

Graduate Exit Survey Report

2019-2020 Graduates

Strategy, Analytics and Research



PimaCommunityCollege

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2020 Graduate Exit Survey Report Executive Summary

The Graduate Exit survey was developed by the 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 five main sections: student intent, employment status, continuing education, educational experience and student success. In addition to the summary of responses, there were two open-ended items to solicit feedback relating to how the College could have made their experience better and to share a favorite memory or any thoughts about their PCC experience. These comments are reported verbatim in this version of the report.

STAR emailed the survey approximately three weeks before the end of each term to 2019-20 graduates and pending graduates. Reminder emails were sent to graduates as well if they did not initially complete the survey. A total of 434 graduates (out of 3,387) answered at least one survey question, for a 13% response rate.

Section 1: 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. Next, they were asked whether their intent changed since they began attending the College, and if it had, what their new intent was. Additional questions asked what their immediate plans were after graduation, and, finally, to rate how much their time at the College helped to reach their goals. Some highlights from the Student Intent section include the following:

- Almost half (41%, 177) of graduates' intent when they first started taking courses at PCC was to transfer to a 4-year college or university.
- Sixty-eight percent (293) of graduates indicated they did not change their goal between their first course and graduating.
- Of those graduates who indicated that their intent changed, 25% (35) indicated they intended to transfer to a 4-year college or university, followed by beginning changing careers 21% (29).
- Consistent with previous years, the largest percentage of graduates indicated that their immediate plans after graduation were to transfer to a 4-year college or university (42%, 184), followed by beginning a new career (25%, 110).
- Fifty-six percent (242) of graduates strongly agreed that their time at PCC helped them reach their goals, while 36% (155) agreed.

Section 2: 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 can 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 the following:

Thirty-four percent (157) of the respondents were employed full-time, 26% (119) were employed part-time, 23% (104) were seeking employment, 13% (58) were not employed/not seeking employment and 5% (23) were self-employed or independent contractors. Of those who were employed, most (91%, 197) respondents were employed in Pima County, 4% (9) were employed in Arizona, but outside of Pima County, and the remaining 5% (10) were employed out-of-state.

Full-time Employment:

- The highest number of graduates worked in the areas of Education (24%, 32), followed by Health (20%, 26) and Business (16%, 21).
- Median hourly wage: \$15.53
- Median annual wage: \$37,250.00
- Median hours per week worked: 40
- Eighty-nine percent (119) of the positions were not temporary or seasonal.
- Thirty-seven percent (49) used the training and skills learned at PCC in their job even when their job did not require their particular degree or certificate.
- When asked why graduates were working in an area not related to the degree/certificate they obtained at PCC, 29% (16) indicated better pay, 25% (14) selected the "Other" option from the list of reasons, and 24% (13) chose to work in another area.
- Almost half (47%, 63) began working in their position while attending PCC and 44% (58) prior to attending PCC.

Part-time Employment:

- The highest number of graduates worked in the areas of Services (38%, 31), tied by Health (16%, 13) and Business (16%, 13).
- Median hourly wage: \$12.50
- Median annual wage: \$10,00.00
- Median hours per week worked: 20
- Sixty-five percent (54) of the positions were not temporary or seasonal.
- Sixty-nine percent (57) indicated that their degree and/or certificate was not required for their job.
- For graduates who were working in an area not related to the degree/certificate they obtained at PCC, 21% (16) chose to work in another area, were not sufficiently qualified (19%, 14), while another 19% (14) selected the "Other" option (from the list of reasons).
- Sixty-three percent (51) began working in their position while they were attending PCC and 33% (27) began prior to attending PCC.

Section 3: 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, 35% (96) indicated they will attend Pima Community College, and 37% (102) will attend the University of Arizona. The large number of respondents who selected Pima Community College may have done so because they had received a certificate and were working towards obtaining associate degrees. Seventy-three percent (192) of respondents will be or were currently attending college full-time, while the remaining 27% (72) will be or were currently furthering their education on a part-time basis.

Section 4: Educational Experience

Section four explored satisfaction with their PCC experience, with the graduates being 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 the following:

- On a rating scale of 0-10, 50% (191) of respondents chose the highest rating possible (10) when asked how likely they would be to recommend PCC to a friend or colleague.
- After increasing from 2015-2018 (47.18, to 51.20, to 55.67), the Net Promoter Score (NPS) ¹ decreased for the second year in a row (53.89 to 51.57).
- Forty-six percent (75) of the respondents' educational experiences have resulted in employment.
- Sixty percent (191) of the respondents were influenced by their educational experience to be more active in the community.
- Fifty-one percent (162) of the respondents were influenced by their educational experience to engage in membership of a professional organization.
- Eighty-six percent (290) were influenced by their educational experience to continue their education.
- Thirty-six percent (54) of the respondents were influenced in another way.
- The cost/tuition of attending PCC and faculty were the aspects the highest percentage of respondents liked the most, 29% (107) and 24% (89) respectively.
- The aspects most often cited as least liked at PCC was the price of books (26%, 94) and advisors (24%, 87).

¹ Net Promoter Score (NPS) is a method used to measure and evaluate customer satisfaction and loyalty. To calculate the NPS, Detractors are subtracted from the Promoters.

Section 5: Graduate Comments

At the conclusion of the survey, there were two open-ended questions offering respondents the opportunity to provide their feedback. The first question was, “How could we have made your experience better?” which was then segregated by common categories, such as “advising, counseling, career services” and “communication/access to information/website”, etc.

How could we have made your experience better?

- Although there were some comments where students remarked positively, advising, counseling, career services had by far the most area for improvement. Students want instant access to consistent information by friendly, knowledgeable, and caring employees.
- The comments made with regards to advising, counseling, career services were largely divided in either a positive or negative direction. Some of the positive comments did mention specific people and situations. Student comments indicate that having friendly advisors, counselors, and career services employees easily accessible, knowledgeable in not only program areas, but transferring, and being provided consistent information across location and employee would have made their PCC experience better.
- Comments in the communication/access to information/website category was mostly positive, however, respondents would have liked to have been provided more information about navigating college resources, such as the website, D2L, and notifications.
- Costs (books, tuition, etc.): The majority of the comments in this category related to the high cost of textbooks.
- Course offerings/format/availability/location: Students would like more options in regards to times of the day the classes are offered and the locations. They mentioned these limitations create a hardship for them when they have full-time jobs and would have to drive a far distance to attend a class. Students also want more online courses offered.
- Comments relating to customer service and staff were pretty much on one extreme or the other. There were many comments that everything was excellent or otherwise employees were rude or took too long to help, often giving inaccurate information or were generally unhelpful.
- Most comments made about faculty were very positive, while a few had negative experiences.
- Although there were a few positive comments relating to financial aid, the majority showed room for improvement. Based on the comments provided, the following could have made the financial aid experience better: provide more support, improved (more/clear/consistent) communication, caring and kind staff members.
- In general, comments about their overall experience were positive. There were program specific comments shared, but no themes stood out
- The majority of the comments related to staff were positive.
- There were few comments made about student clubs/organizations/athletics/events. The most common themes under this section is that they were not involved with the student clubs, were unaware that they existed, and that there should be increased advertisement.

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

Every year, when asked to share a favorite memory or any thoughts about their PCC experience, graduates often cite specific advisors, counselors, and career services staff. This shows how vital these employees are to students' success and how they can indeed make a difference in their lives. One example of the impact advisors have is this comment, "[name omitted], is the sole reason why I am graduating. He has helped me numerous times. He has gone above and beyond his job requirements to help me out. He is a great asset to Pima, and he is a great person."

Similarly, many graduates shared favorite memories about faculty, often citing specific individuals. Two examples that describe the positive attributes given to faculty included, "I had wonderful teachers, they cared so much about each student." and "I loved all my teachers they are what made the experience worthwhile".

While students are attending PCC, they often make friends and enjoy their time with classmates. Comments such as, "It has been wonderful being in the classroom with such a wide variety of people. Different ages, ethnicities, life experiences, have all added valuable insight to class discussions." and "I have met people and developed friendships that will last forever" are good examples of how PCC friends and classmates can positively impact students' lives.

There were a few comments left by respondents indicating they had positive experiences with the Financial Aid department.

A few graduates commented that they were disappointed that they would not be able to physically attend the graduation ceremony, due to COVID-19 pandemic, and that a virtual ceremony did not provide the same experience.

A smattering of positive comments were made about programs/courses, staff, student clubs/organizations/athletics/events, and overall positive experience; however, no themes stood out.

Reading through the comments provides a clear picture of how much the College positively impacts people's lives, both personally and professionally. It is a reminder that all PCC employees have an integral relationship with students and each and every experience matters.

Additional notes about the report:

- Not all respondents answered every question.
- Percentage totals may be lesser or greater than 100% due to rounding.
- When a question allowed for more than one option to be selected, the percentages are based on the number of people who responded to the individual question as a whole and the totals when summed may equal over 100%.
- Comments submitted were reported verbatim, including spelling and grammatical errors.

Results Summary

Section 1: Student Intent

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

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|--|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Transfer to a 4-year college or university | 177 | 41% | 168 | 45% | 282 | 47% |
| Begin a new career | 87 | 20% | 77 | 21% | 107 | 18% |
| Get a degree and/or certificate that applies to my current job | 84 | 19% | 73 | 20% | 104 | 17% |
| Get a degree and/or certificate and use for personal reasons | 49 | 11% | 38 | 10% | 65 | 11% |
| Change careers | 16 | 4% | 8 | 2% | 26 | 4% |
| Other (please describe): | 21 | 5% | 8 | 2% | 19 | 3% |
| Total | 434 | 100% | 372 | 100% | 603 | 100% |

Other intents:

| |
|--|
| Adding to my skills in my current career |
| attain all relative knowledge necessary to meet my intended purpose |
| Become a dental hygienist and go to a four year college to start a new career. |
| Degree that will help me improve my finances and poverty level. |
| Dual-enrollment with H.S./4-yr. college prep. |
| Find my passion and direction with my art |
| Finish pre-requisites for the nursing program |
| Get a DEGREE that applies to my current job/field |
| Get my AA degree so I could continue to play football. |
| get my associates to be able to start working |
| I didn't have a plan, I was just taking gen ed classes. |
| I had no idea but Pima helped me figure it out |
| Initially I wanted to find a LPN refresher course. |
| Just take classes to see what it was like after being out of school for 8 years since my Masters program. Began to enjoy my classes and school environment of learning; approaching completion of Supply Chain Management AAS and only need several more classes to complete second AAS in Administrative Justice. Great experience! |
| My goal was to take classes that interest me. |
| Personal achievement |
| Professional and Personal |
| To get a degree in my chosen field |
| To get experience that could help me get a job and learn more about a field that interest me. |
| To see if college was something I would be interested in. |
| Transfer to a 4 year university and get an associates degree |

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

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|-------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Yes | 141 | 32% | 117 | 32% | 198 | 35% |
| No | 293 | 68% | 254 | 68% | 368 | 65% |
| Total | 434 | 100% | 371 | 100% | 566 | 100% |

What did you change your intent to while at PCC?

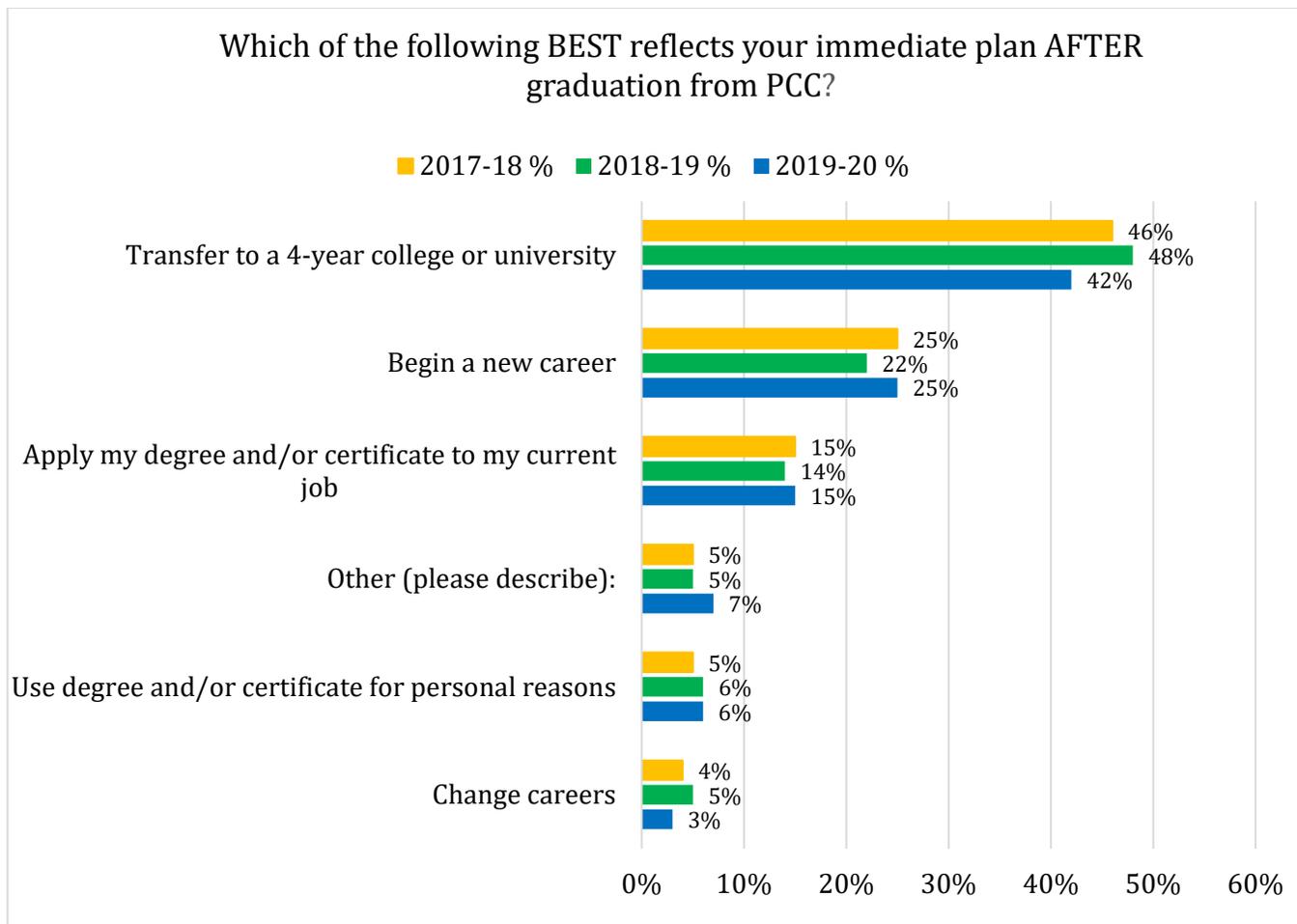
| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|--|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Transfer to a 4-year college or university | 35 | 25% | 31 | 26% | 42 | 21% |
| Change careers | 29 | 21% | 16 | 14% | 37 | 19% |
| Get a degree and/or certificate and use for personal reasons | 26 | 19% | 20 | 17% | 35 | 18% |
| Begin a new career | 26 | 19% | 25 | 21% | 31 | 16% |
| Get a degree and/or certificate that applies to my current job | 14 | 10% | 14 | 12% | 39 | 20% |
| Other (please describe): | 10 | 7% | 11 | 9% | 14 | 7% |
| Total | 140 | 100% | 117 | 100% | 198 | 100% |

Other intents graduates changed to while at PCC:

| |
|--|
| Begin my educational career and also find work in a new industry. |
| Changed majors several times |
| Enroll in the EMT program at PCC East campus |
| I don't know any more. Life has gotten complicated and harder |
| I found a career path that better fit me |
| I was unable to get the degree I truly wanted and had to settle for a different major/degree |
| I'd gotten so much debt that I had to have something to show for it |
| Simply graduate with the degrees that I intended to |
| wanted to be a dental hygienist and ended in the dental lab |
| Wanted to pursue nursing. However, nursing was very hard to get into. |

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

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|--|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Transfer to a 4-year college or university | 184 | 42% | 177 | 48% | 260 | 46% |
| Begin a new career | 110 | 25% | 81 | 22% | 141 | 25% |
| Apply my degree and/or certificate to my current job | 66 | 15% | 51 | 14% | 87 | 15% |
| Other (please describe): | 31 | 7% | 19 | 5% | 29 | 5% |
| Use degree and/or certificate for personal reasons | 27 | 6% | 24 | 6% | 27 | 5% |
| Change careers | 15 | 3% | 19 | 5% | 23 | 4% |
| Total | 433 | 100% | 371 | 100% | 567 | 100% |

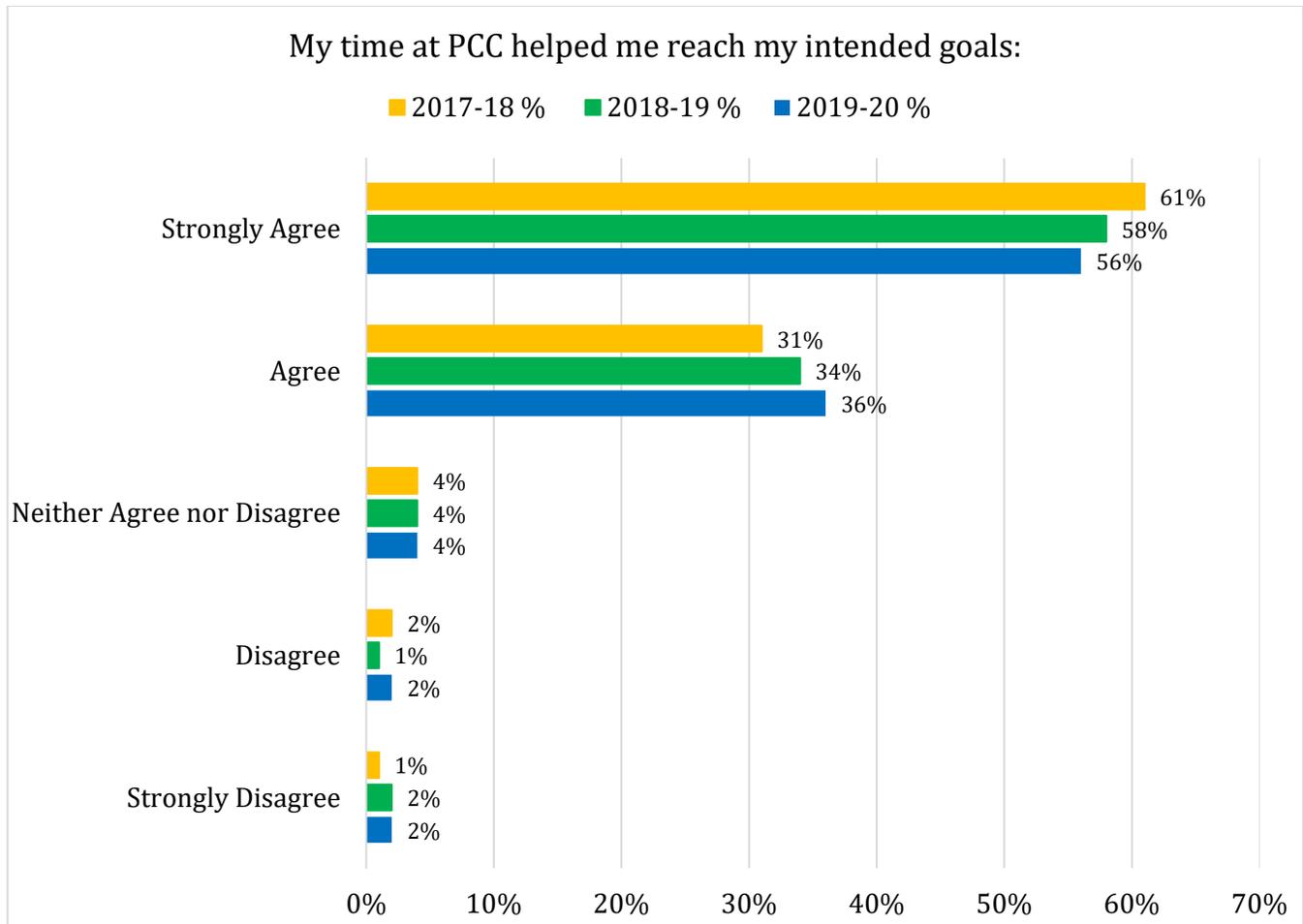


Other plans after graduation:

| |
|--|
| Already attending UA |
| Attend a completely different school |
| Become gainfully employed. |
| Begin a new career and go back for another certificate |
| Both associate degree and transfer |
| Continue classes at PCC. I am a 10th grader. |
| Continue in vet tech field at PCC |
| Continue my education |
| continue to pursue my nursing degree |
| Continue toward Pima's Rad Tech program |
| Continue with classes and use the degree to get into my designated program. |
| Finish my associates |
| get a job and maybe go back and do the hygiene program eventually |
| Get a job in my field of study |
| Get accepted to the PCC nursing program |
| I don't know |
| I hope to get a job but I'm not sure what's going to happen now. Due to the economy. |
| I still don't know what I want to do when I grow up! |
| none |
| not sure don't feel ready based on content |
| Start a new degree |
| Start a translating program at Pima |
| Start the dental hygiene program |
| start the nursing program |
| Started new career within 1 year in |
| staying home to care for children at this time |
| Transfer to a 4-year and apply my degree to my current job |
| Try and find a job |
| Try and pay off student loan debt |
| Work on getting my associates in nursing |
| Work to get the money for University, then transfer |

My time at PCC helped me reach my intended goals:

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|----------------------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Strongly agree | 242 | 56% | 261 | 58% | 468 | 61% |
| Agree | 155 | 36% | 154 | 34% | 239 | 31% |
| Neither Agree nor Disagree | 18 | 4% | 20 | 4% | 32 | 4% |
| Disagree | 10 | 2% | 5 | 1% | 16 | 2% |
| Strongly Disagree | 9 | 2% | 10 | 2% | 10 | 1% |
| Total | 434 | 100% | 450 | 100% | 765 | 100% |

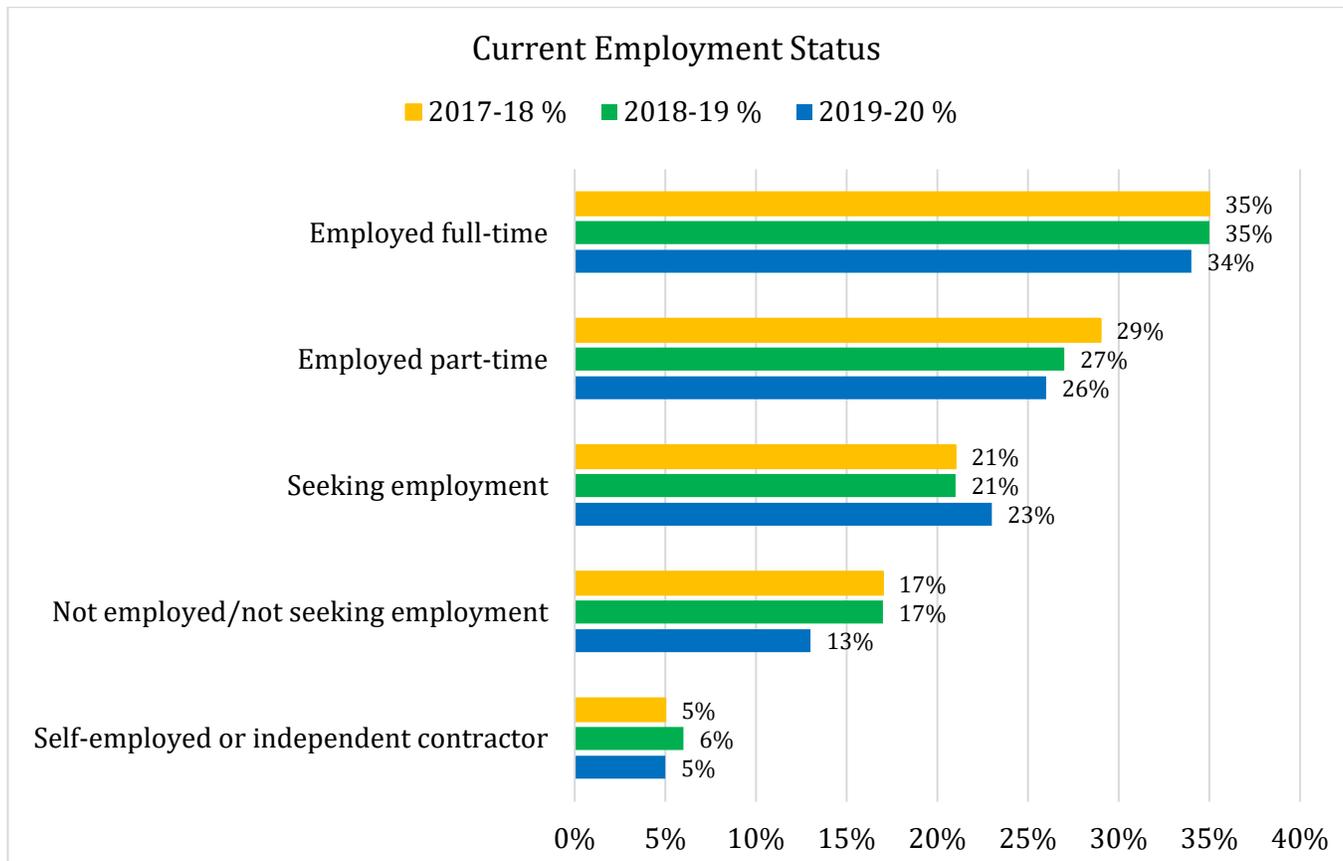


Section 2: Graduate Employment

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

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|---|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Employed full-time | 157 | 34% | 129 | 35% | 200 | 35% |
| Employed part-time | 119 | 26% | 100 | 27% | 165 | 29% |
| Seeking employment | 104 | 23% | 80 | 21% | 121 | 21% |
| Not employed/not seeking employment | 58 | 13% | 64 | 17% | 95 | 17% |
| Self-employed or independent contractor | 23 | 5% | 22 | 6% | 31 | 5% |

*Because respondents could choose more than one status, total percentage will not equal 100%. In 2019-20, 434 respondents selected 461 options, in 2018-19, 373 respondents selected 395 options, and 571 respondents selected 612 options in 2017-18.



