Graduation Surveys









Graduation Survey Recap 2021-22 2022-23

Survey Takeaways

Survey Overview

At the end of the 2021-22 and 2022-23 academic years, Pierpont Community & Technical conducted surveys of its outgoing graduates. The surveys were comprised of 22 questions, utilizing multiple-choice, open-ended, and rating questions. There were 188 responses (137 in 2022 and 51 in 2023), with an average completion rate of 87%.

Key Takeaways

Takeaway #1: Goals achieved while attending Pierpont

Based on the data, the responding graduates (175 total) between 2022 and 2023 rated their reasons for attending in the following order:

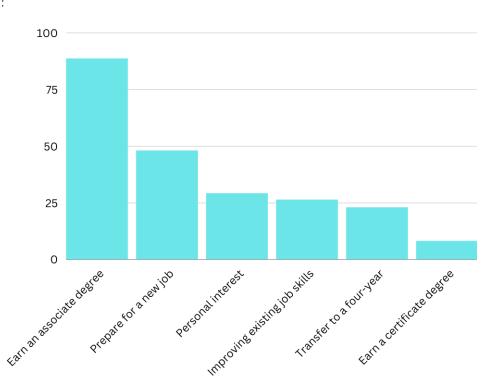
- Earn an associate (two-year) degree 88.6%
- Prepare for a new job 48%
- Personal interest 29.1%
- Improve existing job skills 26.3%
- Transfer to a four-year college or university 22.9%
- Earn a certificate (one-year) degree 8%

The respondents were also successful in their specified goals. Of the 175 respondents, 86.3% stated they met their academic goals while attending Pierpont.

Why is this important:

The data shows students who set academic goals achieve them at Pierpont. Many students who set out to receive a one or two-year degree accomplished that goal.

Takeaway #1 graph:



Takeaway #2: Pierpont paves ways for students to receive a degree

Pierpont offers students the opportunity to continue their education they may not have otherwise had. 40% of the respondents stated that if Pierpont were not available, they would not have been able to continue their educations.

Why is this important:

Community colleges provide quality career education and training to students who may not have the means or time to attend a four-year institution. Pierpont offers the services needed by those seeking a degree, certification, or skill set.

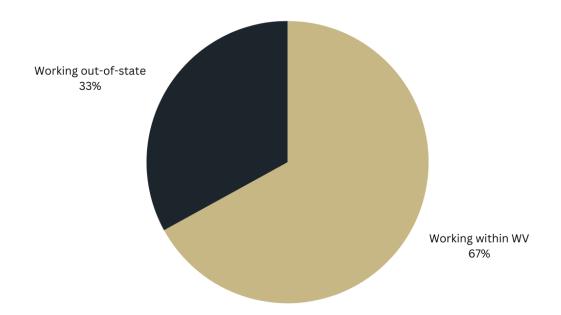
Takeaway #3: Pierpont provides the West Virginia workforce with new, highly-trained employees

As a community college, Pierpont takes great pride in providing education to everyone, especially its local community members. Of the responding graduates, more than 66% stated they plan to work within West Virginia, providing the West Virginia economy with new and qualified workers.

Why is this important:

Pierpont graduates are pursuing careers within West Virginia and strengthening the in-state economy while building a reputation that Pierpont is an institution providing quality education to local students.

Takeaway #3 graph:



Takeaway #4: Graduates are starting careers immediately after graduating

An essential aspect of pursuing a degree in higher education is beginning a career upon graduation. Community colleges must provide programs that give students the education and training they need to begin a career in two years or less.

In the survey, graduates answered if they were currently employed, with nearly 40% stating they were employed full-time or part-time within their chosen degree fields.

The responses also noted that almost 70% work full-time or part-time within or outside their selected degree fields.

Why is this important:

Pierpont's degree programs work. Whether the respondents are working within their chosen field of study or not, the data suggests the vast majority are building the foundations of a career immediately upon or before graduating from the institution.

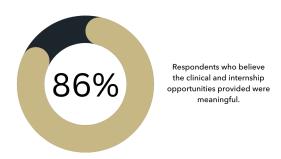
Takeaway #5: Clinicals/internships provide meaningful experiences for students

Preparing career-ready students is a priority to all higher education institutions, and clinical and internship opportunities are part of that preparation.

85.6% of respondents noted that the clinical and internship experience provided by Pierpont Community & Technical College rendered meaningful experiences.

Why is this important:

These results highlight the significance of real-world experience provided to students prior to graduating. It also indicates that Pierpont students are taking advantage and appreciate the opportunities.



Takeaway #6: Overall value of Pierpont Community & Technical College

Many potential students shy away from pursuing higher education due to high tuition and fees. For Pierpont, ensuring students have the opportunity for a quality education at an affordable price is a point of pride.

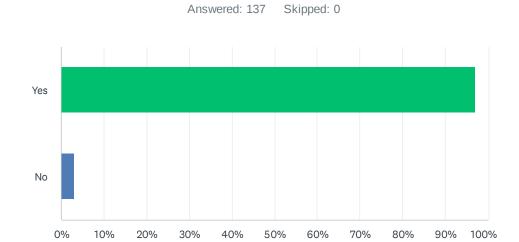
Over 68% of respondents reported excellent or good value for the cost of attending Pierpont Community & Technical College.

Why is this important:

A majority of the respondents believe the quality of education at Pierpont aligns with their financial investment. This belief will help with the peer-to-peer promotion of the institution.

Surveys 2021-22

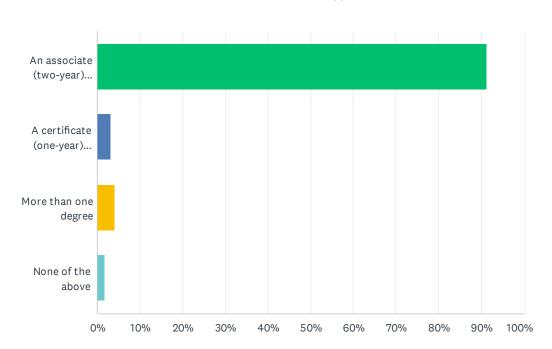
Q1 Did you graduate in Summer 2021 or Fall 2021 or are graduating in Spring 2022?



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 97.08% | 133 |
| No | 2.92% | 4 |
| TOTAL | | 137 |

Q2 What type of program are you completing at Pierpont?

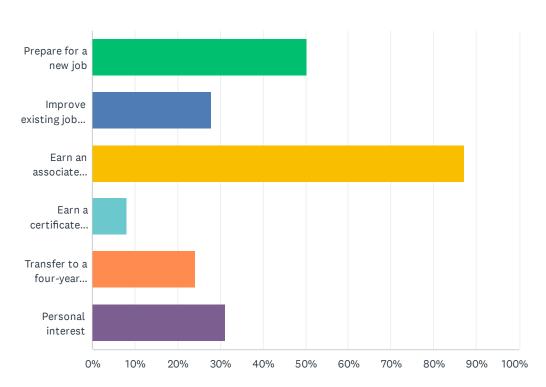




| ANSWER CHOICES | RESPONSES | |
|---------------------------------|-----------|-----|
| An associate (two-year) degree | 91.20% | 114 |
| A certificate (one-year) degree | 3.20% | 4 |
| More than one degree | 4.00% | 5 |
| None of the above | 1.60% | 2 |
| TOTAL | | 125 |

Q3 Your goals for attending Pierpont Community and Technical College were (please check all that apply):

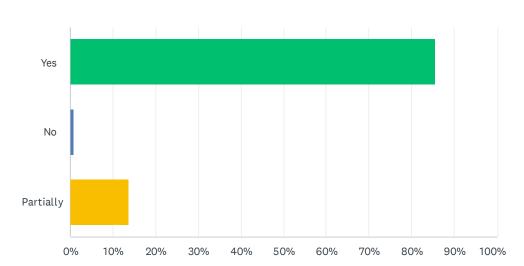




| ANSWER CHOICES | RESPONSES | |
|--|-----------|-----|
| Prepare for a new job | 50.40% | 63 |
| Improve existing job skills | 28.00% | 35 |
| Earn an associate (two-year) degree | 87.20% | 109 |
| Earn a certificate (one-year) degree | 8.00% | 10 |
| Transfer to a four-year college/university | 24.00% | 30 |
| Personal interest | 31.20% | 39 |
| Total Respondents: 125 | | |

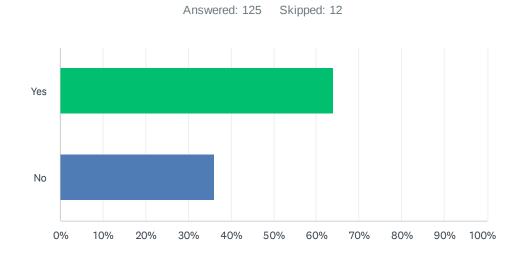
Q4 Did you accomplish your goals while attending Pierpont?

Answered: 125 Skipped: 12



| ANSWER CHOICES | RESPONSES |
|----------------|------------|
| Yes | 85.60% 107 |
| No | 0.80% 1 |
| Partially | 13.60% 17 |
| TOTAL | 125 |

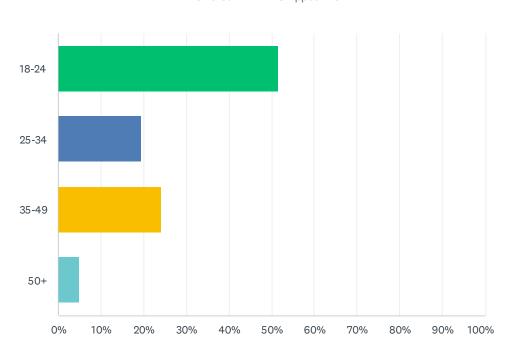
Q5 If Pierpont was not available as an option to you, would you have been able to continue your education?



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 64.00% | 80 |
| No | 36.00% | 45 |
| TOTAL | | 125 |

Q6 What is your current age?

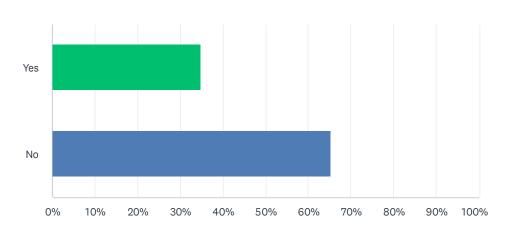
Answered: 124 Skipped: 13



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| 18-24 | 51.61% | 64 |
| 25-34 | 19.35% | 24 |
| 35-49 | 24.19% | 30 |
| 50+ | 4.84% | 6 |
| TOTAL | | 124 |

Q7 Are you the first in your immediate family to attend college?

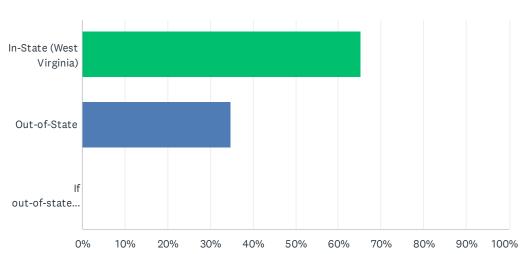




| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 34.68% | 43 |
| No | 65.32% | 81 |
| TOTAL | | 124 |

Q8 Will you seek your primary employment in-state (West Virginia) or outof-state?





| ANSWER CHOICES | RESPONSES | |
|---|-----------|-----|
| In-State (West Virginia) | 65.32% | 81 |
| Out-of-State | 34.68% | 43 |
| If out-of-state, please identify state: | 0.00% | 0 |
| TOTAL | | 124 |

Q9 If you are pursuing employment outside of West Virginia, please indicate the state.

