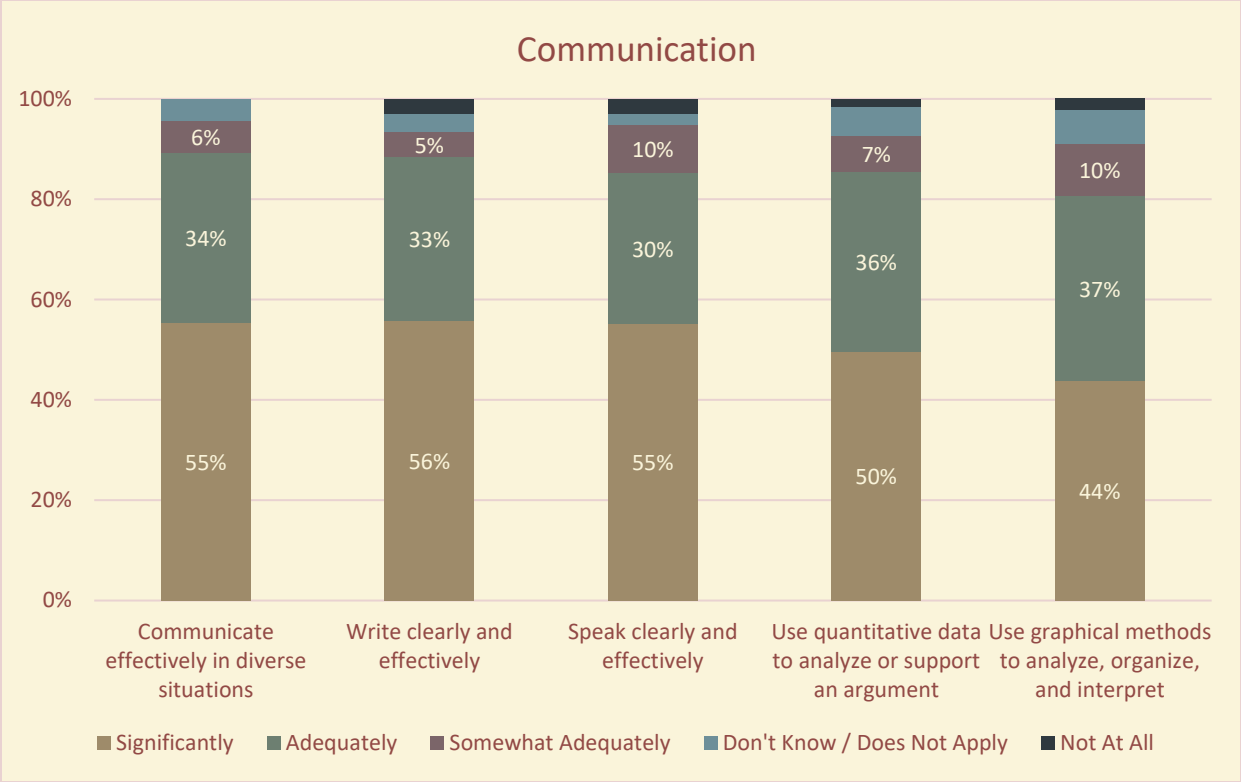
Overall, positivity ratings (the sum of Excellent and Good percentages) show that all student and learning support services were rated as providing quality service to responding graduates overall. The positive ratings ranged from a high of 92.3% for Registration to 67.4% for Food Services.

