

**Employer Assessment of OCCC Graduates Results**  
**Executive Summary**  
**N = 35 (80% Response Rate)**

During the graduate survey of students who graduated in the Spring semester of 2004, the graduates were asked permission to contact their supervisor. Forty-four graduates gave permission to contact their supervisor. There were 35 supervisors responded to the survey which yielded a response rate of 80 percent.

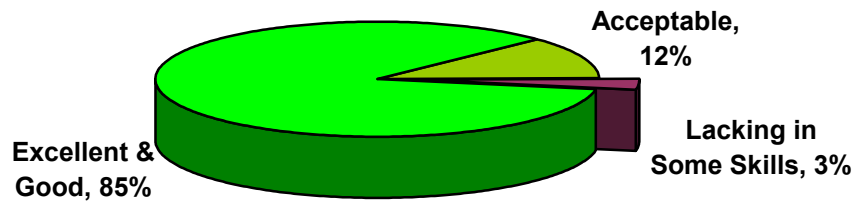
On the top of each survey instrument was the name of the graduate. Employers were asked to evaluate the seventeen skill sets based on the overall level of importance to the graduate's position and to evaluate their level of satisfaction with graduate's performance in these skill sets. Employers were contacted by mail and telephone. During the telephone conversations, if the employer was unable to answer the questions over the telephone he/she was asked if a survey could be faxed to him/her. A majority of the employers requested a faxed survey.

In general, the supervisors were satisfied with the graduate's performance. Below is a list of highlights, followed by a few charts and the detailed responses to the survey.

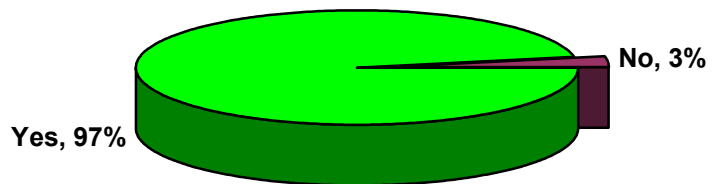
Summary

- Ninety-seven percent of the supervisors rated the graduates' overall education they received at OCCC as acceptable to excellent.
- Ninety-seven percent of the supervisors would hire another graduate.
- The top six of the seventeen skill sets employers rated their level of satisfaction with the graduate as good and excellent included reading (97%), customer service (97%), computer utilization (97%), writing (94%), listening (90%), and applying technology to tasks (90%).
- Fifteen of the seventeen skill sets had a mean rating of 4.00 or above on a five point satisfaction scale with one being poor and five being excellent. The top five rated skill sets included customer service (4.71), computer utilization (4.66), reading (4.59), applying technology to tasks (4.52), and problem solving/creative thinking (4.47). The two categories rated below the 4.00 was consensus building at 3.76 and conflict recognition and resolution at 3.74.
- Of the seventeen skill sets evaluated, five of them had a positive gap between the level of satisfaction and the level of importance. A positive gap is measured by the difference between the mean of the level of satisfaction and the mean of the level of importance. The gaps ranged from a +0.32 to +0.44. These five skill sets included scientific methods of inquiry, cultural diversity, identifying appropriate technology, computer utilization, and applying technology to tasks.
- The five rated skill sets with the largest negative gap between the level of satisfaction and the level of importance ranged from a -0.36 to -0.60. These five skill sets included conflict recognition and resolution, speaking, participating as a team member, listening, and consensus building.
- Employer comments were very commendable. Some of them included: "he is a self-motivated hard worker," "very helpful to have around," "excellent work, great team player," and "great program, I graduated from there as well."

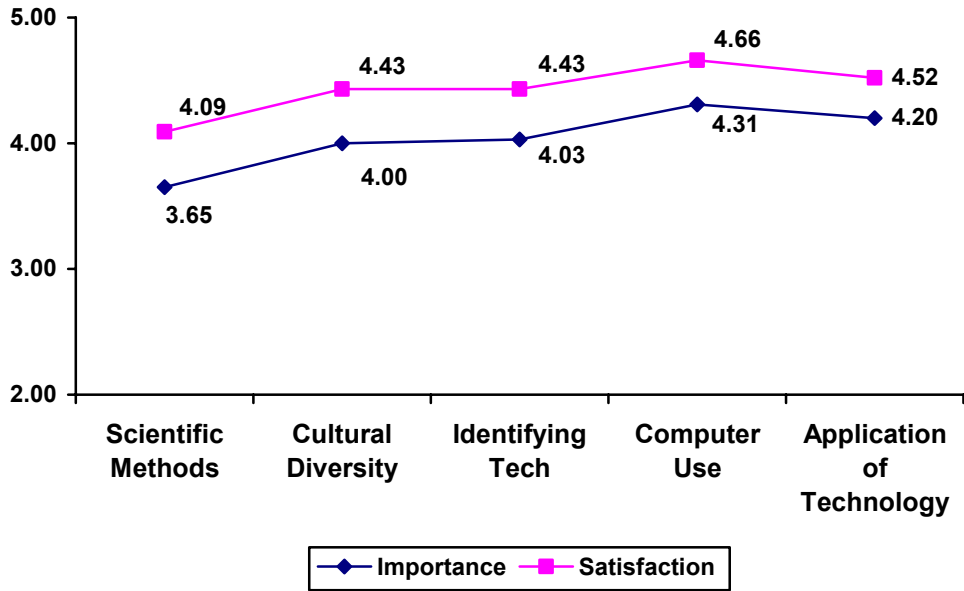
## Overall Rating of the Graduate's Education



