

August 26, 1999

MEMORANDUM

TO: Executive Committee
Cluster Directors
Academic Deans
Student Deans

FROM: Cathy Morris *Cathy*

SUBJECT: Comments from 1997-98 Vocational Graduates

Attached for your information are comments we received from a survey of 1997-98 vocational graduates. These comments were written in response to the question "What could we have done to better prepare you for your job?" Please note that the survey response rate was low—13.5%. However, the comments are interesting reading and do provide some direct feedback for program managers.

In scanning these comments there are several themes that run across programs:

1. In general, respondents praise MDCC and these vocational programs.
2. Respondents would have liked job placement help.
3. They would have liked some work experience/hands on training as part of their program.

We plan to do a similar survey of the 1998-99 graduates and will summarize their comments for you again if you think this feedback worthwhile. Please call me at 7-7468 or send me an e-mail if you find this helpful.

**SURVEY OF 1997-98 VOCATIONAL GRADUATES:
"What could we have done to better prepare you for your job?"**

SCHOOL OF ALLIED HEALTH

Dental Hygiene (N4) 50 Graduates, 10 Respondents, 8 Comments

Nothing, everything was excellent!!!
I consider myself well qualified thanks to the program. Thank you.
Was well prepared!
You should open a class based on the many different kind of instruments that there are in the market and that are used in private practices.
Learn about new equipments like an intraoral camara.
Offer a course on Dental Insurances (Different Codes)
Make the program less stressfull.
We were not given any information, regarding where to look for a job. Hygiene jobs are not advertised in the employment section of the newspaper. We were also not told the Miami area is already saturated with hygienists. Most of my classmates had a difficult time finding a job. Most of us are only working part time when we would like to be working full time. I have friends who are only working one day per week, that's all they can find!!

Diagostic Medical Sonography (SN) 11 Graduates, 3 Respondents, 2 Comments

I was very well prepared thanks to my education at MDCC.
Even though it was an excellent training, more clinic hours would make the program still better.

Emergency Medical Services (EM) 25 Graduates, 4 Respondents, 1 Comment

Job Placement

Health Information Management (M3) 23 Graduates, 4 Respondents, 4 Comments

I think MDCC really prepared my for this job. I am very thankful for having attended MDCC-Medical Campus.
Provide a semester of Junior Registry & also have a program that will prepare the student for the CTR exam (Certified Tumor Register)
No.
Improve the administration at the Medical Campus. Remind the employees that they have job because of students. We are their "customers". The bookstore at the Medical Campus has inconvenient hours. The employees of the Graduation Office act as though they are doing the students a favor.

Interpreter Training for Hearing Impaired (J7) 5 Graduates, 1 Respondent, 1 Comment

More work experience required. Realistic predictions of salary in field.
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Medical Laboratory Technology (M9) 35 Graduates, 3 Respondents, 2 Comments

When we enrolled MLT you should have told us that out there, this profession is dying. No vacancies every where. Then we should have another choice.
Help for Job Placement.

Paramedic (PB) 71 Graduates, 8 Respondents, 3 Comments

Nothing, you guys are doing just fine.
More instructors in the paramedic lab. Ratio of instructors to students was inadequate.
The paramedic program needs to be extended to at least 4 terms, and mandating Human Anatomy 1 & 2 as prerequisites.

**SURVEY OF 1997-98 VOCATIONAL GRADUATES:
"What could we have done to better prepare you for your job?"**

SCHOOL OF ALLIED HEALTH

Physical Therapist Assisting (M7) 49 Graduates, 7 Respondents, 6 Comments

Nothing, your program was excellent. The Professors were wonderful.
Nothing much really. The refinement and enhancement of my skills depended on getting into my career field and applying the information and growing from there.
Help w/ job search once students graduate from Health programs.
I had three instructors leave in both earlier & mid stage of my PTA Program. Not only was it totally unorganized & unexpected, but the replacements though qualified clinicians had little to be desired as teachers. I learned little to nothing from them and felt as if I was in an independent course & relied solely from my study habits.
N/A
More pediatric classes.

Radiography (N3) 34 Graduates, 4 Respondents, 4 Comments

Since this job I was trained for requires more practice or hands-on experience I think that it would of help more if I would of had more practice at a hospital rather than combine both classes and training at a hospital.
All my educational needs for fully met I feel there was nothing more that could have prepared me.
Nothing Legal by the Accreditation Boards.
Nothing that I can think of.

Respiratory Care (N2) 19 Graduates, 4 Respondents, 3 Comments

The professors were more than helpful, thanks Mr. Prentiss, Mrs. Miller, Mrs. Dillman.
Making sure every students are focus and study for success. The program is well taught. Up grade the program & new equipments.
Create a job service that helps graduates from this program in searching for job after passing the state exam. It's difficult to find a job in respiratory field.