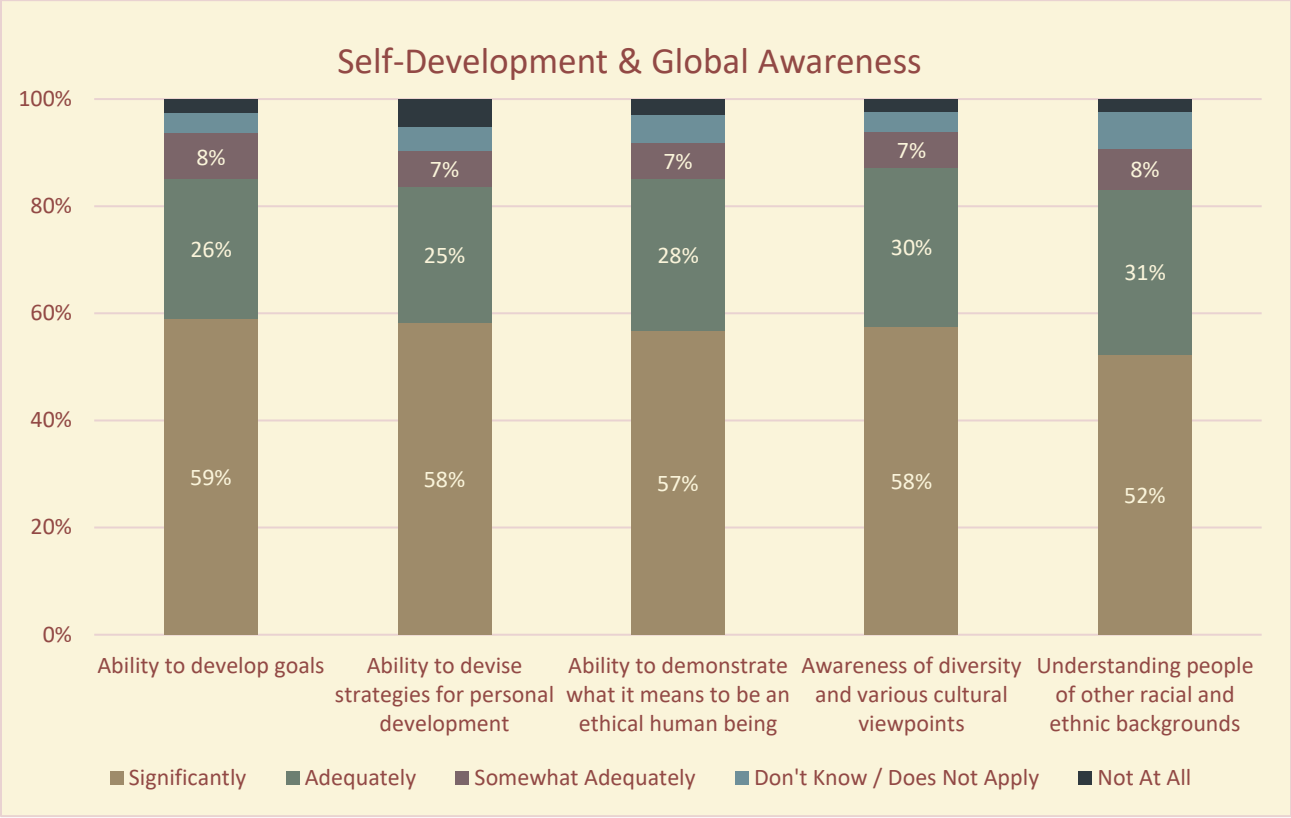
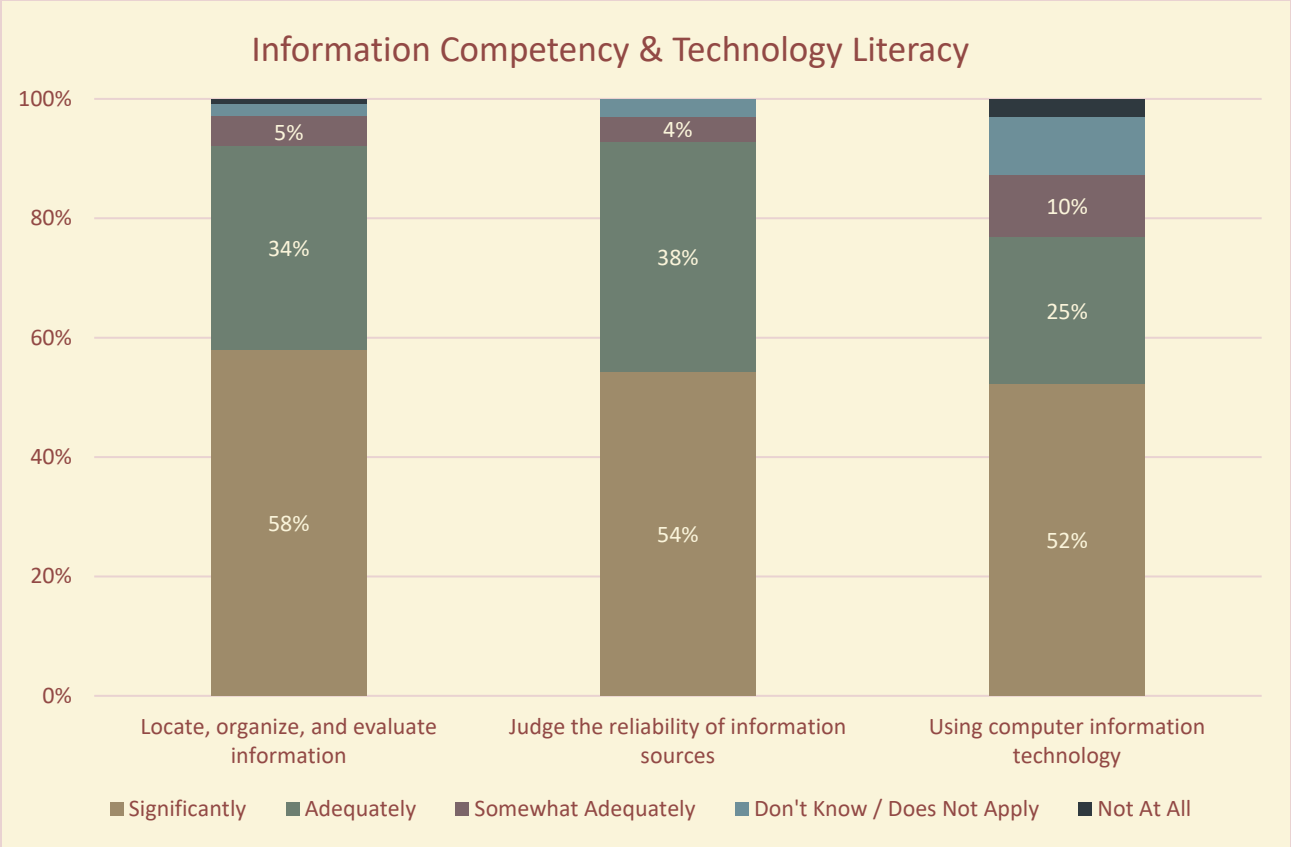
The next item on the survey assessed respondent’s involvement with co-curricular organizations or activities. They were told to select “all that apply” so the count on the chart below is most likely duplicated. The counts are arranged in descending order so the most frequent involvement of graduates would be listed to the far left. As can be seen, the most frequent involvement (n=36) was in Special Programs which included Disability Resource Center (DRC), Extended Opportunities Program & Services (EOPS), CalWORKs, Foster Youth Support and other programs that tended to focus on special populations, but not necessarily diversity focused organizations such as Puentes or UMOJA. The next highest category was in “Other” (n=19) which was somewhat misleading since 16 of the 19 responses was “None”, “N/A” or “Not in any clubs”. Reviewing the data of these 16 respondents plus all of the blanks, the sum was 88 responses which is 55% of respondents appearing to have no affiliation with any clubs, organizations or programs. It would be interesting to compare this with the participation rate of