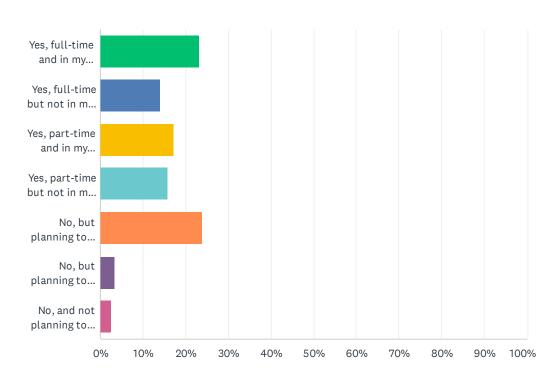
Answered: 38 Skipped: 99

| # | RESPONSES | DATE |
|----|--|--------------------|
| 1 | North Carolina | 5/13/2022 10:28 AM |
| 2 | Maryland | 5/12/2022 9:14 PM |
| 3 | Georgia | 5/12/2022 8:52 PM |
| 4 | Maryland | 5/8/2022 8:13 PM |
| 5 | Probably florida or texas, wherever i end up moving to | 5/8/2022 9:15 AM |
| 6 | South Carolina. West Virginia if my wife and I move back up north to be close to her sister. We haven't decided yet. | 5/6/2022 8:40 PM |
| 7 | Pa | 5/6/2022 8:29 AM |
| 8 | Arkansas | 5/5/2022 6:33 PM |
| 9 | GA | 5/5/2022 1:22 PM |
| 10 | Tennessee | 5/4/2022 7:50 PM |
| 11 | AL | 5/4/2022 6:51 PM |
| 12 | Pennsylvania | 5/4/2022 5:43 PM |
| 13 | New York | 5/4/2022 5:02 PM |
| 14 | Montana or Kentucky | 5/4/2022 4:39 PM |
| 15 | New York | 5/4/2022 4:26 PM |
| 16 | Tennessee | 5/4/2022 3:35 PM |
| 17 | Arkansas | 5/4/2022 2:49 PM |
| 18 | N/A | 5/4/2022 1:02 PM |
| 19 | Remote | 5/4/2022 12:02 PM |
| 20 | Unsure | 5/4/2022 11:45 AM |
| 21 | Georgia | 5/4/2022 11:21 AM |
| 22 | Texas | 5/4/2022 10:55 AM |
| 23 | Oklahoma | 5/4/2022 10:36 AM |
| 24 | Washington | 5/4/2022 10:32 AM |
| 25 | Maryland | 5/4/2022 10:20 AM |
| 26 | Colorado | 5/4/2022 10:14 AM |
| 27 | ohio | 5/4/2022 10:12 AM |
| 28 | Maryland | 5/4/2022 10:09 AM |
| 29 | North Carolina | 5/4/2022 10:09 AM |
| 30 | North Carolina | 5/4/2022 10:04 AM |
| 31 | SC/REMOTE | 5/4/2022 10:02 AM |

| 32 | Rhode Island | 5/4/2022 10:01 AM |
|----|--|--------------------|
| 33 | Oregon | 4/30/2022 7:16 PM |
| 34 | Ohio | 4/26/2022 1:40 PM |
| 35 | Florida | 4/25/2022 2:20 PM |
| 36 | Maryland, but still going to live in West Virginia | 4/23/2022 7:13 PM |
| 37 | Pennsylvania | 4/22/2022 11:11 AM |
| 38 | Florida | 4/22/2022 10:49 AM |

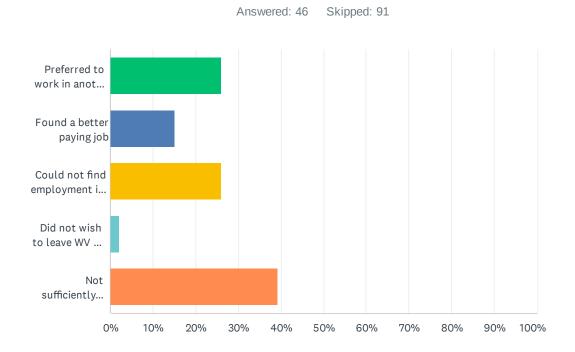
Q10 Are you currently employed?

Answered: 121 Skipped: 16



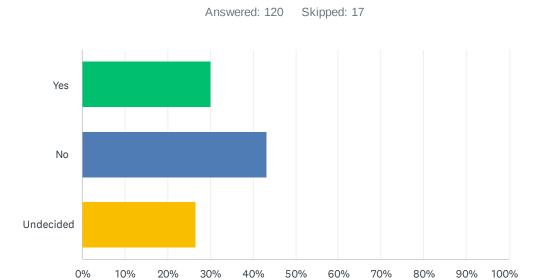
| ANSWER CHOICES | RESPONSES | |
|---|-----------|-----|
| Yes, full-time and in my degree field | 23.14% | 28 |
| Yes, full-time but not in my degree field | 14.05% | 17 |
| Yes, part-time and in my degree field | 17.36% | 21 |
| Yes, part-time but not in my degree field | 15.70% | 19 |
| No, but planning to seek full-time employment | 23.97% | 29 |
| No, but planning to seek part-time employment | 3.31% | 4 |
| No, and not planning to seek employment any time soon | 2.48% | 3 |
| TOTAL | | 121 |

Q11 If you indicated employment in a field other than your degree field, please indicate your reasons why you chose to work in a field unrelated to your studies at Pierpont (check all that apply):



| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Preferred to work in another field | 26.09% | 12 |
| Found a better paying job | 15.22% | 7 |
| Could not find employment in my field | 26.09% | 12 |
| Did not wish to leave WV to seek employment | 2.17% | 1 |
| Not sufficiently trained for the job | 39.13% | 18 |
| Total Respondents: 46 | | |

Q12 Do you plan to enroll at a four-year college or university within the next year?



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 30.00% | 36 |
| No | 43.33% | 52 |
| Undecided | 26.67% | 32 |
| TOTAL | | 120 |

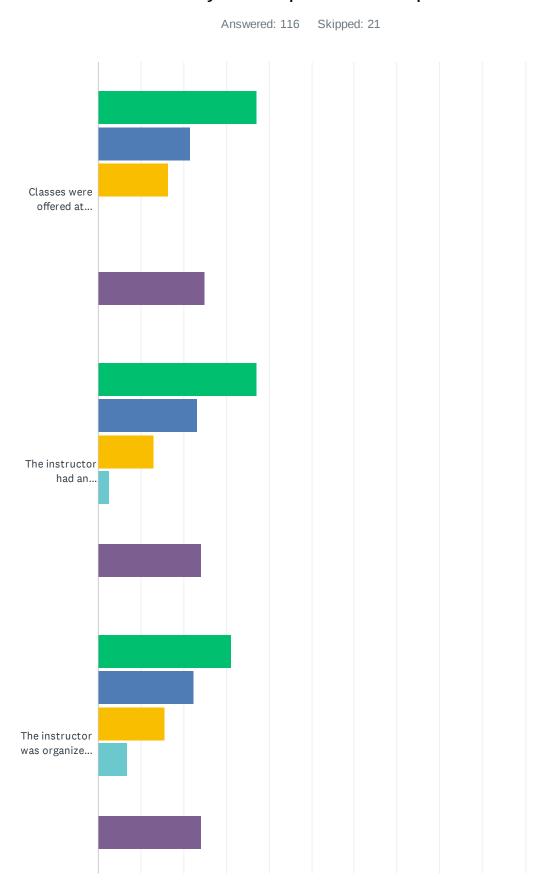
Q13 If enrolling at a four-year college or university in the next year, please identify the institution.

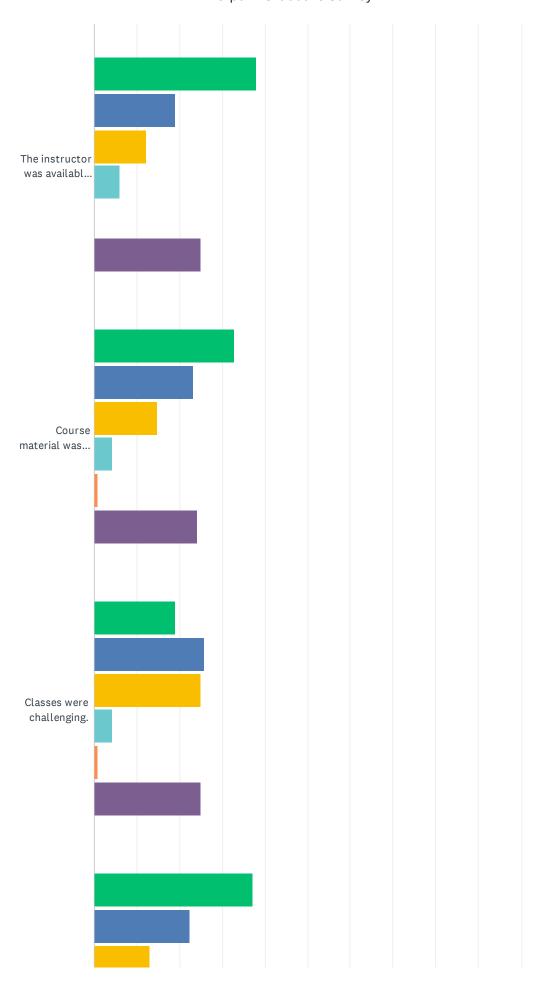
Answered: 36 Skipped: 101

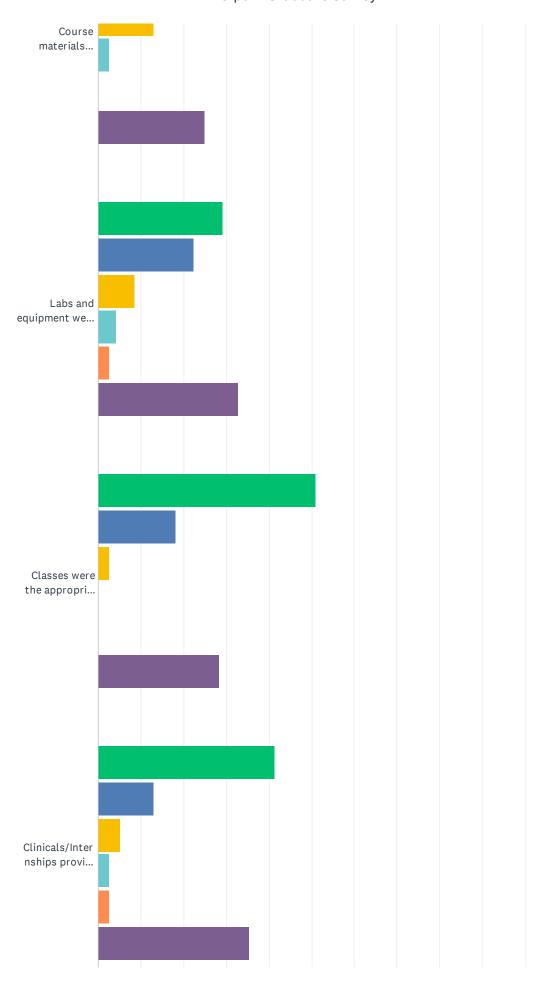
| # | RESPONSES | DATE |
|----|--|--------------------|
| 1 | University of Maine at Presque Isle | 5/12/2022 9:15 PM |
| 2 | Thomas Edison State University | 5/12/2022 8:53 PM |
| 3 | Fairmont State University | 5/9/2022 12:05 PM |
| 4 | Phoenix University | 5/9/2022 6:43 AM |
| 5 | Western Governors University, University of Maine or Excelsior University. | 5/6/2022 8:41 PM |
| 6 | UMPI | 5/6/2022 8:30 AM |
| 7 | Western Governors University | 5/5/2022 6:34 PM |
| 8 | Marshall University | 5/5/2022 12:16 PM |
| 9 | Unsure | 5/4/2022 10:06 PM |
| 10 | Shippensburg University | 5/4/2022 5:44 PM |
| 11 | WGU | 5/4/2022 5:03 PM |
| 12 | Undecided | 5/4/2022 4:27 PM |
| 13 | Fairmont State University | 5/4/2022 1:24 PM |
| 14 | WVU | 5/4/2022 1:02 PM |
| 15 | UMPI | 5/4/2022 11:58 AM |
| 16 | Thomas Edison State University | 5/4/2022 11:23 AM |
| 17 | University of Maine at Presque Isle | 5/4/2022 10:56 AM |
| 18 | University of Maryland | 5/4/2022 10:33 AM |
| 19 | University of Maryland, Global Campus | 5/4/2022 10:21 AM |
| 20 | University of Maine | 5/4/2022 10:15 AM |
| 21 | Marshall or WVU | 5/4/2022 10:14 AM |
| 22 | SNHU | 5/4/2022 10:10 AM |
| 23 | Capella University | 5/4/2022 10:10 AM |
| 24 | NA | 5/4/2022 10:03 AM |
| 25 | University of Maine at Presque Isles | 5/4/2022 10:02 AM |
| 26 | University of Maine Presque Isle | 4/30/2022 7:16 PM |
| 27 | Unknown | 4/25/2022 2:21 PM |
| 28 | Fairmont State | 4/22/2022 11:37 PM |
| 29 | WVU | 4/22/2022 5:00 PM |
| 30 | N/A | 4/22/2022 11:12 AM |
| 31 | Marshals university | 4/22/2022 11:09 AM |