Vision Care Technology (M6) 35 Graduates, 6 Respondents, 5 Comments

I think that the program prepare me very well for my career. I feel that there was not much to do but to practice all the skills taught at the college.
Help me obtain employment in my field of studies.
I think that Job Placement program could have been a great help for students, especially as new graduates. Doctors and companies expect 2 years or 3 years experience in the field not counting the experiences acquired in clinic during the two-year program. It is sad.
More advanced classes.
School Job Placement

Elderly and Disabled Care (EY) 6 Graduates, 2 Respondents, 2 Comments

Preparation for Administration.
I am prepared for the job, but there is no market for the field I studied. There should have been more research done to have jobs ready for graduates.

Pharmacy Technician (3U) 8 Graduates, 3 Respondents, 3 Comments

Just offer more options as far as (Retail Pharmacies and Hospital Pharmacies are concerned) for Student Internship Sites. Students should have more choices.
Monitoring better student rotation and be more involve in job placement for student to start a career.
Try to improve job-placement program for graduates. Be honest about pay scale for pharmacy technicians.

**SURVEY OF 1997-98 VOCATIONAL GRADUATES:
"What could we have done to better prepare you for your job?"**

SCHOOL OF NURSING

Nursing-Generic (82) 152 Graduates, 58 Respondents, 41 Comments

I am very satisfied with the preparations offered at MDCC.
I was well prepared. The program was quite through. Thank you.
The program was excellent.
Excellent preparation, continue same preparation.
I was well prepared.
You did it well, keep the good work!
All that was taught throughout the nursing program was the best you could have done to prepare me. Some things just have to be learned "on the job".
Unfortunately not much more could be done. A lot of it has to come from your own experiences. The transition from student nurse to actual on the job RN in an ICU is quite difficult.
I found my self very well prepared thanks to the well founded education that I received at Miami Dade School of Nursing
The Nursing program I graduated from was very fast paced and it adequatly prepared me for a fast-paced nursing career.
I feel my education at MDCC prepared me well for my career
You have done enough for me. I thank you a lot. Thanks to your school I have a much better life.
Nothing, you did your best and you are the best, you make the difference I really appreciate your efforts.
Nothing. It was excellent.
The training was adequate.
N/A at this time.
Nothing.
Nothing
Nothing.
Nothing.
Longer clinical exposure for students, introduce students to new drugs and procedures.
Instead of 2 days of clinical, I would suggest it should be done at least 3 times per week.
More clinical hours.
More clinical experience in nursing program.
More clinical experience during the NSG Program. Students need more hands-on training.
Be more reality oriented when doing clinic's. ie - more pt. Load.
More pts assigned to each student at 1 time.
More hands-on training.
More hands-on experience.
More hours of practical experience would have been helpful.
Learning how to prioritize my daily routine.
More time being autonomous and less time beung treated humble.
To teach us good test taking strategies in preparation for the State Board examinations.
Prepared/Review for State Boards
Be very clear about the steps to getting licensed by the State. It was sort of like, here is your diploma, good luck and good bye.
More studies about icu setting, respirators, & EKG reading. Offer as elective - alls training & encourage.
Increase focus on Nurse-Doctor telecommunications and responsibilities in patient advocacy.
Use a computer to study. Use computer review disks.

**SURVEY OF 1997-98 VOCATIONAL GRADUATES:
"What could we have done to better prepare you for your job?"**

SCHOOL OF NURSING

Nursing-Generic -Continued 152 Graduates, 58 Respondents, 41 Comments

Corporate Management of today (Training.)
Teachers not to be so intimidating. Provide more accurate information in preparing for tests. Better preparation for N. Clex.
The only negative experience was with a clinical instructor. I will not go on. I could fill pages with anger, rage and resentment.

Nursing-Transitional (P1/8) 146 Graduates, 2 Respondents, 1 Comment

New students entering Nursing Program should have pre seminar on writing care plans.
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Midwifery (MY) 4 Graduates, 1 Respondent, 1 Comment

I received an excellent preparation.

SCHOOL OF AVIATION AND VISITOR SERVICES

Aviation Administration (90) 7 Graduates, 3 Respondents, 3 Comments

Give more information about union contracts, more profound marketing classes and make aviation law a 12 week lecture class with more details and a permanent professor.
Could have provided better job search assistance; and on-the-job career related education as well.
Job is not related to my studies.