the general student population, but those data are not readily available without a deeper/focused analysis of student engagement.



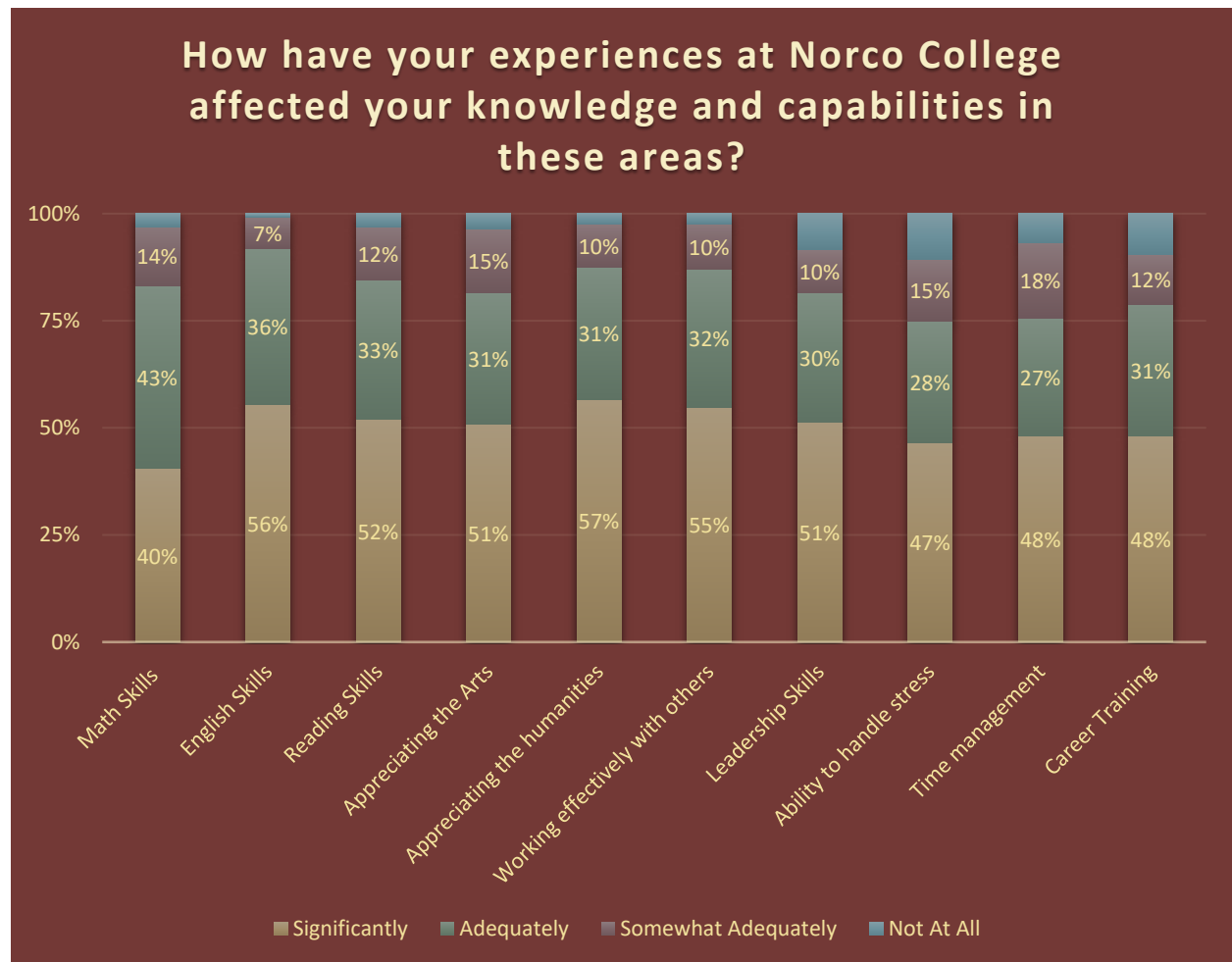
The next area of the survey asked graduates to rate how their experiences at Norco College affected their knowledge and capabilities through 28 different statements. Eighteen of these knowledge and capability areas could be grouped into the four General Education Learning Outcomes (GELOs), also referred to as Institutional Learning Outcomes, which are the areas in which all graduates should demonstrate mastery regardless of major. It is important to note that on a student survey of learning gains, the results are an indirect assessment of learning. In essence, the ratings on the following four charts are students' perceptions of their gains in learning, not necessarily their actual learning which is assessed through faculty utilizing SLO assessment.



