

Component 4.4

Measure 4: Satisfaction of Completers

Teaching effectiveness and satisfaction may also be measured by using the questionnaire that completers fill out when applying for the Teacher Certification Test (PCMAS). This questionnaire includes several items that refer to completers and their teaching status and experience. We selected those items that are pertinent and extracted information from them. TEP places a lot of confidence in the answers to the completer's PCMAS questionnaire because it has been validated, by the College Board of Puerto Rico and Latin America, it has been deemed reliable, and it is strictly anonymous, thus encouraging honesty in the answers. The College Board of Puerto Rico and Latin America supplies the answers for each institution and for the State, in a yearly basis, so correlations may be calculated.

According to the March 2018 PCMAS questionnaire, the completers of Metropolitan Campus TEP deem the education received as Very Adequate. The table below shows results for six (6) PCMAS questionnaire items about completer perception of education competence and satisfaction, including questions relevant to employment.

Table 4.4.1

External measure results from PCMAS referring to completers' satisfaction for years 2017-2018 and 2016-2017

Questions	2017-2018		2016-2017			
Q9	Indicate the years of experience you have as a teacher.					
	FREQUENCY	PERCENT	FREQUENCY	PERCENT		
None	17	37%	18	33%		
Less than 1 yr	3	7%	4	7%		
1 to 2 yrs	4	9%	13	24%		
3 to 5 yrs	9	20%	7	13%		
More than 5 yrs	13	28%	13	24%		
	46	100%	55	100		
Analysis	No Experience as a teacher	37%		33		
	Experience as a teacher	63%		67		
Q15	How do you perceive the competence and understanding that you have acquired on the subject or level you intent to teach?					
Highly adequate	28	62%	35	64%		
Very adequate	13	29%	17	31%		
Adequate	4	9%	3	5%		
Somewhat adequate	0	0%	0	0%		
Inadequate	0	0%	0	0%		
	45	100%	55	100%		
Analysis		100%		100%		
Q16	How adequate do you consider the education received in courses taken in the faculty, department, or pedagogic or education program?					
Highly adequate	28	61%	34	62%		
Very adequate	13	28%	14	25%		
Adequate	5	11%	7	13%		
Somewhat adequate	0	0%	0	0%		
Inadequate	0	0%	0	0%		
	46	100%	55	100%		
Analysis		100%				
Q17	How do you evaluate your clinical experiences?					
Highly adequate	31	69%	39	75%		
Very adequate	8	18%	10	19%		
Adequate	5	11%	3	6%		

Questions	2017-2018		2016-2017			
Somewhat adequate	1	2%	0	0%		
Inadequate	0	0%	0	0%		
	45	100%	52	100%		
Analysis		98%		100%		
Q19	In general term, how satisfied do you feel with the preparation received as a teacher					
Highly satisfied	26	58%	31	56%		
Very satisfied	10	22%	17	31%		
Satisfied	8	18%	7	13%		
Somewhat satisfied	1	2%	0	0%		
Dissatisfied	0	0%	0	0%		
	45	100%	55	100%		
Analysis		98%		100%		
Q 26	At the moment of applying for this test do you work as a teacher in a public or private school?					
Public	13	28%	18	33%		
Private	13	28%	14	26%		
Not working	20	43%	22	41%		
	46	100%	54	100%		
	Working	56%		59%		
	Not working	44%		41%		
		100%		100%		

The answers to the questionnaire suggest that completers are highly satisfied with the preparation received in IAUPR-MC. Completers perceive the education as highly adequate or very adequate. In 2017-2018, 69% of completers consider their clinical experience highly adequate, 18% very adequate and 11% adequate, giving the clinical experience a 98% approval. In 2016-2017, completers perceived their clinical experience as 75% highly adequate, 13% very adequate, and 6% adequate, giving the clinical experience a 100% approval.

In PCMAS questionnaire, questions 15 and 16 refer to completer perceptions of the education they received and their competencies in the teaching profession.

- Question 15 asks, “*How do you perceive the competence and understanding that you have acquired on the subject or level you intend to teach?*”
- Question 16 asks, “*How adequate do you consider the education received in courses taken in the faculty, department, or pedagogic or education program?*”

Upon examining the answers for question 15, in both academic years, 2017-2018 and 2016-

2017, 100% of completers affirmed they perceive themselves as competent teachers that understand the subject and level they intend to teach; the answers in 2017-2018 ranged from 62% highly adequate, 29% very adequate, and 9% adequate. In 2016-2017 the answers ranged from 64% highly adequate, 31% very adequate, and 5% adequate. Upon examining the answers to question 16, in both academic years, again 100% of completers consider the education they received as ranging from highly adequate to adequate. In 2017-2018, 61% of completers found the education received is highly adequate, 28% very adequate, and 11% adequate. In 2016-2017, 62% of completers perceived the education received as highly adequate, 25% very adequate, and 13% adequate (see Table 4.4.1).

Even though TEP knows this information is valid and reliable, TEP is pursuing other means of gathering information about completer perceptions of their competencies and satisfaction that can extract more precise answers to specific criteria. These include surveys posted on SurveyMonkey.com, emailing the different instruments to the completers, and giving the instruments personally to the completers, when possible. Traditional mail route has not been discarded, but to date, it has proven inefficient and with poor return of instruments.