Travel Industry Management (K3) 26 Graduates, 4 Respondents, 3 Comments

Nothing because for me everything was perfect. I used to have the best teaching like Ms. Ferrarte and Ms. Roberson; for my travel classes.
More practice in reservations.
I need more Geography courses to prepare me to be a travel agent. I have never traveled before and I really don't know enough to be an agent. It is amazing how much you need to know to be a good travel agent. I honestly think that travel program did not teach me enough! I am very disappointed.

SCHOOL OF BUSINESS AND COMPUTER INFORMATION SYSTEMS

Accounting Operations (2F) 45 Graduates, 9 Respondents, 7 Comments

Everything was perfect. Thank you!
I needed a little intensive English but I am doing my best and I want to say thanks for your help. God bless you.
All was good. Only I need more English because my first language is Spanish and I have problem with the communication. Thank you.
Take some of the Accounting program. On computer what most companies use now. Excel.
I don't know, but probably I need some assistant to get another job, related with my studies.
The solution to day to day problems at work (paper filing, machine user friendly=fax, photography, retirement of cartridges, programming computer)
Teaching how to start a business, preparing 941, 940 forms. Make Federal Withholding payments, etc.

**SURVEY OF 1997-98 VOCATIONAL GRADUATES:
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SCHOOL OF BUSINESS AND COMPUTER INFORMATION SYSTEMS

Business Administration and Management (77) 46 Graduates, 9 Respondents, 5 Comments

The Business Administration/Management curriculum was excellent and just perfect for me.
I am planning to continue in the near future.
Everything you did, was correct. School professors, most of them are very good. I remember Montoya, Balmori, Humanity Dean. Maybe, in the labs, the students need better help.
Internship - The places need to be organized to really support students. I did not get that my major was financing, I went to Merrill Lynch. They had me filing in a back room. I learned nothing from them.
Even though I'm not working in anything related to management, I would really like to join any program to develop my self in a managerial activity.

Business Software Applications (2H) 61 Graduates, 11 Respondents, 8 Comments

I think you are doing all right.
The course that I took was very good. Right now I want to obtain my degree in computer programmer.
Include Spanish Language in subjects offered, a bilingual person is more able to gain employment quickly.
Classes were very good. But after finish this program it will be great if the college provide with located students in agency, this way allow us to grow in what we study.
Better Administration.
Update faster for computer courses.
More time added on Fridays & Saturdays in the Laboratories.
The employers requested 2 (Two) previous work experiences to relating fields, or speaking Spanish. It's not easy to find a job with a Certificate in Computer.

Computer Information Systems (55) 37 Graduates, 7 Respondents, 5 Comments

I'm not sure that there is anything the school could do. The reason for not finding a job is that companies are asking for 3 years experience.
More real life experience such as co-op programs.
Internship.
Better Job Search Programs Needed
Maybe a course on how to get through a job interview to understand what an employer is looking for.

Court Reporting Technology (75) 2 Graduates, 1 Respondent, 1 Comment

Conduct mock trials for court Reporting Students, let students practice more 3 or 4 voice testimony.
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Fashion Marketing Management (S8) 4 Graduates, 1 Respondent, 1 Comment

Not a whole lot. I feel that I was very well prepared thanks to my wonderful professors Carlos Marrero & Regina McFall. And also Ivan Figueroa.

International Marketing (EX) 34 Graduates, 4 Respondents, 3 Comments

I took a very good course as International Marketing, and I would like to get other courses relations with sales and marketing if is possible.
Worked Hard
Offer some export/import seminars as part of curriculum.

**SURVEY OF 1997-98 VOCATIONAL GRADUATES:
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SCHOOL OF BUSINESS AND COMPUTER INFORMATION SYSTEMS

Legal Assisting (T5) 61 Graduates, 15 Respondents, 10 Comments

I found the Legal Assisting program very helpful. The skills I learned in the program are now used on a day by day basis. Additional Computer courses & English courses will be a plus for the program.
More computer classes and legal research classes.
Emphasize on legal research and legal writing.
More writing assignments.
I need more research and more emphasis on learning legal terms and most of all I did not know how important computers were to my field.
More research courses in the paralegal program. Would like to go back to MDCC and also complete my A.A. degree.
Additional classes on critical thinking or analyzing law abilities.
I need to learn more English. It is very important in my career; and I feel that I need to improve it a lot.
Teach me about calendaring and dead lines for filing different pleadings, monitors, etc.
Require internship for Associate in Science. The experience is really important. Having a degree now days is not enough. Finding a job as a legal assistant for the first time was hard.