Current full-time position information:

Area of employment:

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|--------------------------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Health | 26 | 20% | 23 | 23% | 24 | 16% |
| Business | 21 | 16% | 17 | 17% | 37 | 25% |
| Services | 21 | 16% | 16 | 16% | 26 | 17% |
| Education | 32 | 24% | 13 | 13% | 26 | 17% |
| Information Technology | 7 | 5% | 9 | 9% | 6 | 4% |
| Trades | 8 | 6% | 8 | 8% | 8 | 5% |
| Public Safety | 6 | 5% | 6 | 6% | 8 | 5% |
| Science and Engineering | 5 | 4% | 6 | 6% | 5 | 3% |
| Social Sciences | 2 | 2% | 3 | 3% | 8 | 5% |
| Arts, Humanities, or Languages | 4 | 3% | 0 | 0% | 2 | 1% |
| Total | 132 | 100% | 101 | 100% | 150 | 100% |

What is your hourly wage or annual salary? (Please use numbers only, omit \$)²

| | |
|----------------------------------|-----------------------------------|
| Average hourly wage: \$16.34 | Minimum hourly wage: \$8.00 |
| Median hourly wage: \$15.53 | Maximum hourly wage: \$32.50 |
| Average annual wage: \$41,160.70 | Minimum annual wage: \$7,200.00 |
| Median annual wage: \$37,250.00 | Maximum annual wage: \$140,000.00 |
| Average hours worked: 42 | Median hours worked: 40 |

Is this position temporary or seasonal?

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|-------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Yes | 14 | 11% | 10 | 10% | 13 | 9% |
| No | 119 | 89% | 92 | 90% | 135 | 91% |
| Total | 133 | 100% | 102 | 100% | 148 | 100% |

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

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|--------------|-------------------|-----------|-------------------|--------------|-------------------|--------------|
| Yes | 44 | 33% | 30 | 29% | 40 | 26% |
| No, but used | 49 | 37% | 39 | 37% | 69 | 46% |
| No | 40 | 30% | 36 | 34% | 42 | 28% |
| Total | 133 | 100% | 105 | 100% | 151 | 100% |

² When the number of hours worked was reported with a range by respondents, a mid-point was used in the calculation.

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

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|--|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Better paying job | 16 | 29% | 11 | 22% | 26 | 33% |
| Other | 14 | 25% | 12 | 24% | 29 | 37% |
| Chose to work in another area | 13 | 24% | 6 | 12% | 22 | 28% |
| Was not sufficiently qualified | 11 | 20% | 6 | 12% | 8 | 10% |
| Working in another field | 9 | 16% | 11 | 22% | 12 | 15% |
| Personal enrichment, not for job preparation | 6 | 11% | 12 | 24% | 11 | 14% |
| Could not find a job | 1 | 2% | 4 | 8% | 9 | 11% |

*Because respondents could choose more than one option, the total percentage will not equal 100%. 55 respondents selected 70 options in 2019-20, 49 respondents selected 62 options in 2018-19, and 79 respondents selected 117 options in 2017-18.

Other reasons graduates are not working in a related area:

| |
|--|
| Continuing education while working |
| Further my education to be able to pursue the goal |
| Had the job when I started school |
| I started this job before starting school |
| my job applies to previous schooling |
| Needed degree for program |
| RT degree done at Pima Medical institute |
| Still in school, can't get a job yet in my area |
| Still looking for a job. |
| Using my time at Pima to get into nursing school |
| Will be working for Tucson Fire Department starting in January |

When did you begin working in your present position?

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|-------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Prior | 58 | 44% | 53 | 50% | 62 | 41% |
| While | 63 | 47% | 42 | 39% | 71 | 47% |
| After | 12 | 9% | 12 | 11% | 17 | 11% |
| Total | 133 | 100% | 107 | 100% | 150 | 100% |

Current part-time position information:

Area of employment:

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|--------------------------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Services | 31 | 38% | 25 | 36% | 37 | 38% |
| Health | 13 | 16% | 14 | 20% | 14 | 14% |
| Business | 13 | 16% | 11 | 16% | 12 | 12% |
| Trades | 6 | 7% | 2 | 3% | 5 | 5% |
| Education | 5 | 6% | 5 | 7% | 13 | 13% |
| Arts, Humanities, or Languages | 4 | 5% | 6 | 9% | 5 | 5% |
| Science and Engineering | 3 | 4% | 2 | 3% | 4 | 4% |
| Social Sciences | 3 | 4% | 1 | 1% | 2 | 2% |
| Information Technology | 2 | 2% | 2 | 3% | 3 | 3% |
| Public Safety | 2 | 2% | 1 | 1% | 3 | 3% |
| Total | 82 | 100% | 69 | 100% | 98 | 100% |

What is your hourly wage and/or annual salary? (Please use numbers only, omit \$)³

| | |
|----------------------------------|----------------------------------|
| Average hourly wage: \$12.94 | Minimum hourly wage: \$8.00 |
| Median hourly wage: \$12.50 | Maximum hourly wage: \$25.00 |
| Average annual wage: \$13,104.41 | Minimum annual wage: \$2,500.00 |
| Median annual wage: \$10,000.00 | Maximum annual wage: \$39,000.00 |
| Average hours worked: 20 | Median hours worked: 20 |

Is this position temporary or seasonal?

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|-------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Yes | 29 | 35% | 19 | 27% | 38 | 36% |
| No | 54 | 65% | 52 | 73% | 67 | 64% |
| Total | 83 | 100% | 71 | 100% | 105 | 100% |

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

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|-------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Yes | 5 | 6% | 5 | 7% | 5 | 5% |
| No but used | 21 | 25% | 23 | 32% | 36 | 34% |
| No | 57 | 69% | 45 | 62% | 66 | 62% |
| Total | 83 | 100% | 73 | 100% | 107 | 100% |

³ When the number of hours worked was reported with a range by respondents, a mid-point was used in this calculation.

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

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|--------------------------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Was not sufficiently qualified | 14 | 25% | 15 | 28% | 21 | 30% |
| Other | 14 | 25% | 14 | 26% | 18 | 25% |
| Chose to work in another area | 16 | 28% | 12 | 23% | 21 | 30% |
| Could not find a job | 7 | 12% | 8 | 15% | 12 | 17% |
| Working in another field | 6 | 11% | 8 | 15% | 6 | 8% |
| Personal enrichment | 9 | 16% | 5 | 9% | 14 | 20% |
| Better paying job | 9 | 16% | 5 | 9% | 8 | 11% |

*Because respondents could choose more than one option, the total percentage will not equal 100%. 57 respondents selected 75 options in 2019-20, and 53 respondents selected 67 options in 2018-19.

Other reasons graduates are not working in a related area:

| |
|--|
| Already had this job. |
| Bartending allows me to work minimal hours while making enough money to sustain myself. I haven't looked for a job with my degree because I want to get my bachelors first |
| First job. Needed experience. |
| I was asked to help someone who needed it |
| I will be leaving my current job once I pass my Nclex to become a nurse. |
| In have start my program. I did what was required to get in and also go to a four year college |
| It is a temporary job as I wait to transfer for football. |
| Just graduated, so now will look for job relating to my degree |
| N/a |
| Need extra income until I graduate and start my new career |
| Obtained Bachelor's prior to PCC relevant to current position. Certificate obtained for change in career. |
| obtained the job to help pay for school |
| Working to pay for college |
| You can't obtain a career in Illustration with just an Associate degree. All the jobs I found needed Bachelor's or Masters. |

When did you begin working in your present position?

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|-------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Prior | 27 | 33% | 28 | 39% | 35 | 33% |
| While | 51 | 63% | 42 | 58% | 64 | 60% |
| After | 3 | 4% | 2 | 3% | 8 | 7% |
| Total | 81 | 100% | 72 | 100% | 107 | 100% |

Self-employed or independent contractor position information:

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

Area of employment:

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|--------------------------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Services | 7 | 47% | 2 | 14% | 0 | 0% |
| Arts, Humanities, or Languages | 2 | 13% | 1 | 7% | 3 | 17% |
| Business | 2 | 13% | 4 | 29% | 4 | 22% |
| Health | 2 | 13% | 1 | 7% | 4 | 22% |
| Public Safety | 1 | 7% | 1 | 7% | 1 | 6% |
| Trades | 1 | 7% | 3 | 21% | 1 | 6% |
| Information Technology | 0 | 0% | 1 | 7% | 2 | 11% |
| Education | 0 | 0% | 0 | 0% | 2 | 11% |
| Science and Engineering | 0 | 0% | 0 | 0% | 0 | 0% |
| Social Sciences | 0 | 0% | 1 | 7% | 1 | 6% |
| Total | 15 | 100% | 14 | 100% | 18 | 100% |

What is your hourly wage and/or annual salary? (Please use numbers only, omit \$)⁴

| | |
|--|--|
| Average hourly wage: \$23.94 (n=8) | Minimum hourly wage: \$10.50 (n=8) |
| Median hourly wage: \$17.00 (n=8) | Maximum hourly wage: \$65.00 (n=8) |
| Average annual wage: \$14,260.00 (n=5) | Minimum annual wage: \$2,000.00 (n=5) |
| Median annual wage: \$8,000.00 (n=5) | Maximum annual wage: \$30,000.00 (n=5) |
| Average hours worked: 21 (n=13) | Median hours worked: 15 (n=13) |

Is this position temporary or seasonal?

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|-------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Yes | 4 | 25% | 4 | 29% | 3 | 18% |
| No | 12 | 75% | 10 | 71% | 14 | 82% |
| Total | 16 | 100% | 14 | 100% | 17 | 100% |

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

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|-------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Yes | 1 | 6% | 7 | 50% | 4 | 24% |
| No but used | 5 | 31% | 5 | 36% | 8 | 47% |
| No | 10 | 63% | 2 | 14% | 5 | 29% |
| Total | 16 | 100% | 14 | 100% | 17 | 100% |

⁴ When the number of hours worked was reported with a range by respondents, a mid-point was used in this calculation.

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

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|--------------------------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Was not sufficiently qualified | 4 | 36% | 1 | 9% | 0 | 0% |
| Other | 4 | 36% | 5 | 45% | 2 | 2% |
| Chose to work in another area | 1 | 9% | 3 | 27% | 0 | 0% |
| Personal enrichment | 1 | 9% | 1 | 9% | 3 | 3% |
| Better paying job | 1 | 8% | 1 | 9% | 3 | 3% |
| Working in another field | 0 | 0% | 3 | 27% | 2 | 2% |
| Could not find a job | 0 | 0% | 0 | 0% | 0 | 0% |

*Because respondents can select more than one option, the total percentage will not equal 100%. 11 respondents selected 11 options in 2019-20, 11 respondents selected 14 options, in 2018-19, and 9 respondents selected 10 options in 2017-18.

Other reasons graduates are not working in a related area:

| |
|---|
| Adding to my expertise and skills in the residential construction field |
| I haven't finished my program because it's impossible to be accepted |
| This is the only job I could find that works with the hours I'm available |
| Will be going to work into the area Related to my certificates |

When did you begin working in your present position?

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|-------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Prior | 5 | 31% | 8 | 57% | 10 | 56% |
| While | 11 | 69% | 6 | 43% | 5 | 28% |
| After | 0 | 0% | 0 | 0% | 3 | 17% |
| Total | 16 | 100% | 14 | 100% | 18 | 100% |

Job Titles & Employer List of 2019-20 Graduates

| Job Title | Employer | FT / PT / SE* |
|--------------------------------|-----------------------------------|---------------|
| 2nd Grade General Ed Teacher | Vail School District | FT |
| Access Assistant | Pima Community College | PT |
| Account Manager | Pilot Services | FT |
| Accountant | Quick & Associates, P.C. | FT |
| Accountant | | FT |
| Administrative Assistant | In Balance | FT |
| Administrative Assistant | Kid's World Preschool | PT |
| Administrative Assistant | Native Seeds/SEARCH | PT |
| Administrative Assistant | Young's Market Company of Arizona | FT |
| Adolescent Group Facilitator | Easter Seals Blake Foundation | PT |
| After School Program Aide | Sahuarita Unified School District | PT |
| Assembler | Roche | FT |
| Assistant | Professional Unicorn Wranglers | SE |
| Assistant Manager | Rack Room Shoes | FT |
| Assisted Living Manager | Heart Homes of Tucson | FT |
| Associate | Amazon | FT |
| Associate Banker | Chase | FT |
| Associate Property Manager | Blue Fox Properties | FT |
| Attendance Clerk | Flowing Wells School District | FT |
| Barista | Casino Del Sol | PT |
| Barista | Starbucks | FT |
| Bartender | Boca Tacos y Tequila | PT |
| Bartender | Stonebridge | FT |
| Biology and Chemistry Tutor | Pima Community College | PT |
| Bookkeeper | Jacobs Electric, Inc. | PT |
| Bookkeeper | RCM | PT |
| Bookseller | Barnes and Noble | PT |
| Border Patrol Agent | CBP | FT |
| Cake Decorator | Albertsons | PT |
| Captioning Agent (2 responses) | CaptionCall | PT |
| Caregiver | Private | PT |
| Caregiver | Private | SE |
| Caregiver | Catholic Community Services | FT |
| Caregiver | Tucson Residence Foundation | FT |
| Cashier (2 responses) | | PT |
| Certified Medical Assistant | TMC One | PT |
| Chart Review | Tucson Orthopaedic Institute | FT |
| Chiropractic Assistant | NWHS | PT |
| Claims Rep | State Farm | FT |

* Note: FT = Full-time, PT = Part-time, SE = Self-employed or independent contractor

| Job Title | Employer | FT / PT / SE |
|--------------------------------------|--|---------------------|
| Clerk | QuikTrip | PT |
| College Mentor | Tucson Unified School District | PT |
| Construction Consultant | Joan D Wike | SE |
| Contract Administrator | Nelson J. Greer Painting Contractors, Inc. | FT |
| Contractor | Premier Management Corporation | FT |
| Courtesy Clerk | Kroger | PT |
| Customer Service Manager | Safeway | FT |
| Customer service rep | Citi Bank | FT |
| Customer Service Rep | Learning A-Z | FT |
| Delivery Driver | Papa John's | PT |
| Delivery Person | Shipt | SE |
| Deputy Trainee | Maricopa County | FT |
| Direct Support Professional | Arizona Mentor | FT |
| Direct Support Professional | Korayma Burgos | FT |
| Direct Support Provider | The Arizona Mentor | FT |
| Dog Sitter | Rover | SE |
| Driver | Mister Car Wash | FT |
| Driver/Mover | Two Men and a Truck | PT |
| Early Childhood Education Specialist | Vail Unified School District | FT |
| ED Tech | Banner UMC | FT |
| Electrician | Trident Seafood | FT |
| Emergency Department Tech | Banner Health | FT |
| EMT | G4s | PT |
| Engineering Intern | Southwest Gas | FT |
| English Teacher | Marana Unified School District | FT |
| EVS | Oro Valley Hospital | FT |
| Fast Food Worker | Carlos Bernal | PT |
| Field Technician Assistant | USGS | PT |
| Finance & Administrative Specialist | IRC | FT |
| Fire Captain | Pascua Pueblo Fire Department | FT |
| Firefighter EMT | South Tucson Fire and Avra Valley Fire | FT |
| Firefighter/CEP | Green Valley Fire District | FT |
| Front Desk Associate | Massage Envy | PT |
| Fulfillment Specialist | Target | PT |
| Fulfilment | Amazon | FT |
| General Merchandise Expert | Target | FT |
| Gymnastics Coach | Tucson Gymnastics Center | PT |
| Hairstylist | Kennaland | FT |
| Head of Mission | | FT |
| Health Aide | Bayada | PT |
| Health Teacher | Tucson Unified School District | FT |
| HIM Rep | UnitedHealth Group | FT |
| Home Health Aide | Private Client | PT |
| Hostess | Outback Steakhouse | PT |
| Hourly Assistant Manager | Freddy's Frozen Custard and Steakburgers | FT |

| Job Title | Employer | FT / PT / SE |
|-------------------------------------|--|---------------------|
| House Cleaner | | SE |
| House/Pet Sitter | Self-Employed | PT |
| HR Intern | El Río Health | PT |
| HR Specialist | Pima Community College | FT |
| Human Resource Assistant | Alorica | FT |
| Independent Contractor | Fleet | SE |
| Independent/Owner | Sales | SE |
| Industrial Engineer | PepsiCo | FT |
| In-Home Service Provider | FABAS Inc. | PT |
| Insurance Specialist | Adult and Children's Footcare Specialist | FT |
| Intern | Research Experience for Undergraduates | PT |
| IT Help Desk Assistant | Pima Community College | PT |
| IT Manager | On-Site Health & Safety | FT |
| IT Support Technician | El Rio Health Center | FT |
| Lead Teacher | Strauss Early Childhood Education Center | FT |
| Leasing Agent | Kachina Springs | PT |
| Legal Billing | Kimminau Law | SE |
| Legal Processing Support | County Attorney | FT |
| Library Page | Pima County Public Library | PT |
| Licensed Pharmacy Technician | Optum RX | FT |
| Logistics Management Specialist | DoD Army | FT |
| Long-Term Substitute | Sunnyside Unified School District | FT |
| LPN | Hospital | FT |
| Machinist | Raytheon | FT |
| Manager | U City Church | SE |
| Manager | Wienerschnitzel | FT |
| Marketing & Events Coordinator | Fourth Avenue Merchants Association | FT |
| Math Teacher | Tucson Unified School District | FT |
| Mechanic | University of Arizona | FT |
| Medical Assistant | Banner | FT |
| Medical assistant | Banner Health OB/GYN | FT |
| Military | Air Force | PT |
| MLT | St. Joseph's Hospital | FT |
| Nanny | | PT |
| Network Technician/Systems Engineer | El Rio Community Health Center | FT |
| Nurse | Danville | FT |
| Nurse Tech | Oro Valley Hospital | PT |
| Office Aide | PCC | PT |
| Office Manager | Adam D Technology | FT |
| Office Manager | Family Life Academy | FT |
| Office Manager | Unified Services Pest Control | FT |
| Operations Associate | JCPenney | PT |
| Order Puller | Home Depot | PT |
| Page | Nanini Library | PT |
| Paraeducator | San Francisco Unified School District | FT |

| Job Title | Employer | FT / PT / SE |
|---------------------------------------|--|---------------------|
| Paramedic | | FT |
| Patient Care Assistant | Banner Health | FT |
| Patient Care Technician | Banner Health | PT |
| Patient Care Technician | Saint Joseph's Hospital | FT |
| Patient Care Technician (2 responses) | Tucson Medical Center | FT |
| Patient Care Technician (2 responses) | Tucson Medical Center | PT |
| Patient Finance Specialist Sr. | Banner University Medical Group | PT |
| Payroll | SM&R | FT |
| PCA | Banner Health | FT |
| PCT | St. Joseph's Hospital | FT |
| Pharmacy Technician | | PT |
| Phlebotomist | Tucson Medical Center | PT |
| Photojournalist/Public Relations | Government | FT |
| Pre k teacher | Griffin Foundation | FT |
| Pre-Registration | Northwest Medical Center | FT |
| Preschool Teacher | A.L.L. | FT |
| Produce Clerk | Sprouts Farmers Market | FT |
| Production Director | A-10 Thunderbolt II Demonstration Team | SE |
| Project Manager | Aqua Design International | PT |
| Project Manager | DK Paint | FT |
| Realtor | MHG | SE |
| Receiving Associate | Home Depot | PT |
| Receptionist | Literacy Connects | FT |
| Registered Agent Specialist | Smallbiz.com | PT |
| Registered Behavior Technician | Optima Behavior Consultation | FT |
| Respiratory Therapist | Banner University Medical Center | FT |
| Retail Associate | Tucson Botanical Gardens | PT |
| Sales Associate | Bed Bath & Beyond | PT |
| Sales Associate | Cost Plus World Market | PT |
| Sales Associate | Pier 1 Imports | PT |
| Sales Associate | Platinum Fitness | PT |
| Sales Associate | American Eagle Outfitters | PT |
| Sales Associate (2 responses) | Nike | PT |
| Sales Associate | TJ Maxx | PT |
| Sales Representative | Brighton Collectables | PT |
| Sandwich Artist | Subway | FT |
| Sandwich Artist (2 responses) | Subway | PT |
| Seasonal Warehouse Associate | Target Warehouse | FT |
| Senior Contract Officer | City of Tucson | FT |
| Server | Cracker Barrel | FT |
| Server | Ginza | PT |
| Server | La Posada | PT |
| Server | Red Lobster | FT |
| Server | Thirsty's | PT |
| Shift Leader | The Screamery | PT |

| Job Title | Employer | FT / PT / SE |
|---|---|---------------------|
| Shopper | Instacart | SE |
| Solar Sales | Complete Solar | FT |
| Special Education Aide | Vail School District | FT |
| Special Education Teacher (2 responses) | Amphitheater School District | FT |
| Special Education Teacher | Benson Primary School | FT |
| Special Education Teacher | Marana High School | FT |
| Special Education Teacher | Legacy Traditional School | FT |
| Stock Supervisor | Vans | PT |
| Store Manager | TNT Men's Fashion | PT |
| Student Worker | | FT |
| Supervisor | Mister Car Wash | FT |
| Surgical Technician | TMC | FT |
| Survey Drafter | Alta Arizona | FT |
| Systems Administrator | The University of Arizona | FT |
| Teacher | Child Parent Centers | FT |
| Teacher | Desert Vista High School | FT |
| Teacher | Flowing Wells School District | FT |
| Teacher | Laveen Elementary School District | FT |
| Teacher | Luke AFB Child Development Center | FT |
| Teacher | Nosotros, Inc. | FT |
| Teacher | Prescott Unified School District | FT |
| Teacher | Ranch Elementary | FT |
| Teacher | Small Miracles | FT |
| Teacher (3 responses) | Tucson Unified School District | FT |
| Teacher's Assistant | Sunnyside | FT |
| Technical Analyst | | FT |
| Technician | Karin Ahlstrand PLC | SE |
| Teller | Wells Fargo | PT |
| Training Manager | CGI | FT |
| Truck Driver | Freeport McMoRan | FT |
| Truck Driver | Eagle Transportation | FT |
| Tuition Manager | St. John the Evangelist Catholic School | FT |
| Tutor | | PT |
| Work Study | Pima Community College Vet Center | PT |
| | Funtasticks | PT |

