

**Tulsa Community College  
2017-2018 Alumni Survey Report**

**August 22, 2019**



**INSTITUTIONAL  
RESEARCH & ASSESSMENT**

## Executive Summary

This report summarizes the results of the 2017-2018 Tulsa Community College Alumni Survey. The survey is designed to assess the employment and educational status of graduating students six months after their program completion and most recent experience at Tulsa Community College. The survey also provides a method for graduates to evaluate their educational experiences in the context of life (e.g., work, continuing education, personal life) after their award. The survey was distributed to 2,386 graduates and 426 were returned yielding a 17.9% response rate.

This report provides a summary of all survey responses received from 2017-18 graduates. Detailed results and response frequencies for each survey item are also presented.

- ❖ 2,575 degrees and certificates were awarded to 2,386 individuals during the 2017-2018 academic year.
- ❖ The credentials awarded to graduates include university transfer degrees (AA & AS) and workforce development degrees (AAS) and certificates, with the following breakdown of awarded degrees:
  - 64.4% were a university transfer degree (AA or AS).
  - 35.6% were a workforce development credential (AAS or certificate).
- ❖ Alumni were asked about their current educational objectives.
  - 64.8% of the respondents are continuing their education.
  - 23.2% plan to continue, but are not yet enrolled.
  - 12.0% do not plan to continue their education.
- ❖ Respondents were asked about their current employment status.
  - 79.0% of respondents indicated that they were employed. Of those reporting as employed:
    - 68.8% were employed full-time, 31.2% part-time.
    - 72.8% were employed in Tulsa or Northeast Oklahoma.
    - 60.4% were working either in their major field or in an area that is closely related to their field of study at TCC.
  - Of the respondents who provided an estimate of their annual salary, 42.3% indicated an annual income of \$30,000 or more per year.
- ❖ Alumni were asked to indicate the extent their TCC experience contributed to their knowledge, skills, and personal development in specific areas. Following are the percentage of those indicating either **Very much** or **Quite a bit** for each area.
  - Written communication – 69.2%
  - Oral communication – 68.8%
  - Interpersonal interactions – 66.0%
  - Critical thinking – 74.0%
  - Problem solving – 73.7%
  - Quantitative reasoning – 67.9%
  - Teamwork or collaboration – 64.6%

- Personal responsibility – 74.9%
  - Ethical decision making – 66.4%
  - Diversity awareness – 65.7%
  - Civic responsibility – 61.6%
- ❖ Alumni were asked to rate the quality of their relationships with various groups while at TCC. Following is the percentage of those indicating either **Excellent** or **Good** for each group.
- Other students – 87.8%
  - Instructors – 89.7%
  - Administrators and staff from TCC offices – 83.6%
- ❖ Alumni were asked to rate the quality of their educational experience at TCC.
- 61.0% indicated they were **Very satisfied** with the overall educational experience at TCC.
  - 57.0% indicated they would **definitely** enroll at TCC if they were starting college again.
  - 67.9% indicated they would **definitely** recommend TCC to others.
  - 51.7% characterized the preparation received at TCC for further study at another college or university as either **Exceptional** or **Better than adequate**.
  - 42.5% characterized the preparation received at TCC for employment in their major field as either **Exceptional** or **Better than adequate**.
- ❖ Of the Alumni respondents, 72.3% indicated they had attended another college. Of those who had attended another college, 88.5% indicated the quality of education offered at TCC was better than or about the same as they received elsewhere.
- ❖ The comparison of the average response to scaled items between the 2017-2018 survey and the 2016-2017 showed only slight variations from year to year.

A complete summary of the demographics of the graduating cohort and survey item responses follows.

## Graduate Demographics for Academic Year 2017–2018

(UDS Graduation Data Summary)

During the 2017-2018 academic year, Tulsa Community College conferred 2,575 degrees and certificates to 2,386 individuals. The tables below break down selected characteristics of these graduates based upon UDS graduation data. See the appendix for a complete listing of awards.

Gender	
Female	1,484 (62.2%)
Male	902 (37.8%)
<b>Total</b>	<b>2,386</b>

Age	
Under 18 years	0 (0.0%)
18-19 years	57 (2.4%)
20-21 years	475 (19.9%)
22-24 years	478 (20.0%)
25-29 years	470 (19.7%)
30-34 years	307 (12.9%)
35-39 years	213 (8.9%)
40-49 years	245 (10.3%)
50-64 years	133 (5.6%)
65 and over	8 (0.3%)
<b>Total</b>	<b>2,386</b>

Race	
Non-Resident Alien	43 (1.8%)
Hispanic of any race	196 (8.2%)
American Indian or Alaska Native	184 (7.7%)
Asian	95 (4.0%)
Black or African American	182 (7.6%)
Native Hawaiian or Other Pacific Islander	0 (0.0%)
White	1,417 (59.4%)
More than one race reported	208 (8.7%)
Not reported	61 (2.6%)
<b>Total</b>	<b>2,386</b>

