

Graduate Exit Survey Report

2022-2023 Graduates

Strategy, Analytics and Research



PimaCommunityCollege

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2022-2023 Graduate Exit Survey Report Executive Summary

The Graduate Exit survey was developed by the Pima Community College Office of Strategy, Analytics and Research (StAR) to gather feedback annually from the most recent graduating class on their academic experiences, goal attainment, continuing education, and employment information. The survey sought to assess the quality of the College's learning environment and the students' learning experience to provide valuable information that can be used to identify areas for improvement. The survey explores 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 questions 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.

Approximately three weeks before the end of each term (Summer 2022, Fall 2023, Spring 2023) email invitations were sent to 2022-23 graduates and pending graduates inviting them to participate in the survey. Reminder emails were sent to graduates as well if they did not initially complete the survey. A total of 354 (out of 2,134) graduates answered at least one survey question, for a 17% 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:

- 38% (134) of graduates' intent when they first started taking courses at PCC was to transfer to a 4-year college or university.
- 33% (115) of graduates indicated they changed their goal between enrolling and graduating.
- Of those graduates who indicated that their intent changed, 31% (36) indicated they intended to transfer to a 4-year college or university, followed by changing careers 18% (21).
- 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 (38%, 135), followed by beginning a new career (27%, 96).
- 66% (234) of graduates strongly agreed that their time at PCC helped them reach their intended goals, while 27% (97) 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. Six graduates indicated that held more than one position.

Some highlights from the Graduate Employment section include the following:

Employment Location: (of those who were employed and provided this information)

- 82% (167) of respondents were employed in Pima County.
- 6% (12) were employed in Arizona, but outside of Pima County.
- The remaining 12% (25) were employed out-of-state.

Employment Status:

- 44% (157) of the respondents were employed full-time.
- 25% (89) were employed part-time.
- 21% (75) were seeking employment.
- 11% (38) were not employed/not seeking employment.
- 5% (18) were self-employed or independent contractors.

Full-time Employment:

- The highest number of responding graduates worked in the areas of Health (30%, 40), followed by Education (18%, 24) and Business (16%, 21).
- Median hourly wage: \$19.60
- Median annual wage: \$45,000.00
- Median hours per week worked: 40
- Only 11% (15) of the full-time positions' respondents reported were temporary or seasonal.
- 34% (47) of respondents indicated that their degree and/or certificate was required for their job, while 41% (56) indicated while that their particular degree or certificate was not a requirement, they used the training and skills learned at PCC in their job.
- When asked why graduates were working in an area not related to the degree/certificate they obtained at PCC, 27% (14) selected 'better paying job in a different area, 23% (12) selected 'was not sufficiently qualified for a job in my area' tied with 'Other' option (from the list of reasons), followed by 19% (10) 'was attending for personal enrichment, not for job preparation'.
- Almost half (43%, 59) of respondents began working in their position prior to attending PCC, 41% (56) while attending, and 16% (22) began working after attending PCC.

Part-time Employment:

- The highest number of responding graduates worked in the areas of Services (43%, 31), followed by Health (18%, 13) and Education (13%, 9).
- Median hourly wage: \$15.00
- Median annual wage: \$19,000.00
- Median hours per week worked: 19.5
- 39% (29) of the positions were temporary or seasonal.
- 49% (36) of respondents indicated that their degree and/or certificate was not required for their part-time job.
- Of those responding graduates with part-time positions who were working in an area not related to the degree/certificate they obtained at PCC, 18% (11) indicated that they were 'not sufficiently qualified for a job in my area', followed by a tie between 'chose to work in another area' and 'better paying job in a different area' 17% (10).
- Almost half (43%, 59) of respondents began working in their position prior to attending PCC, 41% (56) while attending, and 15% (21) began working after 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, 26% (84) will attend the University of Arizona, while 15% (48) indicated they will attend Pima Community College.

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. 65% (104) of respondents will be or were currently attending college full-time, while the remaining 35% (57) 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:

- When asked how likely they would be to recommend PCC to a friend or colleague, 55% (170) of respondents chose the highest rating possible (10).
- The 2022-23 graduates' Net Promoter Score (NPS)¹ was 56.0. This was a slight increase (0.35) from previous year's graduate cohort.
- 56% (81) of the respondents' educational experiences have resulted in employment. This is consistent with last year's employment rate of 57%.
- 60% (149) of the respondents were influenced by their educational experience to be more active in the community, which is consistent with the results from the past few years.
- 56% (144) of the respondents were influenced by their educational experience to engage in membership of a professional organization.
- 88% (244) were influenced by their educational experience to continue their education, which is consistent with the results from the past few years.
- 41% (37) of the respondents indicated that they were influenced in other ways and typed in the other ways to this open-ended question.
- The lower cost/tuition of attending PCC and faculty were the aspects the highest percentage of respondents liked the most, 25 (77) and 24% (74) respectively.
- The aspects most often cited as least liked at PCC was the price of books (24%, 70), followed by "Other" (18%, 53), and advisors (14%, 41). The price of books has consistently held the top spot for most disliked feature.

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.

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?

Communications:

- Communicate to students what PCC has to offer and make this information known and easily accessible by students.
- Faculty and staff should be trained to have the same knowledge so that students can be provided with consistent information.
- Improve website navigation and design to be more intuitive for students so there is easier and clearer access to information.

Advising and counseling

- Advisors should increase engagement with students by reaching out and scheduling check-ins. Students would also like to see increased availability and responsiveness from advisors.
- Advisors should be trained and become more knowledgeable of program requirements and career paths to better help students succeed.

Course offerings and format

- Students would like to have a single course offered more times a day, at multiple campuses, and over more terms to reduce inconvenience, and to better fit schedules and academic plans.
- Some students have preference for online courses, while some are requesting to have a return to more in-person classes.

Costs of course materials

- Students purchased books and other materials for their courses at expensive prices but found that they were not highly used. In the case of online subscriptions for books, students found it to be frustrating that there was an expiration date in which they could be accessed.
- Students are interested in being provided with cheaper alternatives and options for books.

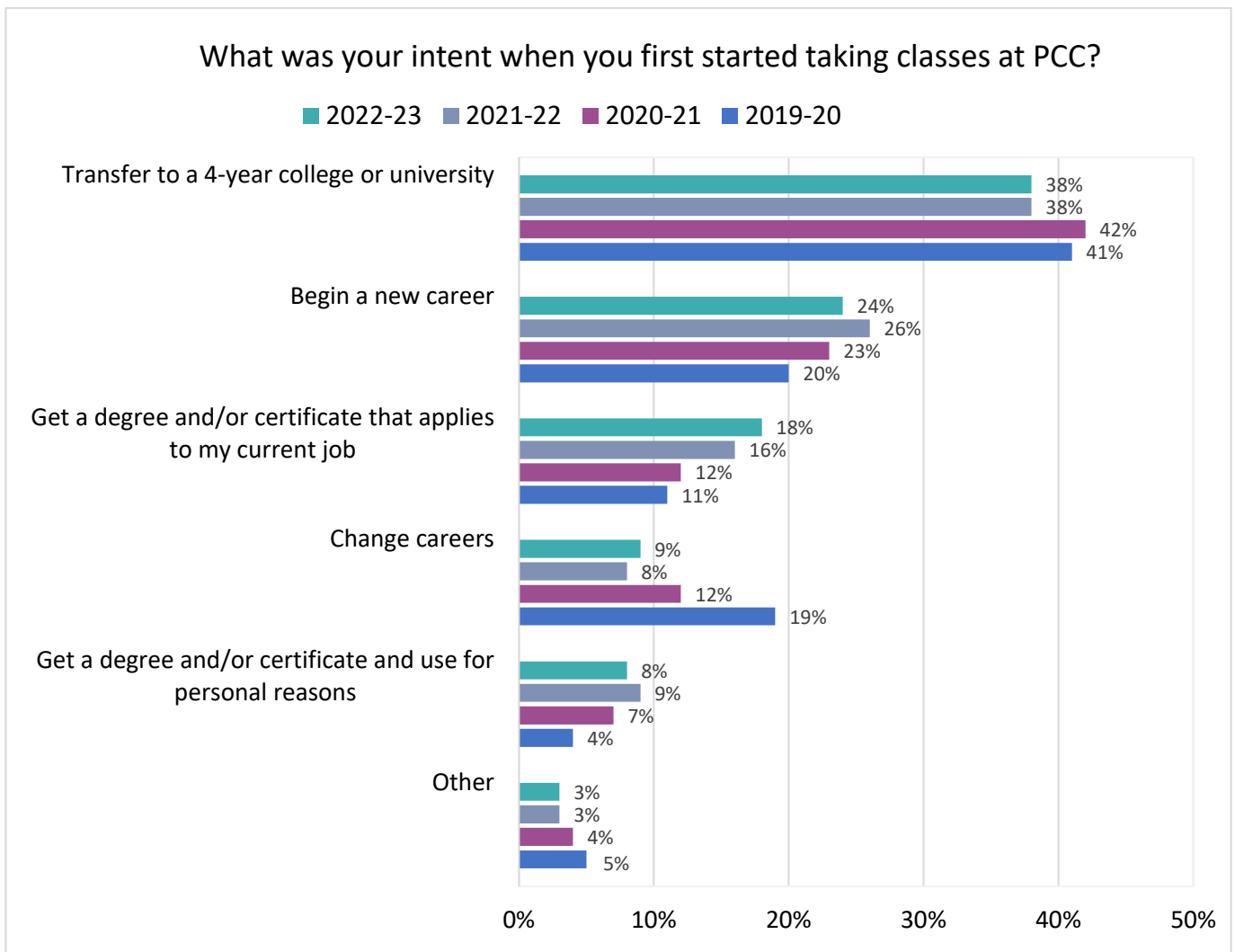
Additional Notes About the Report:

- Not all respondents answered every question.
- When a question allowed for more than one option to be selected, the percentages are based on the number of respondents to the individual question as a whole and the totals when summed may equal over 100%, shown as "---".
- Due to rounding, percentages may not always add up to 100%.
- Respondent comments are reported verbatim, including spelling and grammatical errors, and sorted alphabetically.

Section 1: Student Intent

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

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

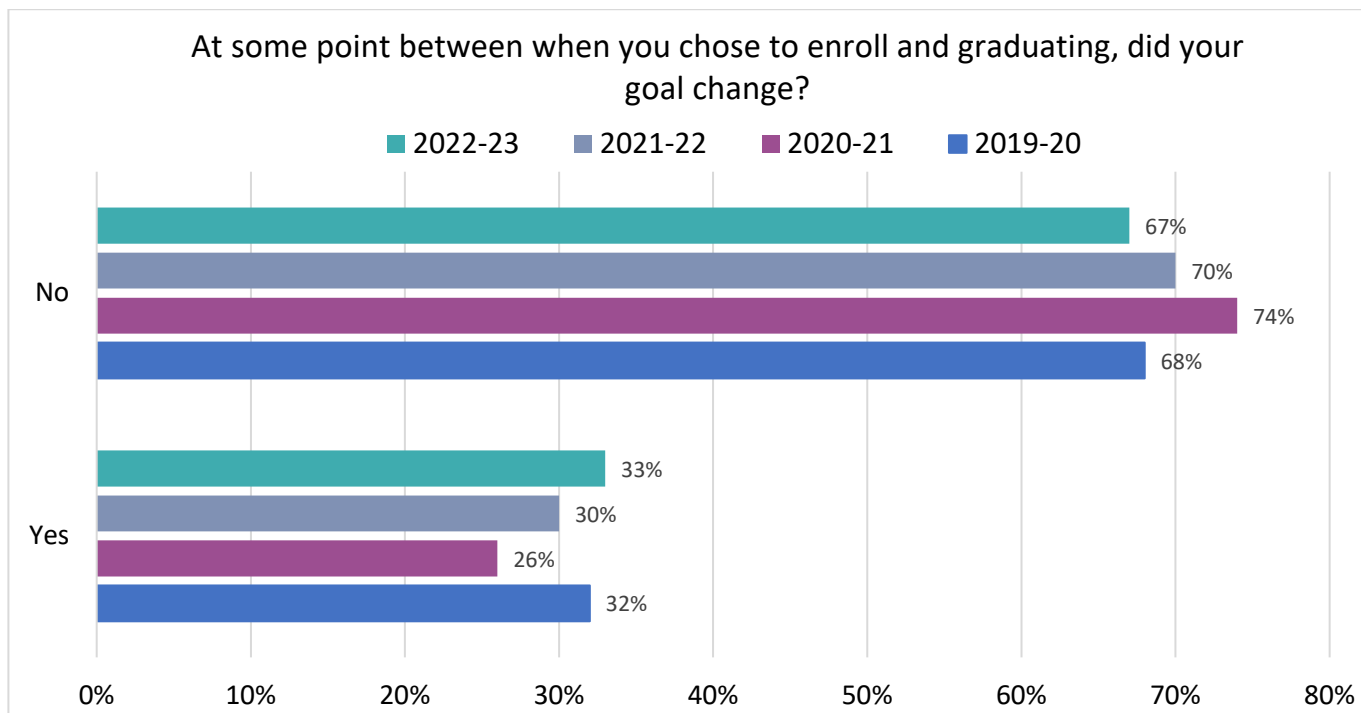


Other intents when graduates first started taking classes at PCC:

Choosing a specific major.
find my interest and settle down on a career
Get a certificate and use it for a future job
Get a certificate to prepare for a career change
I just wanted to take a few courses, while my health got better and then transfer to the U of A
I wanted to take college courses for free during high school.
I wasn't sure what my original intention were at the first came to Pima. It probably was something like do my best I can during my time here.
I wasn't sure. Just thought I should go back to school. I was 36.
Just start getting general education courses started while figuring out what I wanted to do in general (didn't have much of a plan/path to begin with)
Start a new career
Understand myself more academically

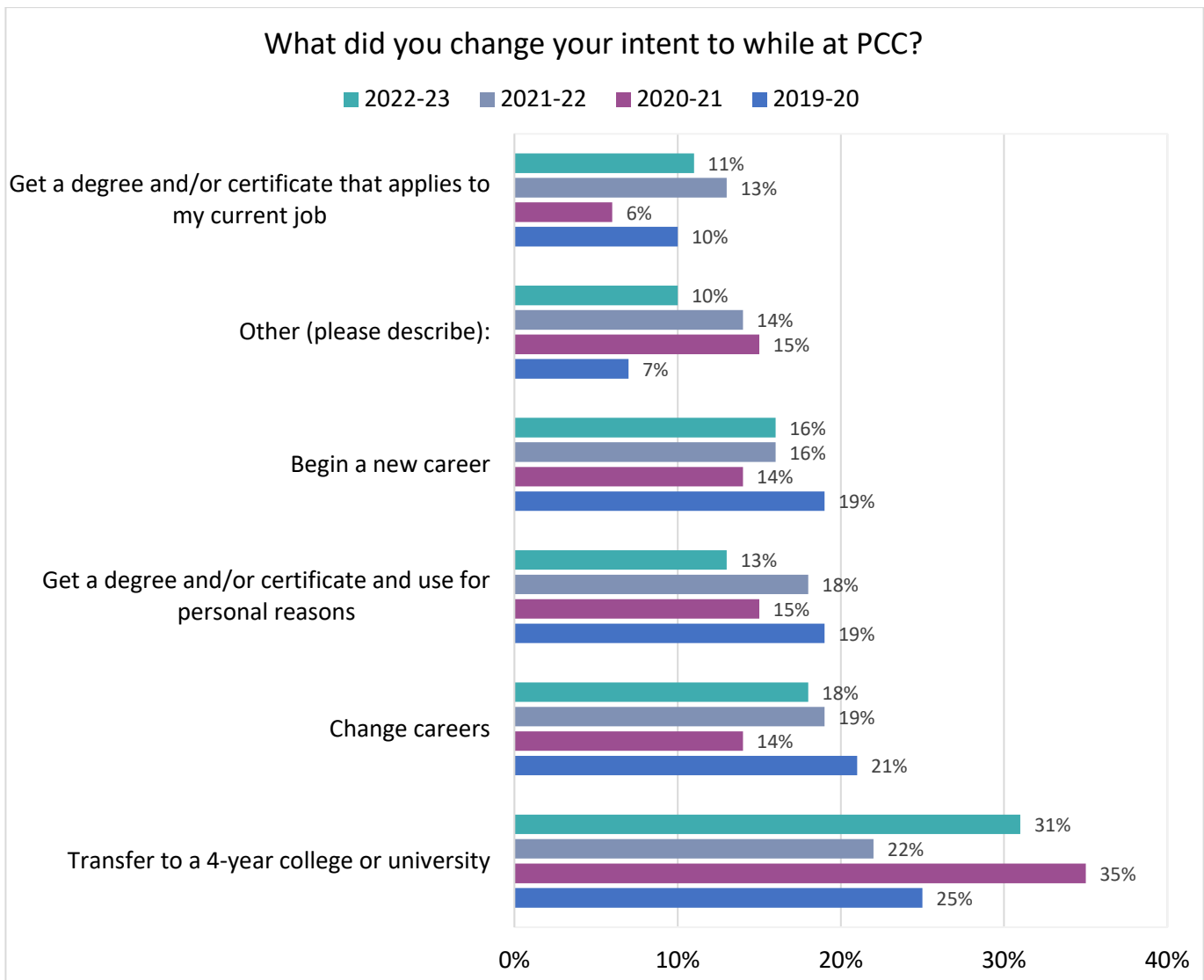
At some point between when you chose to enroll and graduate, did your goal change?