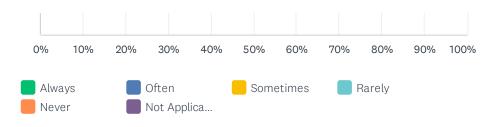
| 32 | University of Maine at Presque Isle | 4/22/2022 10:50 AM |
|----|-------------------------------------|--------------------|
| 33 | West Virginia University | 4/22/2022 10:40 AM |
| 34 | WVU | 4/22/2022 10:29 AM |
| 35 | WVU | 4/22/2022 9:56 AM |
| 36 | Fairmont State University | 4/22/2022 9:48 AM |

Q14 Please indicate how often the following statements were TRUE of the courses you completed at Pierpont:



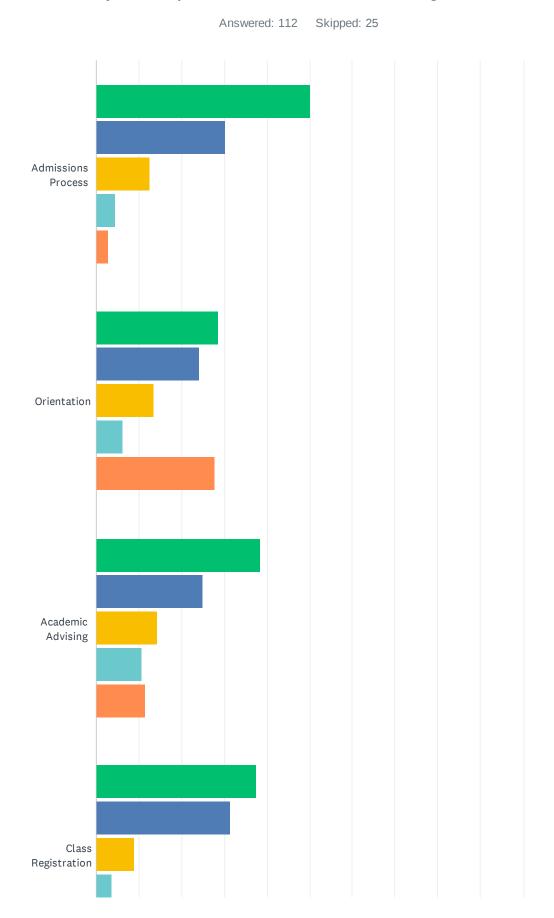


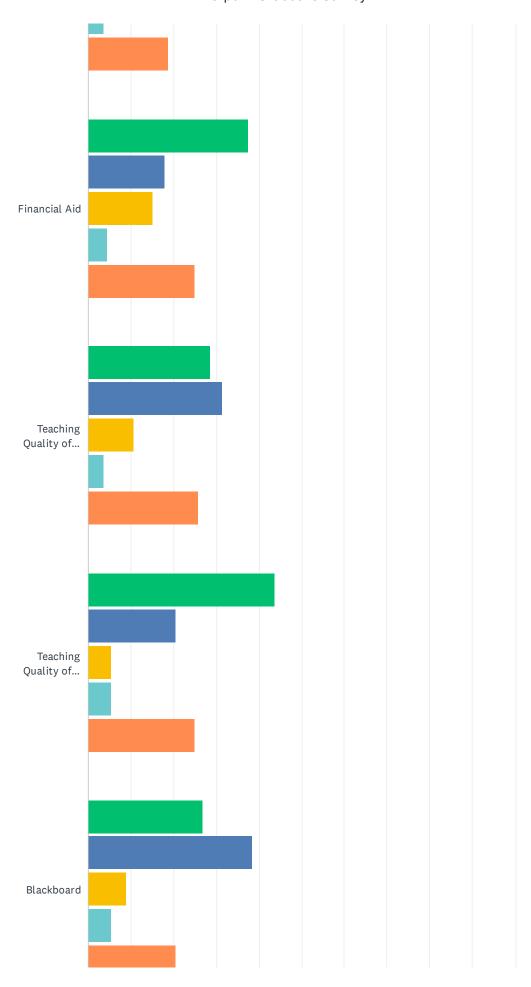


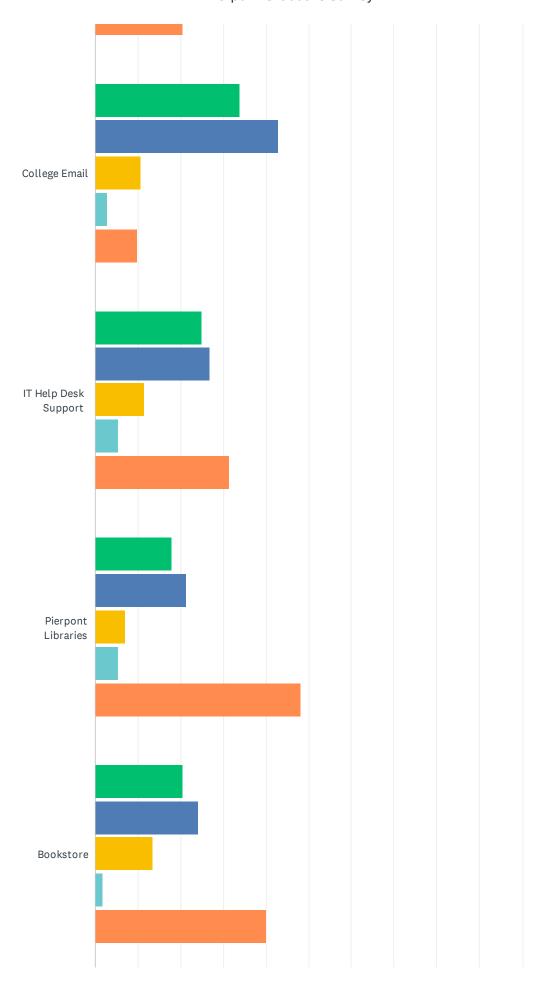


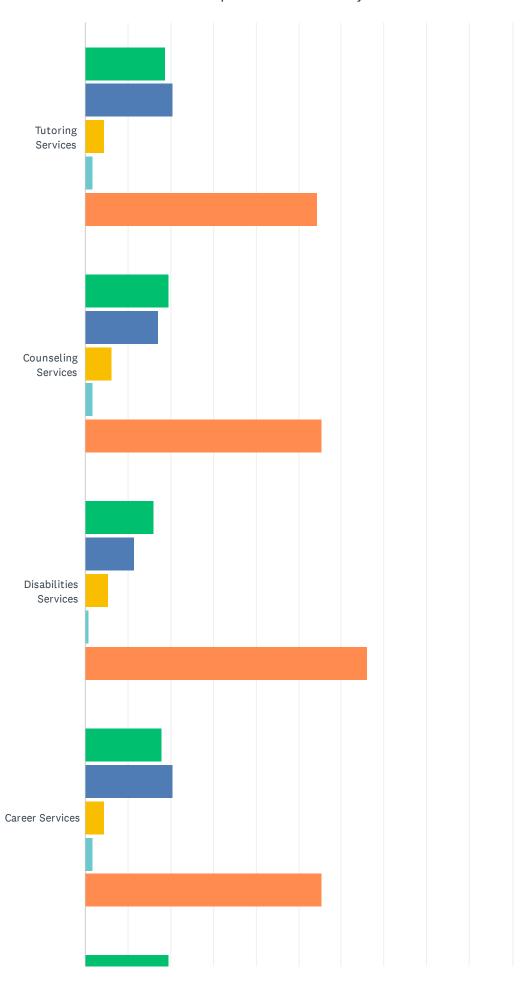
| | ALWAYS | OFTEN | SOMETIMES | RARELY | NEVER | NOT APPLICABLE (N/A) | TOTAL |
|--|--------------|--------------|--------------|------------|-------|----------------------------|-------|
| Classes were offered at convenient times. | 37.07% 43 | 21.55% 25 | 16.38% 19 | 0.00% | 0.00% | 25.00% 29 | 116 |
| The instructor had an excellent understanding of the subject matter. | 37.07% 43 | 23.28% 27 | 12.93% 15 | 2.59% | 0.00% | 24.14% 28 | 116 |
| The instructor was organized and well-prepared. | 31.03% 36 | 22.41% 26 | 15.52% 18 | 6.90% 8 | 0.00% | 24.14% 28 | 116 |
| The instructor was available outside of class. | 37.93% 44 | 18.97% 22 | 12.07% 14 | 6.03% 7 | 0.00% | 25.00% 29 | 116 |
| Course material was presented in a manner I could easily understand. | 32.76% 38 | 23.28% 27 | 14.66% 17 | 4.31% 5 | 0.86% | 24.14% 28 | 116 |
| Classes were challenging. | 18.97% 22 | 25.86% 30 | 25.00% 29 | 4.31% 5 | 0.86% | 25.00% 29 | 116 |
| Course materials (textbooks, study guides, etc.) were relevant and up-to-date. | 37.07% 43 | 22.41% 26 | 12.93% 15 | 2.59% | 0.00% | 25.00% 29 | 116 |
| Labs and equipment were up-to-date. | 29.31% 34 | 22.41% 26 | 8.62% 10 | 4.31% 5 | 2.59% | 32.76% 38 | 116 |
| Classes were the appropriate size. | 50.86% 59 | 18.10% 21 | 2.59% | 0.00% | 0.00% | 28.45% 33 | 116 |
| Clinicals/Internships provided meaningful experiences. | 41.38% 48 | 12.93% 15 | 5.17% | 2.59% | 2.59% | 35.34% 41 | 116 |

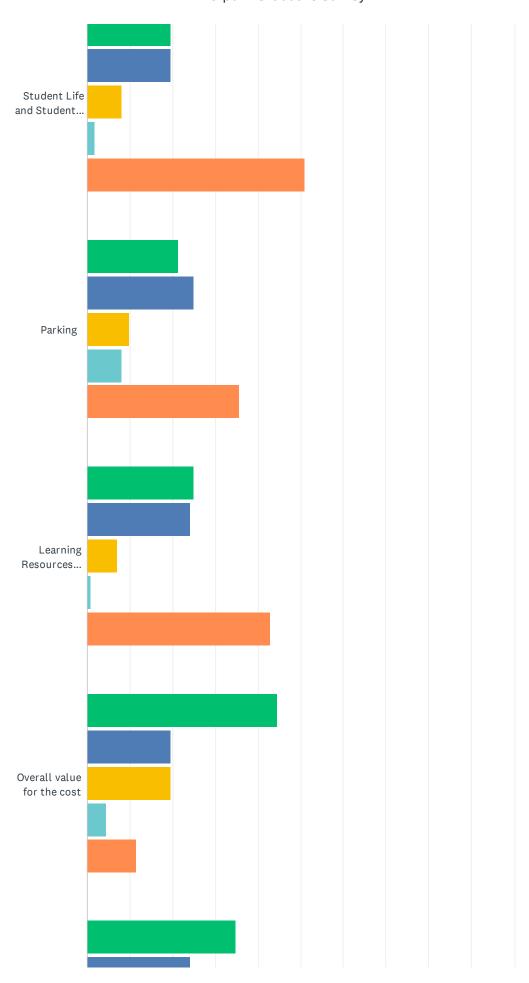
Q15 Please rate your experiences with the following services at Pierpont:

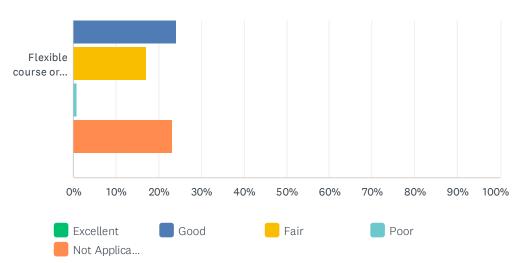








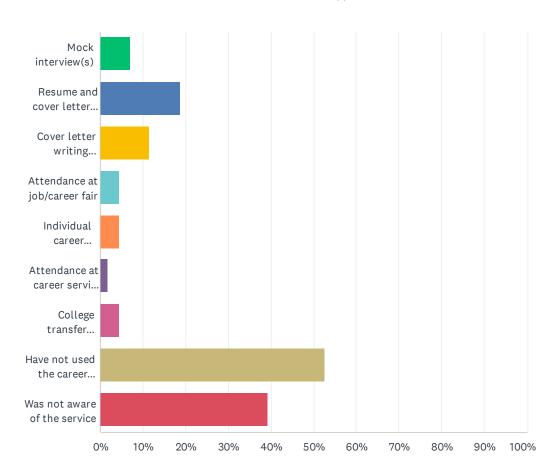




| | EXCELLENT | GOOD | FAIR | POOR | NOT APPLICABLE (N/A) | TOTAL |
|--|--------------|--------------|--------------|--------------|----------------------------|-------|
| Admissions Process | 50.00% 56 | 30.36% 34 | 12.50% 14 | 4.46% 5 | 2.68% | 112 |
| Orientation | 28.57% 32 | 24.11% 27 | 13.39% 15 | 6.25% 7 | 27.68% 31 | 112 |
| Academic Advising | 38.39% 43 | 25.00% 28 | 14.29% 16 | 10.71% 12 | 11.61% 13 | 112 |
| Class Registration | 37.50% 42 | 31.25% 35 | 8.93% 10 | 3.57% 4 | 18.75% 21 | 112 |
| Financial Aid | 37.50% 42 | 17.86% 20 | 15.18% 17 | 4.46% 5 | 25.00% 28 | 112 |
| Teaching Quality of General Education Faculty | 28.57% 32 | 31.25% 35 | 10.71% 12 | 3.57% 4 | 25.89% 29 | 112 |
| Teaching Quality of Faculty in Your Program Area | 43.75% 49 | 20.54% | 5.36% 6 | 5.36% 6 | 25.00% 28 | 112 |
| Blackboard | 26.79% 30 | 38.39% 43 | 8.93% 10 | 5.36% 6 | 20.54% 23 | 112 |
| College Email | 33.93% 38 | 42.86% 48 | 10.71% 12 | 2.68% | 9.82% 11 | 112 |
| IT Help Desk Support | 25.00% 28 | 26.79% 30 | 11.61% 13 | 5.36% 6 | 31.25% 35 | 112 |
| Pierpont Libraries | 17.86% 20 | 21.43% 24 | 7.14% 8 | 5.36% 6 | 48.21% 54 | 112 |
| Bookstore | 20.54% 23 | 24.11% 27 | 13.39% 15 | 1.79% 2 | 40.18% 45 | 112 |
| Tutoring Services | 18.75% 21 | 20.54% | 4.46% 5 | 1.79% 2 | 54.46% 61 | 112 |
| Counseling Services | 19.64% 22 | 16.96% 19 | 6.25% 7 | 1.79% 2 | 55.36% 62 | 112 |
| Disabilities Services | 16.07% 18 | 11.61% 13 | 5.36% 6 | 0.89% | 66.07% 74 | 112 |
| Career Services | 17.86% 20 | 20.54% | 4.46% 5 | 1.79% 2 | 55.36% 62 | 112 |
| Student Life and Student Activities | 19.64% 22 | 19.64% 22 | 8.04% 9 | 1.79% 2 | 50.89% 57 | 112 |
| Parking | 21.43% 24 | 25.00% 28 | 9.82% 11 | 8.04% | 35.71% 40 | 112 |
| Learning Resources (i.e., Tutor.com, Brainfuse, Student Lingo, Learning Strategies, Peer Tutors) | 25.00% 28 | 24.11% 27 | 7.14% 8 | 0.89% | 42.86% 48 | 112 |
| Overall value for the cost | 44.64% 50 | 19.64% 22 | 19.64% 22 | 4.46% 5 | 11.61% 13 | 112 |
| Flexible course or program format (e.g., online courses) | 34.82% 39 | 24.11% 27 | 16.96% 19 | 0.89% | 23.21% 26 | 112 |

Q16 Please check the Career Services programs you used at Pierpont. Select all that apply:

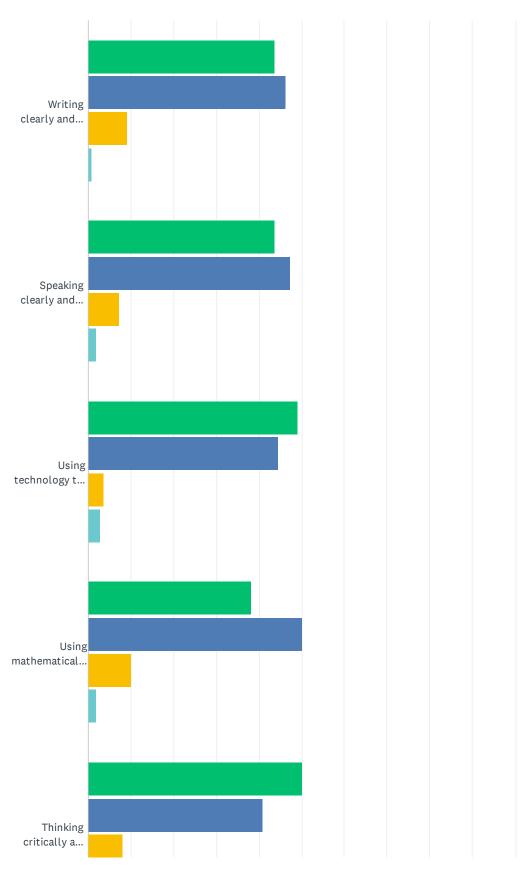


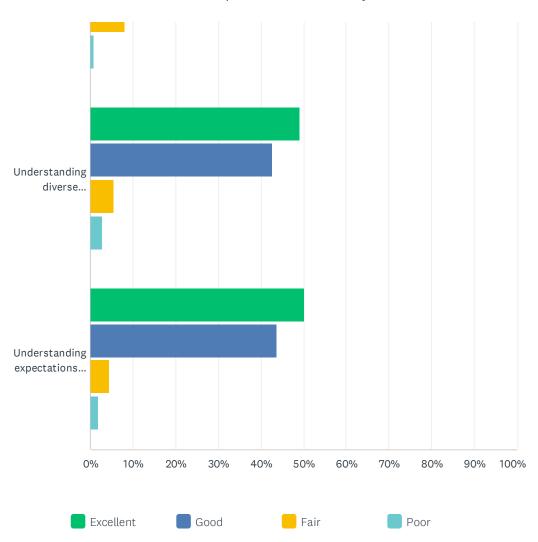


| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| Mock interview(s) | 7.14% | 8 |
| Resume and cover letter writing assistance/review | 18.75% | 21 |
| Cover letter writing assistance/review | 11.61% | 13 |
| Attendance at job/career fair | 4.46% | 5 |
| Individual career counseling (e.g. networking, using social media) | 4.46% | 5 |
| Attendance at career services workshop | 1.79% | 2 |
| College transfer preparation | 4.46% | 5 |
| Have not used the career services office | 52.68% | 59 |
| Was not aware of the service | 39.29% | 44 |
| Total Respondents: 112 | | |

Q17 Please rate your growth in the following areas while at Pierpont:

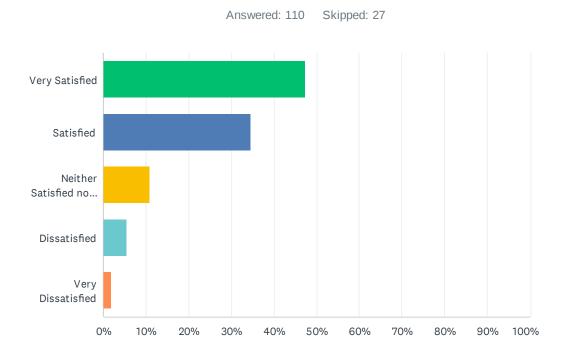






| | EXCELLENT | GOOD | FAIR | POOR | TOTAL |
|--|-----------|--------|--------|-------|-------|
| Writing clearly and effectively | 43.64% | 46.36% | 9.09% | 0.91% | |
| | 48 | 51 | 10 | 1 | 110 |
| Speaking clearly and effectively | 43.64% | 47.27% | 7.27% | 1.82% | |
| | 48 | 52 | 8 | 2 | 110 |
| Using technology to access and manage information | 49.09% | 44.55% | 3.64% | 2.73% | |
| | 54 | 49 | 4 | 3 | 110 |
| Using mathematical processes and principles | 38.18% | 50.00% | 10.00% | 1.82% | |
| | 42 | 55 | 11 | 2 | 110 |
| Thinking critically and analytically | 50.00% | 40.91% | 8.18% | 0.91% | |
| | 55 | 45 | 9 | 1 | 110 |
| Understanding diverse viewpoints | 49.09% | 42.73% | 5.45% | 2.73% | |
| | 54 | 47 | 6 | 3 | 110 |
| Understanding expectations of professionalism in the workplace | 50.00% | 43.64% | 4.55% | 1.82% | |
| | 55 | 48 | 5 | 2 | 110 |

Q18 Overall, how satisfied are you with the quality of your educational experience at Pierpont?

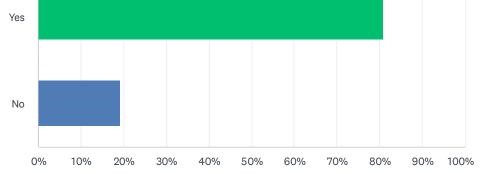


| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|-----|
| Very Satisfied | 47.27% | 52 |
| Satisfied | 34.55% | 38 |
| Neither Satisfied nor Dissatisfied | 10.91% | 12 |
| Dissatisfied | 5.45% | 6 |
| Very Dissatisfied | 1.82% | 2 |
| TOTAL | | 110 |

Q19 If you were to begin your education again, would you choose Pierpont?

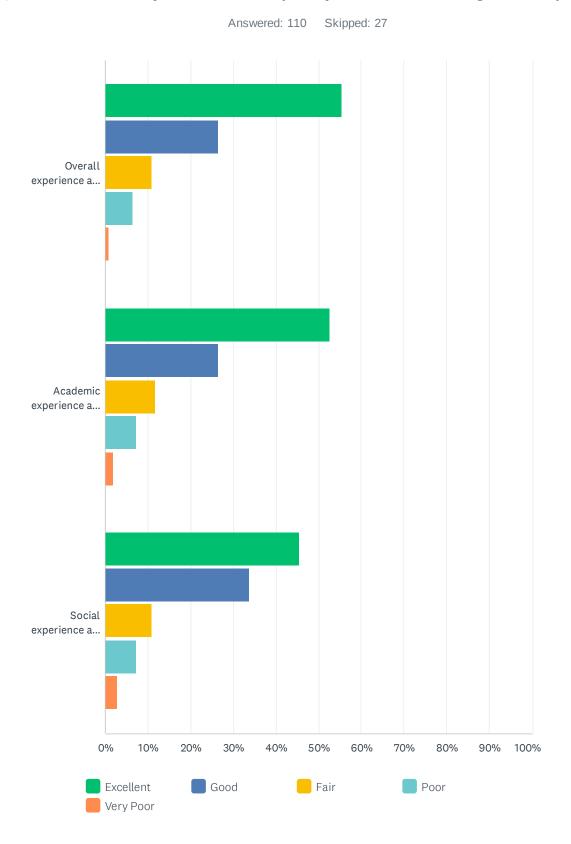
Answered: 110 Skipped: 27





| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 80.91% | 89 |
| No | 19.09% | 21 |
| TOTAL | | 110 |

Q20 How would you rate the quality of the following at Pierpont?



| | EXCELLENT | GOOD | FAIR | POOR | VERY POOR | TOTAL |
|---------------------------------|--------------|--------------|--------------|------------|------------|-------|
| Overall experience at Pierpont | 55.45% 61 | 26.36% 29 | 10.91% 12 | 6.36% 7 | 0.91% 1 | 110 |
| Academic experience at Pierpont | 52.73% 58 | 26.36% 29 | 11.82% 13 | 7.27% 8 | 1.82% | 110 |
| Social experience at Pierpont | 45.45% 50 | 33.64% 37 | 10.91% 12 | 7.27% 8 | 2.73% | 110 |

Q21 Thinking about your time at Pierpont, what kinds of resources, services, opportunities, or activities do you believe would have facilitated your success at Pierpont?