Award Type	
Associate of Arts (AA)	698 (27.1%)
Associate of Science (AS)	960 (37.3%)
Associate of Applied Science (AAS)	571 (22.2%)
Certificate of Achievement	346 (13.4%)
<b>Total</b>	<b>2,575*</b>

\*Some graduates received multiple awards

## Method

Prior to this report year, the Alumni Survey was sent as an electronic survey six months after completion of the program. A follow-up paper survey was sent to non-respondent students three months after the initial email was sent. Beginning this year, only the electronic survey was sent to graduates. Students were offered an incentive to participate consisting of a chance to win one of four \$50 Amazon gift cards provided by the Tulsa Community College Foundation. Reminder emails were sent to students weekly including a mention of the gift card incentive provided by the TCC Foundation. All surveys were coded with a unique identifier that served as a link between the survey responses and Banner system data for the purpose of reporting. In addition, the index was used for the gift card drawings at the close of the survey cycle. A total of 426 survey responses were collected representing a 17.5% responses rate. For comparison, the 2016-2017 Alumni Survey response rate was 23.6%.

All responses from the 2017 – 2018 Academic Year (Summer 2017, Fall 2017, Spring 2018) were aggregated for this report.

## Survey Results

Although 426 surveys were returned, some respondents did not complete all survey items. The tables below report the number (N) and percentage (%) of responses for each item on the survey.

**Please tell us a bit about your current employment and educational status.**

Employment Status*	
Full-time with one job	200 (46.9%)
Full-time with multiple jobs	32 (7.5%)
Part-time with one job	82 (19.2%)
Part-time with multiple jobs	23 (5.4%)
Serving in military	0 (0.0%)
Seeking employment	36 (8.5%)
Not employed, nor seeking job	38 (8.9%)
Other	35 (8.2%)
<b>Total</b>	<b>426</b>

\*Respondents were asked to mark all that apply. Categories may include duplicates.

Employment Location*	
In Tulsa Area	267 (62.7%)
In Northeast Oklahoma	43 (10.1%)
Elsewhere in Oklahoma	13 (3.1%)
Outside Oklahoma	8 (1.9%)
No response	6 (1.5%)
<b>Total</b>	<b>331</b>

\*Those who indicated employment

<b>Employment Field*</b>	
Employed in major or related field	200 (60.4%)
Employed in different field	131 (39.6%)
No response	0 (0.0%)
<b>Total</b>	<b>331</b>

\*Those who indicated employment

<b>Salary Estimate*</b>	
Below \$15,000	88 (26.9%)
\$15,000 - \$19,999	38 (11.5%)
\$20,000 - \$29,999	65 (19.6%)
\$30,000 - \$39,999	51 (15.4%)
\$40,000 - \$49,999	31 (9.4%)
\$50,000 - \$59,999	24 (7.3%)
\$60,000 - \$69,999	12 (3.6%)
Above \$69,999	20 (6.0%)
No response	2 (0.6%)
<b>Total</b>	<b>331</b>

\*Those who indicated employment

<b>Continuing Education</b>	
Continuing full-time	190 (44.6%)
Continuing part-time	86 (20.2%)
Plan to continue, not enrolled yet	99 (23.2%)
No plan to continue	51 (12.0%)
<b>Total</b>	<b>426</b>

<b>Continuing Institutions*</b>	
Northeastern State University	86 (28.0%)
Tulsa Community College	66 (21.5%)
Oklahoma State University	61 (19.9%)
University of Oklahoma	28 (9.1%)
Rogers State University	13 (4.2%)
University of Tulsa	7 (2.3%)
Oral Roberts University	5 (1.6%)
Southwestern Oklahoma State	4 (1.3%)
Tulsa Technology Center	4 (1.3%)
Other	24 (10.7%)
<b>Total</b>	<b>307</b>

\*Indicated by those continuing full-time or part-time.  
Individuals may have listed several continuing institutions.

Please tell us about your experiences while at TCC.

How satisfied are you with the overall educational experience you had at TCC?	
Very satisfied	260 (61.0%)
Somewhat satisfied	112 (26.3%)
Somewhat dissatisfied	14 (3.3%)
Very dissatisfied	19 (4.5%)
No response	21 (4.9%)
<b>Total</b>	<b>426</b>

If you could start college again, would you enroll at TCC?	
Definitely yes	243 (57.0%)
Probably yes	131 (30.8%)
Probably not	21 (4.9%)
Definitely not	10 (2.3%)
No response	21 (4.9%)
<b>Total</b>	<b>426</b>

Would you recommend TCC to others?	
Definitely yes	288 (67.9%)
Probably yes	97 (22.8%)
Probably not	16 (3.8%)
Definitely not	4 (0.9%)
No response	21 (4.9%)
<b>Total</b>	<b>426</b>

How would you characterize the preparation you received at TCC for further study at another college or university?	
Exceptional	89 (20.96%)
Better than adequate	131 (30.8%)
Adequate	127 (29.8%)
Less than adequate	12 (2.6%)
Poor	8 (1.9%)
Unable to judge	38 (8.9%)
No response	21 (4.9%)
<b>Total</b>	<b>426</b>