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



To what did you change your intent while at PCC?

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

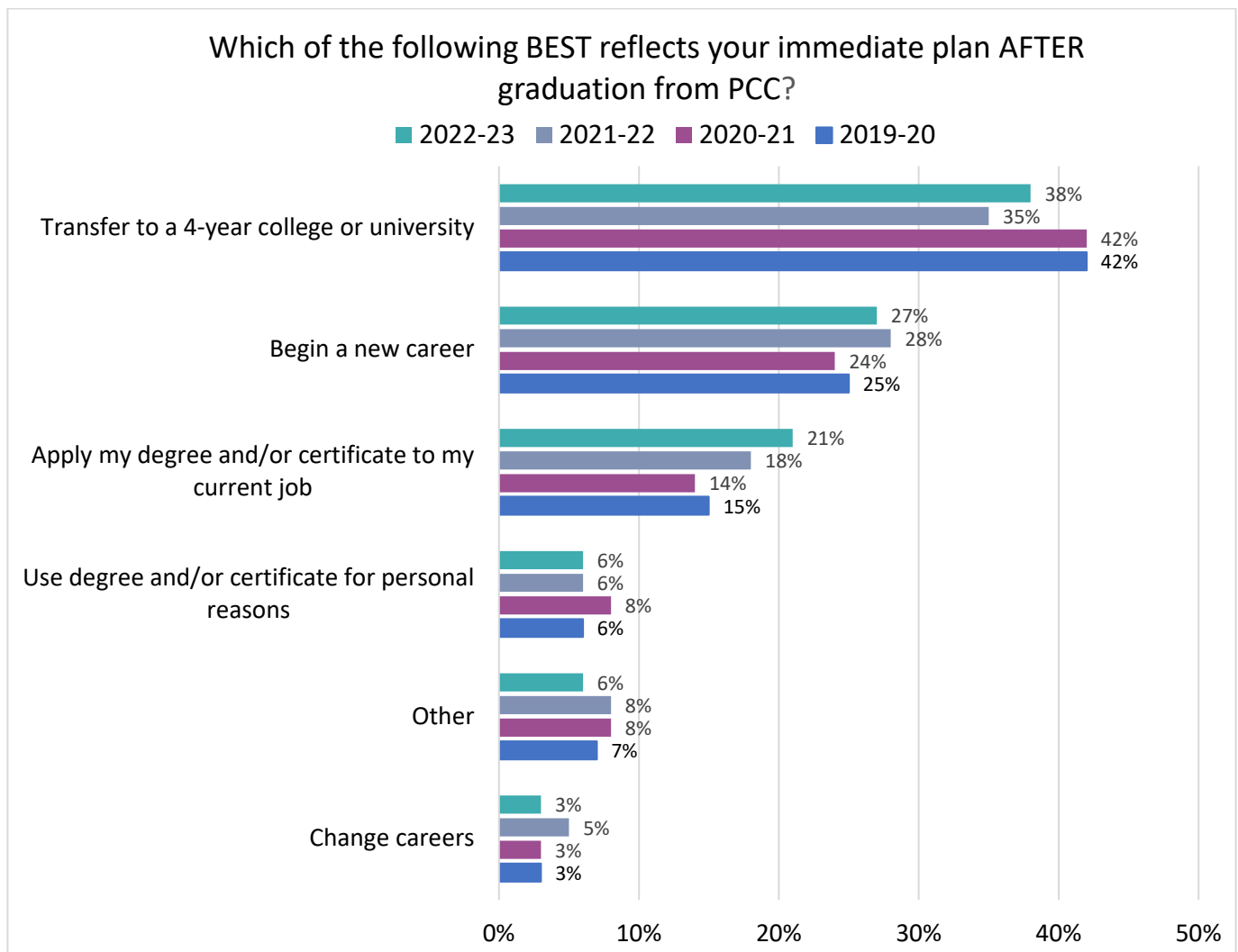


Other intents graduates changed to while at PCC:

Enroll in concurrent program with NAU
Get a degree and transfer to a 4-year university
Get a degree just to have one
Get a second associate's degree before pursuing a bachelor's
Get my associate's degree
I completed the JTED automotive certificate, and decided to pursue the Associates degree at PCC automotive via a scholarship.
I started to get a degree in nursing but since covid I had switched career paths to be able to work from home.
Instructor [NAME REDACTED] is not professional person he yell students all the time and day thinks like dont waste my time i am thinking to stop my classes because that is not acceptable
switch from certificate to associates
Wanted a certificate, but went forward with a degree

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

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

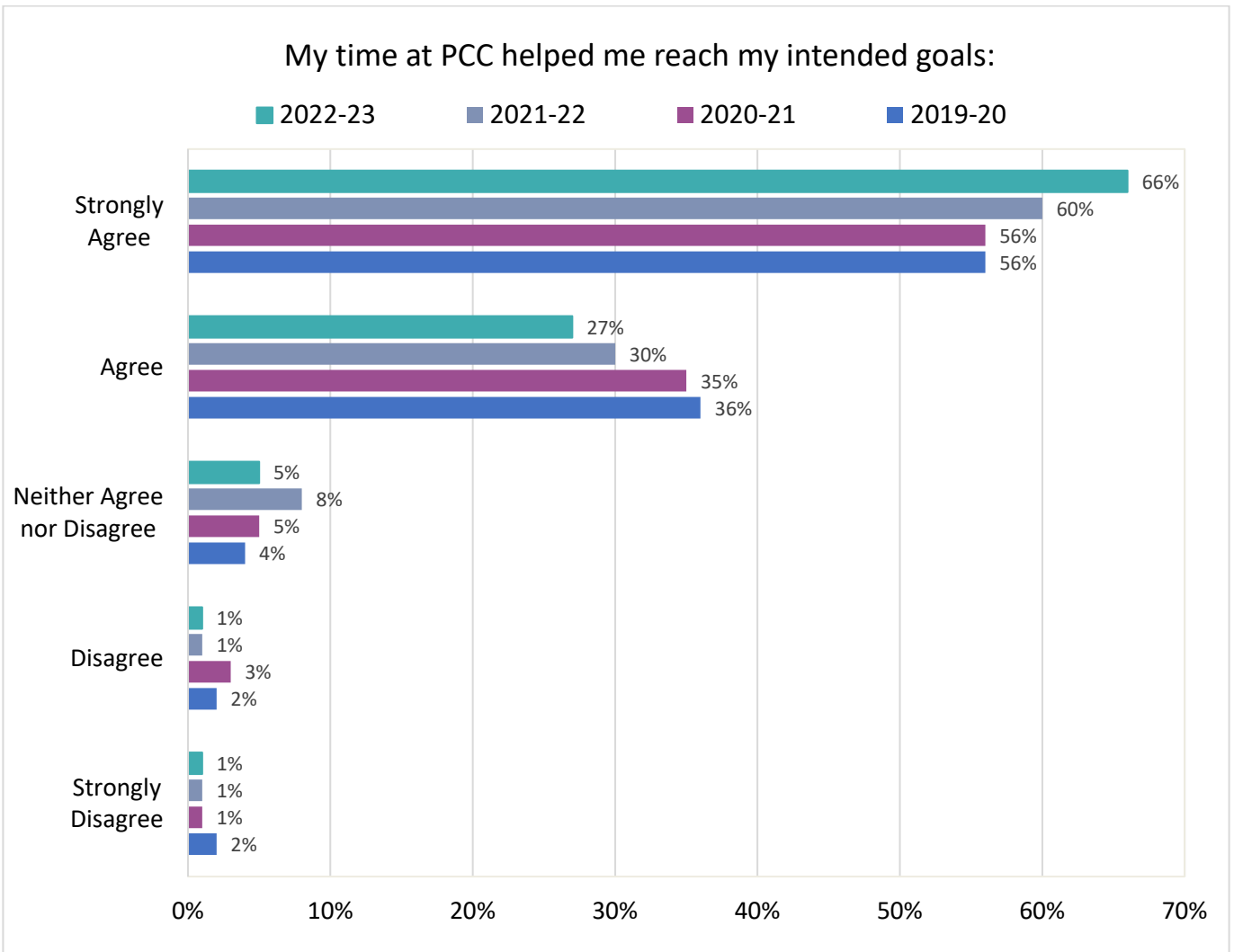


Other plans after graduation:

Begin a new career and continue with NAU degree
Begin graduate school
Continue for my associates
Continue minimum wage job
Continue on at PCC to obtain an AAS degree.
Figure out what to do
Finding a job and make some progress.
Get a full time job
Get a second associate's degree or certificate
Getting AAS from pima
No plans at present
Pursue the Associates degree at PCC automotive.
take a break and then start looking for work
take a semester off before transferring to a 4 year university
Take courses for a medical billing and coding cert. If I decide that isn't for me I will attend ASU.
Take more classes in another field
Take the next credentialing exam with AZ courts.
Undecided
Use said certificate to get a job
wait for about 6 months to start a new career

My time at PCC helped me reach my intended goals:

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



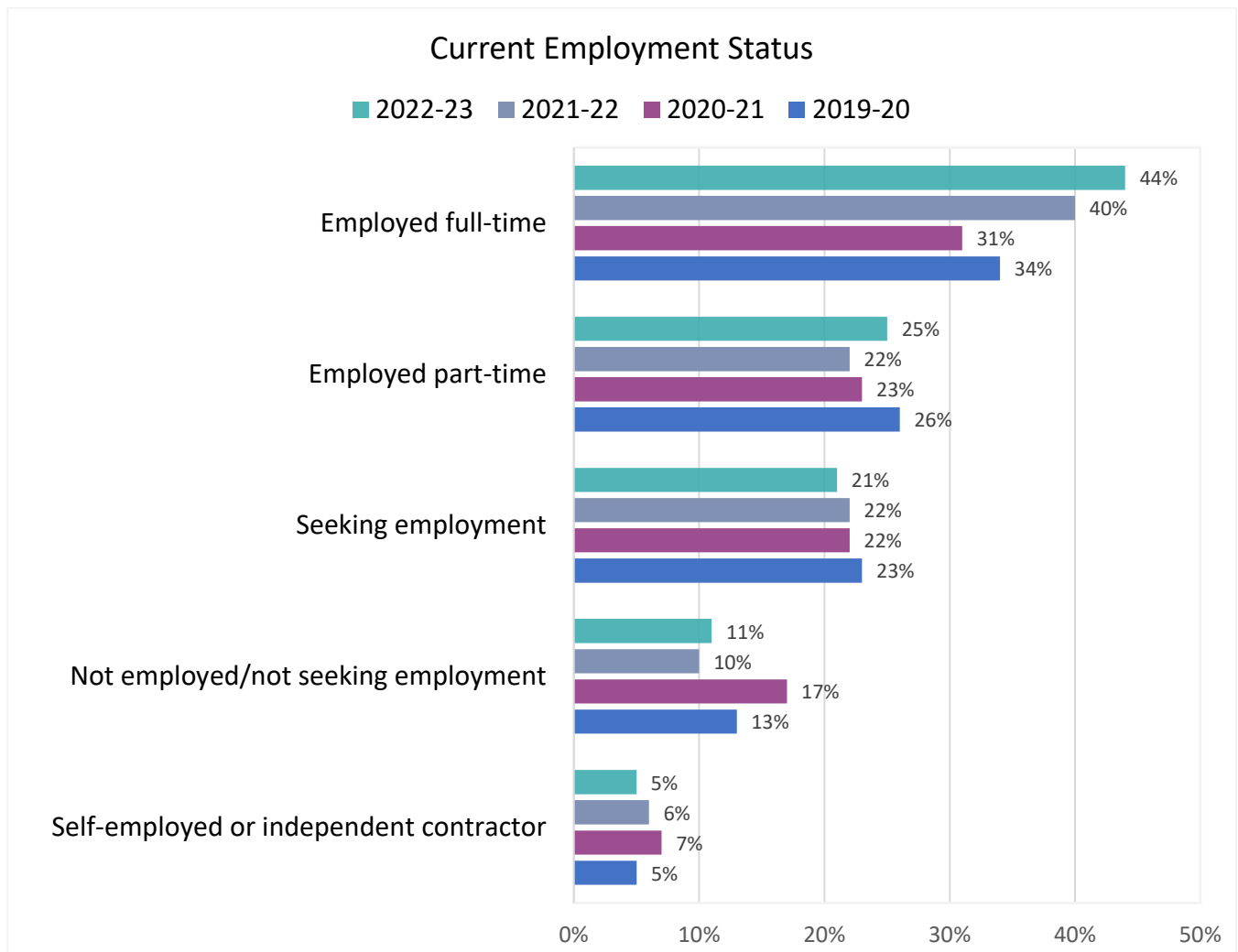
Section 2: Graduate Employment

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

	2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%
Employed full-time	157	44%	138	40%	102	31%	157	34%
Employed part-time	89	25%	77	22%	76	23%	119	26%
Seeking employment	75	21%	75	22%	71	22%	104	23%
Not employed/not seeking employment	38	11%	34	10%	55	17%	58	13%
Self-employed or independent contractor	18	5%	19	6%	22	7%	23	5%

*Because respondents could choose more than one status, total percentage will not equal 100%.

In 2022-23, 354 respondents selected 377 options, in 2021-22, 317 respondents selected 343 options, in 2020-21, 305 respondents selected 326 options, in 2019-20, 434 respondents selected 461 options, and in 2018-19, 373 respondents selected 395 options.