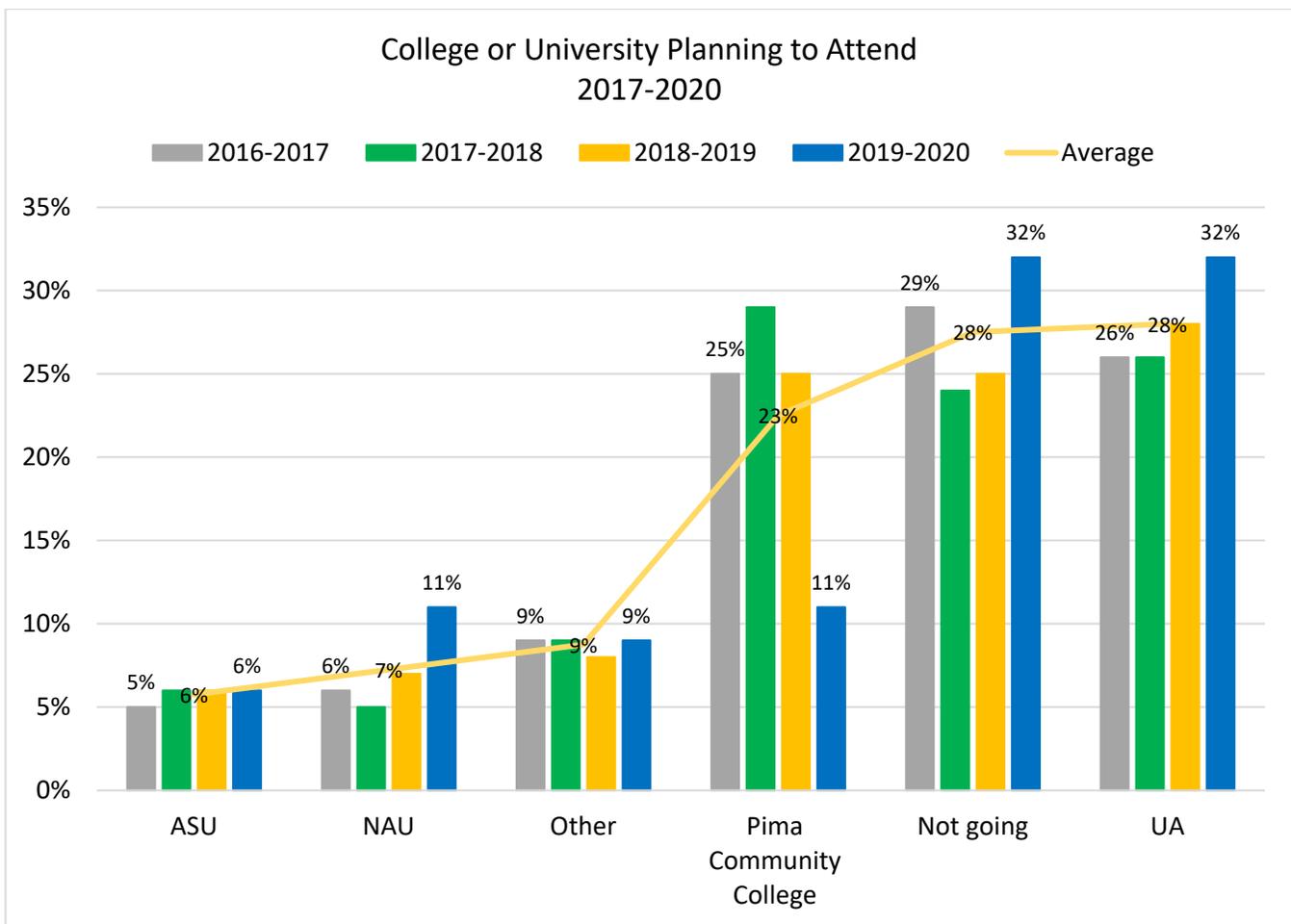
Location of Employment

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|----------------------------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Pima County | 197 | 91% | 164 | 95% | 230 | 94% |
| In-State, Outside of Pima County | 9 | 4% | 2 | 1% | 7 | 3% |
| Out-of-State | 10 | 5% | 6 | 3% | 7 | 3% |
| Total | 216 | 100% | 172 | 100% | 244 | 100% |

Section 3: Continuing Education

Which college or university are you currently attending or plan to attend this year? 2019-20 Graduates

| | Number | % | % of those who are currently attending or plan to attend | |
|------------------------|--------|------|--|------|
| Not going | 111 | 29% | Omitted from calculation | |
| UA | 102 | 26% | 102 | 37% |
| Pima Community College | 96 | 25% | 96 | 35% |
| Other | 34 | 9% | 34 | 12% |
| NAU | 25 | 6% | 25 | 9% |
| ASU | 19 | 5% | 19 | 7% |
| Total | 387 | 100% | 276 | 100% |



Other Colleges:

| |
|--|
| Arizona College of Allied Health |
| Arizona College of Nursing |
| ASU or CUNY |
| Colombia Southern University |
| Embry Riddle Aeronautical University (2) |
| Exploring options |
| Fairleigh Dickinson University |
| Grand Canyon University (3) |
| I am not sure where I will obtain my bachelor's degree from yet. |
| I don't know |
| I have my Master's Degree |
| I have no intentions of attending an Arizona university |
| I have not decided. |
| May take a semester off |
| New Mexico State University |
| no sure |
| None of the list I will have completed my Great plan |
| Orange Coast College |
| Purdue |
| Southwestern Assemblies of God University |
| SUNY Environmental Science and Forestry |
| Tohono O'odham Community College |
| Uncertain, depends on football. |
| Undecided |
| University of Utah |
| University of Washington |
| University of Wisconsin Madison |
| unsure |
| unsure what my plans are |

Will you be attending full-time or part-time?

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|-----------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Full-time | 192 | 73% | 157 | 65% | 229 | 67% |
| Part-time | 72 | 27% | 86 | 35% | 114 | 33% |
| Total | 264 | 100% | 243 | 100% | 343 | 100% |

Section 4: Educational Experience

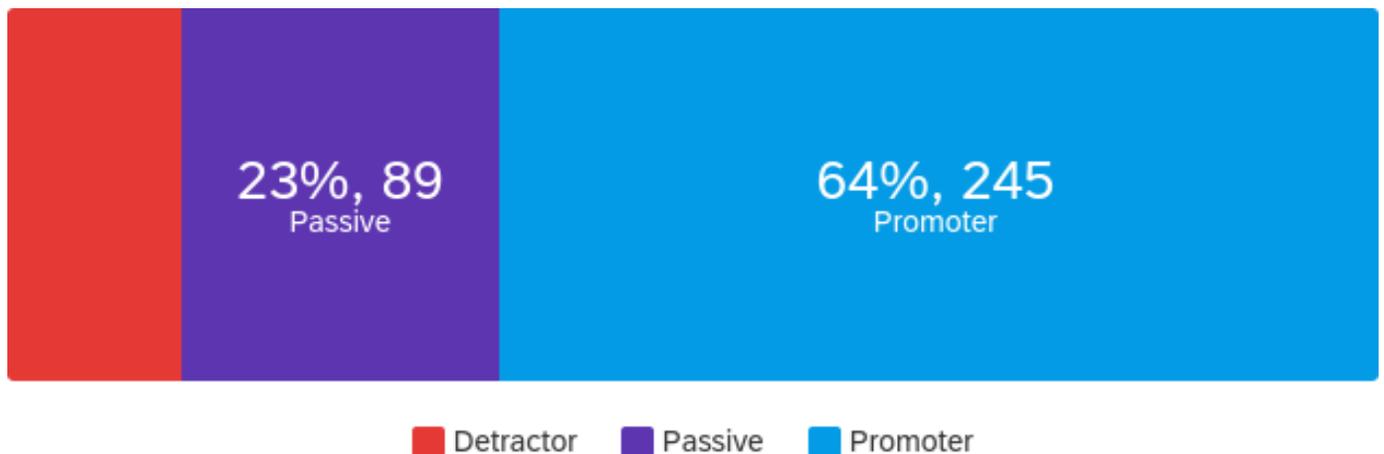
A common method used to measure and evaluate customer satisfaction and loyalty is the Net Promoter Score (NPS)⁵. After the NPS reported by graduates increased for three years, from 47.18 in 2015-16, 51.20 in 2016-17, and 55.67 in 2017-18, the 2018-19 graduates reported a score of 53.89, a 1.78 decrease. The 2019-20 graduates score of 51.57 is the second year of decrease (-2.32).

The average score of the 2019-20 graduate responses was 8.51, with a median of 9.50, the 2018-19 graduate responses was 8.61, with a median of 10.00, the 2017-18 graduate responses was 8.70, with a median of 10.00, the average score of the 2016-17 graduate respondents was 8.63, with a median of 9.00, and the average score of the 337 2015-16 graduate respondents was 8.46, with a median of 9.00.

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

| Graduate Cohort Respondents | NPS | Year-to-Year Change | Mean | Median |
|-----------------------------|-------|---------------------|------|--------|
| 2015-16 | 47.18 | Not applicable | 8.46 | 9.00 |
| 2016-17 | 51.20 | +4.02 | 8.63 | 9.00 |
| 2017-18 | 55.67 | +4.47 | 8.70 | 10.00 |
| 2018-19 | 53.89 | -1.78 | 8.61 | 10.00 |
| 2019-20 | 51.57 | -2.32 | 8.51 | 9.50 |

| | | Promoters (9 or 10) | Passive (7 or 8) | Detractors (0 to 6) | Total |
|---------|--------|------------------------|---------------------|------------------------|---------|
| 2019-20 | Number | 245 | 89 | 48 | 382 |
| | % | 64.14% | 23.30% | 12.57% | 100.00% |
| 2018-19 | Number | 209 | 76 | 36 | 321 |
| | % | 65.11% | 23.68% | 11.21% | 100.00% |
| 2017-18 | Number | 310 | 107 | 50 | 467 |
| | % | 66.38% | 22.91% | 10.71% | 100.00% |
| 2016-17 | Number | 387 | 168 | 68 | 623 |
| | % | 62.12% | 26.97% | 10.91% | 100.00% |
| 2015-16 | Number | 211 | 74 | 52 | 337 |
| | % | 62.61% | 21.96% | 15.43% | 100.00% |

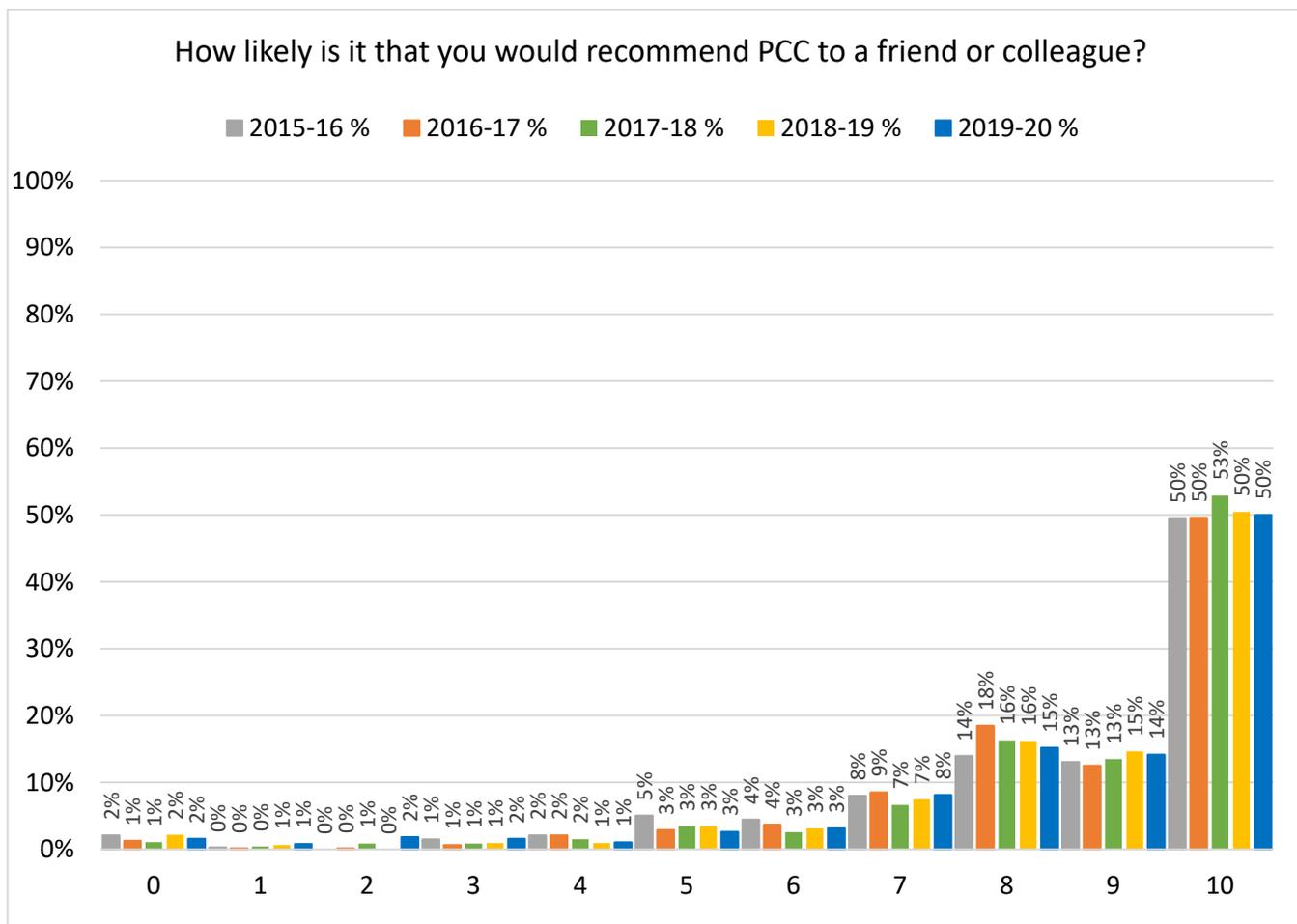


⁵ Net Promoter Score (NPS) is a method used to measure and evaluate customer satisfaction and loyalty. To calculate the NPS, the percentage of Detractors is subtracted from the percentage of Promoters.

Net Promotor Score (NPS) Continued...

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

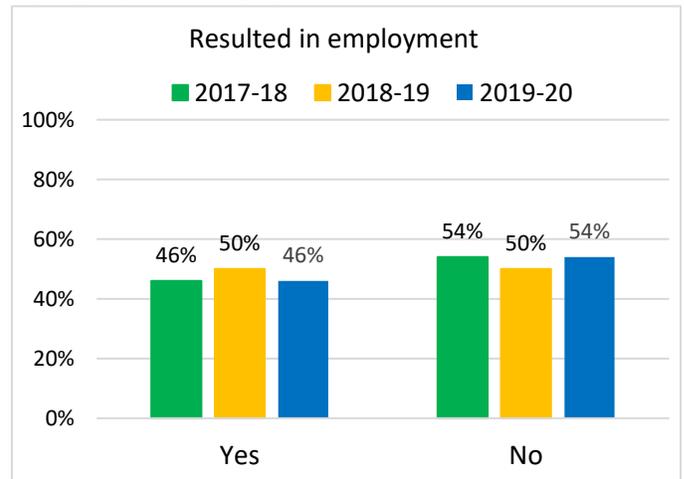
| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|---------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| 0 (Detractor) | 6 | 1.57% | 7 | 2.18% | 5 | 1.07% |
| 1 (Detractor) | 3 | 0.79% | 2 | 0.62% | 2 | 0.43% |
| 2 (Detractor) | 7 | 1.83% | 0 | 0.00% | 4 | 0.86% |
| 3 (Detractor) | 6 | 1.57% | 3 | 0.93% | 4 | 0.86% |
| 4 (Detractor) | 4 | 1.05% | 3 | 0.93% | 7 | 1.50% |
| 5 (Detractor) | 10 | 2.62% | 11 | 3.43% | 16 | 3.43% |
| 6 (Detractor) | 12 | 3.14% | 10 | 3.12% | 12 | 2.57% |
| 7 (Passive) | 31 | 8.12% | 24 | 7.48% | 31 | 6.64% |
| 8 (Passive) | 58 | 15.18% | 52 | 16.20% | 76 | 16.27% |
| 9 (Promoter) | 54 | 14.14% | 47 | 14.64% | 63 | 13.49% |
| 10 (Promoter) | 191 | 50.00% | 162 | 50.47% | 247 | 52.89% |
| Total | 382 | 100.00% | 321 | 100.00% | 467 | 100.01% |



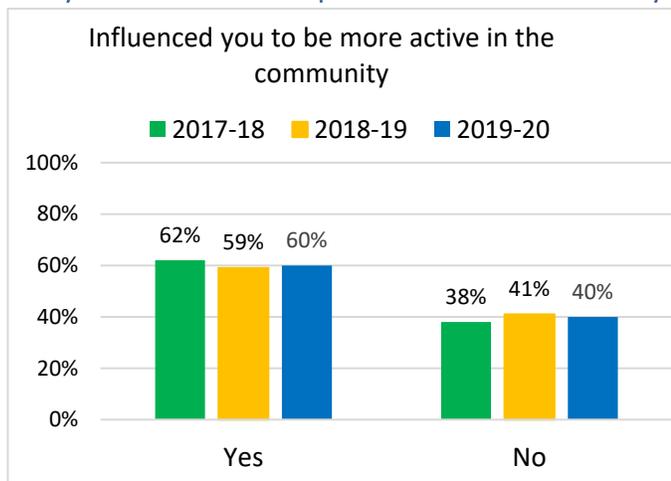
Has your educational experience....?