How would you characterize the preparation you received at TCC for employment in your major field?	
Exceptional	90 (21.1%)
Better than adequate	91 (21.4%)
Adequate	135 (31.7%)
Less than adequate	25 (5.9%)
Poor	14 (3.3%)
Unable to judge	50 (11.7%)
No response	21 (4.9%)
<b>Total</b>	<b>426</b>

<b>To what extent did your experience at TCC contribute to your knowledge, skills, and personal development in the following areas?</b>					
	Very much	Quite a bit	Somewhat	Very little	No Response
Written communication	150 (35.2%)	145 (34.0%)	87 (20.4%)	23 (5.4%)	21 (4.9%)
Oral communication	149 (35.0%)	144 (33.8%)	84 (19.7%)	28 (6.6%)	21 (4.9%)
Interpersonal interactions	137 (32.2%)	144 (33.8%)	99 (23.2%)	25 (5.9%)	21 (4.9%)
Critical thinking	154 (35.7%)	163 (38.3%)	73 (17.1%)	17 (4.0%)	21 (4.9%)
Problem solving	148 (34.7%)	166 (39.0%)	72 (16.9%)	19(4.5%)	21 (4.9%)
Quantitative reasoning	137 (32.2%)	152 (35.7%)	94 (22.1%)	22 (5.2%)	21 (4.9%)
Teamwork or collaboration	141 (33.1%)	134 (31.5%)	105 (24.6%)	25 (5.9%)	21 (4.9%)
Personal responsibility	193 (45.3%)	126 (29.6%)	63 (14.8%)	23 (5.4%)	21 (4.9%)
Ethical decision making	162 (38.0%)	121 (28.4%)	89 (20.9%)	33 (7.7%)	21 (4.9%)
Diversity awareness	144 (33.8%)	136 (31.9%)	95 (22.3%)	30 (7.0%)	21 (4.9%)
Civic responsibility	131 (30.8%)	131 (30.8%)	105 (24.6%)	38 (8.9%)	21 (4.9%)

<b>**How would you compare the quality of education offered at TCC to other colleges you have attended?</b>	
Better	117 (38.9%)
About the same	156 (50.6%)
Worse	35 (11.4%)
<b>Subtotal</b>	<b>308</b>
I have not attended any other institutions	97
No response	21
<b>Total</b>	<b>426</b>

\*\*Percentages are based upon the subtotal of those who responded and did not indicate they had "not attended any other institutions".

<b>Please rate the quality of your relationships with people at TCC.</b>					
	Excellent	Good	Poor	Awful	No Response
Other students	141 (33.1%)	233 (54.7%)	30 (7.0%)	1 (0.2%)	21 (4.9%)
Instructors	183 (43.0%)	199 (46.7%)	18 (4.2%)	5 (1.2%)	21 (4.9%)
Administrators and staff from TCC offices	140 (32.9%)	216 (50.7%)	32 (7.5%)	17 (4.0%)	21 (4.9%)



### Average Response to Scaled Items Comparisons with Prior Year

Item	2017 – 2018 Average (N,SD)	2016 – 2017 Average (N,SD)
How satisfied are you with the overall educational experience you had at TCC? (1 - Very dissatisfied to 4 – Very satisfied)	3.5 (405, 0.78)	3.5 (501, 0.73)
If you could start college again, would you enroll at TCC? (1 – Definitely not to 4 – Definitely yes)	3.5 (405, 0.71)	3.5 (500, 0.74)
Would you recommend TCC to others? (1 – Definitely not to 4 – Definitely yes)	3.7 (405, 0.61)	3.6 (501, 0.60)
How would you characterize the preparation you received at TCC for further study at another college or university? (1 – Poor to 5 – Exceptional)	3.8 (367, 0.93)	3.7 (451, 0.90)
How would you characterize the preparation you received at TCC for your employment in your major field? (1 – Poor to 5 – Exceptional)	3.6 (355, 1.06)	3.6 (439, 1.01)
How would you compare the quality of education offered at TCC to other colleges you have attended? (Of those who indicated prior attendance at another college.) (1 – Worse to 3 – Better)	2.3 (308, 0.65)	2.2 (387, 0.63)

To what extent did your experience at TCC contribute to your knowledge, skills, and personal development in the following areas? (1 – Very little to 4 – Very much)	2017 – 2018 Average (N,SD)	2016 – 2017 Average (N,SD)
Written communication	3.0 (405, 0.90)	2.9 (501, 0.94)
Oral communication	3.0 (405, 0.92)	2.9 (501, 0.92)
Interpersonal interactions	3.0 (405, 0.91)	2.8 (500, 0.95)
Critical thinking	3.1 (405, 0.84)	3.1 (499, 0.85)
Problem solving	3.1 (405, 0.85)	3.0 (500, 0.86)
Quantitative reasoning	3.0 (405, 0.89)	2.9 (499, 0.90)
Teamwork or collaboration	3.0 (405, 0.93)	2.9 (499, 0.99)
Personal responsibility	3.2 (405, 0.91)	3.1 (500, 0.96)
Ethical decision making	3.0 (405, 0.97)	2.9 (499, 0.98)
Diversity awareness	3.0 (405, 0.94)	2.8 (498, 1.02)
Civic responsibility	2.9 (405, 0.97)	2.7 (499, 1.01)