FULL-TIME EMPLOYMENT INFORMATION

Area of employment:

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

What is your hourly wage or annual salary? (Please use numbers only, omit \$)^{2 3}

Average hourly wage:	\$21.98
Median hourly wage:	\$19.60
Average annual wage:	\$47,864.5
Median annual wage:	\$45,000.00
Average hours worked:	40.35

Minimum hourly wage:	\$13.00
Maximum hourly wage:	\$66.35
Minimum annual wage:	\$6,000.00
Maximum annual wage:	\$138,000.00
Median hours worked:	40.00

Is this position temporary or seasonal?

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

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

³ A small number of graduates' wages have been excluded because they were not representative.

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

	2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%
Yes	45	34%	39	36%	20	25%	44	33%
No, but used	56	41%	41	38%	34	43%	49	37%
No	34	25%	28	26%	25	32%	40	30%
Total	136	100%	108	100%	79	100%	133	100%

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

	2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%
Better paying job in a different area	14	27%	31%	14	8	21%	16	29%
Other	12	23%	29%	13	10	26%	14	25%
Was not sufficiently qualified a job in my area	12	23%	11%	5	12	31%	11	20%
Was attending for personal enrichment, not for job preparation	10	19%	22%	10	8	21%	6	11%
Chose to work in another area	9	17%	36%	16	7	18%	13	24%
Could not find a job in my area	8	15%	9%	4	5	13%	1	2%
Continued working in another field	7	13%	22%	10	3	8%	9	16%

* Because respondents could choose more than one option, the total percentage will not equal 100%.

In 2022-23, 52 respondents selected 72 options, in 2021-22, 45 respondents selected 72 options, in 2020-21, 39 respondents selected 53 options, in 2019-20, 55 respondents selected 70 options, and in 2018-19, 49 respondents selected 62 options.

Other reasons graduates are not working in a related area:

Already had this job when I started my degree
Certificate applied to job - degree does not
Chose to work in this field for the weekend hours only
Haven't looked yet for a related job
I'm looking for a position in my field currently
looking for a new job
My company won't let me come in the office
No
No coding positions were available but they will hire me as one when a spot opens up!!
temporary work until certified
Working towards a new field of employment

When did you begin working in your present position?

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

PART-TIME EMPLOYMENT INFORMATION

Area of employment

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

What is your hourly wage and/or annual salary? (Please use numbers only, omit \$)^{4 5}

Average hourly wage:	\$16.83
Median hourly wage:	\$15.00
Average annual wage:	\$18,010.42
Median annual wage:	\$19,000.00
Average hours worked:	20.10

Minimum hourly wage:	\$6.25
Maximum hourly wage:	\$30.00
Minimum annual wage:	\$900.00
Maximum annual wage:	\$40,000.00
Median hours worked:	19.50

Is this position temporary or seasonal?

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

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

⁵ A small number of graduates' wages have been excluded because they were not representative.

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

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

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

	2022-23		2022-23		2020-21		2019-20	
	N	%	N	%	N	%	N	%
Was not sufficiently qualified for a job in my area	26%	11	7	18%	10	18%	14	25%
Better paying job in a different area	24%	10	5	13%	5	9%	9	16%
Chose to work in another area	24%	10	10	26%	9	16%	16	28%
Other	21%	9	11	29%	9	16%	14	25%
Could not find a job in my area	19%	8	6	16%	5	9%	7	12%
Continued working in another field	14%	6	5	13%	5	9%	6	11%
Was attending for personal enrichment, not for job preparation	14%	6	12	32%	12	22%	9	16%

* Because respondents could choose more than one option, the total percentage will not equal 100%.

In 2022-23, 42 respondents selected 60 options, in 2021-22, 38 respondents selected 56 options, in 2020-21, 37 respondents selected 55 options, in 2019-20, 57 respondents selected 75 options, and in 2018-19, 53 respondents selected 67 options.

Other reasons graduates are not working in a related area:

Career change
Federal Work Study at PCC
going to school full time at 4-year university
I have a full-time job offer at Banner Hospital, but cannot start until I pass the NCLEX and get my license after graduation
Just needed quick cash
Just working this job through college until I get my degree
Will start new job in fall which uses certificate

When did you begin working in your present position?

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

SELF-EMPLOYED OR INDEPENDENT CONTRACTOR EMPLOYMENT INFORMATION

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

Area of employment

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

What is your hourly wage and/or annual salary? (Please use numbers only, omit \$)^{6 7}

Average hourly wage:	\$25.80	Minimum hourly wage:	\$10.00
Median hourly wage:	\$20.00	Maximum hourly wage:	\$65.00
Average annual wage:	\$59,583.33	Minimum annual wage:	\$500
Median annual wage:	\$28,000.00	Maximum annual wage:	\$200,000.00
Average hours worked:	21.64	Median hours worked:	20.00

Is this position temporary or seasonal?

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

⁶ When the number of hours worked was reported with a range by respondents, a mid-point was used in this calculation.

⁷ A small number of graduates' wages have been excluded because they were not representative.

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

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

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

	2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%
Other	4	57%	0	0%	5	42%	4	36%
Chose to work in another area	2	29%	1	13%	2	17%	1	9%
Continued working in another field	2	20%	2	25%	3	25%	0	0%
Better paying job in a different area	1	14%	2	25%	1	8%	1	8%
Was not sufficiently qualified for a job in my area	1	14%	1	13%	1	8%	4	36%
Was attending for personal enrichment, not for job preparation	0	0%	3	38%	3	25%	1	9%
Could not find a job in my area	0	0%	2	25%	1	8%	0	0%

* Because respondents can select more than one option, the total percentage will not equal 100%.

In 2022-23, 7 respondents selected 10 options, in 2022-23, 8 respondents selected 11 options, in 2020-21 12 respondents selected 16 options, in 2019-20, 11 respondents selected 11 options, and in 2018-19, 11 respondents selected 14 options.

Other reasons graduates are not working in a related area:

crafting business

I sell clothes online to make money because I'm broke and I can work from home

Needed something that worked with my schedule

When did you begin working in your present position?

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

Job Title	Employer	Status*
[Job title not provided]	FedEx	PT
[Job title not provided]	University of Arizona	FT
Assistant of Title IV Compliance & Office of Financial Aid Team	Pima Community College	PT
6th Ex Ed Teacher	Tucson Unified	FT
ABA Therapist/Equine Therapist	Angels in Autism, LLC	PT
Admin/HR Assistant	WebMO LLC	FT
Admissions Specialist/Case Worker	Burning Tree Programs	FT
Aircraft Technician	Jet yard	FT
Analyst	Humana Inc.	FT
Animal Behavior and Enrichment Assistant	Friends of PACC	PT
Archaeological Field Technician	WestLand	FT
Archaeology Field Technician	USDA-Forest Service	PT
Artist	[Employer not provided]	SE
Assistant Early Education Teacher	Tucson Country Day School	FT
Assistant Manager	Papa Murphy's	PT
Associate	AutoZone	PT
Associate	Saks OFF 5th	PT
Associate Director	Oscar Health Insurance	FT
Associate Production Manager	Signify Health	FT
Barista	Monsoon	FT
Batting Coach	D-Bat	FT
Billing Assistant	David S Cutler	FT
Business Assistant	University of Arizona	PT
CAD Operator	Kimley-Horn	PT
Cardiovascular tech	Carondelet Medical Group	FT
Caregiver	Private	SE
CEO	E. Bhad Beauty Cosmetics	SE
Chiropractor Assistant	Ornelas Chiropractor	FT
CJA Contract Paralegal	[Employer not provided]	SE
Clicklist Clerk	Fry's Food	PT
Clinical Research Coordinator	Arizona Urology Specialist	FT
Clinical Research Coordinator I	University of Arizona	FT
Coach	Playformance	PT
Compliance Specialist	[Employer not provided]	FT

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

Job Title	Employer	Status*
Consumer Experience Professional	Humana	FT
Content Moderator	Alorica	FT
Contracts Administrator	Offshore	FT
Coordinator/Secondary Teacher	Pima Accommodation District	FT
Courtesy Clerk	Fry's Food Store	PT
CPA/Tax Intern	Gale E Smieth	FT
Credit Analyst	PSE	FT
CSA	Walgreens	PT
Datacenter Specialist	Pima Community College	PT
Deli Clerk	Safeway	PT
Dental Laboratory Technician	[Employer not provided]	FT
Detailer	Tucson Auto Collision	FT
Developer	Self-Employed	SE
Direct Support Provider	Easterseals Blake Foundation	FT
Director	Best Buy	FT
Driver	Instacart	SE
Educator Assistant	Canyon View Elementary	FT
Electrical engineering Technician	Texas Instruments	FT
EMT	AMR	FT
EMT	AMR	FT
EMT Assistant instructor	Pima Community College	PT
English Teacher	City High School	FT
Escalation Specialist 5	Citibank	FT
Estimator	Perfection Industrial Finishing	FT
Eviction Prevention Advocate	Sunnyside Foundation	PT
Ex Ed Resource Teacher	TUSD	FT
Ex. Ed. Teacher	TUSD	FT
Executive Assistant	Scripps Media	FT
Fabricator	TBC Erectors	FT
FC Associate 1	Amazon DELIVERY	FT
Firefighter	Drexel heights fire district	FT
Firefighter/Paramedic	Tucson Fire Dept	FT
First Grade Teacher	Amphitheater Schools	FT
First Year Experience Peer Mentor	Pima Community College	PT

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Job Title	Employer	Status*
Fraud Analyst	Upgrade Inc	FT
Fulfillment Center Associate	Amazon Inc.	FT
FWS Library Assistant	[Employer not provided]	PT
Histotechnician	Roche Tissue Diagnostics	FT
Hotel Front Desk	Red Roof Inn	FT
House Manager	Brenda Schmidt	PT
HR Manager	Total Care Connections	FT
HR Supervisor	Pima county	FT
HSI Stem Intern	Pima Community College	PT
Human Resources Assistant	Catholic Community Services	PT
Human Resources Coordinator	Career Pathways Consulting	PT
Human Resources Specialist	El Rio Health Center	FT
Independent Distributor	Mannatech	SE
Lab Assistant	Carondelet - St. Joseph's Hospital	PT
Lab Researcher	University of Arizona	FT
Land Survey Crew Chief	Rick Engineering	FT
Lead Recruiter	VisionQuest National	FT
Learning Center	Pima Community College	PT
Library Manager	Literacy Connects	FT
Licensed Nursing Assistant	Casa de la luz Hospice	PT
Licensed Practical Nurse (LPN)	Altra	PT
Licensed Practical Nurse (LPN)	Az home health	FT
Licensed Practical Nurse (LPN)	Bayada	PT
Licensed Practical Nurse (LPN)	Devon Gables	FT
Licensed Practical Nurse (LPN)	Haven of Tucson	FT
Licensed Practical Nurse (LPN)	NSI, Inc.	FT
Licensed Practical Nurse (LPN)	The Center at Tucson	FT
Life Guard	City of Tucson	FT
Life Guard	City of Tucson	PT
Life Guard	Town of Oro Valley	PT
Maintenance Technician	Target	FT
Manager	H&M	FT
Manager	K Services	FT
Marketing Coordinator	APSM	FT
Marketing Specialist	[Employer not provided]	FT

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Job Title	Employer	Status*
Math Jack	Northern Arizona University	PT
Math Teacher	Sunny Side School	FT
Medical Assistant	Carondelet Medical Group	FT
MedTech	Prestige	FT
n/a	[Employer not provided]	FT
Nail Technician	Salon de Nouveau	FT
Network Analyst	classified	FT
Next Steps Advisor	AmeriCorps	PT
Nurse	Banner	FT
Nurse	VA	FT
Old Swing Road	Donna	PT
OP 3 Palletize	Penguin Random House	FT
Operations Manager	Desert Diamond Casinos	FT
Ops Support Intermediate Analyst	Citi Bank	FT
Overnight Team Lead	Walmart	FT
Owner	[Employer not provided]	SE
Owner	All Creatures Great & Small	SE
Owner, Creator	Craftastics, LLC	SE
Owner/Personal Trainer	LSG Fitness and Wellness	SE
Packager	OGgeez brands	FT
Paralegal	[Employer not provided]	FT
Paralegal	Law Offices of Kaiser and Roten	FT
Paralegal	Michael Drake	PT
Paraprofessional- Special Needs	Vail Unified School District	FT
Parts Blaster	Warner Propellor and Governor	PT
Pastry Cook	Loews Ventana Canyon	PT
Patient Access Coordinator	Ensemble Health Partners	FT
Patient account representative	Tucson Orthopedic Institute	FT
Patient Account Services Rep	Banner Health	FT
Patient Care Technician	Carondelet Health Network	PT
Patient Service Representative	Tucson Medical Center	PT
PCA/Monitor Technician	Banner Health	FT
Peer Mentor	Pima Community College	PT
Personal Shopper	Walmart	PT

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Job Title	Employer	Status*
Personnel Security Manager	Rincon Research Corp.	FT
Pharmacy Specialist	El Rio	FT
Pharmacy Support Representative	Mitchell Int.	FT
Pharmacy Technician	CenterWell	FT
Pharmacy Technician	CVS	PT
Pizza Maker	Pier 49 pizza	PT
Pre-K Teacher	HeadStart	FT
Preschool Lead / Tuition Coordinator	Continental Preschool	FT
Prior Authorization Representative	Banner	FT
Produce Clerk	Sprouts Farmers Market	PT
Professional Driver	Swift	FT
Project Manager	Business Acumen Consultant	FT
RA2	CarMax	FT
Radiologic Technologist	Radiology Limited	FT
Receptionist	Law Firm	FT
Rehabilitation Services Technician	Department of Economic Security	FT
Residences Coordinator	The Ritz-Carlton, Dove Mountain	FT
Restaurant Manager	Chili's	FT
Revenue specialist	C&T Healthcare Revenue Solutions LLC	PT
RN	Banner	FT
RNT	Encompass	FT
Sales and Service	EcoTrack Fleet GPS	SE
Sales Associate	Bath and Body Works	PT
School Monitor	Basis Oro Valley Primary	FT
Seamstress	Dillard's	FT
Seasonal Beauty sales associate	Target	FT
Secondary Teacher, ELA	TUSD	FT
Security Guard	Gardaworld	FT
Security Monitor	Cienega High School	FT
Seller	Poshmark	SE
Senior Medical Coder	Humana	FT
Server	Chili's	PT
Server	Chili's	FT
Server	Giovanni's	PT

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Job Title	Employer	Status*
Server	Heritage Highlands at Dove Mountain	PT
Server	Hilton DoubleTree by Tucson Airport	PT
Server	Hotel Restaurant	PT
server	Olive Garden	PT
Server	Casino Del Sol	PT
Service Agent IV	American Red Cross	PT
Shelter Monitor	Pacem	PT
Shift Lead	Dutch Bros	PT
Sourcing Assistant	Interior Logic Group	PT
Special Education Teacher	Willcox Unified School District	FT
Special Aid	MUSD	FT
Store Associate	Marshall's	PT
Store Manager	VIP Tire Service	FT
Student Affairs- Peer Mentor	Pima Community College	PT
Student aide	Pima Community College	PT
Student Worker (Library Assistant)	Pima Community College	PT
Stylist	Maurice's	PT
Substitute teacher	ESI	PT
Surgical Tech	Northwest Medical Center	FT
System Controller	[Employer not provided]	FT
Teacher	[Employer not provided]	FT
Teacher	La Paloma Academy	FT
Teacher	St. Joseph Catholic School	FT
Teacher	Yuma Elementary District One	FT
Teacher self-contained special education	PUSD	FT
Teacher's Aide	Rillito Center	FT
Team Member	Harkins Theatres	PT
Team Member	Party City	FT
team member	Salad and Go	FT