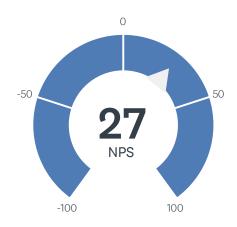
Answered: 34 Skipped: 103

| # | RESPONSES | DATE |
|----|---|-------------------|
| 1 | N/A | 5/12/2022 9:18 PM |
| 2 | If I would have been able to take clinicals as promised I would be more prepared for my role in the workforce. | 5/10/2022 5:07 PM |
| 3 | thanks | 5/9/2022 11:49 AM |
| 4 | unsure | 5/9/2022 11:16 AM |
| 5 | To bring back the student pantry. It was used by a lot of struggling students for food. | 5/8/2022 3:10 PM |
| 6 | None. You are perfect the way you are. Thank you for everything. I am truly honored. | 5/6/2022 8:43 PM |
| 7 | Nothing, everything was amazing. Instructor and all. | 5/6/2022 9:49 AM |
| 8 | bigger shop with more room and less book work classes and more hands on classes | 5/5/2022 3:00 PM |
| 9 | N/A | 5/5/2022 1:25 PM |
| 10 | Pierpont really did a disservice to the LPN students if this semester. Some not of their fault, some completely their fault, regardless this program is in shambles to say the least, and is in no way, going to be recommended by me to anyone. | 5/5/2022 11:59 AM |
| 11 | Yes | 5/5/2022 9:10 AM |
| 12 | hh | 5/4/2022 10:00 PM |
| 13 | BOG admissions | 5/4/2022 5:07 PM |
| 14 | N/a | 5/4/2022 2:35 PM |
| 15 | Computers at school helped me | 5/4/2022 1:27 PM |
| 16 | Actually having a big enough shop and more welding time instead of book work and unnecessary classes and actually getting more job offers and our welding certifications. I feel very unprepared because we never had time to actually weld. | 5/4/2022 1:13 PM |
| 17 | N/a | 5/4/2022 1:04 PM |
| 18 | I was supposed to graduate in December 2021. Admissions would not accept the course I transferred in to fulfill the requirement and graduate. Then in spring 2022 they accepted that course that they rejected in December and allowed me to graduate. My graduation was unnecessarily delayed. | 5/4/2022 12:07 PM |
| 19 | I can't imagine anything better | 5/4/2022 11:26 AM |
| 20 | Excellent BOG team | 5/4/2022 10:19 AM |
| 21 | NA | 5/4/2022 10:17 AM |
| 22 | Speed | 5/4/2022 10:12 AM |
| 23 | NA | 5/4/2022 10:05 AM |
| 24 | Wendy Singleton is the only reason that i survived the respiratory program. Everything else was a hot mess. She was the only consistent part of the whole program. | 4/26/2022 3:21 PM |
| 25 | Everything was amazing, instructors and all. | 4/25/2022 7:27 PM |

| 26 | n/a | 4/25/2022 2:23 PM |
|----|---|--------------------|
| 27 | not sure | 4/24/2022 11:46 AM |
| 28 | Fairmont state Chi Alpha | 4/23/2022 7:24 PM |
| 29 | Having access at the gym and other facilities we pay for along with access to help with roar issues. Financial aid was lazy and terrible with helping students receive compensation and stay in school. Classes were less teaching and more computer programs. Taught myself more than I was taught until I was accepted into my program. If students can't use the facilities they pay for at all times on campus and off campus they shouldn't be charged \$350. Also it's not a good thing when a 14 by 14 room with no kitchen cost more in one semester than an apartment with all utilities in the area cost in 7 months. | 4/23/2022 12:00 AM |
| 30 | I have no complaints besides I didn't care for the online classes. | 4/22/2022 11:41 PM |
| 31 | A different Program Coordinator/Advisor/Professor. | 4/22/2022 11:18 AM |
| 32 | Advising | 4/22/2022 10:52 AM |
| 33 | More activities for the students so I could meet more people. | 4/22/2022 9:51 AM |
| 34 | Better administration in the energy systems operator program | 4/22/2022 9:51 AM |
| | | |

Q22 How likely is it that you would recommend Pierpont to a friend or colleague?

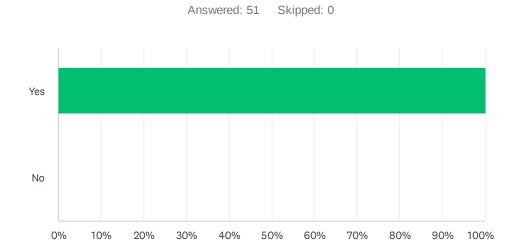




| DETRACTORS (0-6) | PASSIVES (7-8) | PROMOTERS (9-10) | NET PROMOTER® SCORE |
|------------------|----------------|------------------|---------------------|
| 24% | 25% | 51% | 27 |
| 26 | 28 | 56 | |

*Surveys*2022-23

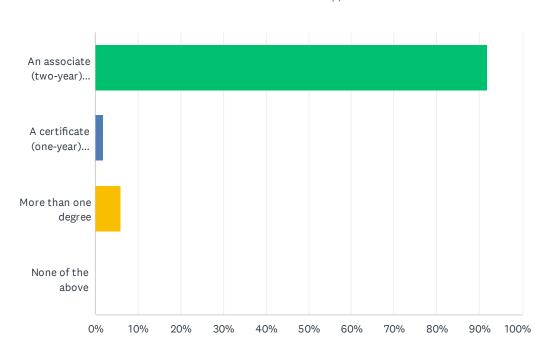
Q1 Did you graduate in Summer 2022 or Fall 2022 or are graduating in Spring 2023 or Summer 2023?



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 100.00% | 51 |
| No | 0.00% | 0 |
| TOTAL | | 51 |

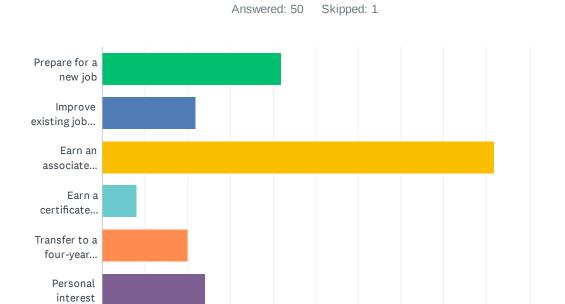
Q2 What type of program are you completing at Pierpont?





| ANSWER CHOICES | RESPONSES | |
|---------------------------------|-----------|----|
| An associate (two-year) degree | 92.00% | 16 |
| A certificate (one-year) degree | 2.00% | 1 |
| More than one degree | 6.00% | 3 |
| None of the above | 0.00% | 0 |
| TOTAL | 5 | 50 |

Q3 Your goals for attending Pierpont Community and Technical College were (please check all that apply):



40%

50%

60%

70%

80%

90%

100%

DATE

Other (please specify)

0%

OTHER (PLEASE SPECIFY)

There are no responses.

10%

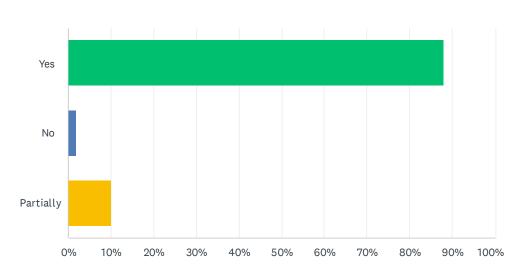
20%

30%

| ANSWER CHOICES | RESPONSES | |
|--|-----------|----|
| Prepare for a new job | 42.00% | 21 |
| Improve existing job skills | 22.00% | 11 |
| Earn an associate (two-year) degree | 92.00% | 46 |
| Earn a certificate (one-year) degree | 8.00% | 4 |
| Transfer to a four-year college/university | 20.00% | 10 |
| Personal interest | 24.00% | 12 |
| Other (please specify) | 0.00% | 0 |
| Total Respondents: 50 | | |
| | | |

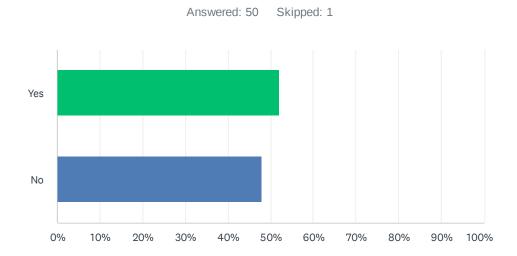
Q4 Did you accomplish your goals while attending Pierpont?





| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 88.00% | 44 |
| No | 2.00% | 1 |
| Partially | 10.00% | 5 |
| TOTAL | | 50 |

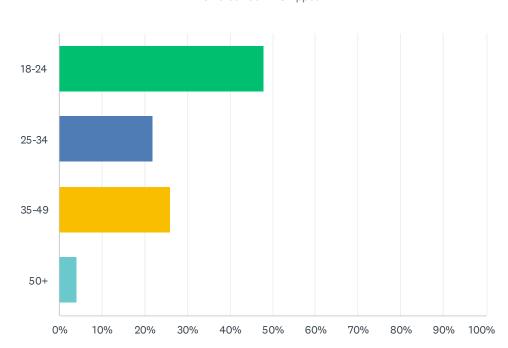
Q5 If Pierpont was not available as an option to you, would you have been able to continue your education?



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 52.00% | 26 |
| No | 48.00% | 24 |
| TOTAL | | 50 |

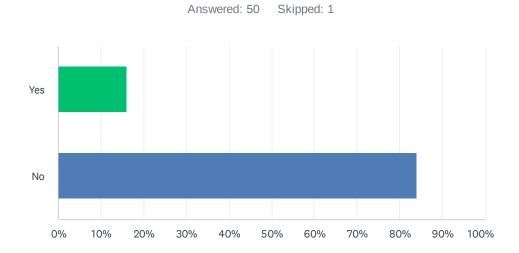
Q6 What is your current age?

Answered: 50 Skipped: 1



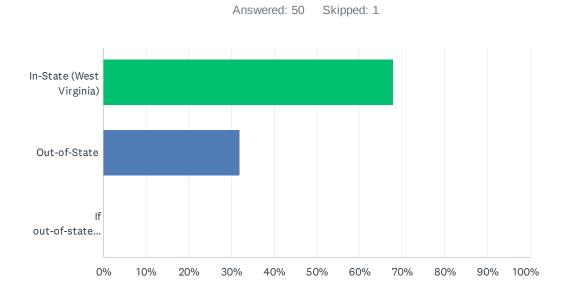
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| 18-24 | 48.00% | 24 |
| 25-34 | 22.00% | 11 |
| 35-49 | 26.00% | 13 |
| 50+ | 4.00% | 2 |
| TOTAL | | 50 |

Q7 Are you the first in your immediate family to attend college?



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 16.00% | 8 |
| No | 84.00% | 42 |
| TOTAL | | 50 |

Q8 Will you seek your primary employment in-state (West Virginia) or outof-state?



| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| In-State (West Virginia) | 68.00% | 34 |
| Out-of-State | 32.00% | 16 |
| If out-of-state, please identify state: | 0.00% | 0 |
| TOTAL | | 50 |

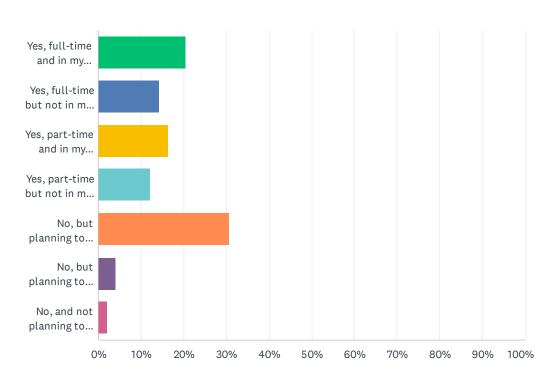
Q9 If you are pursuing employment outside of West Virginia, please indicate the state.

Answered: 12 Skipped: 39

| # | RESPONSES | DATE |
|----|---|--------------------|
| 1 | california or texas | 5/11/2023 2:47 AM |
| 2 | Remote work. | 5/10/2023 1:32 PM |
| 3 | Looking for positions media communications and tech | 5/5/2023 9:52 PM |
| 4 | Virginia | 5/5/2023 2:14 PM |
| 5 | Michigan | 4/21/2023 3:16 PM |
| 6 | New York | 4/21/2023 12:47 PM |
| 7 | Ohio | 4/21/2023 12:22 PM |
| 8 | Florida | 4/21/2023 12:17 PM |
| 9 | New York | 4/21/2023 11:29 AM |
| 10 | North Carolina | 4/21/2023 10:50 AM |
| 11 | Pennsylvania | 4/21/2023 9:44 AM |
| 12 | Texas | 4/21/2023 9:12 AM |

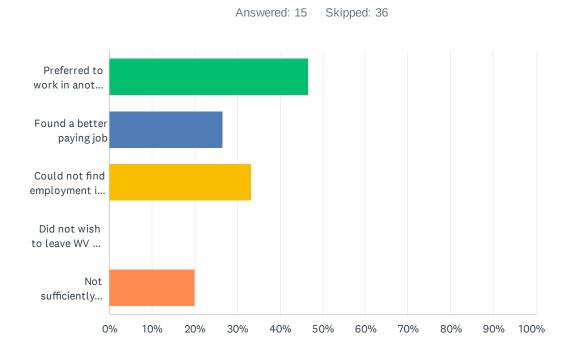
Q10 Are you currently employed?