Please rate the quality of your relationships with people at TCC. (1 – Awful to 4 – Excellent)	2017 – 2018 Average (N,SD)	2016 – 2017 Average (N,SD)
Other students	3.3 (405, 0.60)	3.3 (500, 0.61)
Instructors	3.4 (405, 0.63)	3.4 (498, 0.61)
Administrators and staff from TCC offices	3.2 (405, 0.75)	3.1 (500, 0.74)

<b>Name one person at TCC who has made a positive impact on you.*</b>		
Jeremy Aargon	Lucinda G Crain	Don Hastings
David Adams	Cresd Crape	Thomas Henderson
Kelly Allen	Anne Cross	Evelyn Henry
Tony Alonso	Brian Cross	Richard Henry
Greg Anderson	Gayle Cude	Carla Hinkle
Sandy Baranet	Allen Culpepper	Jeff Holt
Wayne Bass	Daniel Decker	Laura Holtquist
Cheryl Bates	Danielle Dennison	Benjamin Hooks
Debbie Batson	Debbie Diebert	Fumie Horne
Rickie Baxter	Brad Dishman	Linda Hoyt
Charles Bean	Michael Doherty	Linda Huston
Jenny Beatie	Connie Dollens	Aaron Inlow
Terry Bell	David Drosdoff	Chamein Irving
Melinda Bennett	Jennifer Dunaway	Charles Jackson
Brian Arthur Benson	Wendy Eddy	Jame Jackson
Shannon Bittle	Jerrilyn Eisenhauer	Tracy Jackson
Rita Boggs	Jeanie Ellis	Michelle Johnson
Heather Boyes	Tiffany Engel	Glenn Jones
Professor Boyne	Neil Enis	Lauri Jones
Kirk Brewer	Jennifer Fields	John Kahre
Terri Brossett	Andrew Ford	Pam Kannady
Chief Brown	Jonathan Frazee	Robert Katz
Mary Broyles	Christiana George	Gary Keck
Rita Carburn	Melissa Gies	Robyn Keith
Chandra Carpenter	Susan Goldsmith	Richard Ketchum
Jennifer Champion	Donna Goodwin	Hussein Khattab
Donna Chapman	Ginelle Gordon	Geraldina King
David Charlson	Joseph L Green	Melinda King
Amber Chase	Vince Griffin	Stacy King
Pamela Chew	Judith Gulden	Ron Knight
Kenneth Claney	Leigh Gulley	Eric Lange
Betty Clark	Rhonda Hall	Mary Larson
Tina Coker-Boyd	Margaret Hamilton	Rebecca Legleighter
Carolyn Conley	Michael Hammer	Lisa Leifeld
Glenna Cooper	Becky Hankins	Shawn Liggins
Alex Coppoc	Randii Harrald	James Liley

*\*Names were transcribed responses and may be misspelled.*

Continued - Name one person at TCC who has made a positive impact on you.*		
Sharon Limas	Erica Parker	George Taylor
Cherly Lindle	Dawn Parton	Ken Taylor
Kurt Lively	Ryan Paruch	Anna Thompson
Rachel Longacre	Tina Pena	Beth Thompson
Darren Lunow	Gay Phillips	Theresa Thompson
Julie Luscomb	Lance Phillips	Dan Threlkeld
Alicia MacKay	Logan Phillips	Bud thurman
Roberto Maduro	Susanne Pickering	Sasha Townsend
Jerry Manly	Ramona Pearcy	Pat Trusty
Kristen Marangoni	David Poth	Jane Varnecky
Andrew Marshall	Diane Potts	Sharolyn Wallace
Ruby Marshall	Emily Quinn	Thomas Wallis
Melissa Masse	Amy Rains	Larry Ward
Linda Mayes	Brandy Roulet	Gary Wescott
Terry McDevitt	Dave Ruskoski	Krena White
Sara McElroy	Mark Sawnsen	Travis White
Jennifer McMahan	Melissa Schad	Ruth Wilcox
Michael McWilliams	Joseph Schnetzer	Kennet Wilds
Jennifer Means	Rhoda Semansky	Rhonda Wilhite
Chrystie Meziere	Noah Singer	Yolanda Williams
Ruth Mitchell	Dusty Sloan	Patricia Wingate
Dorothy Moaliitele	Matt Smith	Matt Wise
Perry Montgomery	Matthew Smith	Earl Wolfe
Katherin Moore	Sandy Smith	Julie Wood
Michael Moore	Michael Speck	Steven Woods
Judy Morrison	Diana Spencer	Stephanie Youngblood
Matt Mounger	Kassey Steele	Paul Zintgraff
Kate Mulhollem	Judy Stevenson	Joseph in the writing lab at SEC
Cheryl Nelms	Mendy Stewart	Kathy at the West Campus financial aid office
Susan Neubauer	Greg Stone	Kelsey the advisor
Tony O'Connor	Jane Storm	Lawrence from financial aid
Cathy O'Dell	Jeff Stuckey	Chemistry teacher... Mark
Steve Oliver	Glenda Summerlin	Melissa my old scholarship advisor
Janice O'Meilie	Jackie Swicegood	Megan from academic advisers
Susan O'Neal	Mark Swiney	Professor Tony, economics professor at the SE campus
Josh Parish	Paddy Swiney	