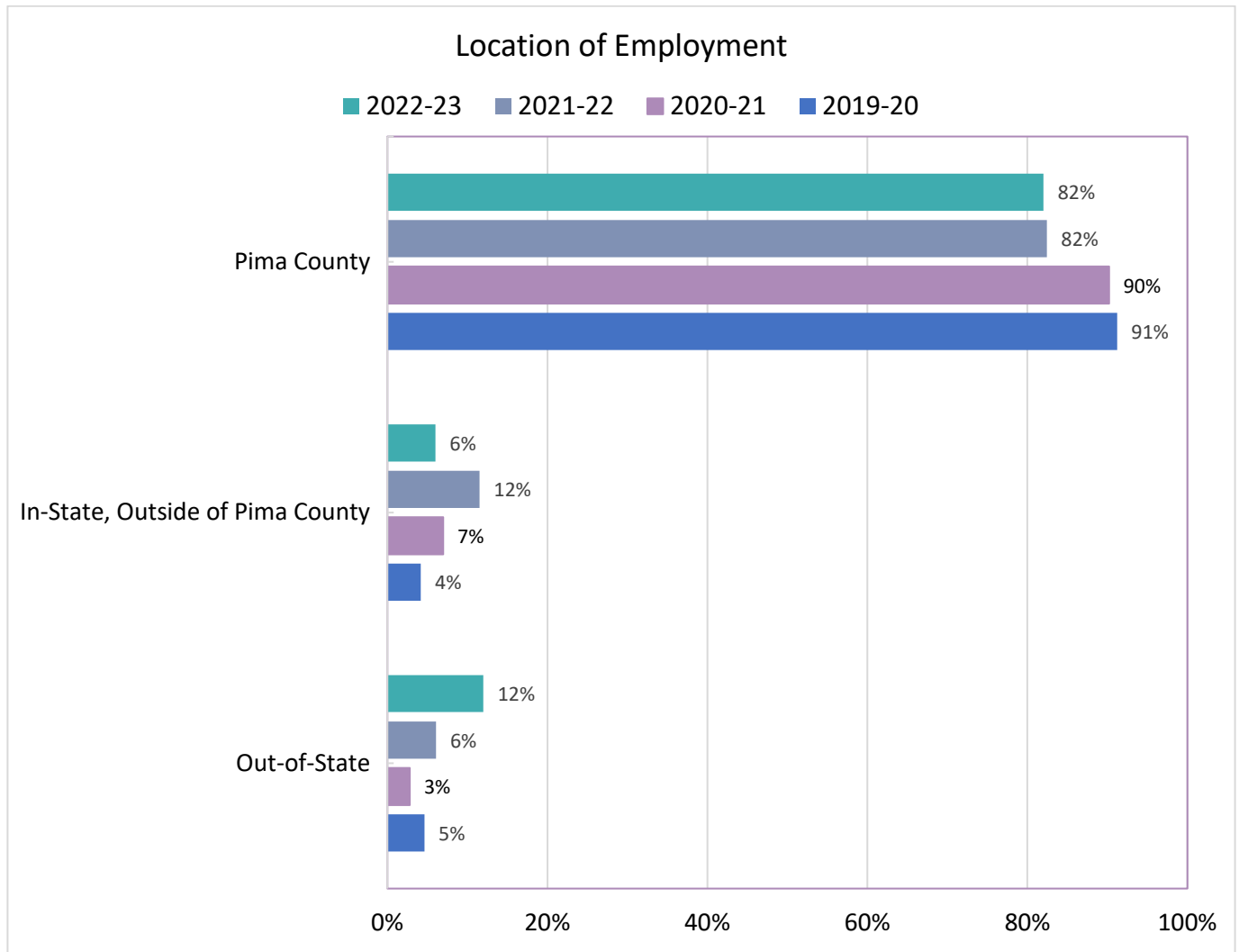
* Employment Status Acronyms: **FT** = Full-time, **PT** = Part-time, **SE** = Self-Employed or Independent Contractor

Job Title	Employer	Status*
Tutor	Pima Community College	PT
Tutor	Pima Community College	PT
UM Administration Coordinator 2	Humana	FT
Veterinary Assistant	Pet Doctor	FT
Veterinary Assistant	Sunrise Pet Clinic	PT
Veterinary Assistant	VCA	PT
Veterinary Technician	Destin Animal Clinic	FT
Virtual Assistant	ANDTOD	SE
Warehouse associate	Target Corporation	FT
Warehouse packer	Amazon	FT
Wellness Clerk	Fred G Acosta Job Corps	FT
Xray Technician	AMI	PT

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Location of Employment Summary of 2022-23 Graduates

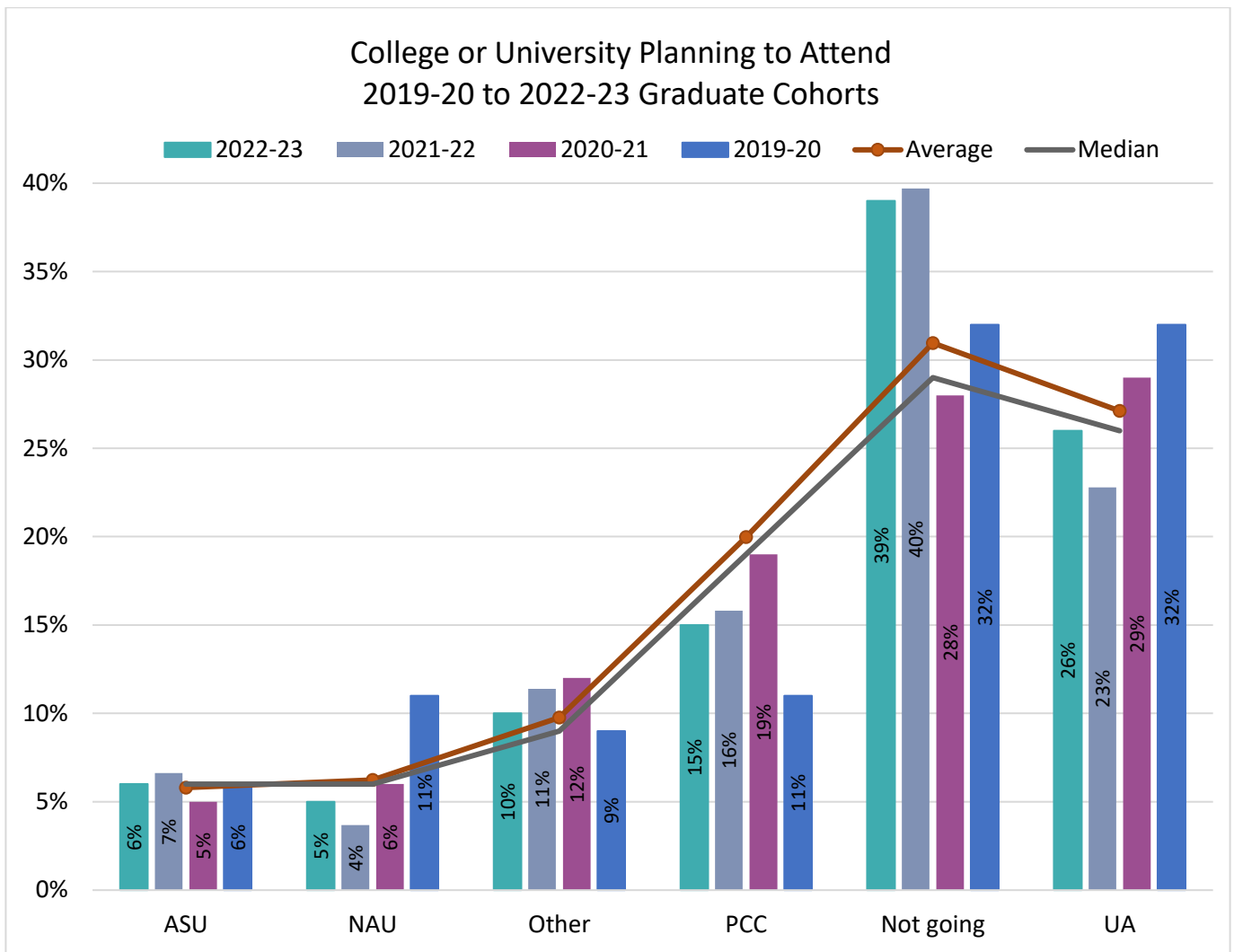
	2022-23		2021-22		2020-21		2019-20	
	N	%	N	%	N	%	N	%
Pima County	167	82%	136	82%	129	90%	197	91%
In-State, Outside of Pima County	12	6%	19	12%	10	7%	9	4%
Out-of-State	25	12%	10	6%	4	3%	10	5%
Total	204	100%	165	100%	143	100%	216	100%



Section 3: Continuing Education

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

	N	%	% of those who are currently attending or plan to attend
Not going	125	39%	Omitted from calculation
University of Arizona (UA)	84	26%	42%
Pima Community College (PCC)	48	15%	24%
Other	31	10%	16%
Arizona State University (ASU)	19	6%	10%
Northern Arizona University (NAU)	17	5%	9%
Total	324	100%	100%



Other colleges or universities 2022-23 graduates were currently attending or plan to attend this year:

American Public University
Certificate
Concordia Chicago
Florida Atlantic University
Grand Canyon University (8 responses)
Liberty University Online
Marshall University (WV)
Ottawa University
Pima Medical Institute
Purdue Global
Texas
UMass Amherst
University of Central Oklahoma
University of Phoenix
Walden
Washington State University
Western Governors University

Undecided College or Universities

Have not decided yet
I am searching for colleges as I am on a waitlist for my desired program
Undecided
Undecided
Undecided

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

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

Section 4: Educational Experience

Net Promoter Score (NPS)

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

[Net Promoter Score](#) (NPS) is a simple metric adopted from industry that measures customer satisfaction and loyalty by asking:

“How likely are you to recommend our company/product/service to a friend or colleague?”

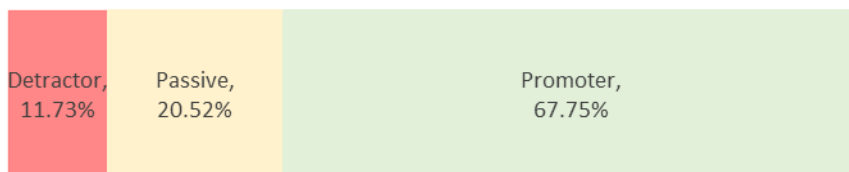
Based on their responses, respondents are grouped into Promoters, Passives and Detractors.

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

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



2022-23 NPS



NPS Trends

The **AVERAGE (MEAN)** rating follows the same pattern as the NPS, with a significant increase from 2019-20 (8.51) to 2020-2021 (8.72), followed by a decrease to 8.68 in 2021-22, and a slight increase to 8.73 in 2022-23.

The **MEDIAN** rating is less precise, but it is consistent with the NPS and average rating trend. The median rating for 2022-23, 2021-22 and 2020-21 was 10.00, while in 2019-20, it was 9.50.

After the **NPS** increased for three years, from 47.18 in 2015-16, to 51.20 in 2016-17, and 55.67 in 2017-18, the 2018-19 NPS score was 53.89, a 1.78-point decrease. The 2019-20 NPS score of 51.57 is the second year of decrease (-2.32 points). The 2020-21 respondents' ratings increased significantly by 7.84 points and then dropped 3.73 points in 2021-22. The most recent 2022-23 graduates' NPS score slightly (0.35) increased from the 2020-21 graduates.

	2022-23	2021-22	2020-21	2019-20
Promoters (9 or 10)	208 67.75%	183 67.03%	192 70.85%	245 64.14%
Passive (7 or 8)	63 20.52%	59 21.61%	48 17.71%	89 23.30%
Detractors (0 to 6)	36 11.73%	31 11.36%	31 11.44%	48 12.57%
Total N	307	273	271	382
Total %	100.00%	100.00%	100.00%	100.00%

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

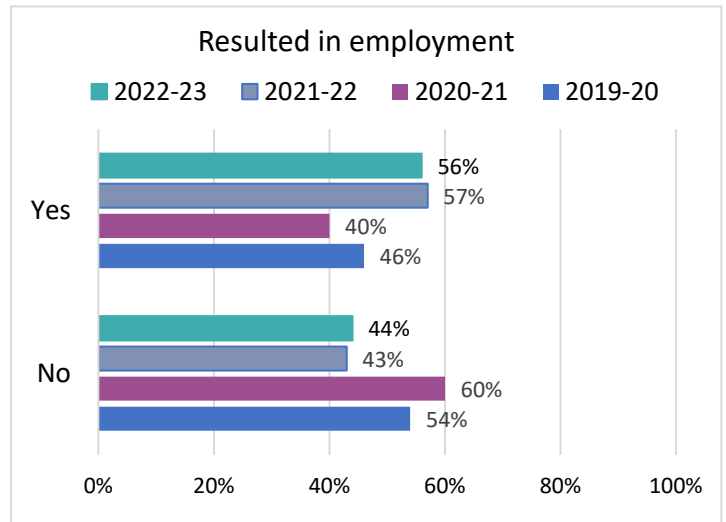
Respondents' Cohort	NPS	Year-to-Year Change	Average (Mean)	Median
2022-23	56.03	+0.35	8.73	10.00
2021-22	55.68	-3.73	8.68	10.00
2020-21	59.41	+7.84	8.72	10.00
2019-20	51.57	-2.32	8.51	9.50
2018-19	53.89	-1.78	8.61	10.00
2017-18	55.67	+4.47	8.70	10.00
2016-17	51.20	+4.02	8.63	9.00
2015-16	47.18	Not applicable	8.46	9.00

Has your educational experience....?

Resulted in employment

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

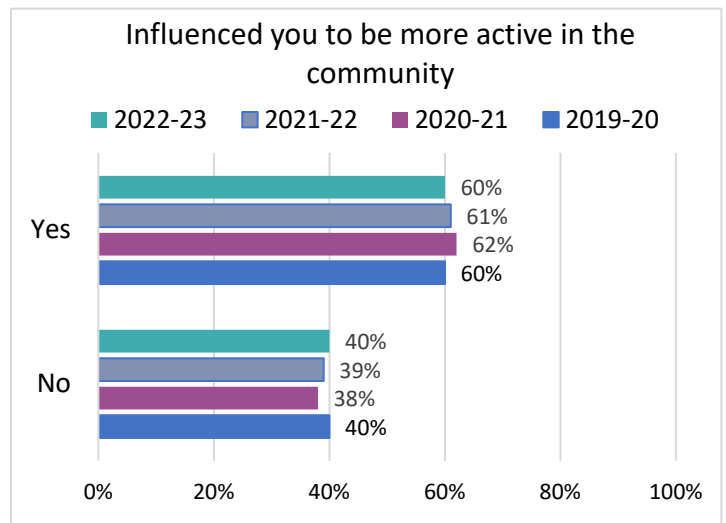
	Yes		No		Total
2022-23	81	56%	63	44%	144
2021-22	68	57%	52	43%	120
2020-21	45	40%	68	60%	113
2019-20	75	46%	89	54%	164
2018-19	59	50%	59	50%	118



Has your educational experience....?