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

| | Yes | | No | | Total |
|---------|-------|------------|-------|------------|-------|
| | Count | Percentage | Count | Percentage | |
| 2019-20 | 75 | 46% | 89 | 54% | 164 |
| 2018-19 | 59 | 50% | 59 | 50% | 118 |
| 2017-18 | 86 | 46% | 100 | 54% | 186 |



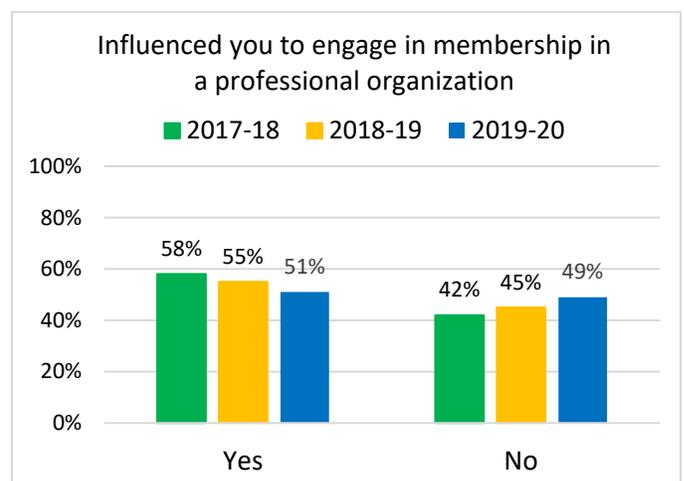
Has your educational experience....? Influenced you to be more active in the community



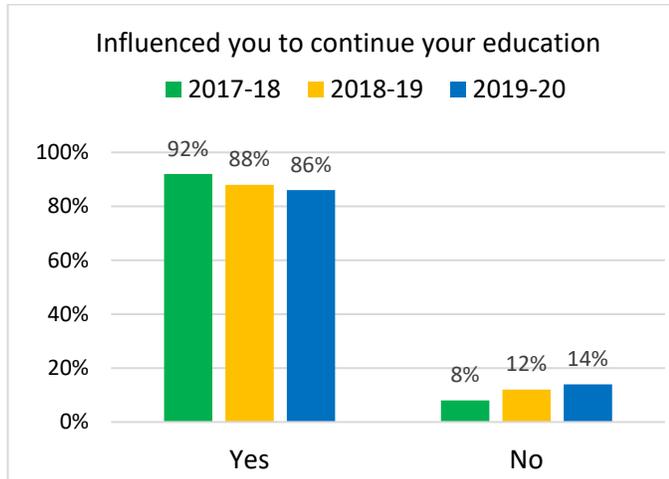
| | Yes | | No | | Total |
|---------|-------|------------|-------|------------|-------|
| | Count | Percentage | Count | Percentage | |
| 2019-20 | 191 | 60% | 130 | 40% | 321 |
| 2018-19 | 151 | 59% | 107 | 41% | 258 |
| 2017-18 | 213 | 62% | 129 | 38% | 342 |

Has your educational experience....? Influenced you to engage in membership in a professional organization

| | Yes | | No | | Total |
|---------|-------|------------|-------|------------|-------|
| | Count | Percentage | Count | Percentage | |
| 2019-20 | 162 | 51% | 157 | 49% | 319 |
| 2018-19 | 141 | 55% | 116 | 45% | 257 |
| 2017-18 | 202 | 58% | 147 | 42% | 349 |



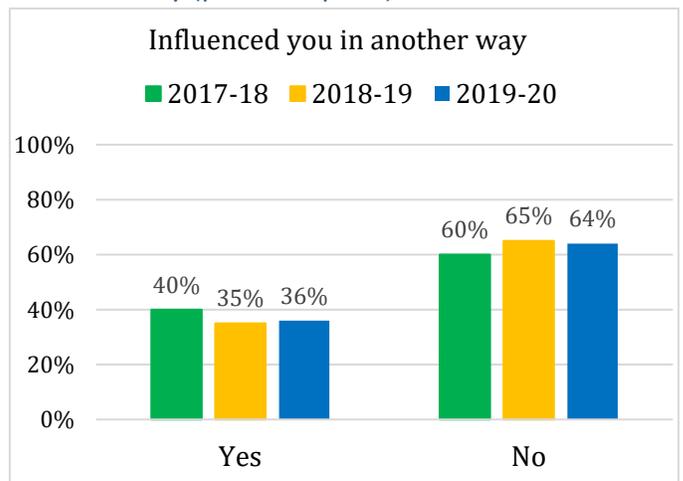
Has your educational experience....? Influenced you to continue your education



| | Yes | | No | | Total |
|---------|-----|-----|----|-----|-------|
| 2019-20 | 290 | 86% | 46 | 14% | 336 |
| 2018-19 | 258 | 88% | 34 | 12% | 292 |
| 2017-18 | 365 | 92% | 32 | 8% | 397 |

Has your educational experience....? Influenced you in another way (please explain):

| | Yes | | No | | Total |
|---------|-----|-----|----|-----|-------|
| 2019-20 | 54 | 36% | 95 | 64% | 149 |
| 2018-19 | 37 | 35% | 70 | 65% | 107 |
| 2017-18 | 65 | 40% | 98 | 60% | 163 |



Other ways graduates were influenced by their education:

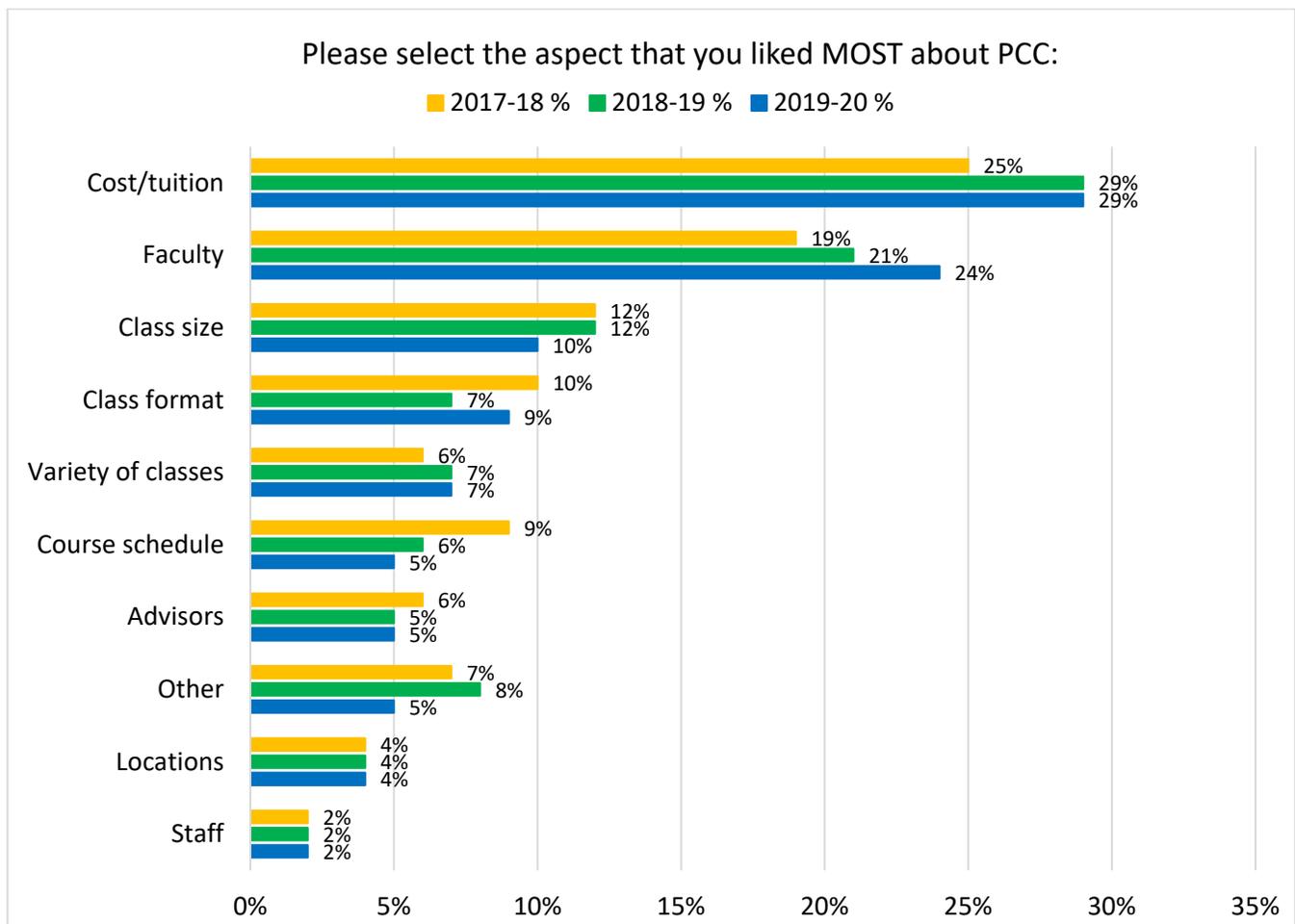
| |
|--|
| Achieve my own goals |
| Added teaching as an employment option |
| Athletics |
| Be more careful when taking on debt |
| Becoming More confident professionally |
| Being a tutor for the college has given me the confidence to continue especially since i am older. |
| Better myself |
| Bucket List Item |
| Built community |
| by obtaining a degree more windows of opportunities are open for me. |
| Choose a different career |
| continue school |
| Correctional Nursing |
| education is important |
| helped mentor friends and family |
| How to lead by example! |
| I can achieve my goals and do well in school working and and a single mother |
| I feel more motivate |
| I would love to work at pima community college in culinary arts program |
| Increased my understanding of my chosen field |
| Influenced me to advocate for other students when they were being discriminated against. |
| Influenced me to become more social and friendly |
| Influenced me to keep learning, not necessarily by taking more classes. |
| Influenced to keep learning |
| inspire family members |
| It has showed me there are multiple paths to my goal |
| It influenced me to come back after obtaining my bachelor's for a human resource certificate |
| Just to go out and be active with people in the community. |
| Keep reaching for my goals nommatger how hard things get! |
| made me more confident in attending higher education classes |
| Made me want to help other students wanting to attend college |
| more confidence that I can do anything that I set my mind to. |
| Motivated to continue to a more advanced program |
| Not trust school administration for my academic well-being |
| Open to taking online classes due to good experience (Prof. [name omitted]) STU210 |
| Other options within my degree field |
| Possible teach in this field; I wanted to complete the study so I can related and share my experiences with the class |
| Study abroad and learn for experiences |
| That community college can offer a quality education |
| The aviation orientation lied about statistical data of pass rate for obtaining a A&P license, utilizing high pass scores from a 2012-2013 academic year and not implying the year in their presentation as if it is current information |

Other ways graduates were influenced by their education: (cont.)

| |
|---|
| The only influences becoming gainfully employed |
| to advocate for fair and equal educational opportunities for all people |
| to be confident in the future |
| To continue studying |
| To encourage others to pursue their goals |
| To get a job |
| To get an online teaching job |
| To keep going no matter how hard it gets |
| To never give up |
| To support accessible education, like Pima |
| To try and stop youth from wasting their live in prisons... I lost 31 years of my life in institutions. |

Please select the aspect that you liked MOST about PCC:

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|--------------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Cost/tuition | 108 | 29% | 88 | 29% | 111 | 25% |
| Faculty | 89 | 24% | 64 | 21% | 85 | 19% |
| Class size | 38 | 10% | 36 | 12% | 54 | 12% |
| Class format | 36 | 10% | 20 | 7% | 42 | 10% |
| Variety of classes | 28 | 7% | 23 | 7% | 25 | 6% |
| Course schedule | 20 | 5% | 19 | 6% | 41 | 9% |
| Advisors | 18 | 5% | 15 | 5% | 27 | 6% |
| Other | 18 | 5% | 26 | 8% | 29 | 7% |
| Locations | 17 | 4% | 11 | 4% | 16 | 4% |
| Staff | 6 | 2% | 5 | 2% | 10 | 2% |
| Total | 378 | 100% | 307 | 100% | 440 | 100% |

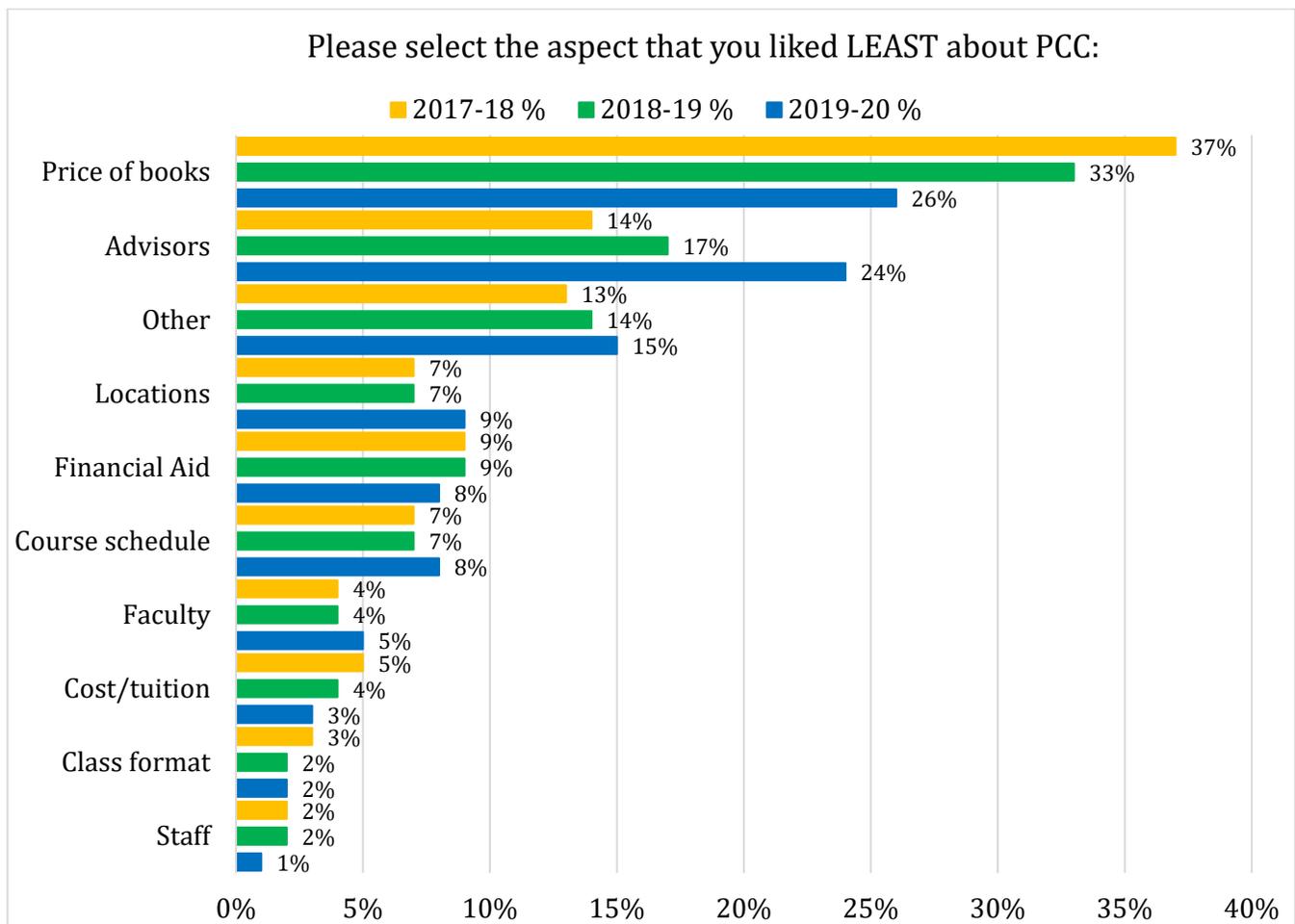


Other aspects graduates MOST liked about PCC:

| |
|--|
| All of it. |
| class size, tuition, faculty/instructors combination of the three listed |
| Definitely NOT the advisors |
| I have utilized all of these and like them all. |
| It was a means to transfer |
| locations, cost, advisors and faculty |
| online |
| Online classes |
| online courses |
| Online program |
| Project Soar |
| some advisors are great very few spend enough time with students, next year due to cuts it will probably be terrible; 30% of the faculty are amazing instructors who are passionate, who stimulate students with a sincere passion to want to know ever more and leave the students wisdom instead of mere knowledge |
| That is offers a post bacc option at Pima prices. |
| The football program. |
| The sense of community and acceptance |
| TRIO (2 responses) |
| Working as a VA work study |

Please select the aspect that you liked LEAST about PCC:

| | 2019-20 Number | 2019-20 % | 2018-19 Number | 2018-19 % | 2017-18 Number | 2017-18 % |
|-----------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Price of books | 94 | 26% | 100 | 33% | 156 | 37% |
| Advisors | 87 | 24% | 52 | 17% | 60 | 14% |
| Other | 53 | 15% | 41 | 14% | 55 | 13% |
| Locations | 32 | 9% | 22 | 7% | 32 | 7% |
| Financial Aid | 30 | 8% | 26 | 9% | 38 | 9% |
| Course schedule | 27 | 8% | 20 | 7% | 29 | 7% |
| Faculty | 17 | 5% | 13 | 4% | 15 | 4% |
| Cost/tuition | 11 | 3% | 11 | 4% | 21 | 5% |
| Class format | 7 | 2% | 7 | 2% | 13 | 3% |
| Staff | 2 | 1% | 7 | 2% | 8 | 2% |
| Total | 360 | 100% | 299 | 100% | 427 | 101% |



Other aspects graduates LEAST liked about PCC:

| |
|--|
| 70% of the faculty are energized seemingly by self-serving egocentric mania or are just doing a job, perhaps their last attempt to find a position within their trained disciplines caring more about fitting in with the institutions good ol boy network than inspiring young minds to reach for the stars |
| All of it, great experience. |
| All of the above besides locations |
| Constant barrage of emails about illegal alien students. There are those of us who don't agree with the position of the school leadership. |
| Constant change of prerequisites required for program |
| Cutting of the football program. |
| Dean |
| Did not like how certain classes are limited to only one campus and not offered online |
| Difficulty for people working full time 8-5's to access services, advisors, and in-person classes |
| everything has been great at PCC |
| Everything was great! |
| grading |
| Handicap parking |
| Hours of locations |
| I haven't had enough experience with the other areas to say that I didn't like it. |
| I never had an issue at Pima |
| I quite enjoyed my time |
| Issues with purchases from bookstore |
| It takes too long to get into nursing |
| Just some unfriendly and unkind students |
| [Name omitted], the main leader at aviation technology he is not active with the student body. Rather he conducts side chat among instructors even during my class time |
| Lack of uniformity within curriculum, lack of support from faculty and administration, students don't have a voice |
| N/A (6 responses) |
| Navigating the processes |
| Night Driving School |
| None (3 responses) |
| Not applicable |
| Not enough counselors for nursing degree |
| Nothing |
| nothing negative, pima is neutral to positive |
| Nursing program politics. They say jump and we have to say how high. |
| Only certain certifications offered at each campus |
| Organization in program |
| personally I think PCC should have more evening classes for those that can't afford to come in the day time because of work |
| Some professors were blatantly racist and discriminated against students |
| Support system |
| Testing Center Staff |
| The administrative staff are relatively unpleasant and Pima is very administrative top-heavy |
| The fact that it took a year to do credit substitutes. |

Other aspects graduates LEAST liked about PCC: (cont.)

| |
|---|
| The fact that literally 90% of my classes had NOTHING to do with what I wanted to go for so now I have to get a 2nd degree since I didn't learn what I needed to. |
| The second half of semester no hands on because of covid |
| There is NO need for a Tech school to have every break that other facits of learning have. We just want to get done. |
| There wasn't really anything that I liked the least. |
| There were no negatives about PCC. |
| Underage registration hold is discrimination. |

Section 5: Graduate Comments:

How could we have made your experience at PCC better? Advising, counseling, career services

| |
|---|
| 1 |
| A clearer understanding of the Classes that I needed specifically in order to transfer. |
| absolutely impossible to get ahold of [name omitted] |
| Actually listen to the questions |
| advising has been wonderful to me the amount of time spent with mine and her dedication most likely allowed me to stave off the thought that promote suicidal ideation |
| advising was flawless |
| Advisor was dis encouraging and flat out told me no financial aid was available |
| Advisors need to be aware of the students coursework and that it pertains to the degree they are trying to earn. Because my advisor didn't know what catalog I was supposed to be under, I was not awarded my degree in the spring of 2019 like I was anticipating. I had to get in touch with the Dean of students to get the stuff straightened out. If my advisor had known what to do I would have been awarded my degree but here I am still waiting. |
| Advisors need to be more helpful with helping CAD students pursue a career and have leads available. |
| Advisors never actually gave me advice, they just agree with whatever plans you have set in place. I get not wanting to interfere, but I'd have appreciated some guidance. Like, "Hey, if you switch to an AAS in Accounting rather than keep your transfer degree, you'll basically be starting over" instead of leaving me to find out for myself and have to wait a month to switch back. That's something that I should have researched better, but being forewarned would have been nice. |
| Advisors that know more about the transition to UA |
| After visiting advising locations multiple times as well as career services, I was never given 100% correct information at any time except when I applied for graduation for my SECOND degree. Because of this, I figured out most things myself rather than seeking the help of an advisor because I got tired of receiving bad information that caused setbacks in my educational career. Seeing as how advisors are typically the first people new students encounter and seek help/guidance from, it is critical for advisors to be able to provide correct information or at least direct the students to somebody else who can. |
| all advisors give different information. they don't inform 1st year students well enough. |
| all advisors to be on the same page because they all tell you different things and you never know what is right and it causes stress |
| Almost all of the advisors that I met with were quite condescending and not helpful. I felt a bit like my voice wasn't being heard. |
| An advising or counseling branch in the teacher Ed program |
| At no meeting did my advisor ADVISE me that I would be receiving a certificate in place of a degree for transferring to an Arizona university. I have no intentions of attending an Arizona university. |
| Basically Non-existent/never contacted me! |
| Be more proactive with students. |
| Been more aware |
| Being able to make appointments would be great, since often I had to visit on my lunch break due to the student center hours coinciding with my work hours. Walk-in means waiting, which isn't always possible if you only have a half hour after driving to campus to meet with an advisor |
| better availability and quicker response times to emails |
| Better communication between all of these |
| better consistency |
| better grades |
| [Name omitted] is the best counselor for me. She provide the best information about health care program. |
| Clearer points of contact, it is hard to see someone appropriate |

How could we have made your experience at PCC better? Advising, counseling, career services (cont.)

| |
|---|
| constant communication |
| Could have listened when students were bringing issues and concerns with classes due to the transition to online and offered any kind of leniency with grades because of the chaos of the transition. Could have taken these issues to the top of the administration so that change could be enacted. |
| Dedicated advisors that can speak directly to your course of study and educational goals |
| Did well.. |
| Don't change anything |
| Easier to access, especially during times that are expected to be high-traffic. Also easier to make online appointments with a advisor. Also, I really wish the setup was more like what's over at the University of Arizona, where I have one person who is my go-to person when it comes to my needs. That'd make it way easier to speak with somebody instead of just hoping i get somebody good and so i don't have to repeat my primary goals each time i speak with an advisor, counselor, etc. |
| Either they are not trained enough or most of them are clueless as to a lot of information. Please have them more educated in programs, what classes you need for them etc. |
| Excellent |
| Fix wait time and train staff properly... they misinformed me. |
| For advisor to actually listen to you and find right program for you and actually have knowledge of at least the programs available in arizona (specifically other college programs for transfer) and not just to push A of U |
| For them to be more knowledgeable about the certificate progams |
| Get better advisors that aren't rude |
| Give better and more consistent information |
| Have a more knowledgeable staff |
| Have everyone know the same information. I got bits of correct info from every different person I talked to |
| Have follow ups with students after individual advisors or give contact info of superiors |
| Have staff that actually knows about the campus, programs, and classes Pima offers. They shouldn't be learning about Pima the same time as a registering student. |
| Have them better trained to help the students, they seem to just be guessing on what classes we might need for our degree. |
| Have them more informed about future programs |
| Hire more competent advisers. |
| I always felt that I never got direct answers from advisors. It took me a year and a half to finally find one that was committed to helping me transfer. |
| I dealt with far too many staff members that were not useful and were actually rude. Many did not care and made me feel like I really was at a community college and gave it a bad rep. |
| I didn't qualify for transfer scholarships to the U of A, but my counselor didn't tell me this? Maybe he didn't anticipate it but it would ve been helpful to know earlier. So for future notice, if you have attended a four year university prior to community college, you don't qualify for transfer scholarships OR PTK scholarships. RIP. |
| I didn't have a counselor help me set up a degree plan until my last semester. I didn't even know that was an option at pima |
| I found that most advisors at Northwest campus could not help me or I was misinformed. I ended up researching any information I needed myself. |
| I had either REALLY good advisers or REALLY bad, that instead of helping me they hindered me |
| I had one thing that went wrong and changed everything |
| I never was given the same information twice. Advising branches do not communicate with each other from campus to campus, and everyone gives different incorrect information. Good luck finding an advisor who actually knows what is going on. |

How could we have made your experience at PCC better? Advising, counseling, career services (cont.)