*\*Names were transcribed responses and may be misspelled.*

<b>Please share any additional comments you have concerning your most recent experience as a student at TCC.</b>
<b>General comments of a positive nature (72)*</b>
All I wanted to say was thank you
All made me proud to have gone there
As my experiences, to be successful at TCC, we need to have hard study, know to listen anything from all Professor teach for us. We need to have a humble behavior, respect the Professors when we need them explain for us about how to solve the problem from the lesson, especially with science classes. Beside this, when we need to research information at library, the staffs at here always have good behavior with us. They solve all problems which related to technique for us in excellent. So if student would like to success in college, we should have a good relationship with everyone by humble behavior in any situations.
Awesome experience! Outstanding college!
Being a student at TCC has been a good experience.
Continuing my education in the respiratory care department.
Definitely prepared me for the real world experience.
Exceptional education
Generally, it's a great college and gave me a pretty interesting experience.
Graduation for 2016 respiratory program and return in 2018 for a associate of general education
Graduation was smooth because I did all the work and I busted my butt for my Associates degree.
I can't wait to get back into TCC and finish my third degree.
I enjoyed my experience and learned more than I thought I would. Most of my teachers were great.
I enjoyed my time studying at the university.
I felt like I fit in there the day I started. The adult population made me feel comfortable in my setting. Everyone was super nice and I've made friends that I still communicate with to this day.
I had a great experience at TCC. I got my associates degree, was able to get several scholarships because of being a TCC student. If I had to go back I would definitely do it again as well as recommend it to others.
I had a wonderful experience at TCC. My new skills I hope will serve me well.
I had an amazing experience here and would highly recommend it to everyone.
I have really enjoyed my classes and am grateful for the relationship TCC has with OSU-Tulsa.
I have really enjoyed my time at TCC. I have learned so much pertaining to my field of study. The teachers are great as well as the other students. I work a full time job and have 2 children who are in sports. I am very busy, but TCC allowed me to continue my education regardless of my schedule. the online classes saved me from missing out on my children's lives and I got to be there with them to experience their joy. Thank you TCC!
I love being a TCC student. I wish this was a 4 year school, so I could stay here for the whole bachelors degree.
I love how the different campuses are everywhere.
I love TCC! I wish I could get my bachelor's from TCC. I hated to leave. The website the multiple campuses student resources the different types of courses offered I loved it all and I'm so glad I had the opportunity to attend.
I loved TCC and the transition phase it allowed me to have. While there I got to try many different subjects before deciding on my major. I was also able to work full time which was nice. TCC prepared me for my undergrad degree at OSU and I will always be grateful for my time and experience with TCC!
I loved TCC.

*\*Comments were transcribed as written.*

<b>General comments of a positive nature (continued)*</b>
I really enjoyed my later experience once I got into my major classes. I was always nervous about going back to school, but once I got started it was a good experience and hope that my next is just the same.
I think TCC is a wonderful institution and I loved my time there
I think TCC is really stepping it up when it comes to student involvement. Proud to be a TCC graduate!
I thoroughly enjoyed my experience at TCC.
If I could do it all over again, I would. I love TCC and the students and instructors were mostly very pleasant to be around. Wonderful campuses, and even the cleaning people were nice. Great school.
If I could finish a 4 year degree at TCC I would.
I'm able to work on an education with everything I have going on
I'm an older (54) student who went back to change majors after a job layoff at ConocoPhillips in Bartlesville. For a lot of the things you asked how influential TCC was (ethics, responsibility, etc.); those things are pretty well set and that's why I didn't feel TCC helped me much in those areas. In the area of my major and teaching I was very pleased and am currently working part-time with another person. As we get more business, I expect to be working full-time.
It was a great experience
It was a great experience that made me feel empowered to take my education in my own hands.
It was a great experience. If I could attend again, I would do it without hesitation.
It was an amazing experience and I'll recommend TCC to anyone.
It was great!
Love West Campus TCC
Metro campus is the best!
My experience at TCC has been great. I have had multiple instructors that were excellent. I would definitely go to TCC all over again!
My experience at TCC was great.
My time at TCC was greatly valued. I enjoyed my professors, bosses, and leaders. I grew as a leader and as a student at TCC, but I feel like I was not academically challenged in the majority of my classes and therefore put me behind at the University of Tulsa. Since TU is a hard school, I do not think TCC is at fault for me being behind (I am still receiving good grade though), but I do think I could be challenged more in my studies.
Other than the most important part of my education, I loved every other part of TCC. I am hoping that everyone understands the importance of preparation before going into the field is and not just passing a state board exam!
TCC had the easiest website and it was so simple to enroll. This was the third college I've attended and everything was so much easier. I wish I lived in Tulsa when I started college. Definitely the best. I would consider coming back to take additional classes for another major.
TCC is a great institution. I would continue to go here if I could. The teachers are phenomenal. They truly care and are helpful. I love the relationship most professors have with their students & the size of these classes help to maintain that relationship. I encourage all high school students I know to go to TCC because it's a great, inexpensive start. Thanks to all the TCC staff!