Answered: 49 Skipped: 2



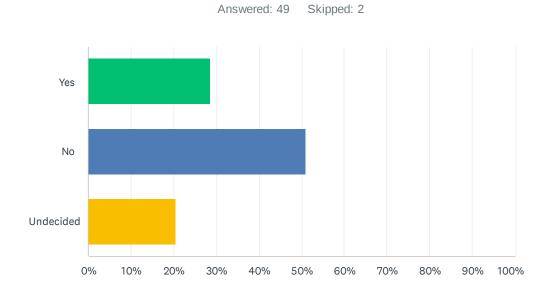
| ANSWER CHOICES | RESPONSES | |
|---|-----------|----|
| Yes, full-time and in my degree field | 20.41% | 10 |
| Yes, full-time but not in my degree field | 14.29% | 7 |
| Yes, part-time and in my degree field | 16.33% | 8 |
| Yes, part-time but not in my degree field | 12.24% | 6 |
| No, but planning to seek full-time employment | 30.61% | 15 |
| No, but planning to seek part-time employment | 4.08% | 2 |
| No, and not planning to seek employment any time soon | 2.04% | 1 |
| TOTAL | | 49 |

Q11 If you indicated employment in a field other than your degree field, please indicate your reasons why you chose to work in a field unrelated to your studies at Pierpont (check all that apply):



| ANSWER CHOICES | RESPONSES | |
|---|-----------|---|
| Preferred to work in another field | 46.67% | 7 |
| Found a better paying job | 26.67% | 4 |
| Could not find employment in my field | 33.33% | 5 |
| Did not wish to leave WV to seek employment | 0.00% | 0 |
| Not sufficiently trained for the job | 20.00% | 3 |
| Total Respondents: 15 | | |

Q12 Do you plan to enroll at a four-year college or university within the next year?



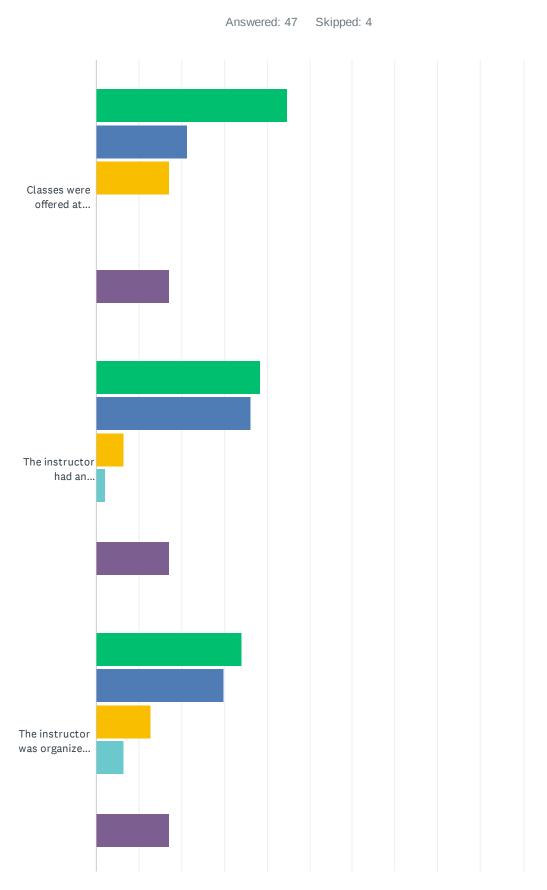
| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 28.57% | 14 |
| No | 51.02% | 25 |
| Undecided | 20.41% | 10 |
| TOTAL | | 49 |

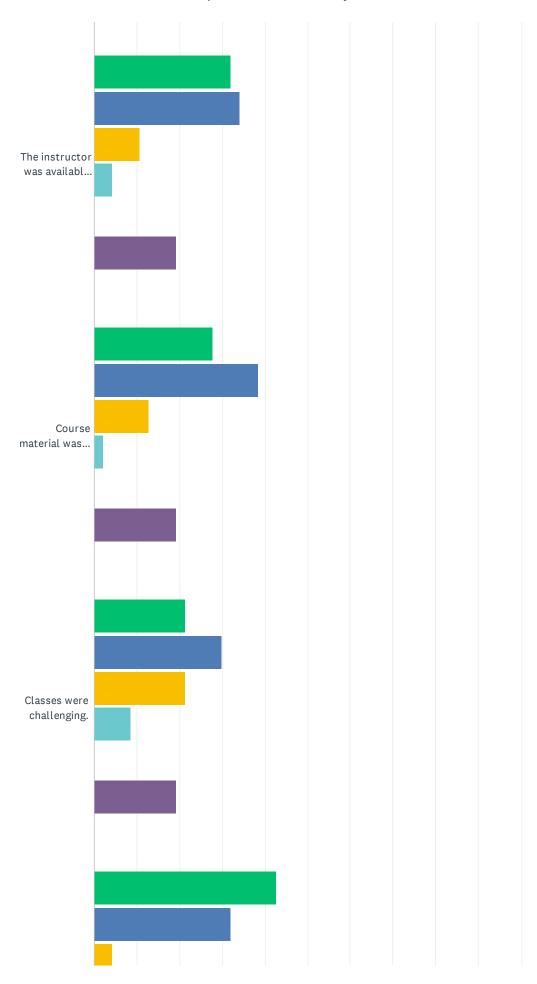
Q13 If enrolling at a four-year college or university in the next year, please identify the institution.

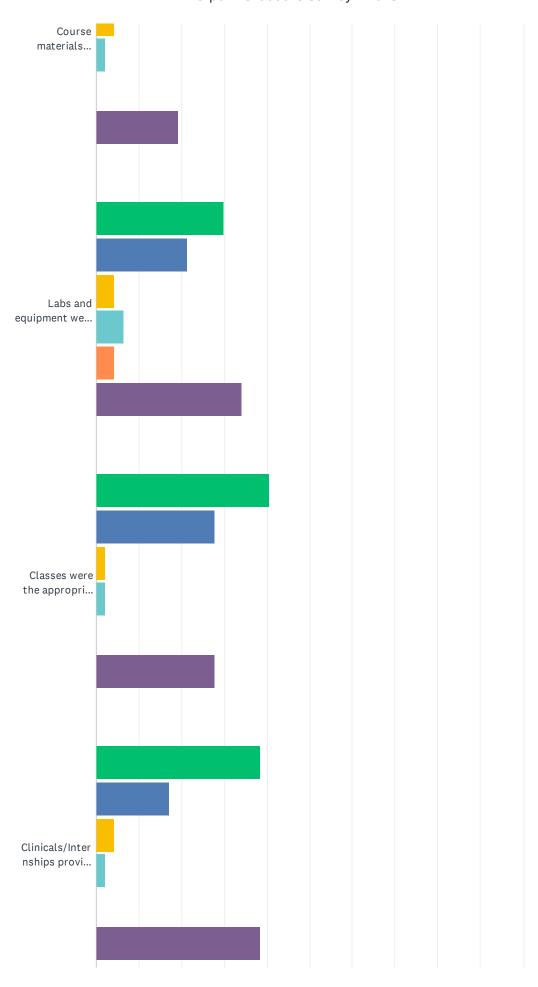
Answered: 13 Skipped: 38

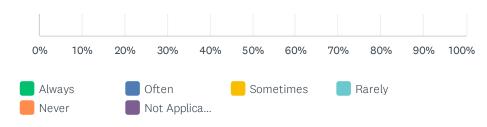
| # | RESPONSES | DATE |
|----|--|--------------------|
| 1 | wgu | 5/11/2023 2:48 AM |
| 2 | University of Maine at Presque Isle | 5/10/2023 1:57 PM |
| 3 | Probably University of Maine at Presque Isle or Thomas Edison State University for their generous recognition of transfer credits, similar to the Pierpont BOG AAS - for which I am so grateful! | 5/10/2023 1:34 PM |
| 4 | Awaiting a decision from UWV | 5/5/2023 9:53 PM |
| 5 | Fairmont State University. | 4/22/2023 12:24 PM |
| 6 | Fairmont State | 4/21/2023 7:12 PM |
| 7 | Marshall | 4/21/2023 3:46 PM |
| 8 | Fairmont State University | 4/21/2023 12:50 PM |
| 9 | Western Governors University | 4/21/2023 12:22 PM |
| 10 | Fairmont State University | 4/21/2023 11:38 AM |
| 11 | WVU | 4/21/2023 10:14 AM |
| 12 | Not sure | 4/21/2023 9:45 AM |
| 13 | Texas A&M Commerce | 4/21/2023 9:12 AM |
| | | |

Q14 Please indicate how often the following statements were TRUE of the courses you completed at Pierpont:



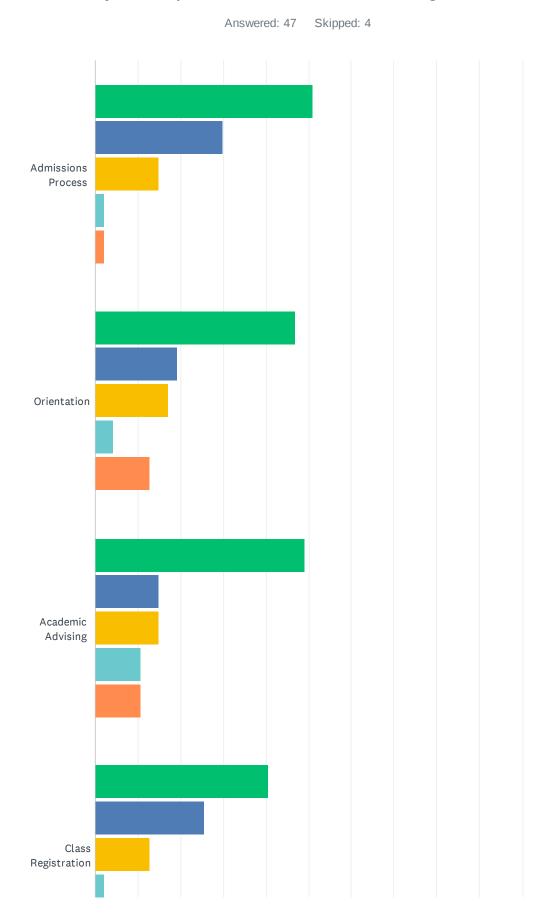


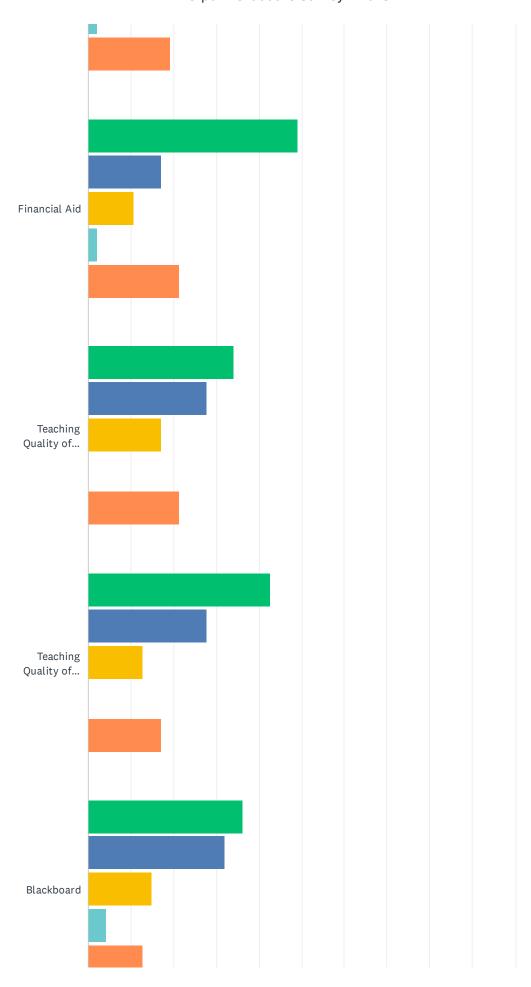


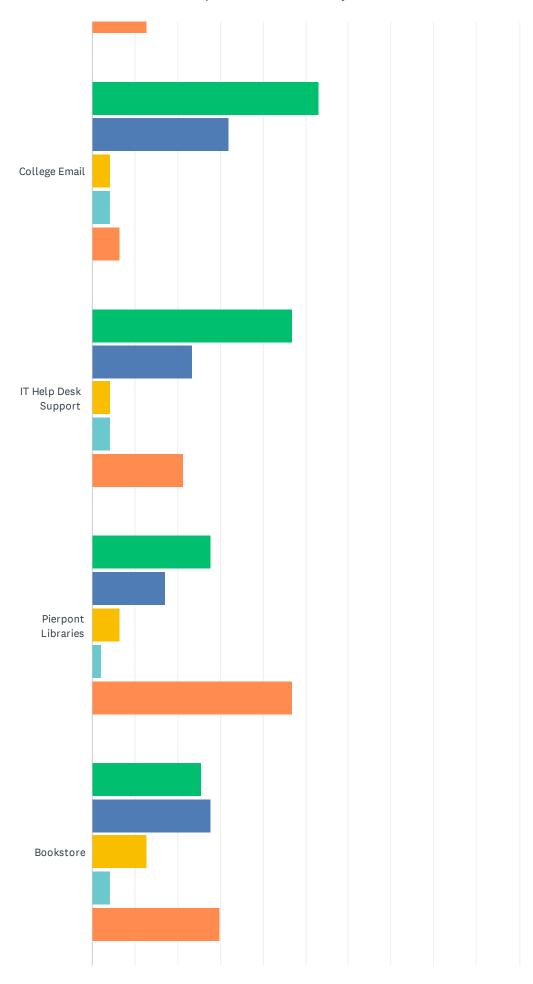


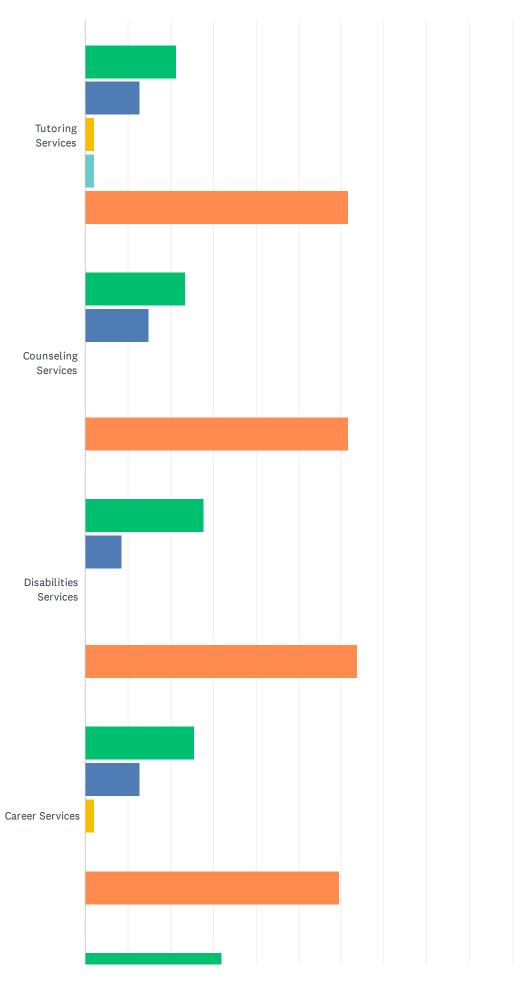
| | ALWAYS | OFTEN | SOMETIMES | RARELY | NEVER | NOT APPLICABLE (N/A) | TOTAL |
|--|--------------|--------------|--------------|------------|-------|----------------------------|-------|
| Classes were offered at convenient times. | 44.68% 21 | 21.28% 10 | 17.02% 8 | 0.00% | 0.00% | 17.02% 8 | 47 |
| The instructor had an excellent understanding of the subject matter. | 38.30% 18 | 36.17% 17 | 6.38% | 2.13% | 0.00% | 17.02% 8 | 47 |
| The instructor was organized and well-prepared. | 34.04% 16 | 29.79% 14 | 12.77% 6 | 6.38% | 0.00% | 17.02% 8 | 47 |
| The instructor was available outside of class. | 31.91% 15 | 34.04% 16 | 10.64% 5 | 4.26% | 0.00% | 19.15% 9 | 47 |
| Course material was presented in a manner I could easily understand. | 27.66% 13 | 38.30% 18 | 12.77% 6 | 2.13% | 0.00% | 19.15% 9 | 47 |
| Classes were challenging. | 21.28% 10 | 29.79% 14 | 21.28% 10 | 8.51% 4 | 0.00% | 19.15% 9 | 47 |
| Course materials (textbooks, study guides, etc.) were relevant and up-to-date. | 42.55% 20 | 31.91% 15 | 4.26% | 2.13% | 0.00% | 19.15% 9 | 47 |
| Labs and equipment were up-to-date. | 29.79% 14 | 21.28% 10 | 4.26% | 6.38% | 4.26% | 34.04% 16 | 47 |
| Classes were the appropriate size. | 40.43% 19 | 27.66% 13 | 2.13% | 2.13% | 0.00% | 27.66% 13 | 47 |
| Clinicals/Internships provided meaningful experiences. | 38.30% 18 | 17.02% 8 | 4.26% | 2.13% | 0.00% | 38.30% 18 | 47 |

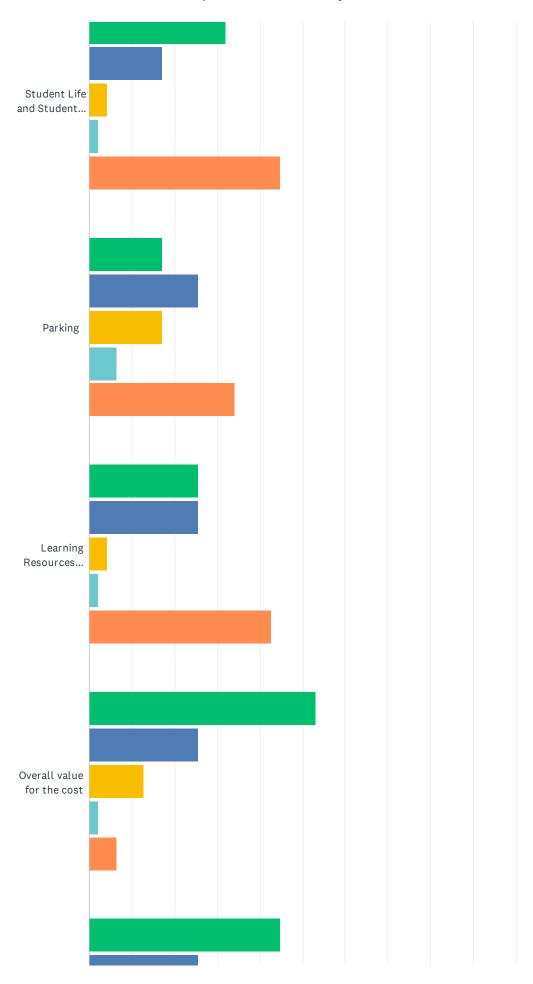
Q15 Please rate your experiences with the following services at Pierpont:

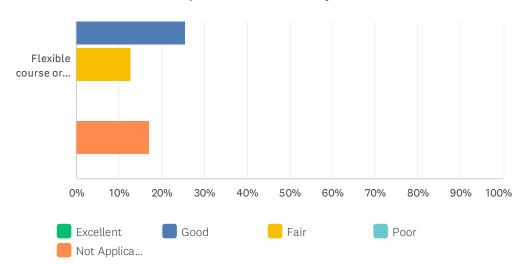












| | EXCELLENT | GOOD | FAIR | POOR | NOT APPLICABLE (N/A) | TOTAL |
|--|--------------|--------------|-------------|-------------|----------------------------|-------|
| Admissions Process | 51.06% 24 | 29.79% 14 | 14.89% 7 | 2.13% 1 | 2.13% 1 | 47 |
| Orientation | 46.81% 22 | 19.15% 9 | 17.02% 8 | 4.26% | 12.77% 6 | 47 |
| Academic Advising | 48.94% 23 | 14.89% 7 | 14.89% 7 | 10.64% 5 | 10.64% 5 | 47 |
| Class Registration | 40.43% 19 | 25.53% 12 | 12.77% 6 | 2.13% | 19.15% 9 | 47 |
| Financial Aid | 48.94% 23 | 17.02% 8 | 10.64% 5 | 2.13% | 21.28% 10 | 47 |
| Teaching Quality of General Education Faculty | 34.04% 16 | 27.66% 13 | 17.02% 8 | 0.00% | 21.28% 10 | 47 |
| Teaching Quality of Faculty in Your Program Area | 42.55% 20 | 27.66% 13 | 12.77% 6 | 0.00% | 17.02% 8 | 47 |
| Blackboard | 36.17% 17 | 31.91% 15 | 14.89% 7 | 4.26% | 12.77% 6 | 47 |
| College Email | 53.19% 25 | 31.91% 15 | 4.26% | 4.26% | 6.38% | 47 |
| IT Help Desk Support | 46.81% 22 | 23.40% 11 | 4.26% 2 | 4.26% 2 | 21.28% 10 | 47 |
| Pierpont Libraries | 27.66% 13 | 17.02% 8 | 6.38% | 2.13% | 46.81% 22 | 47 |
| Bookstore | 25.53% 12 | 27.66% 13 | 12.77% 6 | 4.26% 2 | 29.79% 14 | 47 |
| Tutoring Services | 21.28% 10 | 12.77% 6 | 2.13% | 2.13% | 61.70% 29 | 47 |
| Counseling Services | 23.40% | 14.89% 7 | 0.00% | 0.00% | 61.70% 29 | 47 |
| Disabilities Services | 27.66% 13 | 8.51% 4 | 0.00% | 0.00% | 63.83% 30 | 47 |
| Career Services | 25.53% 12 | 12.77% 6 | 2.13% | 0.00% | 59.57% 28 | 47 |
| Student Life and Student Activities | 31.91% 15 | 17.02% 8 | 4.26% | 2.13% | 44.68% 21 | 47 |
| Parking | 17.02% 8 | 25.53% 12 | 17.02% 8 | 6.38% | 34.04% 16 | 47 |
| Learning Resources (i.e., Tutor.com, Brainfuse, Student Lingo, Learning Strategies, Peer Tutors) | 25.53% 12 | 25.53% 12 | 4.26% | 2.13% | 42.55% 20 | 47 |
| Overall value for the cost | 53.19% 25 | 25.53% 12 | 12.77% 6 | 2.13% | 6.38% | 47 |
| Flexible course or program format (e.g., online courses) | 44.68% 21 | 25.53% 12 | 12.77% 6 | 0.00% | 17.02% 8 | 47 |

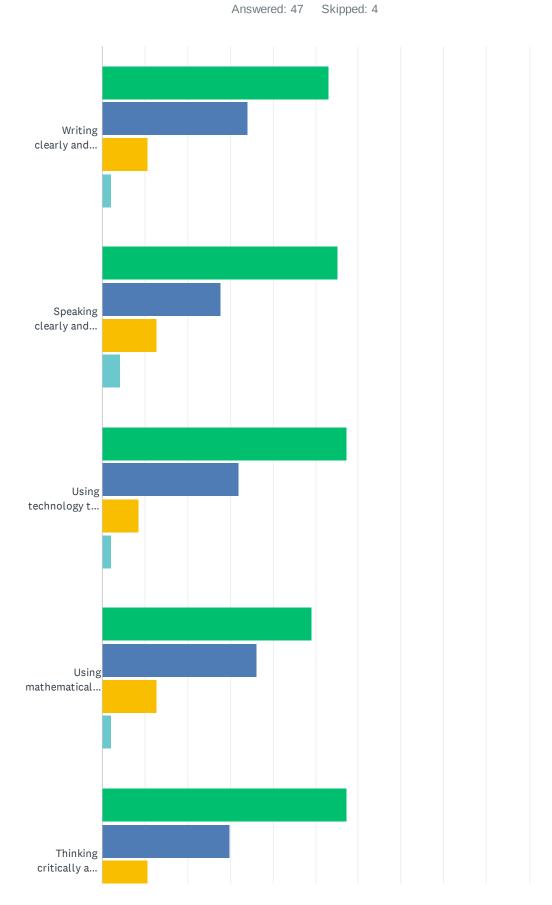
Q16 When Pierpont innovates new career services, what assistance would you recommend be available to students (i.e. mock interviews, resume/cover letter writing assistance, etc.)?