| |
|---|
| I only found two great counselors and one was terminated. The other counselors I don't think are very good and most advisors I had only wanted to get you out the door as fast as possible. |
| I spoke with a different counselor every time and got different information every time |
| I think having a counselor that is familiar with transfer degrees would be nice. I did notice a slight disconnect when I talked to a counselor at the University of Arizona. |
| I think PCC is about right on the money as far as counseling, career services |
| I used them twice and have not that great help |
| I was not aware that my STU 100 was a required part of my degree. Would have been more beneficial to take earlier. |
| I wish advisers knew more about what the University expected for credits. They only knew specific AGECE questions. All in all, I felt alone when trying to figure out what I specifically needed to get into UofA. |
| I would have like all advisors to be on the same page. I was given different information. |
| Improve. Some of the counselors have no idea what they are talking about and are rude |
| In my experience they all do a great job at their position and extremely helpful. |
| In my most recent year at Pima - I've spoken to 3 advisors. 2 of them steered me in the wrong direction (1 struggled with the enrollment system and one gave me bad advice which could have cost me my certification. 1 was awesome and went above and beyond explaining what to do next in my education. So - it would seem that the advisors either are stretched to thin - and/or need additional training. |
| It was fine. |
| It was very rare to find an advisor that had your best interest in mind. I was told countless of times the wrong information that set me off track or delayed my progress at Pima. It wasn't until I met with the advisor from Grand Canyon university where I would be transferring to that helped me figure out what I needed to get done. Easily the area that needs the most improvement. I can't even tell you how many times I have encountered a rude advisor. |
| It would be best if all counselors had basic knowledge of each major or showed us where to find such information instead of just letting us find out on our own |
| Knowing more |
| Make it easier to get in touch with the health advisors that sign us up for our classes |
| make sure that all advisors give the same information |
| More advisors available during busy times. |
| More clarity on who my counselor is. It switched halfway through my experience and I didn't know until after. |
| More communication between staff |
| More informed |
| More knowledge I transferring |
| more knowledgeable in the field i was being advised |
| My experiences with this topic is positive (: |
| My first couple semesters at Pima the advisors were absolutely no help to me. Till I finally decided what I wanted to get my associates degree in. |
| My initial advisor didn't follow the correct pathway for my degree, which made my we one semester much more difficult. And then it took 3 month for my program advisor to get me everything I needed for graduation. |
| My VA counselor was great |
| N/A (2 responses) |
| Need to actual help, I followed to degree plan off of the site. The adviser I went to see did not help in any way. |
| Needs improvement |
| Nicer people who could maybe even pretend they like helping people |

How could we have made your experience at PCC better? Advising, counseling, career services (cont.)

| |
|---|
| none no need for improvements |
| Not assume when I want to major in CS that I wanted to do it at Pima |
| Not experienced at all with my certificate of Civil Engineering Cad Technology |
| Nothing, all counselors have always been so helpful |
| nursing program advisor before I was accepted in program. |
| Offer all information so you have a better understanding of what your goal entails. I found out I had to have four classes to get my AGEC on my last semester and had to ask NAU what I needed. |
| Ok |
| overall good |
| Program advisers should be knowledgeable about program prior to being able to work with student. I was given wrong information by a green adviser. |
| Provide more awareness of these services |
| providing more Advisors and Counselors. Having to wait for two weeks to meet or talk to an Advisor or counselor I did not like. |
| Quicker service |
| Remove underage student registration hold. |
| Seriously. Figure your s*** out on this one. I was consistently told different things about my degree plan and finally finished only after contacting the dean of admissions- who I had met earlier and still had a card from. |
| Services were, on numerous occasions, difficult to obtain due to small, inflexible availability. At least a couple times per year I had to fight with support because I couldn't access services required of me to enroll in classes or graduate due to conflicts with my job schedule and personal mobility limitations. I understand this sort of narrow approach in universities with a fairly homogeneous population, but PCC knows very well that many of their students lack personal transportation and/or have outside commitments like jobs and children. I was able to attain the services I needed via email, but getting through to someone who would allow me to do so instead of sending me in circles with the incorrect information was tiresome and frustrating. |
| [Name omitted] is the BEST |
| Shorten wait times |
| Should have been better |
| Some did not know how to help in the beginning of my education |
| Some of the advisors gave vague information that didn't really apply to my situation. So some more student specific and one-on-one hep would be nice. |
| Sometimes advising can be hit or miss with helpfulness. I have left feeling equally prepared as when I went it. |
| Started off pretty rocky...cancelled my orientation. |
| Stop recommending classes that aren't part of the program |
| The advising department really helped me anytime I had an issue. I really appreciated all the help they gave. |
| The advisor who did my education plan with me did it incorrectly and now I may not be able to graduate after all my hard work. My department head, who is amazing, is looking into it for me. But I hope that I will not be penalized for the fault of someone else. My counselor screwed up my graduation. [Name omitted] |
| The advisors at west campus where always so rude especially [description omitted]... thats the only downfall i ever had at PCC WEST and i went to all.. |
| The advisors should be more knowledgeable |
| The issue has been resolved, was given incorrect information which resulted in taking courses I did not need. Different campuses are no longer allowed to advise for nursing courses |
| There are only 4 staff members in the student service building at NW campus that didn't make me feel like I was an inconvenience when I needed help the most. |

How could we have made your experience at PCC better? Advising, counseling, career services (cont.)

| |
|--|
| There were times when I waited 2 hours or more to see an advisor/counselor. |
| This area in advising needs a great deal of attention. One advisor for a group of fields. We do not get the attention that is required. |
| This was the only real safe place to help and they actually listened, and had help when need major intervention to not quit. |
| Through the advising services |
| train them to know each degree and their reqs . |
| Training to advisors |
| truthful stats in orientation, not utilizing stats from 2012-2013 academic year pass rate for A&P license |
| Virtual meetings. |
| Walk step by step how to do things, not just send me to a website. |
| When I came in and mentioned I wanted to go to the nursing program, not one time was I advised there was only a few prerequisited I needed and I could apply. I was just given the requirements and sent on my way. I pretty much learned as I went, and none of the advisers were on the same page. |
| When I started, [name omitted] was great, I felt like she really knew me and helped me even before I actually needed, I felt as though once she left I was no longer understood and no longer felt the same connections. Things and questions felt more difficult. |
| X |
| Y |
| Yes |

How could we have made your experience at PCC better? Communication/access to information/ website:

| |
|--|
| 2 |
| a little complicated, take more to get use to with the system. |
| Allow students to use personal emails for correspondence. Get rid of D2L. |
| Aviation technology should focus more on FAA testing rather than extras that are not necessary |
| better access to information in black and white and not hidden under multiply tabs and/or links |
| Communication regarding shortened hours for the bookstore or student center would be super appreciate by everyone, I'm sure. I can't tell how many times I showed up to the bookstore but their hours had been shortened and they were closed, even though google maps and the website stated they'd be open when I arrived. |
| Decent |
| don't change anything |
| Easy and straight forward |
| Ensuring books are exactly what the teacher is using for the course; editions are key and updates matter. |
| everything was perfect to me |
| Excellent (2 responses) |
| Figuring out how to register as a student was confusing. The website could be improved. |
| fix the search engine |
| generally communication was rather quick which is nice websites pretty easy to work with and information sometimes can be a little bit difficult to find especially when you're looking for the bookstore you just had a link on the front page that would be a lot helpful |
| Good (3 responses) |
| great and accessible |
| Great. |
| Hard to navigate to certain areas |
| I found that there was information I needed and could not find until someone had to tell it to me, and there was information that should have been told to me that I had to find myself. |
| I had no problems in those categories. |
| I taught students how to use the PCC website and even then, I can't figure out where some things are hidden. All information should be easily accessible. |
| I thought the communication was good online |
| links |
| Longer hours in the computer commons. |
| make it easier to track down information, especially financial aid information. Also, update the portals to look like they weren't made in 2003 |
| Modern design, better UI. |
| More connections between email and D2L |
| More virtual access |
| My instructors let us know where we could find information on the pima websites to benefit our major |
| Mypima seems to be down a lot |
| N |
| N/A (11 responses) |
| Needed a class on the website |
| Needs to communicate the students needs not PCC's |
| no comment |
| None! |

How could we have made your experience at PCC better? Communication/access to information/ website (cont.):

| |
|--|
| Nothing |
| outstanding |
| poor responses with little improvement in solving issues. |
| Q and A hotline |
| Send emails to notify students if a course they are enrolled in is cancelled. It effects financial aid status and has really hurt me in the past to not be informed of these changes. |
| Tell students all the benefits from the website on day one. I'm graduated and barely learned you could access documentaries or articles from the library. |
| The website is convoluted and the search function on it is useless |
| there is no to little continuity in how instuctors use the D2L , some are great and you can easily keep up on where you stand in the class and aware of upcoming due dates, then again that is a rare thing , most make no sense thats why it would be nice if students could review syllabi prior to registering , when a student sees how delinquent instructors are they will undoubtedly creat a market demand for quality instruction this coul provide administration a list by default of teachers that are lazy and or underperforming not that D2L is at all necessary but for any conveyance medium utilized by an instructor if annoucements are one or two semesters old it should be a flag to administration apparenty adminstators themselves are blind to the lazy instructors |
| Update D2L |
| Very good (2 responses) |
| web site i found very hard to read and too busy for Dyslexics |
| website information is scarce, and not updated. |
| Your website is not the most helpful or intuitive |
| 2 |

How could we have made your experience at PCC better? Costs (books, tuition, etc.)

| |
|---|
| 3 |
| As you know - books can be extremely expensive. It would be nice to have a less expensive option. |
| Bad (expensive) |
| Book cost less |
| book rentals should have some sort of cash refunds for non-damaged books |
| Books |
| books cost more at campus than you can get anywhere else. |
| books cost too much, but would it even be college if a person doesn't have to sell a kidney to pay for books? |
| Books could be less expensive |
| Books could be more affordable |
| Books less |
| Bring the book cost down |
| Buy books back for more money. Also, stop charging a \$200 fee just to go to school each semester. |
| Can always go lower on books |
| Cheaper book not written by pima |
| Cheaper books |
| Cheaper books online book options |
| Cheaper for math |
| Cheaper tuition would be nice |
| Cost less (2 responses) |
| Cost of books |
| Costs were not terrible some of the books that were on a digital platform their programming needs to be a little better especially things like cengage or Pearson counterproductive at times |
| Directing students to scholarships. |
| excellent |
| Expensive |
| Fair |
| For online classes that require an access card, PCC overcharges as well as sells students 2 year access cards rather than 18 week access cards. To take two online classes, access cards cost me \$300 from PCC because only 2 year access cards are offered, whereas I could have bought 18-week access cards from the service provider directly and it would have cost me less than half that. I later learned this and never bought access cards from PCC again. |
| Found some books unnecessary |
| giving elderly students 50% off tuition is one of the best things many of my family are in higher education across the nation and are impressed with that benefit to the community members many of which are assets to classroom projects having a more diverse perspective |
| Good (3 responses) |
| Great, love it, A++ |
| have books that are not made for the school |
| Have teachers encourage using one edition back |
| high cost |
| High for my budget |
| I bought used books because yours were too expensive |
| I do not think teachers should pay full tuition without any assistance |
| I ended up paying for my Spanish book twice which I later discovered was not necessary. |

How could we have made your experience at PCC better? Costs (books, tuition, etc.) (cont.)

| |
|--|
| I go elsewhere for books and am covered under the GI Bill |
| I noticed tuition is raised per credit hour almost every semester, I'm curious as to why that is. |
| I think tuition is affordable, and I rent my books from Amazon |
| It could be nice to have students make payments to books when too expensive. |
| It would be nice if the online book subscription lasted two semesters. It was expensive and I only used a fraction of the books I paid for. |
| It'd be nice to be offered individual textbooks instead of a package deal, for those who are unable to afford the entire pack and don't receive financial aid. For the Bookkeepers' package, I would highly suggest selling the handbook separately. Specifically for anyone who may misplace their handbook or anyone who's interested in pursuing bookkeeping in general. |
| Less expensive (2 responses) |
| Less expensive, more refunds |
| less fees for clep testing |
| Look at lower-cost books and tuition for students. |
| lower cost in books |
| Lower costs are always nice |
| Lower or offered discounts |
| lower price on the books especially for single parent |
| Lower the cost. |
| Lower these costs |
| lower tuition |
| make cost of food and books at least similar to outside |
| make them more affordable |
| maybe lower the prices on textbooks for new students |
| more affordable |
| N/A (5 responses) |
| No book should cost 100 or more. We need that for food, for gas, for rent, for transportation. |
| No problems |
| None! |
| Nothing |
| obviously lower cost of books and stop increasing tuition and fees. |
| Of course would always be nice if the price is lower. |
| Offer free rental books for students. |
| Online books |
| People do not have the money to purchase books over \$50-\$200. It honestly sad how much pima charges someone for books and tuition. Young Kids can barely afford notebooks and pencils. Make the books and tuition cheaper for the next generations of kids to come to PCC. That they will succeed without worrying how much a book cost or if they can afford it, if not young kids will go to amazon or other places to buy their books and not from PCC bookstore. |
| Provide more free to little cost of online resources. |
| reasonably attain for a person like me |
| Rental, cheaper |
| seems fair |
| some book costs ridiculous |
| Some books were more expensive than at the UofA bookstore |
| some competition for the bookstore, people should be allowed to use early book purchase other places. |

How could we have made your experience at PCC better? Costs (books, tuition, etc.) (cont.)

| |
|---|
| Textbook costs are prohibitive, forcing me to find other solutions such as previous book editions at cheaper cost. Not an ideal solutions, in math texts often the problem sets aren't the same. |
| The cost are too much. Many students are getting better deals online. |
| The cost of math and language books are a bit pricey. |
| The early book program was hard to figure out. The process was confusing and I wasn't able to fully understand it since the early book program only really applies to the beginning of the semester. I think it would benefit from more definitive instructions. |
| they are free on FAA.gov, but new students are pressured to buy books |
| Too expensive and pima doesn't buy them back every semester |
| Tuition is affordable for instate student but the books cost in PCC book store are over price. |
| Tuition is great but certain books cost too much, like sciences. |
| Tuition is reasonable compared to tuition in other institutions, but books are way too expensive. I've regularly spent upwards of \$300/semester for my textbooks, and I can't even sell them back or rent half of them or even buy most of them used, and the digital ones were overwhelmingly way too expensive, sometimes costing even more than the print versions of the books! It's ridiculous!!! |
| Typical |
| Very good |
| Wish we received more when students would sell the books back. |
| X (2 responses) |
| Y |

How could we have made your experience at PCC better? Course offerings/format/availability/location

| |
|---|
| 7 |
| ALL CLASSES AT ALL LOCATIONS! |
| all classes should be available at all campus. i didn't like when some classes are only taught at a specific campus. |
| Always something available for me |
| Classes should not be offered after 8:30 p.m. |
| Common/popular Gen Ed courses should be uniformly available at all or at least most of the campuses. Without transportation, it was difficult to take classes at NW campus and East campus in the same semester. As far as my major courses - I managed to take all but 2 of these courses at night so I could maintain full time at my job. There was no way for me to take my last 2 classes I needed to graduate around my work schedule as anything I could have taken was midday/midweek. I was only able to take these last 2 classes to graduate because I lost my full time job in June and obtained a part time job in August that is flexible with me under the expectation that I graduate this winter and won't have to work around classes anymore soon. |
| Consistent due dates in the same program are necessary. It's very frustrating being a full-time employee and taking 9-12 credits at a time when one teacher decides to use a different due date schedule than literally everyone else in the program. |
| Could be better identifiable online with more availability for substitutions, especially when the class cancels 9 days before the semester starts and there is no alternative. This example happened to me this spring 2020 semester |
| Could use a little bit more variety |
| courses are a mess!! Classes over lap and are limited to particular campuses makes it very difficult to make a schedule. |
| courses were always available for my program of study. |
| Decent |
| desert vista having limit amount of classes |
| Do t offer a degree program when you cut all of the courses related to it. |
| East |
| EMT course is only at east campus. I drive about 100 mi a week to get to class |
| Enjoyed the courses and that I was able to decide my schedule |
| Excellent (3 responses) |
| For the paralegal program there were to many night classes and not enough day classes |
| Good (4 responses) |
| good, couldn't ask for more |
| great coverage some semesters |
| Have more advertisement of when do registration for classes start and end. |
| have more classes available at all campuses |
| Having necessary accounting classes only located at the NW campus in the evenings is difficult for students who take the bus. |
| I considered taking an in-person class (instead of online) but they never fit my schedule since I work 9-5. |
| I feel that more online courses would have been helpful. I am a single mom who lives far away from the downtown campus where all the courses for my program were offered. It was sometimes hard to secure child care while I was attending class, and I used up a lot of gas driving from my home in Marana to the downtown campus and back. I did like having the opportunity to do self-paced courses, but I still had to trek to the downtown campus to turn in assignments. |
| I wish more Mexican American Studies classes were available. Different content and more times to choose from. |

How could we have made your experience at PCC better? Course offerings/format/availability/location (cont.)

| |
|---|
| I wish that the classes were offered in a wider variety of locations. I would have liked to attend classes at a closer location but they either didnt have the class I needed or it was held late at night which didnt work for me. |
| I wish that there were more digital art classes at other campuses because west campus is 30 minutes from my apartment |
| In order to complete my prereqs i had to attend 4 different campuses |
| It unfortunate that all the great classes are held at west campus or downtown campus or north campus because a lot of kids don't have cars to travel to different sides of towns just to take the classes they want and the bus for kids don't run all night when some classes end at 9 or 10. All classes should be held at every campus not just 1 or 2 because that's just not far for kids who live on the eastside of town or southside of town. Make it for every kid to have the opportunity to go any campus and their favorite class will be there instead of them having to choose a different class that they don't wanna take just because their class isn't at desert vista or east campus. Make it for everyone that goes to different campus. Its about making the kids happy during their time in college. That's is what is important. |
| It was disappointing that some courses only had one choice. I know some courses just aren't in high-demand. What was the most disappointing was discovering that BUS 277 only had one option for an actual in-person class, and that class was only ONE day a week. I personally struggled so much with this class and really think it needs to be a twice a week class. I also had an issue with two accounting classes being on the exact same day at the exact same time; and those were the only availabilities for BOTH classes. Again, I can understand demand not being high for these classes (Acc250 and ACC 150), but it'd be great if they weren't given the exact same schedule for students who are interested in taking both. |
| location is on a rough old bumpy road and needs service seriously |
| Lots of variety! |
| make the times for class a little bit more flexible. |
| Many classes were only offered at West campus, a 45 min drive from me. |
| Many courses were only offered one time during the semester which made it difficult to manage other commitments. |
| Many programs are only available to students who do not work, like the respiratory therapy, radiologic technology, and most other medical programs. I switched to business because the only courses available for the radiology program were during my work hours (M-F 8-5), which was incredibly disappointing. |
| More AJS classes at West Campus. |
| More Courses should be offered for smaller classes and different times. |
| more hours late hours and online classes. not everyone can go to school 4 days a week for one class. |
| More in person class offerings over the summer sessions! |
| More online |
| more online courses |
| More online summer classes |
| N |
| N/A (5 responses) |
| Needs to have more options in certain areas like foreign language or anthropology. |
| No issue. |
| Not enough classes of interest offered throughout the year. |
| Nothing |
| Nuetral |
| Offer different classes on different campuses for the disabled population. |
| offer each class at more locations |
| Offer more classes in person to the preferred campus. |

How could we have made your experience at PCC better?

Course offerings/format/availability/location (cont.)

| |
|---|
| on multiple occasions the courses i needed to take only had one section and were scheduled at overlapping times at my main campus. |
| Online classes for paralegal classes |
| online courses |
| Perhaps offer some of the classes at East campus |
| Please make more classes available online |
| Put everything online |
| Really good |
| social service program is poorly scheduled classes are not offered enough to successfully complete with consideration for real life students, saturday classes and summer classes are needed, many class periods conflict with the support classes required such as biology, writing, anthro,gov, and extra curricular activities |
| Some classes are only offered at one campus. Also, PCC needs to look to Cochise Community College in Sierra Vista. They have much more classes to choose from. PCC need to offer more classes and certificate programs |
| some formats i could of just had some one read a power point to me at home and not be had to indure the cost and stress |
| Specify times classes are for registration purposes |
| Stats in person |
| Stop letting teachers require testing at physical locations for online courses |
| The Accounting AAS is listed as a degree that can be completed entirely online, yet upper level courses I need (about 7, are not offered online next semester. |
| There were courses for my degree that weren't available until after my graduation which was inconvenient. |
| Times should be spread better, and courses offered EACH semester. |
| Very good |
| Was nice to find a great teacher at Desert Vista. Need to take Intermediate Spanish and there isn't one available at Desert Vista. Not thrilled that I have to go to Downtown Campus at night. |
| Work with local employers to make broader schedules for students in the applied sciences. i.e. Raytheon |
| X |
| You need to extend your online programs |

How could we have made your experience at PCC better? Customer service

| |
|---|
| 1 |
| Again, could have brought up my, and others, issues and concerns with the grades with the pandemic. |
| Depends on the campus location and which department. Some staff are short when speaking to students. |
| Excellent (2 responses) |
| Friendly staff |
| Good (8 responses) |
| Great |
| great all the time |
| helpful and were nice people |
| i dont know what that means but not being able to retrieve personal belonging from lockers is apparently not a service provided to customers |
| I have contacted the loanhelp email several times, and have rarely gotten a straight answer. I usually am told to see my financial aid advisor regarding any of my questions. I have driven to campus, waited for around an hour (typically) to meet with an advisor, only to be referred back to loanhelp for any questions. |
| in aces sable at time the Cousleing office was most helpful |
| It was fine. |
| longer hours of employment |
| make sure that everyone gives the same information |
| N/A (8 responses) |
| Needs improvement |
| No complaint. |
| None! |
| over the phone devices are not friendly nor helpful. most the time i call they just tell me to come in which is very inconvenient. |
| Poor (2 responses) |
| Pretty good |
| seems okay |
| Shorter lines for transcripts |
| Some people are good at PCC but there's a lot that aren't friendly. |
| Stop having students or interns field calls |
| Student service centers in better locations. |
| Support over email was usually prompt, but often inconsistent in their information which lead me in circles each time I interacted with them. When I encountered staff in-person as per the directors of support, staff told me that I could not do what it was that I was trying to do and that I was told I could do. Bookstore staff varied a lot. When I would go to pick up one of my textbooks, it was quick and hassle free. When I would go to pick up another book, it took a long time and the staff didn't know how to help me and I didn't know what they wanted from me because they were asking for things the other staff didn't need to find my book. |
| This could be improved. Some of the people at student services are rude and unfriendly. |
| Usually frendly. |
| West Campus Advising front desk older lady is RUDE |
| when emailing support for anything, financial aid the people from the support desk are useless to help and just follow a script, don't even answer your questions. On the other hand the people that actually work at college are very knowledgeable and helpful if you go in person. |
| Y |
| Your students working for you sometimes their kids sometimes it's good sometimes it's bad I tried to avoid it |