*\*Comments were transcribed as written.*

<b>General comments of a positive nature (continued)*</b>
TCC is really a great place to start your college journey. I started as a Achieve student and now planning to graduate at OSU next year. If you want to go to college start at TCC.
TCC WAS A GREAT EXPERIENCE
Tcc was excellent in giving me the most universal credits and classes needed for undergrad at any university.
TCC was not my ultimate destination concerning my education but it definitely helped me get on the right track. TCC challenged my academics and it also encouraged me to never stop moving forward. TCC offered me a starting point and I haven't stopped ever since. While at TCC, I learned how to work hard, learned the importance of establishing a rapport with professors and made me a better a better student in life/my education.
Thank you for providing a lasting education and reasonable prices for students beginning in college, you all have helped so many students and myself alike.
The best part about attending TCC is how easy it was to transfer to OSU-Tulsa. I started attending TCC in the first class of Tulsa Achieves, way back in 2007, and while I was not at that time prepared for TCC, TCC was prepared for me. The support I received during the year with Tulsa Achieves was excellent. Through the years, TCC has changed, mostly for the better. The professors are, in general, of good quality and the diverse course choices is great. Having multiple campuses in the area is fantastic, I've been able to attend a class at every one. Overall, TCC provides a wonderful foundation for student's looking for general ed courses or associate's degress. Thank you.
The quality of the education I love. TCC help save me thousands and set me up for success at my 4-year University.
The whole TCC community has been such a wonderful positive experience and has truly had a major impact on the person I have become.
There is nothing I concern about TCC.
With the help from the staff and my peers, I was able to stick through the hardships and accomplish my goals.
<b>General comments of a negative nature (2)*</b>
Does not take working adults into account. Not enough online courses
Your college is less then helpful. When it takes 5 tries to pass 1 course, hours of mental breakdowns, a slew of visits with advisers and financial Aide, and almost dropping out.. You're doing something wrong as a college. I almost quit school over a course that your advisers refused to even give me advice on when I went to them for guidance. Only 5 or 6 professors ever went above and beyond for me and more then half of them don't work for you any more.

*\*Comments were transcribed as written.*

Comments concerning faculty and staff of a positive nature (14)*
All of my instructors have been a positive impact on helping me continue my education and all I have learned!
All of the instructors I had seemed to truly care about students. They were always willing to help and clarify when needed, and they really seemed to want everyone to succeed.
All of the nursing department.
All of the professors from the Physical Therapist Assistant program made a wonderful impact on me.
All of the professors in the career mobility nursing program
All professors had positive impacts on me. TCC has a great community of genuinely caring professors who work hard to help students succeed.
All professors in the nursing program
All the librarians at the SEC.
All the staff I came across were very helpful in my journey at TCC, and made learning a breeze in the classroom.
All the teachers and faculty at the TCC Veterinary Technician program were amazing!
At TCC I never had an instructor that I didn't like. All of them were just as passionate and qualified in the field they were teaching as the my professors from Oklahoma State in Stillwater. They were all there to assist their students and most all of them had worked in the real world and draw from their real life experiences when teaching, that is not the case at all colleges and universities.
Now that I am currently attending NSU, I have an even greater appreciation for the instructors at TCC. I felt like they cared if we learned and wanted to ensure that we succeeded in their course.
The professors are amazing
The professors at TCC have been great!
Comments concerning faculty and staff of a negative nature (34)*
95% of the instructors are excellent but the terrible 5% should not be allowed to teach. If the only way a professor can have students pass is adding a curve and have nearly open book exams then he should be fired. I was there to learn, not to just pass the courses with an A.
Check your staff. Watch for student concerns.
Eliminate about 5% of professors that can't teach.
Honestly, the staff can be really warm in friendly or really closed off and cold. I usually saw people being cold and disengaged at the front desks.
Hopefully I brought about a difference to the instructors due to returning to school later in life. Today seniors are continuing their education in which instructors need to apply a patient hand, understanding and respect to all. I did experience the opposite treatment by some of the instructors to the point that my classmates thought I would quit.
I am still overwhelmed by the number of "highly educated" instructors who still reject open thought and civil discourse. My experience with the college as a whole was extremely positive, but I learned a very important lesson about people whom you might otherwise look up to - becoming a brick wall in the educational process.
I had a class I couldn't even get the teacher to respond (Math) he wouldn't answer the phone or email. No one in the class could get ahold of him....lazy teachers