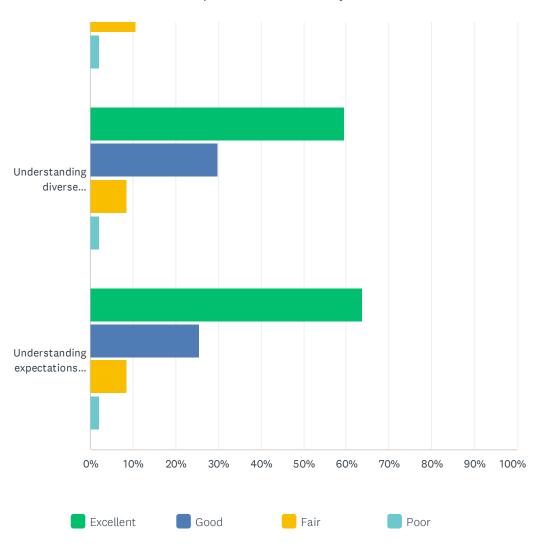
Answered: 47 Skipped: 4

| # | RESPONSES | DATE |
|----|---|--------------------|
| 1 | Mock interviews | 5/12/2023 1:37 PM |
| 2 | Resume/ cover letter writing assistance | 5/11/2023 8:49 PM |
| 3 | career services are available? | 5/11/2023 2:50 PM |
| 4 | Sure | 5/11/2023 2:49 AM |
| 5 | I think teaching resume writing is very important in job application. | 5/10/2023 2:02 PM |
| 6 | All of the above, in a remote format, would be great. | 5/10/2023 1:36 PM |
| 7 | resume | 5/5/2023 9:54 PM |
| 8 | help with job placement | 5/5/2023 2:17 PM |
| 9 | Do real back ground checks on the professors | 5/4/2023 9:39 PM |
| 10 | mock interviews | 5/3/2023 2:10 PM |
| 11 | mock interviews resume/cover letter writing assistance gathering projects assistance | 5/2/2023 9:51 AM |
| 12 | resume cover letter writing assistance | 4/24/2023 3:44 PM |
| 13 | Clear information for students. | 4/22/2023 2:08 PM |
| 14 | Any help is beneficial | 4/22/2023 1:24 PM |
| 15 | Assist in finding job openings relevant to the degree field of study. | 4/22/2023 12:37 PM |
| 16 | mock interviews | 4/22/2023 12:31 PM |
| 17 | I went through the Aviation Maintenance Program and I can tell you everything I needed was available. Teachers and staff was awesome and help me all the way. I would recommend this program to anyone wanting a better life. | 4/22/2023 10:28 AM |
| 18 | N/A | 4/22/2023 8:02 AM |
| 19 | Mock interviews, resume/cover letter writing assistance | 4/21/2023 7:17 PM |
| 20 | Unsure | 4/21/2023 5:24 PM |
| 21 | Resume service would be a big one. | 4/21/2023 4:38 PM |
| 22 | Practice tests if a new career has a board passing requirement so that the person feels prepared. (And any other tips to pass boards such as job interviews etc stated above in the question) | 4/21/2023 4:35 PM |
| 23 | mock interviews | 4/21/2023 3:47 PM |
| 24 | Status quo | 4/21/2023 3:18 PM |
| 25 | Resume and cover letter writing assistance sounds great | 4/21/2023 2:28 PM |
| 26 | Help finding jobs | 4/21/2023 1:21 PM |
| 27 | | 4/21/2023 12:52 PM |
| 28 | All that | 4/21/2023 12:48 PM |
| | | |

| 29 | N/A | 4/21/2023 12:47 PM |
|----|--|--------------------|
| 30 | Resume/cover letter writing assistance, LinkedIn profile optimization, interviewing strategies, how to deal with recruiters | 4/21/2023 12:25 PM |
| 31 | Resume assistance | 4/21/2023 12:19 PM |
| 32 | Mock interviews and cover letter writing assistance | 4/21/2023 11:57 AM |
| 33 | Finances, Tax Courses, etc. | 4/21/2023 11:40 AM |
| 34 | Resume, mock interviews, how to answer questions, their priorities in their career field, and being able to explain what the bring to the table for the job they are interviewing for. | 4/21/2023 11:32 AM |
| 35 | n/a | 4/21/2023 11:31 AM |
| 36 | note taking, tax courses | 4/21/2023 11:25 AM |
| 37 | Collaborative Culinary Arts and Baking Pastry Class | 4/21/2023 11:17 AM |
| 38 | mock interviews | 4/21/2023 10:55 AM |
| 39 | Help with resumes/cover letters | 4/21/2023 10:54 AM |
| 40 | Writing Assistance | 4/21/2023 10:53 AM |
| 41 | I don't have much to say for general Pierpont career services, because my culinary Capstone class already contains all of these. Maybe more help with portfolios? | 4/21/2023 10:22 AM |
| 42 | Yes | 4/21/2023 9:54 AM |
| 43 | Mock interviews | 4/21/2023 9:46 AM |
| 44 | A survey for all classes. Teachers who were rude or refused to grade fairly did not provide surveys to be filled out. | 4/21/2023 9:15 AM |
| 45 | Mock interviews would be great | 4/21/2023 9:13 AM |
| 46 | Job fairs with employees in the area, portfolio services, resume writing | 4/21/2023 9:11 AM |
| 47 | Resume/cover letter writing assistance | 4/21/2023 9:10 AM |

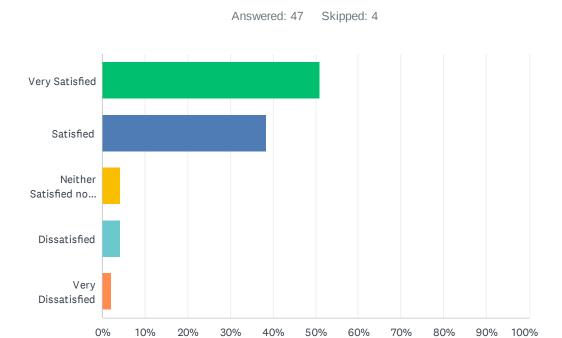
Q17 Please rate your growth in the following areas while at Pierpont:





| | EXCELLENT | GOOD | FAIR | POOR | TOTAL |
|--|-----------|--------|--------|-------|-------|
| Writing clearly and effectively | 53.19% | 34.04% | 10.64% | 2.13% | |
| | 25 | 16 | 5 | 1 | 47 |
| Speaking clearly and effectively | 55.32% | 27.66% | 12.77% | 4.26% | |
| | 26 | 13 | 6 | 2 | 47 |
| Using technology to access and manage information | 57.45% | 31.91% | 8.51% | 2.13% | |
| | 27 | 15 | 4 | 1 | 47 |
| Using mathematical processes and principles | 48.94% | 36.17% | 12.77% | 2.13% | |
| | 23 | 17 | 6 | 1 | 47 |
| Thinking critically and analytically | 57.45% | 29.79% | 10.64% | 2.13% | |
| | 27 | 14 | 5 | 1 | 47 |
| Understanding diverse viewpoints | 59.57% | 29.79% | 8.51% | 2.13% | |
| | 28 | 14 | 4 | 1 | 47 |
| Understanding expectations of professionalism in the workplace | 63.83% | 25.53% | 8.51% | 2.13% | |
| | 30 | 12 | 4 | 1 | 47 |

Q18 Overall, how satisfied are you with the quality of your educational experience at Pierpont?



| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|----|
| Very Satisfied | 51.06% | 24 |
| Satisfied | 38.30% | 18 |
| Neither Satisfied nor Dissatisfied | 4.26% | 2 |
| Dissatisfied | 4.26% | 2 |
| Very Dissatisfied | 2.13% | 1 |
| TOTAL | | 47 |

Q19 If you were to begin your education again, would you choose Pierpont?



50%

60%

70%

80%

90% 100%

| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Yes | 82.98% | 39 |
| No | 17.02% | 8 |
| TOTAL | | 47 |

0%

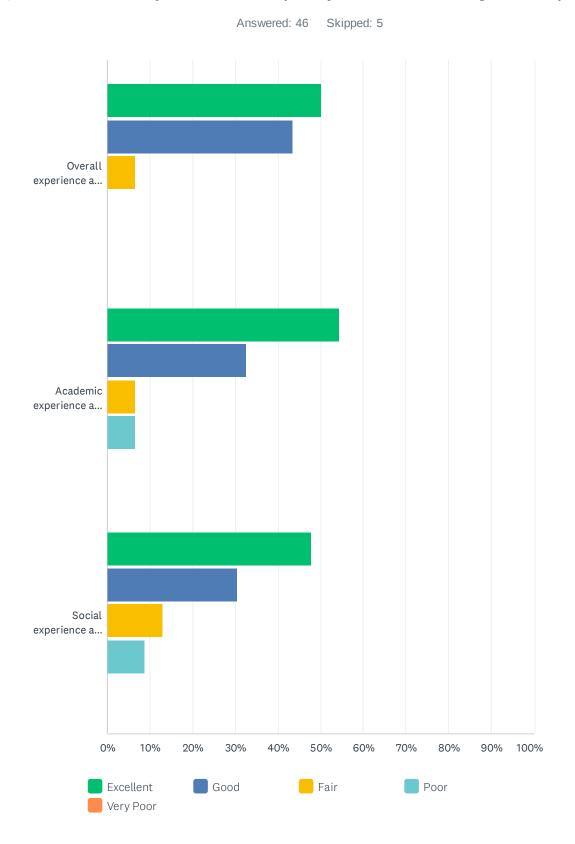
10%

20%

30%

40%

Q20 How would you rate the quality of the following at Pierpont?



| | EXCELLENT | GOOD | FAIR | POOR | VERY POOR | TOTAL |
|---------------------------------|--------------|--------------|-------------|------------|-----------|-------|
| Overall experience at Pierpont | 50.00% 23 | 43.48% 20 | 6.52% 3 | 0.00% | 0.00% | 46 |
| Academic experience at Pierpont | 54.35% 25 | 32.61% 15 | 6.52% | 6.52% | 0.00% | 46 |
| Social experience at Pierpont | 47.83% 22 | 30.43% 14 | 13.04% 6 | 8.70% 4 | 0.00% | 46 |

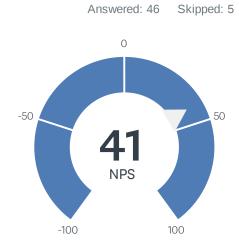
Q21 Thinking about your time at Pierpont, what kinds of resources, services, opportunities, or activities do you believe would have facilitated your success at Pierpont?

Answered: 26 Skipped: 25

| # | RESPONSES | DATE |
|----|---|--------------------|
| 1 | I was helped and coordinated well with the nency. I think he is very punctual and supportive of the students. I have good memories of him and about this college. | 5/10/2023 2:05 PM |
| 2 | n/a | 5/5/2023 9:54 PM |
| 3 | Having an advisor, that did not lie, and that had life experience on what he was teaching, instead of political correctness experience of his curriculum. | 5/4/2023 9:44 PM |
| 4 | n/a | 5/3/2023 2:10 PM |
| 5 | Easy access to my academic advisor flexible classes Edge Credits | 5/2/2023 9:52 AM |
| 6 | The ability to have online classes. | 4/22/2023 2:25 PM |
| 7 | Everything I needed to succeed was there. | 4/22/2023 10:30 AM |
| 8 | N/A | 4/22/2023 8:03 AM |
| 9 | I am not sure. | 4/21/2023 7:18 PM |
| 10 | More board prep for my program, such as practice tests, more clinical rotations, and more hands on practice in my field. Other than that I had a good time at Pierpont. | 4/21/2023 4:38 PM |
| 11 | Yes | 4/21/2023 3:18 PM |
| 12 | I think someone always readily available for questions would have been great. I sometimes didn't get to do my work until late and I sometimes had questions that I would email about but had to wait for a response usually the next day. | 4/21/2023 2:32 PM |
| 13 | N/A | 4/21/2023 1:23 PM |
| 14 | | 4/21/2023 12:53 PM |
| 15 | Faster communication with teachers and admin. Many processes were agonizingly slow and some people were difficult to get in touch with. | 4/21/2023 12:49 PM |
| 16 | Getting help from people you know | 4/21/2023 11:59 AM |
| 17 | The Lab equipment being more up to date, most of the lab volt was broke and didn't work. Also instructors getting frustrated when the equipment doesn't operate. | 4/21/2023 11:34 AM |
| 18 | n/a. Everything is perfect! | 4/21/2023 11:32 AM |
| 19 | My teachers, and also the Veteran's Benefits Representative. | 4/21/2023 11:19 AM |
| 20 | You should expand the board of governors program. | 4/21/2023 10:55 AM |
| 21 | I would have preferred more options for in-person or mixed Gen Ed classes. I'm not great at learning online, especially without any sort of Teams meetings. My favorite online class was Accounting, where we had real meetings to go over the work. I also liked my in-person classes, but the classes that were fully online I don't feel like I usually got much out of. | 4/21/2023 10:30 AM |
| 22 | I liked that my professors were open to help | 4/21/2023 9:55 AM |
| 23 | Just better communication or clearer instructions on blackboard for online students. It was hard to navigate at first. | 4/21/2023 9:17 AM |
| 24 | Everything was amazing | 4/21/2023 9:14 AM |

| 25 | Better more relevant communication | 4/21/2023 9:13 AM |
|----|------------------------------------|-------------------|
| 26 | Resources and services | 4/21/2023 9:12 AM |

Q22 How likely is it that you would recommend Pierpont to a friend or colleague?



| DETRACTORS (0-6) | PASSIVES (7-8) | PROMOTERS (9-10) | NET PROMOTER® SCORE |
|------------------|----------------|------------------|---------------------|
| 15% | 28% | 57% | 41 |
| 7 | 13 | 26 | |