How could we have made your experience at PCC better? Faculty

| |
|---|
| 1 (2 responses) |
| 99% of faculty was excellent but issues with professors not understanding disabled students is a problem for Pima. |
| all my teachers were outstanding and supported me a lot especially professor [name omitted]. |
| curriculum that matches online learning material to course |
| Different people, maybe more people need to be hired. My professor for a lot of my classes never even got a degree in what he was teaching. He didn't know a lot of what he was doing and could never answer our questions. |
| Excellent (2 responses) |
| Faculty should be consistent when they give student's work. One shouldn't get away with things and others don't. |
| Faculty was fantastic besides a couple of outliers (by faculty I mean teachers and staff within the programs) |
| Faculty was knowledgeable |
| friendly |
| Good (5 responses) |
| good over all. |
| good. advocate for the students. |
| Great professors. |
| Had a couple instructors that were difficult to work with, but for the most part things were good! |
| Have full-time employees at PSESI, limit the number of hands in the pot of instructors. |
| helpful and nice people |
| Hire less creepy men. |
| I liked most if the teachers I had. I had a few that were just no good. |
| I really enjoyed learning from my teachers. They really helped me understand and were very available to answer questions. |
| I was unable to start my cert program because the advisors continuously told me false information regarding my placement test scores. Would have been finished with school a year earlier, had they taken their time to review my case. |
| It was rare, but I did encounter some professors who were very hostile, as far as to mention that they, "don't care if your grandmother dies, don't turn in late work". Other than that, some professors aren't the best in emailing students back, even when it's regarding an incorrect input in our grades. I never heard of anyone else in my classes having this issue, but I was careful to use the email provided through D2L. |
| It would be nice to hire better teachers and always make sure they are doing their job right by looking at student grades. |
| It's never good when the head of a program is also a professor. |
| [Name omitted] has been my favorite teacher thus far. He allowed me to sign up for his class, even though it was full, because it was my last needed class to complete my degree. It was much appreciated. He is always positive, even when it is constructive criticism, with his students. |
| Make sure the teachers know their subject prior to having them teach it. |
| Mixed bag, overall good experiences. |
| More diversity |
| More math professors. |
| More resources for them |
| Most are very friendly and are willing to help their students. |
| most of the faculty that I have dealt with have been quite helpful there been a couple of them that I really don't think she should be teaching in maybe the online Manor but for the most part it's been good |

How could we have made your experience at PCC better? Faculty (cont.)

| |
|---|
| Most of the faculty were excellent, but some of them had no business teaching. Being knowledgeable in the course content does not make one a good teacher. |
| Most of the instructors were amazing but there were a few online instructors who should have been more involved, especially in the class discussions. |
| N |
| N/A (7 responses) |
| Need to be less liberal based. |
| No complaint |
| not the best. |
| Nothing |
| Offer more than one choice for Math 146 and Math 147 |
| Poor |
| Poor in some cases |
| Require some educational experience for faculty and adjuncts |
| Some faculty like the people at the desks could be more helpful and less judgmental. Especially toward new students |
| some of the best instruction and some of the very worse instruction is available its a crap shoot unless you are dilligent enough to survey fellow students that have experienced both some faculty are very racist, some quite inappropriate both in presentation and through their actions and personal affairs with volnerable individuals, some reportedly come to class with booze on their breath, some think they are cool if they impress you with their graduate level of vocabulary, some are direspectful, demoralizing and are not shy to violate privacy and personal confidentiality for example when it reltes to ADA/ADR accommodations but those are only 70% of the instructors and the remaining 30% are top notch passionate about not just students passing but about what knowledge and wisdom they walk away with on inspiring future leaders that can perceive the world and its problems and be compelled to do something about it |
| Some of the instructors did not use D2L for grades or announcements and it made getting some of my incompletes done a very difficult and long process. Having all of the instructors use PCC's official virtual resources would help immensely. |
| Some questions about best teaching practices. I had an instructor who gave 29bquizzescand refused to go over any answets. |
| Some very good/ some not |
| Student Veteran Advisor, [name omitted] was an amazing advisor! need more advisors to follow her lead and actually care about the students that are coming through PCC. |
| The Cousneling office was most empathic and helpful |
| The Instructor |
| The presumptuous nature of the emails sent out by faculty was annoying. Not all agree with the faculty's position. Especially on political issues. |
| There are some great instructors at Pima |
| there were some unstructors that are a bit mean. Maybe a surprise visit from a department head can evaluate them better |
| They were great. |

How could we have made your experience at PCC better? Faculty (cont.)

To check how every professor teaches. Overall most of the instructors that I had were really good, professional, and all of them with different methods and ways of teaching. However, there were three instructors who only talked the whole class without any feedback, breaks, or without addressing their passion whatsoever. I had professors teaching a certain class for the first time and were able to teach it successfully, but also had others who didn't. PLEASE READ The music department MUST have more classes that count as ensemble credits AND that are transferable to other institutions. In order to get ensemble credits you are order to either take orchestra, band or choir. Students whose instruments like guitar (among other instruments) have no choice but to take either of these options, and many students are more likely to fail or drop these classes because they are in a field that their instruments are not in. Professors like [name omitted] (music deparment, West Campus) decided to open a guitar ensemble so that the guitar majors could have experience in ensemble music ACCORDING to their instruments. Pima should let students open new ensembles, as they do in U of A, so that they can graduate with ensemble credits. I am aware that this issue not only involves Pima but other institutions as well, because of the transferable credits. But if no further action is taken this will still be an issue for the student development. -Professors like [name omitted] from the Fine Arts department at West Campus should get more credit because of their valuable work. Instructors who are teaching many classes that are worth more than one credit and not getting paid fairly. Professors whose their classes initially were three or two credits and were lower down to one credit, being that they teach classes that count towards your degree. These types of professors are giving up all their time for the students, teaching more than three classes without their work being valued properly. -Instructors who perfectly qualify for a "higher" position are negated to give preference to employees with higher positions, and because of the amount of classes they are teaching, vent more faculty. I found extremism in some professors

Video introductions for all online faculty. Only one of my instructors did this, but it was helpful for me to connect with them as an actual person.

How could we have made your experience at PCC better? Financial Aid

| |
|--|
| 2 |
| A better way to understand how aid works. |
| A mess! Staff gives out incorrect information all the time. Personally seen multiple students be dropped from classes, due to incorrect information or information was not explained properly. |
| amazing |
| be a little more helpful sometimes they come off snobby because you dont understand the process |
| best |
| challenging |
| Contact with students and understanding information sent to students by financial aid better communication and customer service. Financial aid workers are the worst when it comes to students. |
| Didnt qualify |
| Don't make it so hard for students to use financial aid that has already been awarded to them by the government! |
| Easier process to complete verication for FAFSA |
| Easy and helpful |
| Every single semester there was a problem with financial aide. Once it cost me my home. No one ever has answers. I lost hours at work waiting in line to talk to the financial aid dept. I don't know a single person that hasn't had horrible issues. Fix this. |
| Excellent (2 responses) |
| Financial aid helped me a lot to my degree. |
| Give people who do not have the completion rate but are in a program like Dental Hygiene or Nursing options for Financial aid |
| Good (2 responses) |
| haven't applied for it |
| helpful |
| Hire better financial aid advisors who give a s*** (pardon my language, but this is the most frustrating experience I think I have ever dealt with) about student welfare & students who actually cannot afford college without financial aid. |
| I don't receive this. |
| I had everything out of my own pocket and was charged extra for the ability to pay online |
| I had so many issues with financial aid sending me refunds, then wanting them back. I fought this last occurrence because I knew it was their mistake, not mine, and they tried to say I had dropped a class when I hadn't. They gave me the run-around for a week and finally realized they were wrong and I was right and sent me my check, but it was such a ridiculous and frustrating process. This happened to me on two separate occasions. |
| I was told I wouldn't qualify for financial aid after I started DH. I had to drop out of the program after spending \$5,000 on instruments because I didn't qualify for financial aid. The DH Department didn't allow me to reapply. I am now stuck with the instruments and I was told that I can't sell them to another student. |
| I was told it wasn't available for me |
| improve availability for those with lower GPAs |
| It is very helpful. |
| It was fine. |
| It was very confusing at first, but after coming in a few times I learned it |
| It's always frustrating to get any clear answers from, no matter who or what i talk to. Exception: [name omitted] at downtown campus. He's always been fantastic, i always try to talk to him if i can when i need answers for my financial aid. |

How could we have made your experience at PCC better? Financial Aid (cont)

| |
|--|
| It's unfortunate how strict it is to receive any financial aid, but I don't believe this is something the college really has a choice in. |
| Let me pay for my courses once financial aid comes through make it more available to students. |
| N/A (12 responses) |
| never got it |
| No Complaint |
| None! |
| Not applicable |
| Not applicable to me |
| Not really helpful, seem too worried about getting to the next person instead of helping the student in front of them |
| not requiring exit counseling before I ever had a loan and then refusing to acknowledge I had completed it. |
| Nothing |
| Offer more |
| Once I met with financial aid representative, I got things worked out. |
| Provided me with actual help instead of doing the bare minimum required for that job. I never got my aid for the year because of this. |
| [Name omitted] is the BEST |
| Slightly unfair in the design of the system. Not enough forgiveness for (distant) past failed classes. I paid the price as a 21 year old for 2 classes that I dropped from at 17. Paying my tuition has literally cost me my life. I have been squatting at my friend's houses since the start of my cert program. Extremely stressful and devastating effect on my depression. |
| Stop taking my FAFSA if I'm utilizing the GI Bill!!! I had to send an email demanding my funds be returned to me EVERY SEMESTER I HAVE BEEN HERE!!! The advice given to us students was, "Everyone utilizing the Post 9/11 GI Bill needs to send an email to veterans@pima.edu in order to get your FAFSA back. The issue has been brought up and there is nothing they can do about it." FIX THE ISSUE!!! |
| Tell students all the good and bad possible outcomes of not filling out correctly the financial aid form. To let students know how is that financial aid works; for how many semester will financial aid cover your expenses; how the percentage works; in what depends of how much aid will you receive etc. All of this so that the student is not the one who suffers the consequences because he did not asked questions that he was not aware of. Letting the students know from starters how everything works so that they do not have to come back constantly to figure things out. |
| The financial aid process has vastly improved since I started at Pima. It used to be very frustrating and confusing to obtain textbooks before courses started |
| the Financial aid was very helpful |
| There should be more support for middle aged people getting financial aid. |
| there should be staff positions developed that will assist students to and with seeking financial assistance from champions in the larger community, this would make for a more stable financial position for the institution. dependancy on federal financial aid is short sighted and as many experienced people from the financial world can attest is as a flatlander would point out "putting all your eggs in one basket. such innovative thought would catch those returning students that will soon flood in from the back lash of the pandemic looking to seek a change up in careers, that might in present policy positon fall directly through the cracks, |
| There was a huge hassle that risked my financial aid because I applied before getting married, and then after I was married all these alerts started going up, blocking me from aid until further action was taken. I get that marriage effects aid, but the question on the FAFSA reads something to the effect of "Were you married at the time you filled out this application?" and I answered truthfully, and yet I was hounded for my spouse's 2017 tax information that I didn't have because we got married in late 2018. |

How could we have made your experience at PCC better? Financial Aid (cont.)

Understanding some student have a harder time paying for classes and offering more opportunities for all the students.

When I first started at Pima had started with one program and had to withdrawal due to circumstances going on at the time and when I decided to come back it was a large headache not knowing that Pima had been in trouble in the past which made things a little bit interesting with the financial but once we got all of that organized and taken care of I had no

Y

How could we have made your experience at PCC better? Overall experience

| |
|--|
| 110% |
| 2 |
| 3 |
| answers. Except for covid switch to online |
| Awesome. I am glad that I chose to change careers and attend PCC. |
| Biggest obstacle was dealing with Registrars office |
| Decent but its about what I put in it as much as the instructors. A few stood out. A few stood out for being A couple SSE instructors just short of incompetent. |
| didn't like it. |
| dissatisfied i feel we should get a free semester because of the divination, stress and virus interruption |
| Excellent (3 responses) |
| Except for the physical problems with your campuses I had a positive experience in my classes. |
| For those of us who prefer structure, Independent Study classes can be difficult. |
| Good (8 responses) |
| good. it was good experience. |
| Great (2 responses) |
| Great learning experience |
| Great! Got in. Got a degree. Got out. |
| I enjoyed my time at Pima Community College. |
| I had trouble with couple teachers in several classes that don't know what they are doing or teaching and had experience sometime of discrimination. |
| I have good experience here. The library and officers are willing to support students. |
| i loved my experience at pima despite the advisors, i went as little as i could |
| I really, really want to like PCC and sing its praises. It has a lot going for it. But it's as though every time things seem to be going smoothly, PCC throws some hoops in front of me that I shouldn't have to jump through in the first place. I there there's a lot of lack of communication between and within departments that could really make a huge improvement if addressed. |
| I think being in a cert program at pima is much more rewarding, engaging, and resourceful. When taking pre-req classes, I felt as if I was missing the full experience aspect of the school. My teachers were for the most part disassociated and boring, and there wasn't much to it. After being involved in the aviation program and speaking to other tech students from the school, I am very grateful for the staff and faculty and how they really put their all into what they teach. |
| it is amazing |
| It was a good experience, I was able to learn not only education material but also worked in two departments as a work study student that helped me with real world experience in the field I plan on having a career in. |
| it wasn't a bad experience a lot of things that go on on campus activities volunteer activities and things of that nature do not necessarily pertain to me they focus on the younger generation which is okay but it would be nice to have things that were available when I was available you got to realize you're running a community college that we are working adults we're not the typical kids that are you know just going from high school straight into college it's not this is real world |
| Ive had very positive experiences with the instructors at pima, the only negatives Ive had are with general staff. Not many will take the time to really help you with an issue or really make a blue print for you. I Left a bad taste in my mouth and really discouraged me about my future career. |

How could we have made your experience at PCC better? Overall experience (cont.)

Make testing out of courses easier for students who are working in industry. I am getting a degree in a computer field and have taken many higher level computer courses and I am required to take a 100 level computer literacy course. This is a little ridiculous. There are many redundancies in course programs that should be addressed. I feel it shouldnt have taken this long for me to achieve this degree even though i hadnt planned on getting one in the first place. Make this survey easier to fill out. I cant even scroll through my answers to make edits. These little annoyances add up over the years and I feel they contribute to many students becoming frustrated and leaving the institution.

meh.

More student stress relief services

Most of the instructors are very professional

My expectation level when coming into the college experience was set pretty low, due to previous experiences at an [name omitted] college that were very negative. I simply wanted to get two degrees and was working my rear-end off to ensure I presented the best effort I could give the college. Pima Community College seems to have done the impossible by crushing not even giving the minimum expectation of effort back to its students. I am ashamed and embarrassed to wasted my time at a community college that refuses to cater to it's number one income; the student. The programs, courses, and treatment from faculty and administration are more catered to fit the ramblings and agendas that have nothing to do with the students at all. This was a nightmare experience that was supposed to end this semester, Spring 2020. Due to the lack of academic support by the faculty and staff in these times of crisis, I have now wasted one semester of 22 credit hours that my GI Bill paid for and will not return to me. I was winning. I was going to succeed in all of these classes. In the end, I barely passed 3 of these 7 classes. I now have to use my GI Bill for an extra 2 semesters to make up for this failed semester due to the lack of support. I am not alone in this road of adversity. I know several student veterans that are experiencing the same issues. I have brought this to the attention of my instructors, advisors, and other members of the PCC family with no response. I here rumors of all the money that students were given by PCC, which was actually the government that sent the money. So PCC has done nothing. Nothing to help the number one income to the college. I also know that I am not alone in this struggle because of enrollment. The majority of students that have left have transferred to the University of Arizona, NAU, or Arizona State University because they are taking care of their students. The students here are sick and tired of not being heard. They are tired of not being understood. They are tired of being flat out ignored. I don't blame them for being fed up. I have done everything I can to advise student veterans to "stick it out" or "just push through". I can't do it anymore. After what I have been put through, and seeing what the college has done to my other brothers and sisters in arms, I will no longer support or cheer on Pima Community College. I know that no one really reads these and nothing will ever come of this. That is one of the many reasons why I can no longer believe in this institution. You have no room for anyone's opinions but your own. You refuse constructive criticisms and tout the accomplishments of the united states government as your own to mask the lack of dealing with the only individuals that actually matter within your ACADEMIC institution. I will not recommend this community college to anyone and I will advocate against the enrollment of any future students with the reason being that the faculty and administration have no intention of helping you succeed and that they only have the intention of taking your money, especially if you are utilizing the GI Bill. Respectfully, [name omitted]

My over all experience has been good. I enjoyed college and the online format was easy to use

N

N/A (4 responses)

Nothing

Okay

okay, but the mindset they have here is misleading to reality

outsanding going to be was the best decision I have made after high school.

Overall experience was great, aside from the unfortunate COVID-19 pandemic that occurred.

How could we have made your experience at PCC better? Overall experience (cont.)

| |
|---|
| Overall my experience was okay. Could have been better with better/understanding teachers |
| Overall, I think Pima is a good school. |
| Pima community college has given me an opportunity to complete my associates degree to be able to find jobs that pay well and also be able to transfer to a four year university. Where I will be able to finish my college career. |
| Poor |
| Positive (3 responses) |
| Teachers were great. Except it is ridiculous to have MAT 142 self taught onky work in groups to learn- not how learning should be taught especially with a math class. |
| Very Good |
| was able to have a place to meet with my friends where learning and growth of relationships and knowledge was possible |
| Was good. Did not like the East Campus for CIS classes. Network was too slow most times to complete labs |
| you must keep focused on the good things or the unjust the unfairness the inappropriate things will smother you |

How could we have made your experience at PCC better? Program-specific

| |
|--|
| 5 |
| A clearer order of what classes to take when. |
| A more communicative Program Advisor who bothered to read emails. |
| Being more accessible to students and answering emails |
| Better information on what is needed |
| bio-science |
| Cad |
| Could be more challenging. A lot of class material was a repeat of a previous course. Very little variety and should have more marketing, current business aspects included |
| Dental Hygiene program is great, but still Soooooo disorganized. It's the first impression I got just by the emails I recieved the summer before starting. It makes it much more stressful on the students |
| does not focus on the core of the FAA testing, resulting in wasted time |
| Education |
| Excellent (3 responses) |
| Good (4 responses) |
| Have the potion to get a degree in a vocational type of set up, one class a month that ends with a degree for health care etc |
| Health Professional |
| I came to Pima for the concurrent program with NAU and now because of the shutdown I cant take the HESI exam and finish my education plans |
| I find myself having to travel to just get more information on my degree rather than having it at any location |
| I understand why, but I wish art students could check out cameras, even if they aren't in photography classes, for short periods of time, so they can photograph their work. |
| I would recommend aviation technology at pima to anyone interested in a tech position. I have already convinced two people to attend the orientations and have gotten as far as being put on the wait list. The teachers at the aviation center are a true blessing to have met and learned from. They go way above and beyond the standard in terms of education. |
| in programs that experince from instructors is best served by the been their done that professors then that's who you want to learn from Pima CC has been replacing those old school instructors with the up and coming less experienced never been there PhD carrying, institutional image promoters |
| it was hard to stay on track with my program but in the end i manage somehow to graduate on time. |
| It's difficult to keep on schedule with the degree with classes that are only offered at one time during a semester. |
| keep the math requirements up to date as my AS required more math then my BS degree will. |
| More AJS courses. |
| More online summer classes |
| N/A (8 responses) |
| Need more opportunities to explore programs other than technology and science. Think theatre and journalisms. |
| Need to work on removing several teachers from the dental assisting program and hiring better prepared teachers with an actually organized program. |
| Not have constant changes in prerequisites in order to enter into program |
| Nursing |
| outsanding. |

How could we have made your experience at PCC better? Program-specific (cont.)

Overall, I like the Social Services Program. My gripe, however, is with SSE 292. There are only 4 students in that class, and it appears that I am the only one that will be able to pass the class. Everyone else has already accepted that they will be repeating the class. If there is a class with a 75% failure/incomplete rate, it should probably be reevaluated.

Pima ATC

Poor

Positive

Professionals some actually know how to teach others i could of just been just as confused doing it on my own

Program was great

psychology

Respiratory Therapist -AAS

Some classes being offered are not accessible to all peoples of our abilities please look closer.

Stop being last minute on all events and let the students organize it instead of the chefs.

Teaching courses should reflect good teaching practices. I had some professors who were highly unflexible and wanted things done exactly their way, even if it would have been a more meaningful experience to change the assignment. For example, I taught full time through my program, but would be asked to write fake IEPs on fake students. I suggested to the teacher could I please write a real IEP using real data and information and receive feedback on how I was doing that way, and they said no. That seems pretty counterproductive to me, and not in best practice. The teaching program needs to be inclusive to students who are teaching right now, not just those who've never stepped foot in a classroom.

their needs to more different programs and shorter waiting list.

there could be a lot of expanding there's a lot of information that's available out there that I learned on my own that could really be implemented in the program I think that you can make the program very very useful and informative but I believe that there is perhaps new ideas and thoughts need to be brought in to actually get the students more involved and get them thinking challenge them a little bit you want them to be successful in the real world and in order to do so you can't make things so simple you know they have to work and earn that knowledge and I think in some of the learning material that they utilize that's not necessarily the case

There needs to be more funding and care towards these programs no matter how small. If you are going to offer a specialty program then you need to have the funding and resources to provide for it.