Influenced you to be more active in the community

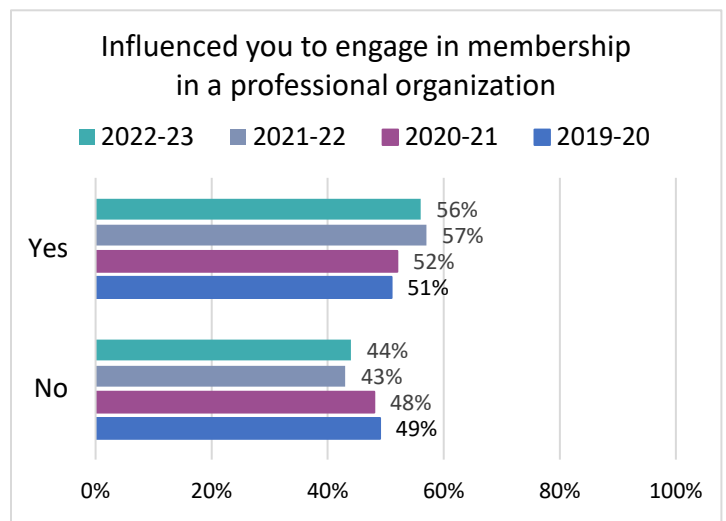
	Yes		No		Total
2022-23	149	60%	101	40%	250
2021-22	138	61%	87	39%	225
2020-21	140	62%	86	38%	226
2019-20	191	60%	130	40%	321
2018-19	151	59%	107	41%	258



Has your educational experience....?

Influenced you to engage in membership in a professional organization?

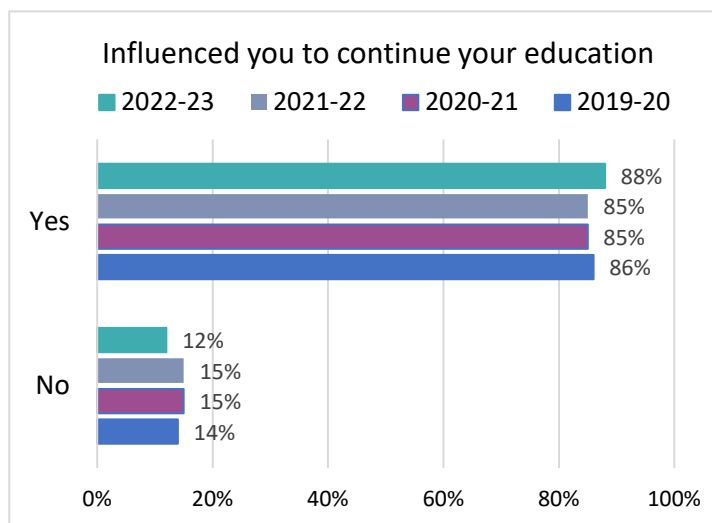
	Yes		No		Total
2022-23	144	56%	112	44%	256
2021-22	125	57%	96	43%	221
2020-21	110	52%	102	48%	212
2019-20	162	51%	157	49%	319
2018-19	141	55%	116	45%	257



Has your educational experience....?

Influenced you to continue your education

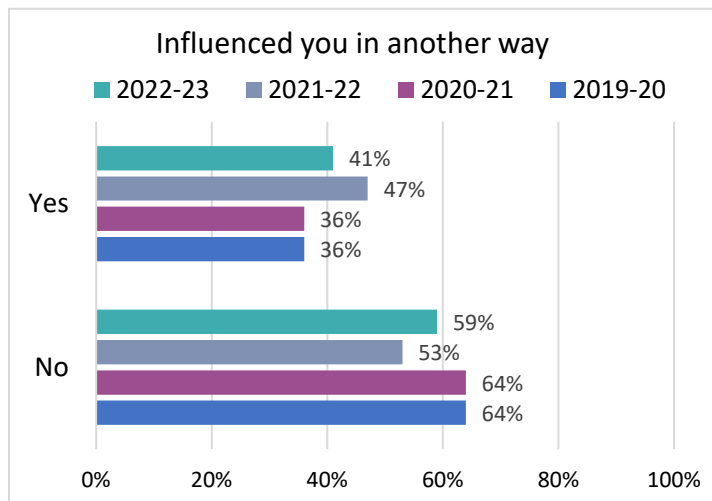
	Yes		No		Total
2022-23	244	88%	32	12%	276
2021-22	208	85%	38	15%	246
2020-21	211	85%	36	15%	247
2019-20	290	86%	46	14%	336
2018-19	258	88%	34	12%	292



Has your educational experience....?

Influenced you in another way (please explain)

	Yes		No		Total
2022-23	37	41%	53	59%	90
2021-22	41	47%	47	53%	88
2020-21	34	36%	61	64%	95
2019-20	54	36%	95	64%	149
2018-19	37	35%	70	65%	107



Other ways 2022-23 graduates were influenced by their education:

And my education has influenced me to seek every route and every opportunity to fulfill my goals when it comes to my career and family. And Pima community college has done just that and open my eyes to the many things I can do in my life with the degrees I have obtained.

2 year degree was obtained can and will continue.

At some point I will be pursuing my Bachelor degree

Be open to new ideas and experiences

Began volunteer work

Classes

Continue learning other subjects at pima very friendly and cost is affordable.

Continue my athletic and academic career

Continued lifelong learning

Expanded my interest in the medical field

Experience was awesome

Family support

Find the best career path for me.

Gave me confidence to reach my goals

Have done Spanish/English interpretation/translation as an unpaid additional duty to my job for the company I work for. After PCC certificate training I feel confident to start a new career.

Helped define my major upon transfer.

How to be a better member of society

I am a big movatior.

I am considering in continuing my education to earn my bachelor's degree in the future

I am pursuing a bachelor's degree in biochemistry. This field I have chosen to pursue is all thanks to my general chemistry teacher [NAME REDACTED]. I will be attending medical school after completion of the degree.

I have finally fulfilled my dream to be a Dental Hygienist.

I love school and I recommend my friends to get the cdl license in pima, but look for other trainer no [NAME REDACTED] he is not a professional teacher and is always yelling students, and making fake accusations about drug use, i tell my friend to get training with other teacher like [NAME REDACTED] the [DESCRIPTOR REDACTED] lady she is so nice

I wa

I will continue to study as long as I pursue a career in interpreting. It's a commitment for life.

I'm healing from a bad job, bad life and terrible trauma. Pima has helped me heal mentally and spiritually.

Other ways 2022-23 graduates were influenced by their education: (cont.)

In this last semester as I think I'm graduating it's been nothing but a beat up then a positive and uplifting experience we are struggling to get by cause prices keep going up but yet expected to go get the ingredients needed to pass a class to graduate I'm a culinary student and literally have 2 classes to pas to graduate and I've been criticized by my decisions based on what I can afford to the point where I don't know if im graduating now and that's horrible I will never recommend the culinary program to anyone after this experience.

Influence to decide on my career

Influenced to have a passion for Pima CC. Having the school spirit I so badly desired.

It influenced me into wanting to pursue further education in a different field

It's showed me that I'm worth more than being a head of cattle for a multi billion dollar garbage company, and has helped motivate me to fulfill more of my personal capabilities in the future.

Lost care from the way Pima treats the students as they are just financial gain not students

making it through a difficult two year program made me realize how determined I was. I had to use my time effectively and learn how to prioritize classwork. I definitely had personal growth while enrolled at Pima

My internship fell through, so I was motivated to seek employment regardless of completing my internship. Praying for full employment which will satisfy my internship.

My self-confidence and capabilities

My time at Pima Community College influenced me to pursue my goal of becoming an author.

Overall confidence.

Pima has taught me logic, critical thinking and how to be a better writer. It has enabled me to be more vocal and a better, more efficient advocate.

Pima was a great experience and a wonderful College to start my path to my bachelor's degree.

Provided me with personal enrichment and satisfaction

Pushed me to be better even when the coursework was challenging.

Returning to school at 55 was at times a challenge. The professors showed grace and inclusivity.

That education is a priority no matter the obstacles.

The community at Pima has truly enabled me to improve my life in a lot of aspects including health, mental health, and even has helped my social anxiety.

The faculty at Pima truly changed my life. [NAME REDACTED] and [NAME REDACTED] believed in me more than I ever believed in myself.

To achieve your goals

To encourage others to continue their education especially those whom work at ddc.

To get a job

To keep working for what I want. That you don't have to go to a fancy and expensive school to get a good education.

To motivate others to pursue their educational goals!

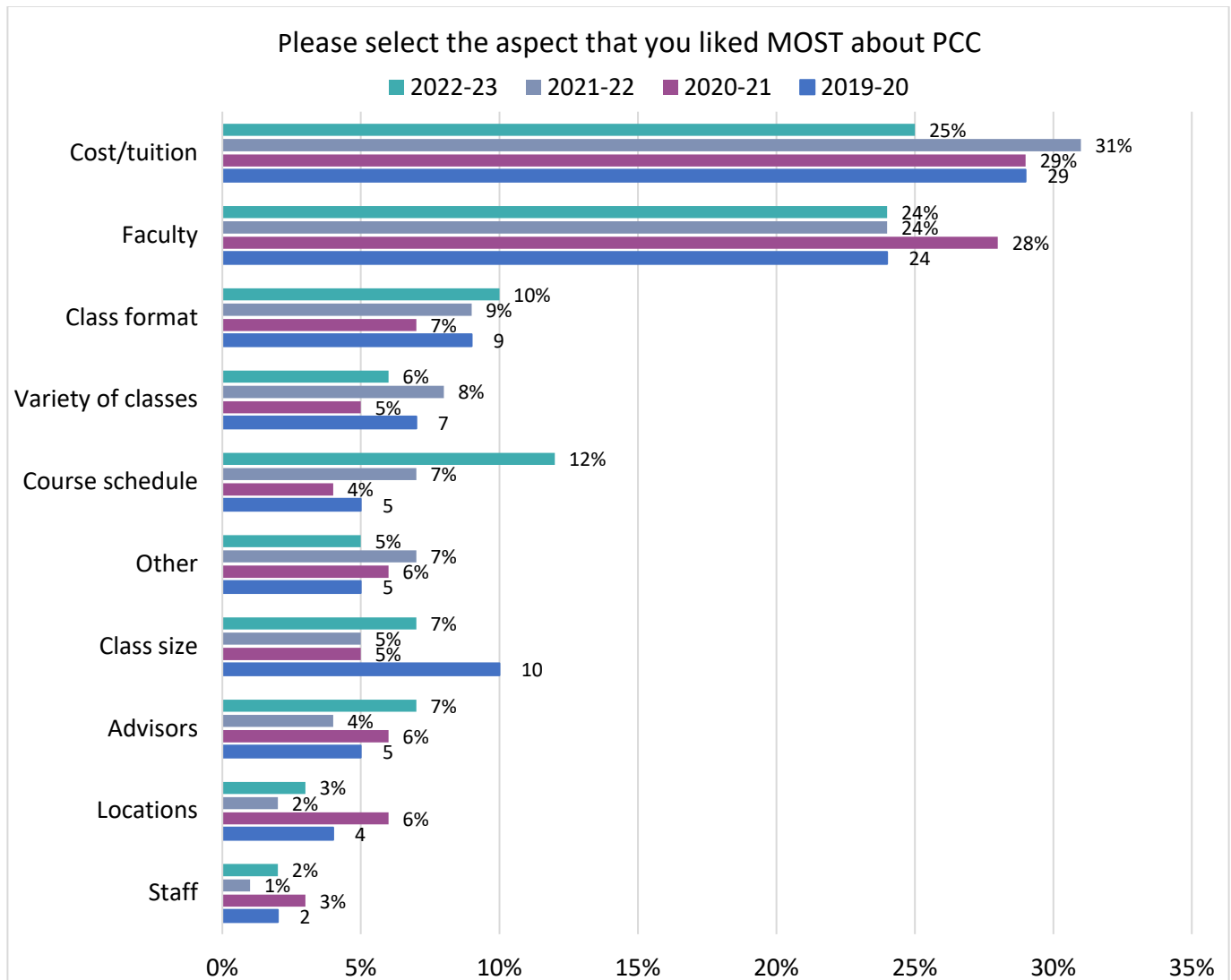
To seek out theaters that are holding open auditions for the public for shows

To think about other career opportunities

To understand the processes and resources for higher education.

Please select the aspect that you liked MOST about PCC:

	2022-23		2021-22		2020-21		2019-20	
	N	%	N	z	N	%	N	%
Cost/tuition	77	25%	84	31%	77	29%	108	29%
Faculty	74	24%	64	24%	74	28%	89	24%
Course schedule	37	12%	20	7%	11	4%	20	5%
Class format	30	10%	24	9%	19	7%	36	10%
Advisors	22	7%	12	4%	16	6%	18	5%
Class size	21	7%	14	5%	13	5%	38	10%
Variety of classes	20	6%	21	8%	13	5%	28	7%
Other	15	5%	19	7%	17	6%	18	5%
Locations	10	3%	5	2%	15	6%	17	4%
Staff	7	2%	4	1%	8	3%	6	2%
Total	313	100%	267	100%	263	100%	378	100%

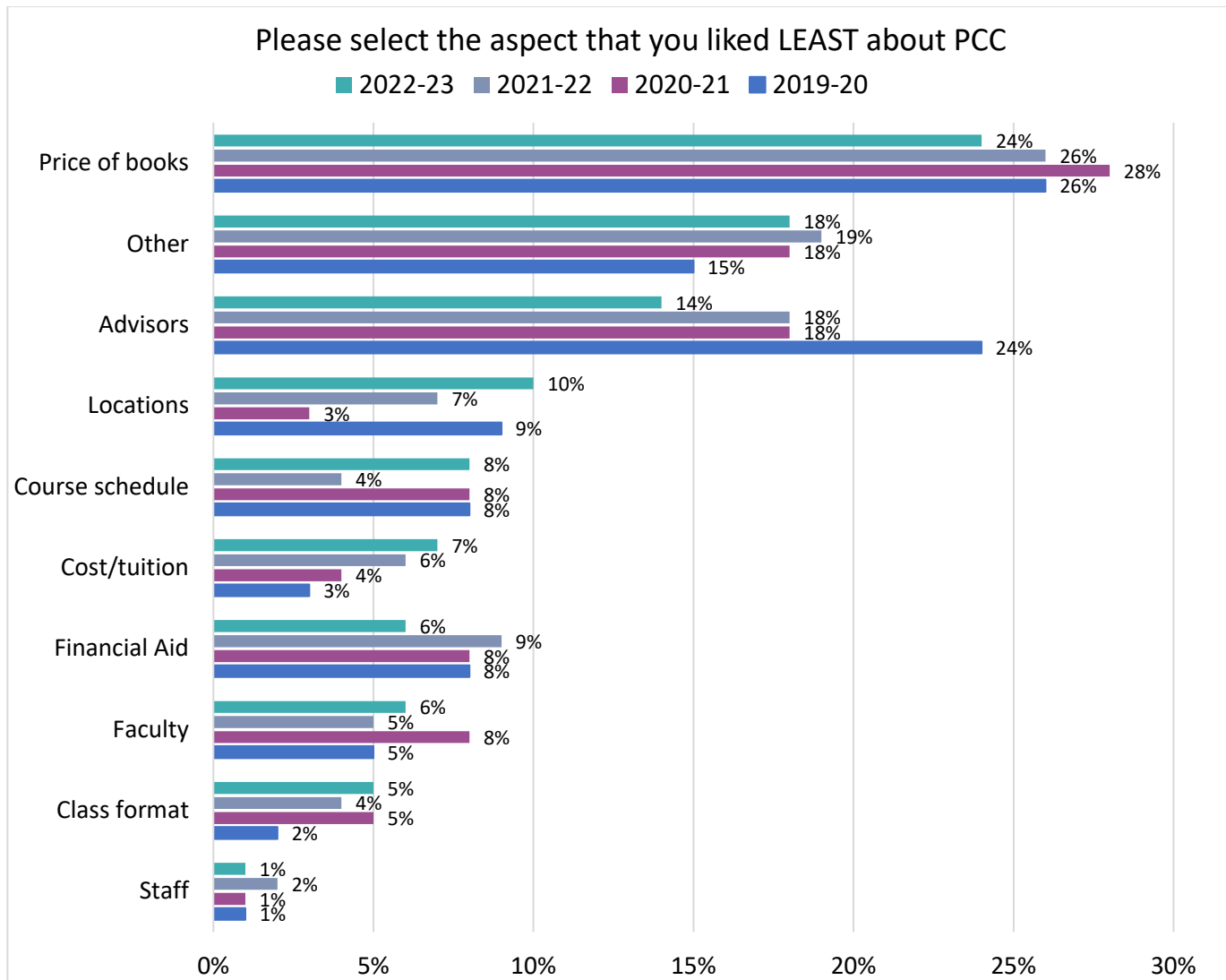


Other aspects 2022-23 graduates MOST liked about PCC:

All of the above
All of the above
Classmates
Flexibility with schedule
Honors Club staff and scholarship potential from honors/PTK
I was able to work for the college while taking classes
it's convenient and the only trustworthy community college in Tucson
None
Online classes
Online classes
online classes
The staff for the HIT program are amazing and treat you with respect and like a human being not a number.
The way the college is overall, and some of the instructors are great and very friendly.
TRiO SSS and Student Life

Please select the aspect that you liked LEAST about PCC:

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



Other aspects 2022-23 graduates LEAST liked about PCC:

A few mean staffs
A French teacher with a poor accent – [NAME REDACTED]
Administration trying to close my program of study
Advisor
All the above
Certain classes only available on specific campuses
Class workload was too much
Classes need to be more attractive to us as students.
Engineering Faculty
Everything and everyone was helpful.
had to find my own internship position
I attended online and am from another state and wish I had more access to the community
I don't really have a part I didn't like there were a couple of teachers I butted heads with but that was it
I liked everything about my experience at PCC
I really enjoyed all aspects
I see Pima looking more luxurious but still affordable and welcoming. Perhaps add or update a campus.
Lack of virtual classes/hybrid classes with virtual lectures were dropped after pandemic. They were the best for online students like me.
Mainly the fact only certain classes are offered only one a year
Making me take architect course when I am in land development.
[NAME REDACTED] was the worst teacher I have ever encountered in all my years of education!! Very rude and disrespectful and unprofessional.
N/A (4 responses)
N/A - Current program advisor, [NAME REDACTED], is great. He took over as advisor in my final year and he was always very friendly when I needed to contact him. The advisor before him was awful, but I do not feel it is fair to him if I mark the "Advising" tab since the previous advisor is no longer in charge of the program advising.
No dislikes
None (5 responses)
Online math class
Partisan politics injected into classes and official college events.
Physical books for online courses not available until weeks into course
Proctored exams

Other aspects 2022-23 graduates LEAST liked about PCC:

program faculty, financial aid/bursar office/loanhelp faculty, financial billing faculty
Software
Some instructors could be rude and aggressive, and there are many separate dates and deadlines for individual aspects of the classes.
Sometimes the curriculum needs to be updated
Stop politicizing academia. PLEASE.
stress of school work
Textbooks, Smartbook Assignments
The limited amount of in-person classes in the Nogales location

Section 5: 2022-23 Graduate Comments:

How could we have made your experience at PCC better?

Advising, counseling, career service

A lot easier
Actually put more effort into contacting the student and keep them updated about what is going on rather than figuring it out on their own
Advisor was not knowledgeable in program and did not inform me of literacy requirements
Advisors are so overworked they have no time to actually help their students.
Advisors be more involved in students academic progress
Always better
Be more attentive
Being more knowledgeable of archaeology career paths
Better access to PCC resources as no one answers phones or returns messages.
Better knowledge of Pima
Better network and accessibility to these resources
Career placement
Communication
Counseling was adequate
Current advisor is amazing. Past ones were bad. Respond please within a week
Do not rely on proactive student engagement. Reach out to meet your student. Ask how they are doing.
Everything was great
Great
Had some trouble
Have advisors contact their students every month to talk about how they are doing or what questions they may have.
Have students check in each semester
Have the Enrolled Advisor and program advisor work together as they help student.
Having advisors that actually care and are not monosyllabic and that want to help students and encourage them to keep going not that make things so hard that they want to quit college
Having more accessible nursing advisors--sometimes it took them a week to reply to emails, if at all
Having more contact and updates on what is going on with my degree plan.
I am still having trouble getting answers as to how to get financial aid for the 90/30 program
I did go back to school enrolling myself and taking classes at my own pace but would have loved to hear or should have checked in with academic advising to ensure I was on the appropriate path.

How could we have made your experience at PCC better?

Advising, counseling, career service *(cont.)*

I feel that this is a very under utilized resource I talked to my advisor maybe four times
It was difficult to get ahold of the academic advisor for my program some times. But when available she is helpful.
Keep [NAME REDACTED] as the advisor!
Let it be known to the student upon enrollment who their assigned advisor is. I did not have an assigned advisor and had trouble finding who mine was and it led me to taking courses or enrolling in courses that may not have been necessary.
Listen to the student and spend time with them.
Made counselors more accessible
Meet with students every semester, help them choose classes
More awareness of transfer options to universities
More information on taking exam for certification and help finding a job
More involvement with reaching out to students to help build their schedules past the first semester
More uniform knowledge
My Advisor helped me with any situation I needed help with
My counselor was the hardest person to get in contact with, and when she actually got back to my emails, she wasn't helpful at all. I was made to feel like I was an annoyance by reaching out. I missed the last graduation deadline because of her lack in communication. Also, every time I went to speak with an advisor, I was told I should be doing different classes by different people. I just wanted my AGEC certification and I was on track to get my associates for some reason. This made my experience unbelievably frustrating. I should have been able to transfer to the U of A a year ago.
My interactions with [NAME REDACTED] were not particularly helpful. I was given wrong information pertaining my degree and did not feel that she helped me toward my educational goals.
My success counselor never even answered my emails through the 2 years.
N/A (8 responses)
N/A - All were good
N/A I only dealt with this department twice and it went well
No
Not Closed down during covid
Not having my advisor change so often. Advising was always hit or miss. Some would be outstandingly amazing and helpful and others would leave me with more questions than I started with.
Not, have so many advisor changes. It was hard to get in touch with them.
Nothing, I had wonderful experiences
Often got conflicting information from different counselors.

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

Provide what students need. Do not waste their time.
Quicker responses, more engagement type events or activities.
Reaching out more to students making sure they understand what they are doing and need to do. Not waiting for students to ask for help.
Respond to emails
Seemed like a disconnect
Send me an email with who my advisor is, or have my advisor email me letting me know they are my advisor.
show up to appointments made
Sometimes in dealing with special problems related to program-specific advising was cumbersome. One advisor, who has since left PCC, was fantastic the short period of time she was in charge of advising for the MLT program.
Teach them to care and not switch them every semester
the advisors assigned to me would push off work that they could have done to just help me out when I asked. I don't know what they do.
The contact information for advising was much more comprehensible than that of career services. The links I needed for the latter felt like they were hidden deep in the MyPima website
The first counselor wasn't particularly helpful but the new one was knowledgeable and helpful
The nursing advisor that I had took 1 week of more to respond to my emails.
This was the BEST part.
train them so that they are know what they doing
Transition of academic advisers towards end of the semester
X

How could we have made your experience at PCC better?

Communication/access to information/website:

access to email is clunky and counterintuitive. I should be able to use my own email address.
access to kanopy videos
Agree
Announcements about services you provide like Stu classes
Being an older student, I struggled with some aspects of online learning.
Better communicate what was included/what wasn't
Communication from PCC is abysmal
Communication with counselors inadequate
Did not know graduation was offered the semester I was done with classes till after I had booked my family vacation.
Easy to access and understand
Everything was great
Fair.
Felt abandoned by the ibest program. Felt it was unfairly ran amd disorganized
Good (3 responses)
good, I used the pima website a lot
Great (2 responses)
Having more defined tabs
I feel like D2L has gotten a lot better in the past years but used to have a little hard to navigate.
I think it need lot of updating where the student need to be updated to new information and have Register always keep updated with EA.
It was extremely difficult to get in contact with anyone at the school. One time after being call transferred about 6 times, the poor woman on the phone was on the verge of tears and ended up crying because she was in pain from a surgery. Why was she allowed to go to work?? The website was fine to use, but when I first enrolled, it was pretty confusing.
It's a total mess. Really, confusing. Classes required 3 different website to do course work on
Make it easier for students who are not supported by their families to attend school. Make financial aid info for independent students more available, make students aware of all options
Make it easier to find course and academic schedules.
Make it faster/easier to find the different upload portals
Make looking for information more easy
Make the search feature actually helpful

How could we have made your experience at PCC better?

Communication/access to information/website: *(cont.)*

More easily accessible
N/A (10 responses)
N/A - All were good
No
No care at all
None (3 responses)
PCC website search tool is useless, no results from the tool
The website is confusing and takes a long time to successfully navigate
The website was easy to use no comments at the moment.
This is good as is
was decent
Website could be streamlined making it easier to find information. Some pages are out of date
Website is great!
X
Your "search" function NEVER finds ANYTHING!

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

A lot of books that also require online codes are extremely expensive. It also used to tell me what books to purchase before class started but then I would show up and the instructors wouldn't even require them. Maybe consider having the instructors input required books instead of a computer program.

All colleges in general are over-priced in my opinion.

Allow for other versions, publishers to allow for competing pricing

Amazon

Average

Better financial aid for book tuition

Books should be cheaper

Books were at a reasonable cost and offered options on how to purchase such as rent, new, and used.

Bought books that we hardly used in some classes

Cheaper or included in tuition cost

Cost was reasonable

Costs are high, if you don't have FAFSA

Eliminate cost of books by providing all online material free.

Everything was great

Expensive but appreciate the cheaper versions offered

Fair

Feels like a scam

fine

Focus on books with online options, perhaps get the rights to pdf versions of textbooks to loan to students.

Good

Good prices

Have course work/books added to. OST of class. Should not waste money for books never or hardly used.

Have more options for renting books at all campuses not just the bigger campuses

i should have received financial aid and i didnt when i was more then qualified to but oh well.

If the class has an inclusive book don't raise the cost of the class

Embed book material into online courses.

It is quite expensive to buy textbooks from Pima.

List all the least expensive online books

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

Lower costs of books
Lower the prices
lower them
Make E Books more available
making cost of online resource more accommodating
N/A (10 responses)
No
None
Offer better prices for renting of textbooks
offer discounts
Other community colleges did not charge out of state fees for fully online students.
Physical books for online courses were not available until weeks into class. Being able to get them sooner would have been appreciated.
program online books was way to expensive, especially when there is an expiration date to when I can't use it anymore which means I'm paying for only the time I'm in the program. I think there should be an option for hard copy. There were multiple times where I was being billed for things that I shouldn't have been. It was very difficult to figure out who I can talk to about. Faculty within PIMA would consistently say it is not their department. It was not a great experience. I was doing a lot of coordination within PIMA for this issue and I don't even work there. Very unprofessional and should be illegal to just add charges on tuition. If I wouldn't have caught it, then I would have lost my money.
Provide books needed for program
Some materials such as labcoats or books are better quality and priced at other stores or Amazon.
The "Bookstore" is a total ripoff
The online subscription for textbook access was not a good value for money, as I won't be able to use it once it expires. I would have much rather been offered a real books.
Too high
tuition was fine, sometime time the course materials re overly priced and not even used. I bought a lab coat and goggles for biology and we never used them.
Way too expensive. And just increasing, while students doesn't getting more for the price. We used tools that costs 13 dollars. It's not a quality material to learn with.
X
X
Yes

How could we have made your experience at PCC better?

Course offerings/format/availability/location

At least since covid there has been absolutely no class availabilities making it almost impossible for somebody like me who works to finish. I'm locking my job is flexible.

Average

Certain classes only being available at different campuses is inconvenient but understandable.

Certain Engineering classes were only available once a year which makes taking classes difficult

Classes were disorganized and far too easy.

Courses for language, like ASL at higher levels should also be available in person.

Courses were great and worked for various schedules

Everything was great

Fair.

fine

For an education program, many of the assignments (discussions in particular) did not seem to model great teaching/learning.

Good (4 responses)

Great

Great!

Hybrid courses were always unclear in their modality... I believe they should be standardized or gotten rid of for the more structured in person or fully online courses

I had to go to Maricopa CC to get the GLG courses thta PCC does not offer

I switched to Pharmacy Technician because Radiology Technician was hopelesly overloaded

In-person hands on experience. No online, students had to teach themselves

It got harder to schedule my classes in my last two semesters due to low availability. This semester, to take all the classes I needed, I would have had to drive to west campus for one class, east campus for another, and northwest for another on the same day.

Liked the online classes.

make 8 week Biology courses into 16 weeks

Make the Lpn in different locations

Maybe have the assignment match up so we know what to look for while working the assignment

More availability

More availability for some of the engineering classes.

More campuses closer together.

more Friday and weekend options

How could we have made your experience at PCC better?

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

More in-person courses
More of a variety on class schedule for program
More online art courses.
N/A (6 responses)
N/A - All were good
No virtual days for PCC Aviation
None (3 responses)
not cancelling classes b4 semester begins
Offer Computer Science classes in person again with more options
Offer more in person courses
Offer more summer classes to shorten the length of the program.
Pearson digital books are confusing and difficult to navigate to
Program should switch back to in-person for the most part.
Some courses were only offered online. Also I would like to have more options for teachers in certain subjects like math.
Some of my courses only offered in spring this slowed me down in graduating, had a student teaching opportunity in may for following school year and they said they could not get papers ready in time or make it work, delayed me a semester again
Students should not have to take STU210 if they've already transferred to PCC from another college especially if they can provide proof of enrollment for their previous school and future school
There were some classes that were only offered in the spring semester which was very inconvenient to some of my academic plans.
Very helpful
Want more virtual classes like during the pandemic. The zoom lectures were great and a proper alternative to in person or fully online.
was very convenient
Wish you still had the fashion program
Would be nice to have some CIS classes closer to me but I live near North West, would also be awesome to have JPN classes near me
Would like to see more availability for some courses (WLD110 specifically). Many of us work during 1st shift hours
X

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

4500 hangs up on me all the time. And they are not up to speed in every aspects
Again. Don't close the office staff when you're still having classes in person.
Anytime I felt with costumer services, they were rude and impatient.
Awful. I remember the great staff I did speak to though, sorry I can't remember their names. The ladies in the testing center were absolutely sweet and just normal. There was another lady who was an advisor when I first was getting my pre-reqs in order that really was great too. 3 out of MANY that were only just nice.
Everything was great
Excellent
Financial aid department is extremely rude and condescending
fine
Good
Great (4 responses)
Great guest service especially given going through a pandemic
Helpful
It is hard to get on the phone with library in regards to refunds. I submitted for a refund and did not hear back until a month later.
IT was helpful when I had issues
N/A (13 responses)
N/A - All were good
never used it N/A
No
Poor service
Provide the same training to all faculty and staff so that everyone has the same information
Rather useless: they tried but normally could do nothing
Some employees could show a little more friendliness and willingness to help instead of acting like I am an inconvenience for needing help with something.
Terrible
was good