Office Systems Technolgy (L2) 27 Graduates, 9 Respondents, 7 Comments

More computer classes and to have internship programs for business associate.
Take some computer classes.
Offer courses in other computer programs. Other than Microsoft Word and WordPerfect.
I would of gone to the new mortgage banking program that Miami-Dade just started showing in January 1999.
I can't blame MDCC. I blame Dade County for their job market. Seems, a young black man can't get work (good work) in Dade County.
Telling me that Spanish is necessary to work in another job. Since I don't speak Spanish and I live in Miami I can't get a better paid job.
Have legal terminology as a requirement.

SCHOOL OF CRIMINAL JUSTICE

Criminal Justice Technolgy (84) 19 Graduates, 2 Respondents, 2 Comments

Made me study to received a A.A. degree rather than A.S. degree. Now, I want to return to MDCC to earn my A.A. degree. So, that I can further my education.
Have more counselors to assist the amount of students that need advisors.

Correctional Officer (7c/7s) 236 Graduates, 12 Respondents, 9 Comments

Nothing, the program provide all information/training needed for the job applied for.
Nothing
Nothing more.
Nothing.
Graduated 7/98 with a BA in Criminal Justice.
Provided better training assistants (TA's) for DC65.
More defensive tactics.
Cover more policies and procedures for the department.
More intensive physical training.

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SCHOOL OF CRIMINAL JUSTICE

Law Enforcement (7P) 250 Graduates, 19 Respondents, 10 Comments

I feel that your classes were more than enough to assist me in obtaining my lifetime goal.
Your program at Miami Dade was excellent, it prepared me for a rewarding career in law enforcement. Thank you, Miami-Dade you really helped me turn my life around.
Nothing, unless you could provide me in writing a list of all the credit hours I earned as a direct result of completing the police academy.
I was satisfied with the preparation already given.
N/A
I believe that Miami-Dade could not prepare me to become a Security Guard. I say this, because when I was attending Miami-Dade I never thought that after graduation I would end up as a Security Guard.
More law and how to apply. Court procedures. Traffic, criminal and especially juvenile.
The education received was very adequate.
Nothing. You've done an outstanding job.
Planning to continue on Bachelor. Take more classes in legal field and public relations.

SCHOOL OF DESIGN TECHNOLOGY

Automotive Service Mgt Tech (AU) 5 Graduates, 1 Respondent, 1 Comment

I am working in this position for the past light years, so I don't what else could be done. However this course help me do my work at a supervisor level.

Computer Integrated Manufacturing (R4) 5 Graduates, 1 Respondent, 1 Comment

On the job training & apprenticeship should be integrated to the curriculum. Some instructors are not competent to teach in electronics department.

Electronics Engineering Technology (56) 56 Graduates, 9 Respondents, 7 Comments

Nothing!! Thanks to the Electronics Program and Instructors the courses prepared me sucessfully pass a battery of tests to be able to land a high tech position with BellSouth. Thank you for making a difference. Special thanks to proffesor Sadeed. Sincerely.
Offer Computer Repair Classes that are tailored for novices and not experts. A class I took recently, Computer Repair III, basically required that I be an expert in computers already. Offer newer electronic elective classes i.e. fiber optics; satellite communication; etc. Have an agreement with a University (U.C.F.) to offer the 4 year program in Electronics Eng. Technology at MDCC Kendall so I can be better prepared for my job.
You should have more entry level positions for electronic technician. Everywhere I call they don't give me the job because of not experience and only education
More hands on experience on computer repair. Offer more assistance in recent grads beginner job placement.
More labs, more training with testing equipment (e.g. oscilloscope, voltmeter, bread boards, ammeter)
Lectures/Classes on conflict resolution or stress management.
Courses were taken for self-improvement

Interior Design Technolgy (87) 10 Graduates, 1 Respondent, 1 Comment

The Interior Design curriculum could be improved in the areas of history (combining not only the architecture but the interiors as well.)

Electronic Technolgy (2J) 10 Graduates, 2 Respondents, 2 Comments

I would say more laboratory time and orientation on how to find a job as a new graduate without experience.
Maybe include a course in the generals of telecommunications

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SCHOOL OF EDUCATION

Child Development & Education (94) 64 Graduates, 2 Respondents, 2 Comments

I couldn't have done any better than attended Miami Dade. I had hands on experience over at the Preschool lab, left for a year now I'm back at Miami Dade as a Team Teacher at the place I learned everything I know.

If when a student starts college their they get accurate advisement.

SCHOOL OF ENTERTAINMENT TECHNOLOGY

Film Production Technology (J6) 9 Graduates, 3 Respondents, 2 Comments

Nothing

In my case since I was a foreign student it would have been good if I was allowed to work while at school. I could have made more contacts.

Radio & Television Broadcast (68) 12 Graduates, 3 Respondents, 3 Comments

Up-to-date equipment.

How to look for a job.

Much better advise from the advisers and better assistance from the Dean of Film and T.V.