*\*Comments were transcribed as written.*

Comments concerning faculty and staff of a negative nature (continued)*
I understand that the people working the front desk areas are extremely busy and stressed, but most of the time they seemed annoyed to even speak to me. I have social anxiety disorder, so to even walk into a busy place like that is difficult, but to feel like I'm bothering someone or being a burden, it's almost enough to make me have a panic attack. There has to be a way to get them to smile.
It isn't necessarily TCC's responsibility, but I found myself frustrated with one professor's very liberal views in teaching geography. She had made comments that I completely disagree with, ie Japan attacking Pearl Harbor is justified because the USA treated them poorly first. The teacher had also told students to work smart, not hard. If the best you can do is get a B or C in the class, then don't work hard on the final project and get your B or C. In my opinion, if a student worked hard the whole semester, they would probably have an A. I don't believe it is smart to half-ass try and then excuse effort because all they can make is a B or C. It was frustrating to deal with the leftism and just some ideologies I disagreed with. The teacher was a kind and caring person, but the class was really easy. She didn't want to make it too difficult for students. Sometimes it felt like she was overly concerned with how the students saw her.
Look into your professors. Some of them are genuine, but I experienced a multitude of issues from lack of communication to lack of preparedness/information/knowledge. Be wary of letting just anyone work for your institution. Due to the multitude of negative experiences I have had, I do not believe I will be attending TCC from this point forward.
My complaints about one instructor were completely ignored <name removed>. I received nothing more than an auto-response that told me to deal with the instructor who was presenting the problem. HE WAS THE PROBLEM. How can you expect a student to address a teacher directly about his lack of teaching skills? He would not provide explanations or examples. This was the hardest I have ever had to work for a B. I am usually an A student. Simply dreadful teaching. This discouraged me from ever contacting the department heads with my concerns again, and I basically knew that I was going to be teaching myself certain subjects since the instructors were ineffective. I taught myself Chem II through Organic Chem II because the instructor was so ineffective. He did not prepare me at all for the chemistry I am required to know for the PCAT.
No employee at TCC will have the same answer as another employee because no one seems to know what they are doing.
Only one of the professors I've had actually teach, everyone else just gives you due dates and threats of dropping you if you don't finish introductory assignments on time.
Several professors in the certification I took were not competent in the areas they were teaching.
TCC also needs to collaborate with other colleges better to ensure easy transfers.
TCC needs a remodel of their administration and staff. The lack of communication and the miscommunication is awful.
The only really bad experience with an instructor that I had at TCC was when a lawyer taught an Anatomy class for the first time. She had a Masters Degree in Biology, but that was years ago and did not qualify her for teaching Human Anatomy. She was basically learning along with us. As a result, we pretty much learned on our own.

\*Comments were transcribed as written.



Comments concerning student services of a positive nature (6)*
Bridging the Gap was amazing
Every staff member I worked with for financial aid and schedule planning helped me so much to understand the processes beyond just the classes. Those in academic advisement were very helpful to me and made it easy for me to navigate things as a first generation college student.
I love TCC because of TCC I can improve the English writing and reading also my financial aid. I really appreciate that they also have Tulsa Achieves Program. I really thank you who supporting Tulsa Achieves Program.
I will say the Student Services at West campus have always been the most friendly staff! They are always super polite, friendly, and never rude!
The personnel at the TCC West Campus from Bridging the Gap are beyond awesome! They are incredibly kind and informative.
Trio staff, and EAC center staff were very helpful with my time there
Comments concerning student services of a negative nature (23)*
Additionally, I had trouble several times with FA as a student returning with a degree already. Instead of giving me everything I needed to fill out when I enrolled and met with a FA advisor, I had to get information in bits and pieces which delayed my aid.
Advisement isn't very good.
Financial aid employees have always had a really bad attitude. Bad days happen it's understandable but the students are also stressed out and being worried about talking to someone for financial help adds to that stress making it way more difficult than it should be.
I feel like some student organization don't get to reach as many students as they could. There are some time conflicts where clubs have or make activities, but due classes the majority of students miss them. Most of this activities happened around noon, or during lunch time. I think it would be a better to set a place where a lot of student frequent where club officers can go advertise for their organization or recruit, and not just have the single event at the beginning of the semester for students to know what club that campus offers. Have a station where people can sign up for the club that they are interested in and be able to talk to some members from that club through out the semester. Is hard to keep up, and remember who you talked to if you only see them once.
I feel the campus police could have done a better job.
I had a terrible time with all staff I encountered at the admissions and academic advising at the NE campus. They were rude and very disinterested in helping me. I am a white male and I felt discriminated against by the individuals I dealt with at NE. I then decided to deal only with the SE campus for the remainder of my time at TCC. My experience was much better from that point.
I have been at TCC for 4 years, I have earned 63 credit hours and maintain a 3.3 GPA. there has been absolutely no guidance or assistance. I still have no degree because there is no communication about the fact that not all classes are offered every semester.