How could we have made your experience at PCC better? Staff

| |
|---|
| 1 |
| Acceptable |
| all staff i met were nice, no need for improvements |
| All very friendly |
| always seem time and not as friendly as people might see. |
| Awesome |
| Excellent (2 responses) |
| For the most part ok. |
| Friendly (2 responses) |
| Friendly staff |
| Good (5 responses) |
| Great (4 responses) |
| great helpful |
| Great overall! |
| Great staff. |
| Great, but can the cleaning lady not clean the bathroom around luch time |
| Hire more |
| I had pleasant interaction with the staff. |
| improve kindness when testing in testing centers |
| It seems as though 90% of my encounters with non-faculty are frustrating, confusing experiences, so I avoid interacting with them when it isn't necessary. |
| More communication between staff |
| N/A (7 responses) |
| not the best. |
| Nothing |
| Only few were good |
| Overall, friendly but again depends on the department. |
| Positive |
| really don't have much to say I'm in my instructors have been great and for the most part most of the people that I've had to deal with as far as information and whatnot have been helpful there's a couple of people that have not been as helpful but nothing to get too excited about |
| RUDE I dealt with far too many staff members that were not useful and were actually rude. Many did not care and made me feel like I really was at a community college and gave it a bad rep. |
| Some DTC Testing Center Staff were lacking in customer service skills and made test taking more uncomfortable than it already is. |
| Staff is done very well except for a few instructors but I removed myself from their classes so three of them have issues. |
| Stop trying to preach your agenda and give the students the chance to make up their own mind... Just teach the material. |
| the cleaning contracted staff and paint facility staffs and at least 35% of the administrative staff are quite wonderful and create a real family feel inspiring students to both become better people and quality recipients of sucessful educational experiences |
| Very nice |
| Yn |

How could we have made your experience at PCC better? Student club/organization/athletics/events

| |
|--|
| 0 |
| Advertise more clubs. |
| Advertise the clubs more |
| Difficult to join organizations/clubs because majority have meetings or events during regular working hours (M-F 8-5) |
| Easier access to clubs and sports. |
| Excellent |
| fair |
| Good (3 responses) |
| Great |
| I did not participate in these. I really don't even know anything about them. |
| I did not participate with many of them so I can't say. |
| I had join Phi Theta Kappa Honor society and honestly think that it was a waste of money I didn't get to do my induction because of the pandemic but yet I feel that the communication with them is kind of when you'd reach out you're not really you're talking to a wall and I'm kind of upset about that unfortunately I've paid the money and now I'm stuck in there hopefully once I'm in ASU and I can utilize hopefully be scholarship for the spring semester |
| I think there should be more clubs so that students can get involved. Throughout my time at pima I had not headed of clubs until this semester and it was the business club. |
| I was an athlete so I received a tremendous amount of support and opportunities. |
| It would have been nice to be more involved in school sponsored events, but my busy schedule didn't allow for this. |
| Make grades more important for athletes |
| make info more accessible. |
| Make more attractive |
| Maybe it's just me, but I never saw much news or information about any clubs or organizations. I had no idea we had any sports until I visited the West Campus and saw their soccer field. It'd be great if it was advertised as an announcement on D2L in the beginning of the term, since I don't believe anyone really looks at the Pima website, sorry to say. |
| More active clubs would have been nice. |
| more advertisement |
| N |
| N/A (14 responses) |
| N/A I did have time to interact. |
| need way more!!!! |
| Never heard about sports and always in class during club signups. When I tried contacting a club, they never got back to me. |
| Never knew we have it. |
| no pharmacy tech clubs |
| Non aware of all at west campus |
| None (2 responses) |
| Not applicable to me |
| Not enough clubs. I would have liked to join one, but there just wasn't any. |
| Not involved, n/a |
| Not made aware until my last semester. |
| not sure. never attended any of the clubs or event |
| Nothing |

How could we have made your experience at PCC better? Student club/organization/athletics/events (cont.)

| |
|--|
| Once I found clubs I was interested in, they became a huge aspect of why I decided to continue my education at a 4-year institution. |
| Only advertised to some people |
| Pima is one of the only community colleges that doesn't have a cheer team. This was my least favorite part about pima |
| School doesn't really support athletics or any student organization at all |
| some are by design counter productive to non bias cultural relations, they by design encourage racism, hate, and supremacy in discrimetory acceptance and lack of tolerance for unlike persons |
| Still looking g into this |
| Student Life needs to make the club process easier NOT harder. Can't get anything done as a new club because there are way too many hoops to jump through. |
| Student life was very hard to work with @west campus |
| There needs to be more of these especially clubs inspired by teachers. |
| There needs to be real leadership, organization, and planning for clubs and events. For a business club I was highly unimpressed with the organization. |
| Unknown |

How could we have made your experience at PCC better? Other

| |
|--|
| 0 |
| All campuses need to be updated with ADA as far as parking lots and automatic doors and ADA standards two campuses downtown campus and West campus need to be looked at much closer I called them the campus is from hell because negotiating them as a disabled individual is more difficult than anybody ever noticed and did not look into. |
| Do makes the kids/adults of PCC happy |
| Excellent |
| fair |
| Good |
| Handicap parking and automatic doors for rooms |
| It will be very nice if PCC can control the material price, not too expensive in PCC book store. |
| Laptop for school work that can be taken home overnight. |
| more help explaining how to navigate classes, aid, as there are so many moving parts. I really had to learn on my own or ask friends as questions would tend to get passed to someone else in an endless loop. |
| More on what to expect throughout the financial aid process |
| N/A (9 responses) |
| No proper disability help |
| None (3 responses) |
| Not cut the football program. |
| Online teachers need to be held to higher standards often times the class is disorganized highly outdated and teacher do not respond for days. |
| re: underaged student hold--I should not have be forced to wait for counselor to register me. I had a 4.0. |
| Popular lab science classes fill up fast (e.g. [name omitted] CHM 151/152) |
| Should not combine certificate GPA with previous GPA! |
| The worst experience I had at Pima was when my math 142 class made us use Knewton Alta for our online work. This was the worst program Pima has ever made me use. None of the lessons were adequately explained and it ruined my GPA. I will never reccomend this class if Pima continues to use Knewton Alta |
| There needs to be better professors. When multiple students complain about something, the school should care enough to pay attention instead of only caring about what we think about the design of the PCC chairs. There should be better food options. No one can live off of frozen pizza and packaged donuts. |
| Too liberal.... |
| Y |

Please share a favorite memory or any thoughts you have about your PCC experience: Advising, counseling, career services

| |
|--|
| [Name omitted] is a superstar! |
| Advisors have helped me through so much! |
| All of my advisors helped me navigate through the technology so foreign to me |
| All of my instructors were amazing. They were available when needed and always very friendly. |
| All very helpful and informative! |
| Always helpful & friendly |
| Always willing to help and listen to your troubles |
| amazing |
| An advisor at the downtown Campus named Mr [name omitted] went above and beyond to assist me with graduating at my best. |
| Applying for graduation was quick and easy at the Northwest Campus. |
| Applying for graduation. |
| [Name omitted] advisor for health care professional is the best. [Name omitted] is also the best she took care of me from day one when I applied to PCC. |
| [Name omitted] was a pleasure to work with as a program advisor! She was always very helpful and quick to respond to emails and/or questions I may have had. She always had a great attitude and was easy to talk to in person, as well! |
| Constant help throughout the year. |
| [Name omitted] what's my advisor and she was excellent she saw me and how to help me achieve my goals. |
| [Name omitted] is the sole reason why I am graduating. He has helped me numerous times. He has gone above and beyond his job requirements to help me out. He is. a great asset to Pima, and he is a great person. |
| Excellent |
| excellent, wonderful mentor [name omitted]; good advisors in the teaching dept. |
| Great advisors |
| Helpful when I needed them |
| I have always had a wonderful experience with this service. |
| I have seen a couple of advising and everything went well. I did start seen my counselor for business which was [name omitted] and she has help reach some advising at the U of A and to apply for graduation from pima. |
| i may very likely be dead if not for my advisor having my six |
| I was lucky to speak with a number of great advising staff each semester to renew my consortium agreement and was always met by friendly, helpful staff. |
| [Name omitted] helping me with what I need to graduate. |
| [Name omitted] helped me the best and made me excited because he knew what he was talking about and helped me through my confusion. |
| [Name omitted], [Name omitted], [Name omitted] |
| [Name omitted] is a great VA Advisor, and is very knowledgeable about our requirements. |
| [Name omitted] is awesome! |
| [Name omitted] and [Name omitted] have been my rock and gave me more than I expected to help me achieve my goals |
| Meeting and working with [Name omitted] |
| [Name omitted] was the only counselor with knowledge of my major and was very helpful |
| [Name omitted] is the reason I stayed |
| my advisers helped me a lot throughout my time in pima. |

Please share a favorite memory or any thoughts you have about your PCC experience: Advising, counseling, career services (cont.)

| |
|---|
| My advisor [name omitted] was really helpful about my educational path and helped me plan out my classes to be able to transfer out of state |
| My advisor [name omitted] is amazing and extremely helpful with any questions I had about my program. |
| My program supervisor, [name omitted] was extremely helpful during my time at PCC. |
| N/A |
| need better communication when telling a kid about their career plan and helping them accomplish them. |
| Need to be more understanding of students' needs |
| No comment |
| None (2 responses) |
| Not great. |
| Not one. |
| Nothing |
| one of my nicest teachers was also my counselor |
| [Name omitted] is a really patient advisor, knowledgeable, and welcoming. |
| Poor and resulted in delay of my graduation |
| [Name omitted] in advising at the NW campus was always so professional and willing to help whenever he could. |
| Provide great assistance |
| really helpful |
| [Name omitted] at PCC DV was FAB while I was in the MA program. She took care of everything. |
| See "Overall Experience" above |
| [Name omitted] is amazing and I had great experiences with her support. |
| [Name omitted] is Awesome |
| Talking to [name omitted] |
| The advising and counseling facilities are very honest and direct on what needs to happen and when. its a wonderful arrangement. |
| The Advising counselors helped fix an error made by the registrars office, and they were very kind when I was distraught. |
| the advisor was very good |
| The counselor [name omitted] showed me around campus introduced me to my teachers and took care in showing me how to manage through collage. |
| This team has been always quick to respond to my questions. It made it a stress free experience. |
| This was the most helpful place and encouraging in difficult times |
| [Name omitted] at West Campus was amazing but who did me a huge service was [name omitted] who was terminated since she was temporary and PCC didn't feel like keeping good people so ended up cutting a lot of employees from different departments. She helped me change my major, figure out classes, figure out colleges, moving, and with relationships. |
| [Name omitted] |
| [Name omitted] was really helpful at making it clear what I need to pursue |
| took time to go over everything |
| TRIO advising |
| Very helpful, quick to respond |
| Veteran affairs counselor is amazing at desert campus, the only reason I am still apart of the school |

Please share a favorite memory or any thoughts you have about your PCC experience: Classmates and friends

| |
|--|
| All of my courses were online |
| All the people I meet |
| Always something interesting going on and having someone there that understands the mess your going through because their going through the same thing. |
| As in most places, some did not |
| Connecting with friends at Pima College |
| Conversations with [name omitted]. Conversations with [name omitted]. Conversations with [name omitted]. |
| Cooking in the kitchen and complaining about class. |
| Did not associate myself with many classmates outside of class unless required for a group project. |
| Easy to do group work and communicate |
| Every class I've taken part in was filled with students willing to learn and improve their skills. Every student made mistakes but nothing that couldn't be corrected; Even if some of us had to retake classes it was all apart of the learning experience. Everyone was thoughtful minded of each other. The classmates I had at Pima were some of the best I've ever had the privilege of working with. The same goes for the teachers and the knowledge they spared. |
| Everyone felt like a family member |
| Excellent |
| fair |
| forming new club |
| friendly |
| Friendly and diverse. |
| Friends made in class |
| Good |
| Great classmates. |
| great comments and helpful ideas on the discussion posts |
| Great communication and new friendships |
| How easily it is to make friends |
| I became very close with a lot of my classmates and we became a little respiratory family and we all helped each other out |
| I have had a wonderful cohort of friends throughout the nursing program. |
| I have made friends within every class I have taken. I wish them well in there future endeavors. |
| i have met people and developed friendships that will last forever |
| I have small class with only 30 students. I love my classmates |
| I Love that our Dental Hygiene class was with the same classmates for the entire 2 years |
| I love the people i have met in this program |
| I made great friends |
| I met a lot of amazing people throughout my years at pima. I made a lot of friends and till this day we are still friends after having classes together. |
| I met some great people. |
| I met two of my best friends taking math courses at Pima. |
| I really love being able to make many new friends there |
| I was able to reconnect with a friend from middle school! |
| I'm blessed to have met such amazing classmates and colleagues. |
| I'll never forget the friends I made at Pima. They were all amazing. |

Please share a favorite memory or any thoughts you have about your PCC experience: Classmates and friends (cont.)

| |
|---|
| It has been wonderful being in the classroom with such a wide variety of people. Different ages, ethnicities, life experiences, have all added valuable insight to class discussions. |
| It was really hard to make friends |
| It would have been good to have met in person with some of my classmates that I took online courses with, but my busy schedule makes that tricky. |
| I've made some great friends at Pima. |
| lots of fun people |
| Lovely people |
| Made friends |
| Made good friends. |
| Made new friendships and saw some old friends |
| Made numerous friends and colleagues |
| meet a lot of caring and kind classmates. |
| Met amazing people! |
| Met new people |
| most were nice |
| N/A (4 responses) |
| No comment |
| Pima I close-knit and individualized. |
| Small class size and hitting it off well with my classmates leading t better teamwork while working. |
| There are all sorts of people at Pima. If you are looking for friendship, then you will probably find it. |
| Working together in a team |

Please share a favorite memory or any thoughts you have about your PCC experience: Course-specific

| |
|--|
| All my courses were excellent |
| All of my psych teachers were really nice people |
| All of the CAD offerings are relevant and well instructed |
| all psychology courses |
| Business Management program depending on the instructor had some fun class projects. |
| [Name omitted] theory class not only one of the best classes I ever took but she is the most amazing teacher and doesn't get paid enough for what she does. She's like a mother to all her students and always so full of energy. She has prepared me way beyond what I could have ever hoped for. |
| Chinese I love that class. In such a short time I learned a lot from that class. It was amazing I would definitely attend higher course in Chinese Also Spanish 102 |
| cooking with chef [name omitted] and chef [name omitted] |
| [Name omitted], [Name omitted] and [Name omitted] did an amazing job with the Administrative Justice curriculum! I want to thank them all for the support dedication to their classes and students. I would also like to thank [Name omitted] for his dedication and passion towards his writing classes and his students. And, last but not least, I would like to thank [Name omitted] for his dedication and devotion to his students and his vast knowledge and passion for political culture around the world. Thank you all for your patience, dedication to us students, and for being the outliers in a tragic academic institution. You will all be missed. |
| Early Childhood/ Love working with children |
| Excellent |
| Excellent educators, especially [name omitted]. |
| [name omitted] instructor |
| Good (3 responses) |
| [Name omitted] , in paralegal i thought was a great teacher |
| hands on lab work |
| Having to attend an Accounting class for three weeks before being able to purchase the book, what's the logic to that tactic. |
| i like the 1 hour and 15 minutes classes and i hate 3 hours long classes. too long |
| I love our instructors and the family this program builds. |
| I loved the hands on skills in PhT 179IN and PhT175IN and PhT190LB! |
| I never really felt like I fully learned physics, and that worries me. Because I worked so hard for it |
| I really enjoyed most of my classes. The online format made it easy to communicate without going red in the face. My bio 202 course made so much sense and I loved it when things just clicked. I loved that my History, Sociology and Anthropology courses all were intertwined without intent. |
| I remember the first time I watched the hangar door open at the aviation facility. As I looked out at the airport and all the planes on the tarmac, I felt a sense of comfort as if I was exactly where I was supposed to be. I couldn't be happier with my choice to be a tech student. |
| Interesting courses |
| Intermediate Spanish is hard to get an afternoon class. Most of the classes is online or in the morning. I work during the day. |
| [Name omitted] and [name omitted] are also superstars! |
| Juvenile Justice with [name omitted] very friendly class where everyone is encouraged to speak up |
| learning math, reading and writing teaching strategies |
| Legal Research was hands down my favorite class, I learned so much and it was all so interesting. |
| Logistics courses |
| Making strawberries for the hospitality club fundraiser. |
| Mr. [name omitted] is an excellent teacher |
| No comment |

Please share a favorite memory or any thoughts you have about your PCC experience: Course-specific (cont.)

| |
|--|
| Nothing |
| Pima ATC |
| [Name omitted] ENG202 class was absolutely spectacular. I recommend it to everyone I meet at Pima or thinking about attending Pima. |
| STU210 helped tremendously with the transfer process to UA. |
| The Honors program was instrumental in helping me get prk scholarsip for u of a |
| the inspiration that [name omitted] plnted in me will live on I miss her smile, her support, her wisdom, and her empathetic loving care. she kept me on course, despite the negativity and disrespect of other SSE instruction, she got into my head that i don't have to get a 100% every time an occasional 96% is okay, and it is not to late in life to learn. it was heart breaking to watch the pain she went through when she was blindsided by her unexpected forcing out of her position. probably one of the cruelest things ive ever been privy to in my life yet other instructors were kept on that are telling me evil things such as im to old, i ask stupid questions, im stupid, i don't need , i don't deserve, i'm creepy, i write creepy things and i cause events to fail, being used as a scape goat for their own short comings |
| There wasn't too much course specific that was a memory that I would care to share. |
| Traveling on behalf of PCC representing our school at the Regional Southern Transportation Conference held at USC.; lead by [name omitted]. |
| weight & balance instructor [name omitted] is amazing |
| Writing 101 and 102 with [name omitted] |
| Writing class [name omitted] was my best writing. He helped me through this course as English is my second language. |

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

| |
|--|
| 5 star instruction in 30% 3 star in 20% and 50% account for the remaining one or NO STAR |
| All my instructors were excellent! |
| All of my instructors have been really excellent. Knowledgeable in their field and willing to give useful feedback. |
| All of the anthropology teachers I have had are some of the most down-to-earth and helpful people I have ever met. They helped me immensely when I had to take incompletes in all five of my classes last spring and they have been so amazing in helping me stay on track to transfer to the U of A. |
| All the instructors did everything they could to help us succeed |
| All ways open and ready to help me with any questions I have. |
| Almost every teacher I met was friendly and professional. I really enjoyed the math and accounting teachers specifically. |
| Awesome teachers sometimes they were not technologically inclined so we had to do stuff on paper which was frustrating |
| Build relationships |
| Cad department members are engaging and passionate inspiring me to continue in the classroom both tutoring and teaching |
| [Name omitted], [name omitted], [name omitted], [name omitted], and [name omitted], as well as various teachers and staff in the program and other programs made this endeavor enjoyable and they are very appreciated :) |
| [Name omitted] and [name omitted] from the Fine Arts department at West Campus are the best example of the type of instructors Pima and any institution should seek; who are professional, prepared, and who actually love and care about their students not only on their time at Pima but also after Pima, and even before going to college. |
| Chef [name omitted] was a great teacher and I loved her class. |
| [Name omitted] and Dr. [name omitted] |
| Dental Hygiene Faculty are Awesome and so helpful |
| Desert Vista |
| Dr [name omitted] and Professor [name omitted] in the writing dept really made me feel like it was ok to be where I was at academically at the time and helped me grow as a student. Dr [name omitted] in the math dept was always willing to take the time and show me concepts and made me feel like she really wanted us to be successful. |
| Dr. [name omitted] downtown campus business law |
| Dr. [name omitted] made History's class super interesting. |
| Dr. [name omitted] was the most amazing instructor. She gave me a passion for communications |
| Excellent |
| Friendly |
| Good (2 responses) |
| GREAT |
| Great and willing to work with you. You just need to know it's okay to speak up. |
| great faculty |
| great faculty and engaging |
| Great teachers |
| Great teachers who cared about students and worked to make the courses easy to understand |
| Great teachers, all very positive and hard working |
| Great teachers. [name omitted] quirks deserves an award |
| [Name omitted], [name omitted], and [name omitted] were the best teachers I could have asked for and I will never forget them. |

Please share a favorite memory or any thoughts you have about your PCC experience: Faculty (cont.)

| |
|---|
| I appreciated my professors. |
| I enjoyed all of my classes with Professor [name omitted]. She was extremely knowledgeable and truly cares about the students and preparing us to be teachers. |
| I especially enjoyed the sense of community and excellence that [name omitted, brought to the music department. |
| I got to know a few faculty who helped me with my journey |
| I had wonderful instructors all my instructors supported me a lot at pcc. the professor I had most was [name omitted] I wish I had a teacher like him before college very well organized, provides helpful feedbacks overall outstanding. best social service instructor. |
| I had wonderful teachers, they cared so much about each student. |
| I have enjoyed all of my teachers |
| I have several faculty members that were excellent and the reason I kept going [name omitted], [name omitted], [name omitted] are three that are excellent instructors I want to name. |
| I love the Theater Dept. |
| I loved all my teachers they are what made the experience worth while |
| I loved all of my instructors! |
| I owe my success to so many of the faculty. [Name omitted], and so many more. I appreciate all of them more than words can say for encouraging me, pushing me, and refining me to be better all the time. Thank you all so much. |
| I think the DLT program has some of the best instructors at PCC. ([Name omitted], [name omitted], [name omitted]). They do what ever they can to help students to fully understand the material and succeed. You can tell they care about the students and our education! I will miss seeing them on a regular basis after graduation! Another instructor I thought was great is [name omitted], who I had for Sculptural Design. He always had a upbeat attitude and made learning fun! He really encourages students to use their creativity and helped us to grow as artists, especially in our thought process! |
| I was blessed to work alongside staff/faculty as a student employee oversll the most helpful and kind |
| I will never forget the lessons some of the professors taught me through lectures and just speaking to them about life. |
| Instructors always were invested in the success of students |
| Instructors were amazing! |
| I've met some great professors that reminded me of those I had in highschool |
| [Name omitted] and [name omitted] helping me run Pima Business Club |
| [Name omitted] being my final teacher. He is a very positive person. |
| [Name omitted] was in awesome instructor easy to work with very professional developed a friendship with the students. |
| Kind and helpful |
| Left a bad taste in my mouth |
| LOVE [name omitted] and [name omitted]. |
| [Name omitted] |
| [Name omitted]- made courses very meaningful, [name omitted] - provided excellent support and feedback as student teacher advisor |
| Most faculty was a pleasure to have as teachers. |
| Mr [name omitted] |
| Mr [name omitted] is a great instructor |
| Mr. [name omitted], [name omitted] helped me a lot throughout my study. |

Please share a favorite memory or any thoughts you have about your PCC experience: Faculty (cont.)

| |
|--|
| <p>[name omitted], at the time he wasn't a faculty member but as an adjutant; now he is part of the school administrative side as handling contracts for Pima CC. He is an awesome teacher and I learned and benefited from his knowledge and skill sets; totally a valued member for PCC.</p> |
| <p>[Name omitted], absolutely cares for his students success</p> |
| <p>My favorite memory is getting points taken off a project for missing class ONCE because I was sick right before the COVID-19 shut down happened.</p> |
| <p>My math teacher [name omitted] was awesome! I passed math with her help. I am eternally grateful to her!</p> |
| <p>My professor this semester was very understanding and always available for questions</p> |
| <p>N/A (3 responses)</p> |
| <p>nice instructors</p> |
| <p>No comment, Nothing</p> |
| <p>Nursing faculty are funny and very smart.</p> |
| <p>overall very good. The Chinese instructor is exceptionally good. He is well organized and his class flow smoothly even though it was a tough course because it's not like anything like we learned in English.</p> |
| <p>Profession experience, friendly, helpful</p> |
| <p>Professor [name omitted] is the best teacher teaching other teachers to teach math. I truly enjoyed her class and would love to take more class that is taught by her.</p> |
| <p>Professor [name omitted] was absolutely amazing and gave such great feedback on all assignments. She was without a doubt the best professor I had during my time at Pima. Her students are truly lucky to have her!</p> |
| <p>Really appreciate all the work and coordination from instructors such as [name omitted], [name omitted], [name omitted], and [name omitted].</p> |
| <p>really helpful and all people who work there were all nice.</p> |
| <p>[Name omitted] was a great resource, always so willing to help when she could.</p> |
| <p>[Name omitted] and [name omitted] are the best!</p> |
| <p>See "Course-specific" above</p> |
| <p>Several people helped me waive a class already taken from a prior institution.</p> |
| <p>Some great professors.</p> |
| <p>Some mean teachers</p> |
| <p>[Name omitted] is an amazing teacher, with a genuine love for her students and her subject, she made a potentially boring and typical English 202 class into an interesting, engaging, and personal look into the nature of wilderness via three kinds of writing- and she made great choices in the pieces we would read. And she encouraged our participation. Genuine and kind- most definitely my favorite Pima teacher. Please hire her again or give her a raise or something!! I went from struggling to write papers and often turning in nothing at all because I needed them to be perfect in the first draft, to writing long analysis's of literature (what I used to believe was my least favorite kind of paper) and LOVING it. I was encouraged and empowered, and walked step by step through that process by [name omitted] and I am so so thankful.</p> |
| <p>[Name omitted] was a huge influence on my life.</p> |
| <p>Teachers are wonderful</p> |
| <p>the faculty need to communicate when helping someone with there degree plan. Do not tell them they graducating one year than 4-5 months tell them they aren't. All advisors need to be on the same page and know what they are talking when a student ask them questions about a class.</p> |
| <p>The faculty were always dedicated to provide optimal education and were really compassionate in the jobs. I liked most of my instructors.</p> |
| <p>The instructors were great. Even though it was on line. They answered my questions.</p> |
| <p>The Jazz Dance teacher has a rather interesting persona. Northwest campus business/accounting chair provided me a job lead that resulted in my present employment. [Name omitted], the rehearsal pianist, was rather nice.</p> |