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

Believe in your students more
Better program advisor for AIT
Decent
everyone was nice
Everything was great
excellent
Fair.
FRE102 was frustrating, even though I made an A grade. Instructor very unhelpful and has a very poor accent. PCC should use native speakers.
Get math instructors that have more than two brain cells
Give [NAME REDACTED] a raise. She's amazing
Good
Great (3 responses)
Great staff and the professors for the most part were amazing.
Helpful
I only had one bad teacher, and she was health with by the head of the department. Every teacher I had besides that one was amazing.
knowledgeable
Love theme
Make clearer who the course instructor is when signing up for courses. Sometimes they are just left blank or with the placeholder pcc faculty.
Mixed bag
More funding for the engineering department so they can have more staff and offer more courses.
More support, promotion, and funding for the pima honors club and ptk would be great. I owe my success and achievements almost fully to them. They are why I stayed and how I learned my true potential.
Mostly good some did not respond regularly in the class
N/A (8 responses)
Needs more input in the syllabus. It's not fair for adjunct professors to have no say over their course materials nor is it fair for classes to have zero extra credit and exams worth over half of the overall grade
Nicer teachers in program
No
Nothing to note
Provide the same training to all faculty and staff so that everyone has the same information

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

read above.
[NAME REDACTED] is difficult and often unfair
Some adjunct teachers do not care that students are getting adequate teaching
Some instructors seemed to not care about assignment feedback or were late to grade, but that is normal to encounter in higher education
Some of the adjunct faculty and instructors for online courses not putting effort or taking ownership of the courses, you could see apparently how stretched thin they were.
Some teachers thought they were better than their students and treated them like.
Sometimes the instructors were hard to reach; one instructor dropped off the face of the earth after 4 weeks in the course and never gave any feedback.
Teacher could explain things instead of telling students to read when they ask a question.
The [ATTRIBUTE REDACTED] technician was not very pleasant to the students and made the learning environment hostile at times
The majority of my core course faculty have been outstanding and amazing at what they do. I can't say the same for the smaller "basic" courses I took early on.
The tried their best. It's outrageous that Pharmacy Tech has ZERO regular faculty; only adjunct
They should care more for the students not the money
This was a hit or miss. Most of my experiences were good.
was good
X

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

Amazing
Easy process and financial aid advisers were amazing at helping.
fine
Good
Good
Good access to supplemental aid
Great
Great
Great!
Help online students with Fafsa
I do wish that Pima Community College still had the psychology major so my PSY classes would have been counted as "working toward my major".
I wish my financial advisor would communicate with me more.
Less confussing please.
More
N/A (12 responses)
needs work
never used it. N/A
Nicely done
No
None
none
Not be so stingy with SAP appeals
Offer more Pima Scholarships to Graduates
offer to people who want to get more education.
Provide the same training to all faculty and staff so that everyone has the same information
Respond to emails
Simple and easy to navigate
The department needs more staff members and accountability
Very difficult to find things like an offer letter

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

Amazing would enroll again
Average
Easier access to advisors and a tutorial on MyDegreePlan
Everything was great
Exhausting
First Class
Flexibility in some situations
frustrating with advisors who failed to assist
Good
Great (6 responses)
Great experience
Great experience
I didn't come to school to learn that capitalism is evil, or that America needs to enforce population control. I just came to get my degree.
I was confused my first semester at Pima. It took a while to learn all the services Pima provides.
I would've liked more contact with my advisor, more financial aid help, more transportation options to campus, and more diversity within course materials
I wouldn't recommend the school unless they need something more affordable than U of A.
It is all we have in Tucson that is affordable.
It was good (4 responses)
It was great
it was ok. I was here much longer than I wanted to be, but I made my own memories and did what I needed too. made a few friends, now on to the next adventure
It was pretty good. All around supportive and fluid for the 4 years I have attended while juggling work and elder care roles.
Mediocre
More of the same classes but at different campuses
N/A (6) responses
N/A - All was good
No
none
Ok, a scale of 1-10, I'd give you a 3

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

Overall experience was okay
Positive
Provide the same training to all faculty and staff so that everyone has the same information
very good
was good
Was great. Easy.
Was okay
Wonderful
X

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

A lot of crap classes
Better organization. More hands on experience with actual equipment seen in the fields, often times used/broke-down/
Each class required an unrealistic amount of work, often resulting in late nights and assignments that took 10 + hours to complete. Too many assignments each week per class.
Follow PCC code of conduct towards students
Good (3 responses)
Great (3 responses)
Great advisors for Science.
have the program collaborate with facilities to preapprove internship sites. It was hard to find something in coding and that is what I really wanted. I was give a couple peoples contact information prior to final semester but nobody ever got back to me.
I believe that the program should be a little more attractive/make a difference in each class.
I do wish that Pima Community College still had the psychology major.
I had a hard time getting CLEP scores
I have sent in 2 or 3 documents to request a program change and I never heard back.
In Administration of Justice the professor were very knowledgeable and gave amazing feedback.
Keep working with and funding Archaeology Centre and the Field program.
Lots of "boxes to check" in the education department; working in a classroom provided the best experience.
loved all my anthropology classes!
Loved everything especially the instructors
Maybe the classes could have added more job related in the classes
More clarity on what an associate of science would look like versus other degrees and certificates. Some kind of tutorial when I first enrolled would have helped me know earlier how college worked and what to plan for.
More funding for the IT CoE it's a very good resource that can become game changing.
More funding, more staff, more classes, etc.
More math course options, possibly a philosophy course mixed in
More online options
N/A (7 responses)
No
none
nursing

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

Offer Computer Science classes in person again
Offer more data classes to practice for data jobs in CRC program
Paralegal program needs more daytime classes.
provide an associates in religion
Relatively good engineering program for the amount classes available
same as above in "overall experience"
Some courses desperately in need of updating but there is nobody to do it.
Students should be able to opt out of the College Success and Career Planning course if they already have a degree or successfully passed other classes. It took up a lot of time that would have been better spend focusing on core classes.
the courses needed for the program match requirements for transfer to the university
The waitlist was tough but I know that they have already altered this way of entering the program which I hope becomes better for future students.
There were some courses I felt should of been included with my degree but overall great
Virtual apprenticeship/ job shadowing in
X
Yes

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

Accolades to [NAME REDACTED], [NAME REDACTED] and [NAME REDACTED].
Everything was great
Friendly
Generally very competent and helpful
Good (4 responses)
Great (5 responses)
Great teachers that are or were employed in the professions they are teaching
Have less attitude when student does not know what to do
Hire QUALIFIED credentialed instructors. Make instructors responsible for returning grades in a TIMELY manner
I understand it's hard to find teachers for the subject matter that I'm learning however some stuff doesn't empathize with students or would just read off of the board and didn't seem like they wanted to be there.
I've had issues with some instructors when it came to helping me via email, some would brush me off and I would have to contact someone else unfortunately.
majority of the staff was great
Make sure they are nice to students
More appreciation of the teachers and support staff would be nice. Idk what that would look like.
More funding
More teachers on the same subject if you don't do well with ones teaching style
Most staff/ faculty are positive and very helpful
N/A (7 responses)
N/A - All were good
Need better instructor
No
No complaints
No issues
none
provide better academic advisors
Provide the same training to all faculty and staff so that everyone has the same information
read above
Should care more about the students not the money
Some instructors are great and very friendly.

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

Sometimes it was difficult to get information from them and many had different answers.

Terrible PCC office staff, Instructors are alright

The kennel technician.

They were all great

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

are there any?
Decent
Events were almost always scheduled during my lecture hours. I would have appreciated the ability to watch recordings
Everything was great
Flexibility for single moms
Giving better instruction to clubs on how to plan out of town events and access our own funds for these events
Good (3 responses)
Great (2 responses)
I did not participate in any of these
I was unaware of most clubs/events. I think D2L is also improving this but it would have been nice to have a list or online resource for these things.
It was good
It was hard to find info online about student life as an online student. I felt pretty disconnected
Loved Pima business club. They were so helpful in getting me prepared to apply to Eller.
More support, promotion and funding for Pima Honors and PTK. Those orgs. gave me my future.
N/A (17 responses)
N/A - Didn't participate
Never attended, i was too busy and they've had programs when i had classes. Should do more weekend programs
never went N/A
No
none
Online notifications for events sent sooner
Phi Theta Kappa sends too many unsolicited e-mails
Some organizations are inactive... engage is a great resource but these clubs need to make meeting times and events clearer.
Was not involved but would have enjoyed more information

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

20% of the instructors must have course curriculum
End of semester survey should have closing date AFTER grades have been issued.
Even your form doesn't work, LOL. Hover for more details does not provide any more details.
Every thing was good the way it was set up, no change recommended at this time
Everything was great
good
Having to take a mandatory student success class was irritating since I am older and already knew what I was going to school for seemed redundant and a waste of my time. Maybe make it mandatory for students that just graduated high school and are going into college would be better suited for them since they may be figuring out what to do with their life.
Help the students out during the pandemic more the school offered culinary students boxes of ingredients when the classes went online and stopped after 2021 but has limited classes in person and expected the students to buy the supplies that aren't cheap right now.
I enjoyed my time at Pima
I had a really good overall experience.
loved my time at Pima and will truly miss you all.
Many times, many course instructors had to be prompted to get our grades to us. If students have a deadline for assignment submissions then instructors should have a deadline for returning our graded assignments.
N.A (16 responses)
None
nothing else. I had a great experience.
PHT190LB course seems grossly overpriced!
The whole experience at PCC was great

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

[NAME REDACTED]was the best advisor
advising was excellent
All my experiences were helpful and friendly
At the very beginning when the advisor was shocked that I did not know what does virtual mean!
Better in 2018 to 2020 then now
choosing a major
Definitely a real strong point for PCC
Didn't really provide much help until the last minute
Every advisor meeting was quick and helpful, no nonsense
Good
Got my degree path easily and was informed thoroughly prior to attending pcc.
Great
Have had some good counselors
Helping me with graduation application
I had gone to my counselor to ask what engineering field would be a good fit for me after finishing my pre recs. He then introduced me to CAD that I had never heard of before. I finished my degree in CAD and absolutely love it.
I have work full time pretty much the whole time I was at Pima. I really appreciate the team helping me figure out things like class schedules and my goals.
If I needed help there was always someone there to manage
Instructors were very hepful
Learning I was on track for graduating. Made me excited to continue finishing.
Mary Cassidy always went above and beyond when helping me she truly is a gem and Barbra B was amazing as well
[NAME REDACTED] is the best!
My advisor [NAME REDACTED] has been fantastic. She has helped me with my every need. She was the best advisor I had during my time here.
My advisor [NAME REDACTED] was the most awesome counselor, always there for me when I know she has 100's more students, always made me feel like I mattered.
My advisor gave me really great insight, and set up a planner for me that was easy to follow
My advisor is so professional and patient
My advisor [NAME REDACTED] was always helpful and kind when I spoke with him. He is an asset to PCC

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

My advisor, [NAME REDACTED], did a wonderful job helping me to graduate. She was a pleasure to speak with and always answered my emails in a timely manner.
My recent counselor has been so amazing, friendly, and helpful! He made me excited to graduate and acknowledged all of the work I did to get here!
N/A (5 responses)
None
none
none helped me
Once I finally requested accommodations my advisor was great at helping me get the proper accommodations
Speaking with [NAME REDACTED] towards the end of my degree was so heartwarming and unforgettable. I did not know I was ready for graduation until I reached out to advising.
Talking to advising about graduation
The advisors were the best thing, very helpful and hopeful even when I the student was not.
The counselors were very kind and helpful.
The staff was always very kind and helpful
[NAME REDACTED] was amazing - so helpful and knowledgeable
Very friendly
Very helpful and good guidance
When you ask for help they are available to help you
Working through Pearson Pathways was excellent!

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

Although I didn't meet my classmates in person, I feel as though I still got to know some of them.

Amazing people and some of the best friends I've made. They are so supportive because we all choose to be there.

Class mates there was only one class where i hsd trouble with a group of students, other than that though classmates and making friends was easy and fun

Enjoyed all my Spanish classes and student success classes

Enjoyed everyone from first year students to returning students

Fall 2022 Criminal Investigations class and professor [NAME REDACTED]

For my biology classes, I enjoyed the study groups that were formed.

Friendly people and always willing to help teach or remind you of important dates and assignments

Good experience

Great (2 responses)

I don't have any friends

I made one of my really good friends during a class and now we hang out every week and are having classes together at the UofA.

I met a lot of great and humble people. Often times these connections made the class experience better. In my micro economics class the whole class became friends and we hosted study sessions outside of class. It made exam way less stressful and we were rooting for each other.

I met so many amazing people and hope to keep in touch with them. This last class I took with [NAME REDACTED] was amazing and spa 101 and 102 had classmates that made the class so my fun.

I met some really nice fellow students

It was very helpful to have group projects in class and to work on difficult subjects with peers.

I've met a couple ppl that I now call my friends

Made great connections and helped each-other push through.

Made new friends and have met great people.

Made quite a few friends and loved to hang out and play board games in the morning

made some besties

Made some good friends in my early class years.

Made some great friends

Making new friends

Meeting some friends that got me through my math classes with study groups ect

Met amazing new people within

Met aome great classmates I will miss my classmates when class ends.

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

Classmates and friends *(cont.)*

Met some awesome individuals throughout my time at Pima
My recent classmates in my program have been amazing and made the program such an enjoyable journey.
N/A - Kept to myself mostly
NA (3 responses)
Nice meeting new people in the same area on interest but with many different backgrounds.
none
Only really talk with one classmate
Positive experience with classmates
rarely made any
Study buddies and friends
There are some great people at this college.
Very good students with kids and wife like me
we had good time when we were in groups and produced good work.
wonderful classmates so friendly and willing to help you
working in groups went better than predicted
X
Yes

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

Algebra professors are the best!
All courses were organized and encourage learning.
Art courses
Doing crime scene projects together and bonding over solving fictional cases.
Enviornmental Biology should be mandated course for all. I learned so much personally, not program specific, but to be a better human. Absolutely my favorite course I took at Pima.
Every teacher I have come across has made an impact in my life
Field classes led me to make friends and a lifelong connection to the desert here in Tucson. It gave me more practical hands on experience and skills than my previous four year degree.
Geo Dept. 2023 Grand Canyon Field Trip
GEO101 above average course.
Getting better at something I was first not good at
Good
Group assignment where half of the team seemed to disappear over the semester, instructor was understanding and did his best to not penalize our group too harshly.
I enjoyed the Art220 sculpture class taught by [NAME REDACTED], learning the different various ways to create sculptures was fun.
I had a good experience with most of my instructors.
I had the time of my life in SPA 101 with professor [NAME REDACTED], when I gave a presentation on a vacation I would have iwht my freind in south America. That was one of the most fun things I have done in a class at Pima.
I liked the small classes and ability to have access to my professors
I loved taking the Holocaust Course
I really enjoyed the psychology classes I took.
Immunoematology of which [NAME REDACTED] is the instructor can be deadly to patients if done improperly. [NAME REDACTED] pushed me and others to do better and to seek out her help when the going was difficult.
lots of useful information
More evening virtual classes
Mr. [NAME REDACTED] was by far the best academic advisor I have had. His admirations for all students lead to encouragement
My math classes, my calculus teacher was one of the best to learn from.
N/A
None
none

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

Nursing

One of my favorite memories wasn't really a specific moment, but rather the class as a whole. I took Differential Equations over the summer of 2022 with [NAME REDACTED] and that was one of my favorite classes. [NAME REDACTED] was an amazing teacher. I took him for Calculus III and I wish I had taken him for Calc I & II, as he always brought an energy to the class that made things way more engaging and interesting. It was the only summer class I had taken and I really liked it because the campus was not as busy as the fall or spring. Sometimes when we got out of class, the monsoon storms would be rolling in, which I liked. It was just a nice experience overall!