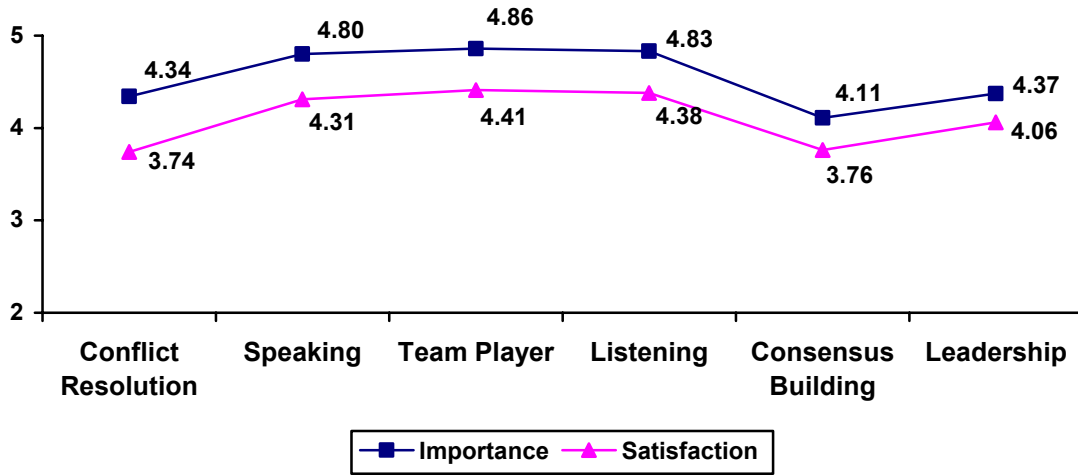
## Would You Hire Another Student



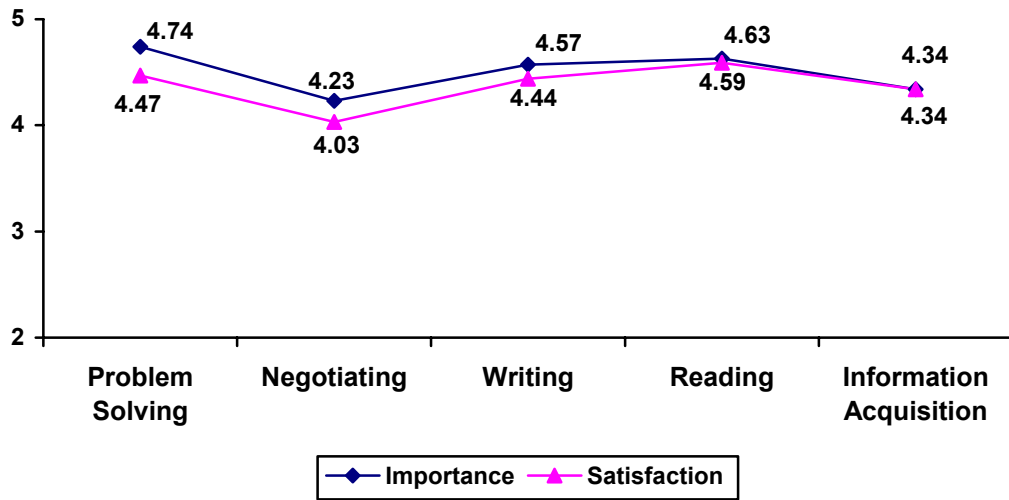
### Positive Gap Between Importance and Satisfaction