Please share a favorite memory or any thoughts you have about your PCC experience: Faculty (cont.)

| |
|---|
| The math faculty at NW are phenomenal: [name omitted], [name omitted], [name omitted], [name omitted]. [Name omitted] is a world-class CHM professor. |
| The nursing instructors have been amazing |
| The Pharmacy tech programs have the best instructors! They listen and give you constructive feedback when you have a problem. |
| There are 2 instructors that went above & beyond. I loved being able to take classes from them during my time at PCC. |
| Though her accent can sometimes be heavy, [name omitted] was a favorite instructor of mine. |
| [Name omitted] was the funniest teacher. Through humor and many jokes I learned anatomy and physiology in the craziest and most memorrable way. Don't tell him but he is a very caring instructor. |
| Tremendous educators, great program. |
| [Name omitted] - no words can express my wonderfully positive experience with her in the MA program. In the EMT 100 program [name omitted] and [name omitted] were awesome always trying to make my learning experience positive and informative. |
| Two of my instructors really stood out and really helped with my fear and anxiety in math. Dr. [name omitted] in MAT142 and [name omitted] PSY230. These two always made time and helped and wanted to see me succeed! I am so thankful! |
| Very good of full-time faculty in CAD Dept |
| Very good professors |
| [Name omitted] is wonderful. She met with me personally, held a seminar to prepare me for a job interview and preparations, and essentially helped me gain employment at a local accounting firm. |

Please share a favorite memory or any thoughts you have about your PCC experience: Financial Aid

| |
|--|
| Always helped me with any doubts I had, I always had a good experience with Financial Aid |
| Amazing. without financial aid a lot of kids and including myself wouldn't have gone to college at all. Financial aid is truly a blessing to the not wealthy children more under class kids because they can have an opportunity to accomplish their dreams and aspirations without worrying the bills of schooling. |
| Awesome. |
| Because of financial aid I was able to attend school. |
| Excellent (2 responses) |
| Except for having the Pell Grant I have nothing positive to say about financial aid. |
| FA Staff always were able to answer my most simple questions |
| Financial aid helped me out a lot |
| Financial aid made it possible for me to attend college. |
| Financial aid officer mostly good. But I have to visit many financial officers in order to confirm that I get correct information. |
| Financial aid was easy to do through PCC. |
| Free education because of FASFA |
| Getting to pay for class. |
| Good |
| has short comings see previos feedback from above |
| Helpful |
| I use to go downtown campus financial aid office mostly very helpful overall good. |
| I used the MyCAA scholarship through the Air Force to pay for tuition which helped my family tremendously. Please keep accepting the scholarship to help other military families with financial need achieve academic success. |
| if you are luck to find a staff member to take the time to explain your particular case, great. If not, you feel left in the dark. |
| Mostly negative |
| N/A (6 responses) |
| Never received it here but it was so difficult to get any questions answered |
| No comment |
| Not necessary |
| Nothing |
| okay |
| See "Financial aid" above |
| Take advantage of pell grant |
| Thank you for the scholarships! |
| They are super efficient and timely. |
| Trying to get help on my Rafsanjani for months and receiving the same, useless answer every time. |
| was really helpful |
| When i got approved during my appeal |

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

| |
|---|
| 10 |
| ? |
| ? zoom |
| 100% never forget this moment thank you PCC for such an amazing night for us |
| A little bit bummed out - My first college degree at 55 yrs old cancelled. |
| A little disappointing but inevitable due to COVID-19 pandemic |
| Because of this pandemic I dont know if I'll have a graduation ceremony. Hope we have one later on. |
| Delayed because of poor advising |
| Disappointed about graduation! |
| Excellent |
| Good (2 responses) |
| Graduation circumstances was out of our hands but I was very disappointed. Would have still liked to have had a nursing pinning |
| Graduation was an absolute disappointment. |
| I am excited to graduate but also sad class of 2020 couldn't walk because of this virus. |
| i am quite honored to be chosen to be commencement speaker |
| I am VERY disappointed that Pima has not announced any plans of a make up graduation for us this year. The virtual graduation is a joke and NOT an acceptable replacement for it. |
| I was looking forward to 2020 grad ceremony but due to covid 19 did not happen. no complain overall. |
| I went to the 2019 Spring graduation when a couple friends graduated. After seeing that ordeal, I won't be participating when I graduate. |
| I wish we were walking |
| I'm looking forward to walking across that stage in May 2020. I need that diploma to graduate and I have it. |
| in pursuit |
| It will be virtual, but that's okay. |
| Looking forward to it in May |
| looking forward to it- wish it could'be be in person |
| Meh, didn't get to attend a graduation. Would have like to but oh well. |
| N/A (4 responses) |
| Never done a virtual graduation before. Will be a new experience. |
| No comment |
| Not having a graduation ceremony for the class of 2020. Should be held after the Covid-19 is over. |
| Not yet but soon |
| Nothing |
| Sad that my 2020 Class will not get a "true ceremony" but I am happy to be graduating. |
| sadly didn't get walk across the stage due to the virus but I'm glad to finally graduate |
| Seeing my name in the program was exciting. |
| Since there was no actual Graduation 2020 names should have been announced after the speakers instead of names scrolling on a screen |
| Thank you for trying so hard to give us a graduation that made us feel special, even from our living rooms! |
| This August |
| Virtual... |
| what graduation? |

Please share a favorite memory or any thoughts you have about your PCC experience: Negative overall experience

| |
|--|
| A lot of web issues with site and WiFi at campuses |
| Absolute and total failure from Pima Community College advisors |
| Advisors not knowing how to help ended up taking extra classes that were not necessary and owing money to fafsa |
| Counseling |
| counseling advising does not follow thru with students and there issues, they do what they want with no regard to what students ask. |
| Days in where the campus had to close for flooding reasons in the parking lot at the ATC location. |
| Financial aid |
| Finishing my degree and not being able to graduate until a year later because of faculty mishandling credit substitutes. |
| graduation 2020 - names should have been announced since there was no actual physical graduation |
| Having to stay for 2 extra years because advisors didn't want to sit down with me and talk about what degree they're putting me in. |
| I am sick of the liberal bias that I have experienced with all but two of my professors, and 99% of my classmates. You do not promote the middle ground, and that is something that conservatives, such as myself, dislike about this college. |
| I had a bad experience with a math instructor. |
| I had an overall positive experience, though one WRT102 instructor did threaten to "withdraw" me from his class because I "was a distraction" and had an opposing opinion. |
| I think was regarding the student advisors and the cost of the books |
| just prior to registering I would have to jump through hoops to get academic holds removed from my account. I have PTSD and when I first came to Pima in 2004, I was a mess. |
| [Name omitted] freaking out |
| Knewton Alta was the worst program Pima ever used |
| misleading information on pass rate in orientation, I found out several drop out of the program because the abundance of information is overwhelming for most to earn an A&P license |
| Missing an assignment or two because I spaced it or it was listed in a different location. Realizing that I needed to go back to the syllabus to check for dates was often more work than it was worth. |
| My Bio201 IH experience was not good. It dropped my points for nursing. Part of that was because the teacher, although kind, did not direct us |
| My entire financial aid experience past and present. |
| N/A (3 responses) |
| names should have been announced during Virtual Graduation 2020 |
| Negotiating West campus and Downtown Campus were very difficult pure hell and high hurdles that were unnecessary that is the most negative thing I have to say about Pima. |
| No comment |
| no negative experience at all |
| No one seems to have the same idea of what to do or how to do it, and instead of seeking out a common understanding with other people responsible for taking care of things, they just continue to tell students what they think it right. I'd imagine each student has a different understanding and experience with how things work based on who they've interacted with in their time at PCC. |
| none (3 responses) |
| Not feeling part of PCC! |

Please share a favorite memory or any thoughts you have about your PCC experience: Negative overall experience (cont.)

| |
|--|
| Not getting a degree, which is what I attended PCC for with a 4.0 GPA, and instead getting a certificate. I have to intentions of attending an Arizona university. Thanks, advisor, for omitting that information just so you can get students out the door as quickly as possible. |
| Not graduating on time due to Covid |
| Not learning what I should've for my degree and having to get a second degree because of it. |
| Not really |
| Nothing |
| One negative experience was having done a Request for Academic Fresh Start because I thought that It would help me get financial aid to play for my classes. I was in academic probation and had taken a few years off from school so I figured that it would help me get financial aid. Instead no one explained to me that it would delay getting the 67% completion rate to be able to receive financial aid to pay for classes. I was never able to reach 67% completion rate these last couple of years attending Pima and was stuck paying for school. If I would have known that it would delay it then I could have waited taking classes for two semester and it would have taken my academic probation off and I would be able to receive financial aid. That is the only bad situation I dealt with but it did not deject me because I knew that I had done bad in previous years, so it was more of a lessened learned to never do bad while in school. It actually push me harder and for that reasoned I was able to get a scholarship for my last semester at Pima. |
| online and do it yourself education is very difficult for people with LD and learning yet another way in technology that was not done by all teachers and they didn't know how, and most of us could only listen no updated computers to participate or get help needed |
| Parking got increasingly more difficult to secure with the growth of the student populace at the West Campus. |
| Pima Community College you guys need to do more background checks on teacher and not hiring teachers who have poor ratings and allowing them to continue to work for PCC. That is setting up kids for failure and its gives PCC a bad reputation. |
| Pima needs a better way to department share information and give students access to phone numbers and not given the run around on blackboard. |
| Some shaming of student by teacher |
| The drama that happens. Sometimes Pima is very professional and other times it feels like high school all over again. |
| The office staff needs better training |
| The Registrars office dismissing my Honors AA from Valencia Community College when it is such a well recognized institution, and all the work it took to have that information reviewed twice, was incredibly stressful |
| The testing center for math placement was a tough obstacle. |
| When the campus had speakers or celebrate a heritage or holiday. The time always excluded students that have class in early morning or at night. So your late for class or you must arrive hours before your class began. I was olny able to attend one event the two years and five months as a student. |
| yes 70% |

Please share a favorite memory or any thoughts you have about your PCC experience: Positive overall experience

| |
|--|
| 11/10 glad I came. Would recommend. |
| 30% best in my career |
| A positive experience was that Pima has help me reach my goal of transfer-in to a four year university. I'm very grateful for the opportunity that Pima offers and I will be to finishing my associates this semester. |
| affordable tuition and willing to support student to get better future. |
| Becoming involved with Pima extracurricular activities. |
| Chemistry professor was there for extra help 100 percent of the time. |
| difficult to say |
| East |
| Enjoyed my time |
| Everything (2 responses) |
| Everything was great |
| Excellent understanding teachers. Great experience. |
| faculty |
| Getting to know fellow classmates and instructors while learning. |
| Getting to leave. |
| Good (2 responses) |
| Good quality instruction, overall. Good math & science professors, competent and interested in seeing student success. |
| Great college, instructors, and fellow classmates! I enjoyed my time at Pima Community College! |
| Great leadership with staff and instructor |
| Great teachers easy to communicate |
| Hard but worth the effort! |
| I enjoyed being a first time college student at Pima. It helped me in so many ways. Creating new friends, finding a new passion for my career and future. |
| I felt very prepared and I was well set up for my transfer to the u of a. |
| I had a great experience at Pima. |
| I learned a lot in my 4 years at pima and met if not a lot of amazing people that are my friends and even teachers who pushed me to better myself and didn't stop until I accomplish my goals. Thank you. |
| I learned not to trust so easily in higher education employees. |
| I met great people |
| I was able to do things that I never thought I was capable of and pushed myself more than I thought was possible. |
| I will always treasure my PCC experience. Thank You! |
| I've also had a great instructors. |
| leaning more skills than I had before |
| [Name omitted] over all creating the best learning environment |
| Most of my classes offered when I needed to get my degree although there was not very many that had those electives. |
| Most of my teachers and classmates were amazing. |
| Mrs. [name omitted] was a great instructor. Her positive energy made her classes quite enjoyable. Her humor and stories about being a paralegal was enjoyable. |
| My English writing 101 teacher and Counselor [name omitted] |
| My overall experience at Pima has been amazing. |
| My time at Pima was excellent |
| No comment |

Please share a favorite memory or any thoughts you have about your PCC experience: Positive overall experience (cont.)

| |
|---|
| Nothing |
| overall I am pleased with my experience at PCC |
| Overall, I did what I had to do to fulfill my goals. I met some amazing professors that I will stay in contact with for life. |
| PCC definitely prepared me for university life |
| Pima feels like a community. It is never hard to find help and advisors, faculty, and staff at Pima are never afraid to admit they don't know and find someone else to help |
| pima was a great school |
| Positive experience is getting a degree. I am a first gen college student |
| Practicum and Internship! |
| Professor [name omitted], and Professor [name omitted] have been the best professors I have had the pleasure of learning from. |
| Some awesome teachers. |
| Some of the programs are really good, and the tuition can't be beat. |
| Teachers |
| Teachers were caring and made the experience nice. |
| That feeling you get when classes are finally over for the semester |
| The facilities were nice, the staff and members were wonderful and the positive effect my time there had on me was immeasurable. |
| The professors are great |
| The THE Dept. helped me hone skills and become a better artist. Certain faculty/instructors helped guide me to an area I show strength in and worked to further develop my abilities and I will forever be grateful to them. The faculty of the THE Dept. genuinely care about their students and help them develop and hone useful skills. Thanks to this program I've rcvd various gigs in the community and am now pursuing a BFA at the UofA. [Name omitted], [name omitted], [name omitted] and [name omitted] will always have a place in my heart. They taught me so much and really went above and beyond. I love Pima's Theater program. |
| There were so many choices for classes, I loved the class sizes, I almost never had to pay for a book, and I have learned so much! |
| This has been such a great experience and I have gained a lot of knowledge in basic emergency care of patients I'm very thankful pima offers this class |
| This program has gotten me to where I need to be and now I can finally start my career |
| Very |
| When it looked like my entire last semester was going to be derailed by registrar error, several people stepped up to help me figure out what happened and what steps needed to be taken to correct the problem. Thanks to the wonderful assistance I received it was resolved very quickly. |
| Yes (3 responses) |

Please share a favorite memory or any thoughts you have about your PCC experience: Program-specific

| |
|--|
| Again misleading information, we should focus on FAA testing here and troubleshooting the faulty components and how to present that for future employers |
| As students we helped each other study and encouraged each other. |
| BCT |
| Constantly being challenged in my music classes and being able to be molded into the young musician I am becoming |
| Cul. Arts has always been a draw, never thought I would have opportunity. This has been time well spent. Great learning experience. Will continue as long as I am able. |
| Each teacher for the HIT program deserves to be paid more. They take the time to help and explain things while providing excellent feedback. |
| Education program and business are excellent |
| I didn't spend much time with the Accounting department because I was pursuing a transfer degree, but everyone in the program that I met was very welcoming and had a lot of information to share. I actually only learned about the Business Club through [name omitted]. You can tell they're a tight-knit community, especially because they threw a going-away party for one of their graduating tutors. |
| I don't have a specific story - however I would like to commend the Fitness and Wellness dept for an outstanding job. I've been to quite a few colleges/universities all around the country and have never experienced the level of support I have received from this PCC department. They are exceptional. |
| I have learned so much through the DLT program at PCC. I feel lucky to have learned this craft from instructors with so much experience and knowledge in their field. I really enjoyed the Dental Lab Tech program and looked forward to class everyday! |
| I love the post bacc educational program with the option to be in the intern cohort. |
| I love the program I'm in |
| I was very nervous about doing an internship, but [name omitted] worked diligently to find a welcoming place, and it has been a very rewarding and highly educational experience. |
| I went into the theater program thinking I wanted to learn more about acting, which I did, but this program introduced me to other aspects of theater, design aspects, that I fell in love with. |
| I would've liked to have seen more domestic professors in the Engineering department. There were a lot of foreign professors making it sometimes difficult to understand the instruction. |
| it was hard to keep up an track on my program but in the end i manage. |
| losing a respectful credential of AASW saddens me but also is a benefit as i receive that degree in its last class when applying for future work will be less formidable competition on resumes |
| Love [Name omitted] |
| My art class and having to go out and learn about local artwork and make my own work. |
| my psych teachers were kind |
| N/A (2 responses) |
| No classes for law transfer to U of A, but luckily POL SCI |
| No comment |
| Nothing |
| Nursing was extremely challenging but I hope that I am well prepared to pass the NCLEX and enter the workforce. I greatly value the education I received at PCC. |
| overall the business program is good but needs a better of variety of skills and avenues that will be handy in the real world. |
| Pima has the best EMT certification course. |
| Pima offered a convenient way for me to add a Special Education certificate to my current teaching certificate while working full time. |
| psychology |
| Respiratory Therapist Program-AAS, good program that preparing students for healthcare field. |

Please share a favorite memory or any thoughts you have about your PCC experience: Program-specific (cont.)

| |
|--|
| Science classes |
| See "Course-specific" above |
| Studying with my friends for math tests. |
| Teaching intern program - efficient and effective |
| The accounting classes prepared me for Eller very well. I got a 97 on the entrance exam. |
| The AJS program is amazing all my professors were so helpful and wanted to see each and every one of their students to succeed. I will forever be grateful for all the amazing things I've learned at Pima. |
| The archaeology faculty and curriculum has really prepared me to continue my studies at the U of A. |
| The Arts program blew me away in how many teachers, studios, equipment, and resulources there were. I felt supported, like I gained practical skills and knowledge, and I could make whatever I could imagine. |
| The electives for social services programs needs to be extended they should be a few more. |
| The RT program is amazing and anyone who is looking for something helath related should check it out |
| The Social Services degree can't be completed if you work a day job. I hear other students stressing about night-only classes and day-only classes and not being able to do both. |
| Translation and Interpretation has always been something I wanted to do. Professor [name omitted] and Advisor [name omitted] are the best. |
| TRiO SSS helped me gain confidence throughout my college experience. |
| Working in the garden. |
| Yes |

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

| |
|--|
| A women in the testing center at NW campus [description omitted] was always so friendly and that helped easy my anxiety before an exam. |
| Awesome |
| [Name omitted] is an excellent individual who has helped me tremendously in getting me back and forth in the parking lot in front of building H to my classroom in building L on West campus. He deserves a bonus. |
| Everyone at the music department has a very unique character and they all get along even though their all so different. It's kinda like going to a Disney park to see the different characters interact with each other. |
| Everyone I have had to personally work with has been professional, kind, welcoming and encouraging. |
| Excellent |
| for the most part the staff are good and friendly |
| Friendly |
| Good (4 responses) |
| N/A (2 responses) |
| No comment |
| none |
| Nothing |
| See "Course-specific" and Overall experience" above |
| Some go the extra mile and some did the minimum. |
| staff that i met were all nice and helpful to me |
| Staff were excellent! |
| Staff/teachers are all amazing and actually want to see students succeed |
| The staff employed at the testing center were always up beat and friendly! |
| The staff I encountered was usually friendly. Even if they weren't the friendliest, they provided helpful information without me having to beg for it, which I really appreciated. |
| They're great. |
| Very friendly and helpful, always interested in seeing student success. |
| very nice |

Please share a favorite memory or any thoughts you have about your PCC experience: Student club/organization/athletics/events

| |
|---|
| Athletics at PCC are on the rise and this school will truly be a powerhouse. |
| becoming a leader in multiple clubs |
| Being able to make it to the Region championship game two years in a row for women volleyball |
| Being apart of Pima Music Society's leaders as event coordinator |
| Being apart of the last football team the school will ever have. |
| Cru is great. |
| Found some great organizations to volunteer for because of PTK club e-mails |
| Good |
| Great coordinators for my clubs and student involvement with each other and community |
| I loved my time spent with the jazz ensemble! |
| I was the President of the Law and Order Society, and we were not able to get anything done due to the lack of help from Student Life. We wasted a year on trying to get the club off the ground. |
| N/A (9 responses) |
| N/A never have the time to join club or organization working full time and going to school and balance a family was a tough job |
| Never participated in them. |
| No comment |
| no comment never attended a club or organization |
| Nothing |
| Only invited to join NHS my last semester. |
| Serving as President of Pima Business Club. |
| The free snacks really helped me out because sometimes I forgot to pack food and didn't have money for any. I knew I could get free snacks sometimes and that was amazing. |
| The Pima IT club was a fun place to interact with like minded individuals. Gave me a chance to meet with and ask questions with professionals. |
| Trio |

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

| |
|--|
| Attended PCC really changed my life. I got my degree and also a lot of experiences from all the instructors. I love the class sizes. Because of the financial aid, I didn't have to worry much about my educational fees. The tutors were so helpful. They helped me getting good grades. It definitely worth it choosing PCC. |
| Becoming an student academic advisory board member for DLT was a positive experience for me. This membership allowed me to voice my thoughts and opinions about our program from a students perspective. This also gave me an opportunity to meet and interact with DLT professionals in our community. |
| Do not feel ready and very fearful of any future |
| Good |
| Having the opportunity to participate in work study has given me not only valuable job experience in an amazing work environment, and enhanced job skills that will serve me well in the future |
| I do not think that this school really cares about veterans, conservative values. You all are TOO focused on promoting "diversity", but that does NOT include people such as myself. Shame on you for promoting illegal aliens, and non-vetted students to enter this college, and do not really help those who are LEGAL residents of this country. |
| I hope you all turn this school around... |
| I think Pima is wonderful. I appreciate every class I took here. Pima helped me understand and enjoy math (which was not a strength before PCC), and has a plethora of amazing teachers. |
| Loved Northwest and West campuses |
| N/A (5 responses) |
| No comment |
| Nothing |
| Pima community college has changed a lot this couple of years by offering more online courses which is great, but i hope that it keeps face to face classes. I wouldn't what it to become an all online community college. There are certain classes like math, science, business courses and more that are better in a face to face environment. Students become well rounded when they are networking together were they can learn from one another. |
| Project Soar is the reason I have been so successful in college. Every interaction I had with them is a good memory. |
| Thank you for all you've done PCC. |
| The Maker Space at the East Campus were welcoming and friendly. It allowed me to explore creativity with technology. |
| The tutoring center and the library unless Campus needs to change their rules to include all students of all abilities currently they don't and they don't make access very easy as well. |
| TRIO counselor was awesome |
| Working as a student aid and then a tutor in the learning commons has been my most favorite memory. My co-workers and faculty have been what's made this the most rewarding experience through their caring and patience. It is how i succeeded. |