Patients

PHT172 and PHT182 needlessly redundant and a waste of my money

STU 210 good experience

X

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

Again, Instructors are alright, PCC Office staff is terrible
All my professors were very encouraging, but special shout out to [NAME REDACTED]. He was probably the best professor I had during my time at Pima. He was the most memorable.
All teachers were awesome
All the teachers that I have met here at Pima have left and impression on me that will stay with me forever it's not just a coursework they care about our learning and want to see a succeed and the way they teach truly helps us learn all of my teachers are amazing.
Always super helpful
Amazing experience with all staff, [NAME REDACTED] is amazing.
[NAME REDACTED] was the best :)
[NAME REDACTED] is the best professor I have ever had and his classes changed my life.
[NAME REDACTED] was the best instructor I had during my time at PCC
[NAMES REDACTED] were all wonderful teachers :)
[NAME REDACTED] is hands down the best veterinarian and man to have influenced my career. [NAME REDACTED] is a close second
[NAME REDACTED] BIO and [NAME REDACTED] Music are the best professors I have ever had.
Driving to the Desert Vista campus during the evening. Those were some long, productive nights.
Everyone is always so nice and willing to help out
Everyone was nice
Faculty in the Archaeology Centre are the BEST. They are very knowledgeable and want every single student to succeed. They also stay up to date on technology and methods being used in the field.
Good
Good experience
Good place
Great
Great teaching, professor made me feel special. Gave me lots of encouragement
Have teachers actually teach for online classes.
Helped guide and teach use all the important aspects of my degree.
helpful.
I had many good experiences. Most of my teachers were kind. I enjoyed in person classes the best because we got to know our teachers better.
I have meet some amazing professors and have found mentors in some of them. Some professors were less understanding about sudden life situations, and that made my school, and personal life very difficult.
I've really enjoyed most of my professors and like that a lot of them work in the field still that they teach about

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

[NAME REDACTED] is an amazing instructor and human, life changing
[NAME REDACTED] and [NAME REDACTED] are like mentors. I appreciate everything they have done and all the lives they change.
[NAME REDACTED] and [NAME REDACTED] deserve faculty of the year
Majority of the teachers are lovely!
[NAME REDACTED] was by far my favorite Professor. I had her for two courses. She really went above and beyond to be impactful to her students. She's very easy to talk to and learn from. Her writing advice and insights were much appreciated. I'm hoping to keep her information for future writing questions and professional endeavors!
Meeting [NAME REDACTED] as my instructor
Mixed feelings. A wide range of ability
most faculty was prompt to answer emails and helpful answering questions.
Most of my professors really made the course experiences very enjoyable.
[NAME REDACTED] for math 151 was awesome- I can definitely say he is the reason I passed. The class was incredibly hard and he provided me with a video helping me on every question I needed help with. I really appreciated him!
My favorite professors at Pima were: [NAMES REDACTED], and [NAME REDACTED]. Please consider giving a raise to all of them; they were so helpful and kind, and they made the struggle worth it!
My instructors for the Respiratory program were hands down amazing. [NAME REDACTED] is a rock star and the kind of instructor I look for.
My last 3 classes were very enjoyable and all instructors really supported me
My program supervisor [NAME REDACTED] was so valuable and helpful in a variety of ways.
N/A (9 responses)
N/A - Didn't really need to interact with instructors often
none
PSY101 and GEO101 above average instructors.
[NAME REDACTED] was the best (English) professor you had!
Showed exceptional grace when my mother broke her back and got a traumatic brain injury.
Similar to classmates there are some caring and attentive teachers available at Pimas dispense
Spanish Faculty is amazing
Thank you to [NAME REDACTED] and [NAME REDACTED] for having so much patience with mt and helping me want to finish my career.
The chemistry professors at PCC are absolutely incredible! I cannot shrink my appreciation down to a specific memory as there have been so many treasured memories.
The faculty was always present and helpful. I attended a four-year institution for three semesters prior to Pima, and barely ever saw or spoke with my professors. Pima's instructors were uniformly willing to answer questions both during and after class, and I was never made to feel ashamed for asking for help.

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

The instructors are really laid back treated as an adult not as a child.

The Post Degree Teaching cert faculty/staff are amazing!

There were memorable instructors who made classroom environments enjoyable and also made learning new things fun

They are great

They were better in 2018 to 2020

were nice but there are a few that need to be revised

X

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

Always felt supported in this area with advisors to help
Amazing. Thank you.
Convenient but I didn't desperately need it.
Financial aid always was there to help
Good
Good
Good experience
Great
Helping me with a problem
I did not qualify
If I had a problem or needed clarification, my questions were answered timely.
made my learning easier and possible without financial aid I couldn't be able to do any courses. Thank you financial aid.
N/A (8 responses)
none
not helpful at all
Price is good is not to high
Thank you for tuition/book assistance
They have helped me
They helped so much and were able to help me afford my education.
They were helpful
This helped me very much

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

Achieving my goal
Anti-Climactic
Awesome
Being finished
Excited to be Graduating
Good
Graduation at the TCC was a great and memorable experience! So many different speakers with good stories and enjoyed every part of it!
Great
Great job organizing cozy gathering for small groups of TRS graduates.
I am proud of myself for getting my associate's degree. And looking forward to U of A.
I have graduated
I was class of 2020 and graduated that may of 21 and we were all sad that we couldn't walk with everybody but they did a spectacular job conducting graduation the way they did
LFINALLY!
loved the whole thing! it was better than my high school graduation
Meeting with [NAME REDACTED] to help schedule me to graduate.
N/A (6 responses)
N/A - Not attending
none
Online graduation was great
Thankful for graduation and everyone who was there. Enjoyed the outdoor experience
The graduation process was very easy and my counselor was very helpful.
The graduation process went very smoothly.
there has been no instructions given to me at all about my graduation
Very disappointed that the online learners were not acknowledged in the graduation ceremony! I had my family over last night to watch the ceremony online and all the online graduates were never acknowledged at all! We kept waiting for the names to go across the screen or some kind of acknowledgment and it was incredibly disappointing to find there was nothing! In this modern day of so many different and diverse learning options it's extremely poor practice not to mention this large population of students. The online learners worked just as hard to achieve this goal.
Very easy to apply for
Very happy and exited to get my certificate and I feel proud of my self.
While confusing at time my adviser was able to guide me and professors were able to support me.
Yes

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

Negative overall experience

academic advisors didn't advise me
As I said above, my [DESCRIPTOR REDACTED] advisor helped me a lot. However, she would take 1 week or more to respond to my emails.
At times getting through to advisers were difficult and all had different answers which made things confusing at times.
[NAME REDACTED] was the most disorganised and the MOST out of touch with what her students are trying to learn, namely French.
Getting sent an email saying I owed money two weeks before I graduate and them saying I have to pay it back, but the issue was the money problem was from last year.
I felt there is a lack of communication and actual advising im not to sure what i ended up going to school for untill the last semester
I struggled a lot and advisors and instructors never reached out to see if i was doing okay
I think you should rein in on the plagiarism a little more, I see quotes from the book written in discussions, also there is very little netiquette people are very rude.
I waited one year for my CLEP score
Just the [NAME REDACTED] is not the correct person to train people
KENNELS.
Math class in a humid west campus room on a particularly rainy day.
Mostly negative
N/A (5 responses)
No
No negative
No negative experience, just some hard courses like ACC.
none
Not understanding the graduation application and process
Nothing to add
Only with certain teacher that did not really care about teaching, or giving adequate learning materials
Refusing to provide replacement student ID cards is totally OUTRAGEOUS!
School is expensive
See above - graduation.
Some of the math based courses require that exams are 80% of the final grade. I think that is not right- many people like me struggle with taking tests and I think 80% is much too high.
Some staff in program
The amount of mental stress and anxiety I have went through and continue to go through because of classes is insane.
There were some issues with my desired degree change.
would be extremely helpful if you extended hours in the library

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

Positive overall experience

All the lady's instructors, lady doing the orientation is amazing, etc

Amazing

Amazing experience bittersweet to leave

[NAME REDACTED] has been a major factor in changing my life. I had to drop out of the program for a few years due to personal problems, and when I made the challenging decision to return she welcomed me back with great enthusiasm. This is a challenging program and [NAME REDACTED] makes that abundantly clear, and for good reason. Students graduating the MLT program at PCC are highly regarded in Tucson and are desperately needed!

Any of the Fine Arts program classes were knowledgeable and enjoyable to take.

Being able to take so many online classes and avoid commutes and the stress of classrooms

Being part of the mens soccer program

enjoy the scheduling

First advisor, switched to another program, was a dream

Getting to be finished

Good experience

good support from the faculty

Great

Great overall

Had a great math teacher a couple semesters ago. Her name is [NAME REDACTED] and she was fun and easy to follow. Always had your back.

How easy it is to enroll and attend classes

I as able to work 40 hours a week, be with my family and work towards my educational goals in a way that was affordable and accessible. Thank you!

I did!

I had a very positive experience at PCC, and very happy that I took a decision to study at Pima.

I have no debt. I made friends, obtained a degree, and found a nice job.

I learned teaching techniques that have helped me become a more effective teacher.

I learned the most in [NAME REDACTED] class.

I loved my internship and the fact that I was able to finish the program in a year.

I would recommend Pima to others

I'm going to begin PCC degree # 5

I'm so glad I attended Pcc and got a great education out of it

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

Positive overall experience (cont.)

It was a great experience after not being in school for so long
It was smooth
[NAME REDACTED] is a fantastic professor!
Making friends
My classes got me excited and interested in history again.
My experience at PCC has been amazing. My instructors encouraged me to not give up and provided many opportunities outside of PCC to connect with others in the field of HIT.
My Pima Community College experience has been great.
N/A (3 responses)
Pima is great and appreciate everything that they offered me
Some positive moments
Taking classes online was easy and convenient!
The class sizes and available tutoring options really worked for me. I definitely feel prepared to transfer to a four-year institution.
The classes were very productive and the instructors were very helpful.
The complete support
The encouraging atmosphere from both my professors and classmates.
The help the instructor provided and helped with job advising for many companys. Where to look how to look and to remember youre qualified. Student lige [life]was absolutely amazing to have.
The pcc west library was my favorite place go be. Very grateful for the staff and librarians.
The xray program has me prepared for successess
There was so much encouragement throughout my time at Pima.
This college got me through some of the darkest points of my life and I will never forget that
very good
Very positive
X
Yes (3 responses)

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

Program-specific

A fine arts course that satisfied Pimas requirement does not satisfy for the UAs fine arts, so I must retake another course, even though my degree is specifically to transfer to university. This wasted my time and money.
after the last class exam my instructor looked at the class and said, well now do you guys see the light at the end of the tunnel? This was such a good feeling....
Ajs was such an awesome program I would recommend it to antone and everyone
All 4 programs have been stellar
business
Calculus courses should turn out EXPERTS in the use of Desmos, and drop the use of obsolescent TI graphing calculators. You need to prepare Engineer and Science students for the real world, not just passing an exam.
Experiencing the ability to use what I've learned from past classes and applying it to current classes
Good
Great (2 responses)
Had some of the most interesting and knowledgeable professor who helped us get the most from this experience.
I enjoyed all of my program specific writing classes.
I feel the IT cert can be more well organized and maybe switch some CIS classes to to the 16 weeks and the stu classes to the shorter weeks.
I got my Certified Nursing Assistant (CNA) certificate from PCC and it was a great experience. All the people were nice and I am glad and proud of myself for getting that certificate.
I loved all AJS teachers
I loved the entire TRS program and I think it should get more recognition.
May be able to add payroll to course content
MLT program director [NAME REDACTED] is one of the best teachers I have ever had. The MLT program at PCC is difficult and [NAME REDACTED] is very vocal about that. This career path is serious in regard to patient safety in medicine. Immunohematology of which [NAME REDACTED] is the instructor can be deadly to patients if done improperly. [NAME REDACTED] pushed me and others to do better and to seek out her help when the going was difficult.
My business program gave me a lot of knowledge about business that I can use in both in career and daily life.
N/A (6 responses)
none
nursing
PCC is failing to support the Pharmacy Technician program properly
Strangely enough, discussions and reading other opinions on tech-related topics
Taking my first engineering class excited me to continue this journey
The CAD group had a thing for who was the easiest teacher. Yet still being challenging and getting the information across.

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

Program-specific (cont.)

The program has been amazing! Very well done by all of the instructors! They work so hard and it definitely shows! They work hard to make sure we will succeed and I appreciate everything they have done for me on this journey!

Trucking institute

very good

Which everything would work

Wonderful program

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

All my teachers were nice, taught in a way that was beneficial for me, and helped me gain a lot of useful knowledge for my future.
All staff were super helpful and kind in helping us.
Always kind
[NAME REDACTED] Bio201,202, [NAME REDACTED], MAT146,147, phenomenal teacher! They always went above and beyond.
[NAME REDACTED] is phenomenal!
Everyone was nice
exceptional
Great (2 responses)
Great instructors
Helpful and attentive
I have work full time pretty much the whole time I was at Pima. I really appreciate the team helping me figure out things like class schedules and my goals.
[NAME REDACTED] was THE BEST INSTRUCTOR AT PIMA COLLEGE BY FAR! He needs a raise and to train other math instructors on how make math (and other courses) more interactive and engaging!! 10/10
Met amazing staffs
Most were great
N/A (8 responses)
Nice
none
Some great testing center people at west campus and some really bad peple downtown
Some teachers were very difficult, i had to write a couple of very straight forward and kind of mean emails to a few teachers to get them to help me in the class i was taking, or some just reoeated the same answer they gave prior instead of explaining
Staff was helpful and responded to emails
Terrible PCC office staff, Instructors are alright
The AJS professors are amazing
The professors here were great, never had issuers getting in contact with them!
The whole staff was amazing. However, I was new to the medical field and one of my instructors, Sue Rizzi explained everything with such a passion and dedication that helped me understand what to me was very difficult to learned. She is amazing at her job.
They lost care
Very helpful and friendly, no specific memory but positive thoughts looking back on it

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

very knowledgeable instructors
was good
X

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

Creative writing club was fun until covid happend
do you have any?
Enjoyed my time being a member of the Native American club at desert vista
Great
Great
I am a co-founder if PCC Super Users club so that is a very good memory
I did not choose to participate in any of these
I didn't participate in any
I love stude t life
Loved Pima business club. It was the reason I was so prepared for Eller admission's process. I got in so it was worth it.
N/A (13 responses)
None
none
Student aide
Stusent senate
TRiO SSS made my time at Pima worthwhile
unfortunately I couldn't participate in many events or clubs due to my online courses.
was fine
Winning track regionals
Wonderful classmates

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

Every time I had to go to the east campus. Absolutely great area.
Everything was great with PCC
good
Holds are annoying
My program head was amazing and always helped me.
N/A (11 responses)
none
Sometimes the testing centers treat everyone like they are a criminal
the tutoring center was amazing, would not have gotten through physics without them &3
unfortunately my favorite class of BIO 105 was totally unrelated to my career but I loved it so much it almost made me change paths
Very grateful to PCC and happy that I'm done!
Veteran graduation recongition dinner was so beautiful and special. I am really glad to have been a part of it.
When I first started the program to 2021 it was fun and I enjoyed it then the program was changing and everything changed the instructors are rude to students and don't hold back when leaving comments on our work.
When I had a concern with one of my friends whereabouts the staff was super helpful and went with me to find her, I was really worried but the staff at Northwest Pcc helped me out. Even though it was a false alarm it's nice to know that they care.
your biology teachers give 1 minute to answer questions on their tests! AWFUL!