### Negative Gap Between Importance and Satisfaction



### Negative and Zero Gap Between Importance and Satisfaction



**Employer Assessment of  
Oklahoma City Community College Graduates Results  
N = 35 (80% Response Rate)**

Level of Satisfaction by each skill set	<b>EXCELLENT &amp; GOOD</b>	Excellent	Good	Average	Fair	Poor
<b>GENERAL EDUCATION SKILLS</b>						
Reading – understands and interprets written information	<b>97%</b>	63% 20	34% 11	3% 1	0%	0%
Writing – communicates thoughts and information in documents such as memos, letters, directions, manuals, reports and graphs	<b>94%</b>	50% 16	44% 14	6% 2	0%	0%
Listening – uses active listening skills	<b>90%</b>	56% 18	34% 11	3% 1	3% 1	3% 1
Problem Solving/Creative thinking – recognizes problems, designs and takes action, and generates new ideas	<b>88%</b>	66% 21	22% 7	6% 2	6% 2	0%
Information acquisition – locates, through search, various forms of information, especially through new technologies such as Internet	<b>87%</b>	53% 17	34% 11	6% 2	6% 2	0%
Cultural diversity – understanding of differing cultures and values and works with people of different backgrounds	<b>87%</b>	57% 17	30% 9	13% 4	0%	0%
Speaking – organizes ideas and communicates clearly	<b>78%</b>	53% 17	25% 8	22% 7	0%	0%
Scientific methods of inquiry – understands use	<b>74%</b>	48% 11	26% 6	17% 4	4% 1	4% 1
<b>INTERPERSONAL SKILLS</b>						
Customer service – works to satisfy customers' expectations	<b>97%</b>	74% 23	23% 7	3% 1	0%	0%
Participating as team member – contributes to a group effort	<b>88%</b>	69% 22	19% 6	3% 1	3% 1	6% 2
Exercising leadership – takes the initiative and has vision	<b>81%</b>	42% 13	39% 12	10% 3	3% 1	6% 2
Negotiating – works toward agreement on issues	<b>76%</b>	48% 14	28% 8	14% 4	0%	10% 3
Consensus building – assists others to see all sides of an issue and reach agreement	<b>72%</b>	31% 9	41% 12	14% 4	0%	14% 4
Conflict recognition and resolution – recognizes conflicts and resolves it	<b>71%</b>	32% 10	39% 12	13% 4	3% 1	13% 4
<b>TECHNOLOGY SKILLS</b>						
Computer utilization	<b>97%</b>	69% 20	28% 8	3% 1	0%	0%
Applying technology to tasks – understands how to use technology for better productivity	<b>90%</b>	62% 18	28% 8	10% 3	0%	0%
Identifying appropriate technology (procedures, tools or equipment)	<b>83%</b>	60% 18	23% 7	17% 5	0%	0%

	<b>Importance Mean Rating</b>	<b>Satisfaction Mean Rating</b>	<b>GAP between Importance and Satisfaction</b>
In the following sections, please indicate first how important the skill is to your business. Then rate how well our graduate performed on that skill.			
<b>GENERAL EDUCATION SKILLS</b>			
Scientific methods of inquiry – understands use	3.65	4.09	+0.44
Cultural diversity – understanding of differing cultures and values and works with people of different backgrounds	4.00	4.43	+0.43
Information acquisition – locates, through search, various forms of information, especially through new technologies such as Internet	4.34	4.34	---
Reading – understands and interprets written information	4.63	4.59	-0.03
Writing – communicates thoughts and information in documents such as memos, letters, directions, manuals, reports and graphs	4.57	4.44	-0.13
Problem Solving/Creative thinking – recognizes problems, designs and takes action, and generates new ideas	4.74	4.47	-0.27
Listening – uses active listening skills	4.83	4.38	-0.45
Speaking – organizes ideas and communicates clearly	4.80	4.31	-0.49
<b>INTERPERSONAL SKILLS</b>			
Customer service – works to satisfy customers' expectations	4.83	4.71	-0.12
Negotiating – works toward agreement on issues	4.23	4.03	-0.19
Exercising leadership – takes the initiative and has vision	4.37	4.06	-0.31
Consensus building – assists others to see all sides of an issue and reach agreement	4.11	3.76	-0.36
Participating as team member – contributes to a group effort	4.86	4.41	-0.45
Conflict recognition and resolution – recognizes conflicts and resolves it	4.34	3.74	-0.60
<b>TECHNOLOGY SKILLS</b>			
Identifying appropriate technology (procedures, tools or equipment)	4.03	4.43	+0.40
Computer utilization	4.31	4.66	+0.34
Applying technology to tasks – understands how to use technology for better productivity	4.20	4.52	+0.32

What is your **overall rating** of the education received by OKCCC students as it relates to the requirements of their job?

	Number	Percent
Excellent	20	59%
Good	9	26%
Acceptable	4	12%
Lacking in Some Skills	1	3%
Totally Lacking	0	0%
TOTAL	34	100%
Mean =	4.41	

Based on your experience with OKCCC student(s), would you hire another student from OKCCC?

	Number	Percent
Yes	29	97%
No	1	3%
TOTAL	30	100%

#### Comments

- Excellent work Great team player
- Interpersonal skills are a very important part of any job. Perhaps more emphasis should be focused on this area. Without teamwork, you accomplish little in all the other areas within a business.
- She has a good work ethic and is a good hard worker.
- Students in OTA should be required to take a course on communication skills with a patient. Graduates need to know the importance of communicating with patients.
- Very helpful to have around.
- This individual is always willing to improve and demonstrates a good basic nursing understanding.
- He is a self-motivated hard worker. Very creative.
- Anxious to get more graduates into the hospital.
- You should be proud of the professionalism and highly skilled the graduates of OKCCC display. Thank you.
- Would like to have contacts for candidates to hire for future employment.
- Thank you for your continued commitment to the members of the Oklahoma Air National Guard.
- Great program, I graduated from there as well.
- His skill set is outstanding and it is used daily at his current employer.
- She is a good nurse who still needs a lot of support. Normal for around 1 year as RN. She had a lot of difficulty knowing how to approach patients and how to instill confidence in them. They felt insecure with her lack of confidence. She didn't know how to effectively communicate with them. We pulled back and had her observe seasoned nurses in order for her to gain confidence and competency. She is doing very well now! She initially had 3 months orientation.