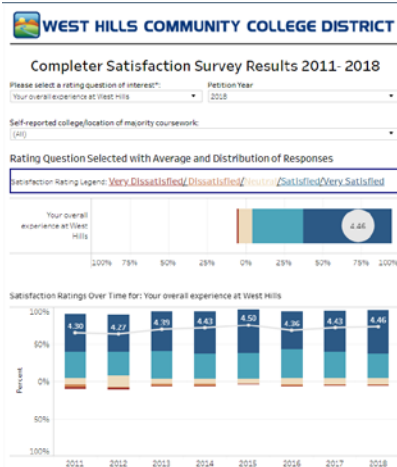




WHCCD Completer Survey 2018

The annual Completer Survey asks petitioning students to rate various aspects of their time at West Hills across various programs, services, and resources available. This year the Completer Survey Dashboard has been reworked and updated to include responses from 2017-18 petitioning students. [Click here](#) to check it out.



Some findings achieved using this year’s dashboard:

WHCC & NDC, Firebaugh

- For respondents’ highest award, 64% from 2017-18 year received an associate's degree (as opposed to certificate of achievement or local certificate). This percentage is higher than it's been since 2013-14.
- The highest areas of satisfaction for 2018 respondents, with more than 35 responses, was Financial Aid (average = 4.44 of 5, n = 57) with 88% indicating satisfaction (satisfied or very satisfied). Followed by Counseling/Advising (average = 4.38 of 5, n = 61) with 85% indicating satisfaction.

WHCL

- WHCL had the most respondents for 2018 than any other year.
- The highest areas of satisfaction for 2018 respondents, with more than 35 responses, was Overall experience at West Hills (average = 4.51 of 5, n = 240) with 92% indicating satisfaction (satisfied or very satisfied), followed by the Library (average = 4.49 of 5, n = 235) with 92% indicating satisfaction.

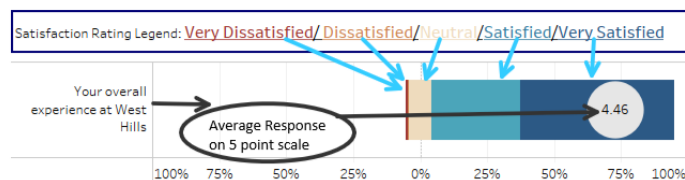
This year, the dashboard features five tabs.



- One Pager – A simplified view to quickly glean insights. Displays the average score to one specific rating question at a time and the percentage of students that selected each satisfaction response represented by a diverging bar chart.
- Full Satisfaction Dashboard – Allows user to view response trends of multiple questions at once and apply more filters.
- Additional Student Info – Responses to questions regarding parents' educational attainment, whether the student feels West Hills prepared them to attain their goals, and current employment status.
- Free Response and Comments – View responses to questions with open-ended response fields (see the “Items with Other (Specify) or Open Comment” filter).
- Awards and Transfer - New content to the Completer Survey Dashboard, this page combines internal award information and transfer information (from the National Student Clearinghouse).

Reading Diverging Bar Charts

The One Pager and Full Satisfaction Dashboard tabs display the 5-point Likert scale rating frequencies with average rating for each question (the gray circle). In the example below, we can see very quickly that most responses for the selected rating question are very satisfied (blue) followed by satisfied (light blue/teal).



When hovering mouse over one of the rating bars in the dashboard, a tooltip will appear with additional details including the count and percentage of respondents that selected that response (i.e., satisfied, dissatisfied, neutral, etc), and the total number of students that responded to that question. For example, the tooltip shows that 8% of the ratings for the questions were neutral ratings and a total of 4 students selected either very dissatisfied or dissatisfied.

For best viewing experience, use Desktop Chrome. If you encounter a blank page upon loading, try closing and reopening the browser. Mobile viewing is not recommended.