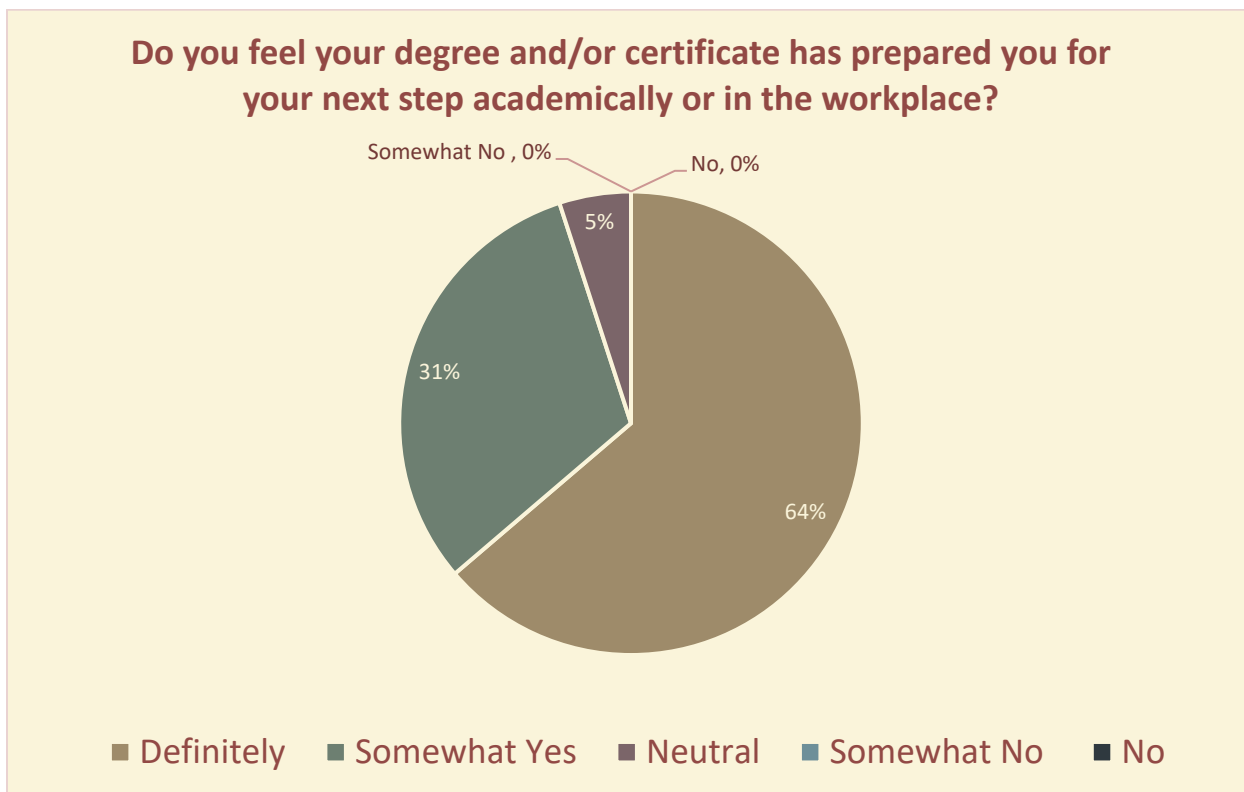
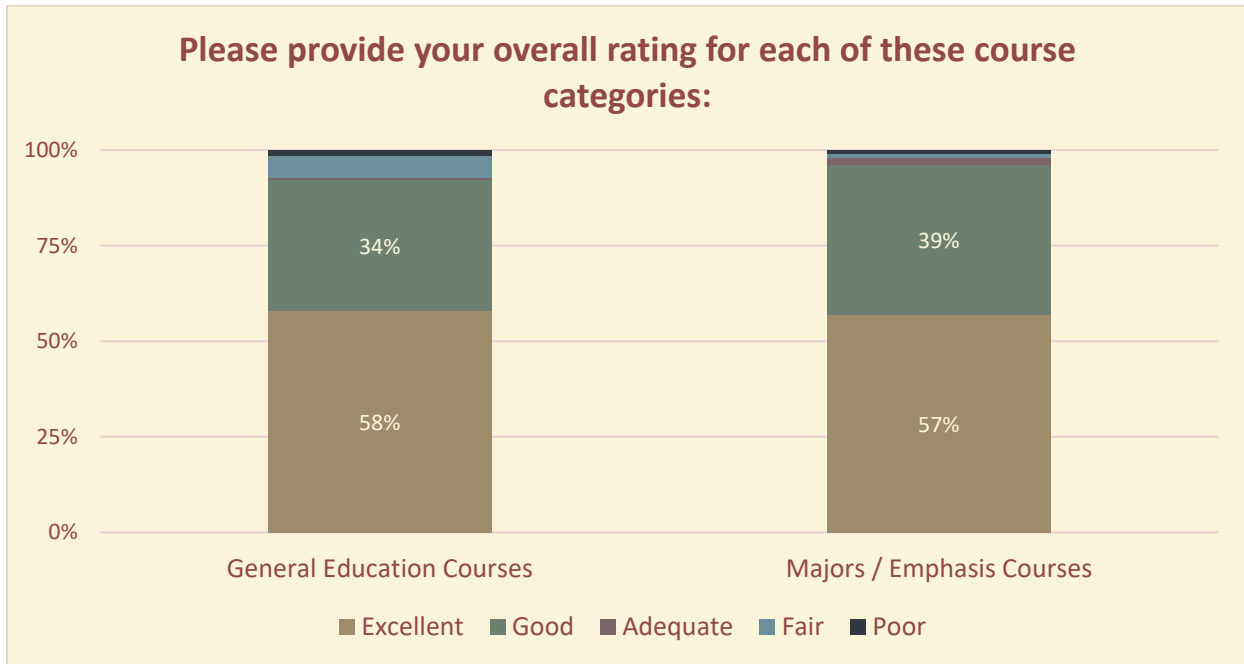


For these items, positivity ratings were defined as the combined percentages of those who rated GELO learning gains as Significantly or Adequately. To assess the students' perception of mastering each of the four GELOs, the average positivity rating was calculated across all items comprising each of the above GELOs (charts). The average positivity ratings for Communication, Critical Thinking, Information Competency & Technology Literacy, and Self-Development & Global Awareness were 85.8%, 87.4%, 87.2%, and 84.8%, respectively. Definitions for each of the GELOs are provided in the appendix, but the individual items rated by graduates can be seen in each of the four GELO charts above. Most of the GELO statements were evenly distributed around the mean, with one exception. In the Information Competency and Technology Literacy GELO, "Using computer information technology" was given a positivity rating of 76.9%. This may show a gap students perceive in their learning and capabilities while at Norco College.

The remaining ten statements assess the college impact in foundational skills (math, English, reading), appreciation of the arts/humanities, and personal skills (leadership, stress & time management, career). The chart below shows the percentages for each of the response choices (excluding Don't Know/Does Not Apply) made by graduates.



Respondents showed they perceived the most positive gains in the areas of English Skills (89.9%) and Working Effectively with Others (81.8%). The lowest areas of positive gains were in Career Training (62.1%) and Appreciating the Arts (71.0%). In the 2021 Graduate Survey, English Skills was the highest and Career Training was the lowest, so there has been some consistency in ratings between the two years.



General Education and major courses clearly had strong ratings receiving combined Excellent and Good percentages at 92.0% and 96.1%, respectively. In addition, graduates' positivity ratings (Definitely plus Somewhat Yes) were at 95.1% in terms of feeling prepared for their next step academically or in the workplace.

SUMMARY

Overall findings from the Graduate Survey were that respondents selected Norco College mainly due to convenience and access reasons; were generally positive about student and learning support services; didn't participate in organizations/student activities for the majority, but for those who did, special programs was highest; perceived gains in GELOs, basic skills and personal skills; rated general education and major courses as excellent or good; and clearly felt prepared for their next step academically or in the workplace. Most positivity ratings in these areas were in the 80% to 90% range. The items on the survey that were significantly lower than that range were Food Services, Counseling and Advising, and Transfer Assistance; and in knowledge and capabilities, "Using computer information technology" was the only area that showed room for improvement. Overall, respondents didn't seem to show a majority participation in student activities/organizations, although there wasn't a comparison to the general student population to see if it was higher or lower since data are not gathered in that area. Both general education and major courses were rated very positively with major courses receiving the highest positivity ranking on the survey. Finally, one of the highest-rated items on the survey was that they felt prepared for transfer or the workplace as a result of completing at Norco College. Based on this survey, it appears that graduates' perceptions are that Norco has supported them through services and programs, that the curriculum has equipped them well, and that they are prepared to move on to the next phase in the trajectory of their lives.

Appendix A

General Education Student Learning Outcomes

1. **CRITICAL THINKING** Students will be able to demonstrate higher order thinking skills about issues, problems, and explanations for which multiple solutions are possible. Students will be able to explore problems and, where possible, solve them. Students will be able to develop, test, and evaluate rival hypotheses. Students will be able to construct sound arguments and evaluate the arguments of others.
2. **INFORMATION COMPETENCY & TECHNOLOGY LITERACY** Students will be able to use technology to locate, organize, and evaluate information. They will be able to locate relevant information, judge the reliability of sources, and evaluate the evidence contained in those sources as they construct arguments, make decisions, and solve problems.
3. **COMMUNICATION** Students will be able to communicate effectively in diverse situations. Be able to create, express and interpret meaning in oral, visual and written forms. Will also be able to demonstrate quantitative literacy and the ability to use graphical, symbolic and numerical methods to analyze, organize, and interpret data.
4. **SELF-DEVELOPMENT AND GLOBAL AWARENESS** Students will be able to develop goals and devise strategies for personal development and well-being. Be able to demonstrate an understanding of what it means to be an ethical human being and effective citizen in their awareness of diversity and various cultural viewpoints.