\*Comments were transcribed as written.

Comments concerning student services of a negative nature (continued)*
It is completely astonishing at how many credits I had from other more accredited colleges while I was in the USAF and TCC would not accept them. On top of that the degree audits to not get students where and what they need to be able to transfer straight across to a four year college; not just myself but other fellow students have complained about having their associates and still ha I got to stay at TCC for one or two more semesters to meet the requirements for other four year colleges in Oklahoma
More should be done to ensure students rights outlined in the student handbook are not violated.
None other than maybe better class schedule
Seeing as how I'm in Stilwell and a 150 miles away I don't understand why I'm paying for all the campus options.
Some of the staff I've encountered at south east campus in student services are not friendly.
Southeast advisement needs to improve. I often received information from the advisors there that was incorrect. However, I found Metro's advisors to be more helpful and correct more often than Southeast's.
Spent a year trying to obtain a degree only to realize it didn't exist.
Student advisers should never be allowed to advise other students. Each adviser and administration tells you different things.
Student hired advisors need MORE training.
TCC has poor academic advisement. They advisers are not friendly or helpful and often leave a student feeling more confused and lost. I spend many dollars and a year and half more than I needed to at TCC to finish a degree as I had very little guidance and direction - even after multiple attempts to define a clear path. I feel bad for young people starting out that don't know how to attempt a college education. As an adult student attending college for the first time, I spent too much time trying to devise my own educational path and not enough time being supported by an adviser or that team. Shame on TCC for leaving students hanging when they need help. Of course I suppose it didn't bother TCC as you were collecting my money the entire time.
TCC's financial aid department is awful. It is unorganized and uninformed, the college should look into training them properly.
The academic advisers are only knowledgeable about social psychology programs. Because of this, I had to figure out all of my needs by myself because they did not have the answers.
The CALL-2000 is the worst thing TCC could have ever had. The staff is unprofessional and absolutely rude.
The main reasoning of me rating so low is because I have had nothing but obstacles in the enrollment processes with TCC. When I first enrolled at TCC the advisor in which I trusted to help with my scheduling told me I would be able to graduate that December, when going to enroll for graduation I was told I was 1 credit short of being eligible. 1 credit! Aside from that I had professor <name removed> as my Biology instructor, and that was the most awful experience I have ever had in my college years. If I didn't absolutely need to attend TCC again, I would not, it has been more of a hassle then anything and I have heard from many others with same experiences. I am praying next semester is much smoother then previously since I am needing to go back there.

\*Comments were transcribed as written.

Comments concerning student services of a negative nature (continued)*
There have been a number of occasions where I was left with more questions than answers. Explaining how to file for financial aid or at least meeting requirements for it, should not feel like a wild goose chase. Rather than being sent on my way with a vague list of what I need after numerous visits, it would have been better to make it plain and simple from the start.
There was several occasions while visiting the advisors office, I witnessed the unprofessional approach to students by a couple of the advisors. I know everyone is not made out for college, but the way the advisors talked down to them was very appalling. So bad once, I left and requested a different advisor. I hated going to the advisors office.
When I decided to enroll, I spike, and been referred to at least 5 different people in 4 different locations. Everyone told me something different. Seem that advisors need more training y consistency.
Comments concerning programs or instruction of a positive nature (4)*
I would HIGHLY recommend TCC's nursing program.
Learning to talk to mannequins during school really helped my bedside manner with intubated and sedated patients. I have had many family members thank me for talking to the patient.
The entire career mobility nursing staff had a profound influence on my time spent at TCC and my time spent in the nursing field post graduation.
The Honors Program surely and intensely prepared me for TU. I'm so grateful.
Comments concerning programs or instruction of a negative nature (20)*
Another situation that left me confused was receiving emails about applying to the veterinary technician program through an email I hardly use instead of my school email. I think that emails concerning school events, especially when I am still enrolled as a student, should be sent to the more appropriate email address instead of an offhand one. Also, a call concerning an approaching deadline towards a program that I have an obvious interest in, going as far as changing my major on my student account to said program, would have been very helpful and would have warranted less grief and worry on my part as a returning student. Regardless of these flaws, I still look forward to attending TCC once again, albeit with a bit more of a watchful eye towards subject matters that will concern my upcoming degree.
As a graduate, my experiences as well as my classmates would all agree that the OTA program that we paid for was subpar at best. During the time we attended, it was apparent that numbers were more important to the Dean and director and not the education of the students.
Assistance & training for studies that require APA writing. I felt I was under prepared for the APA style writing going into my 4-year undergraduate schooling. APA is unquie and I I knew was MLA from all my classes at TCC even major specific ones did not prepare me for the APA style, so first year at OU has been a retraining of how to write well written APA style papers.
I encourage TCC to look into standards-based grading as a replacement to traditional letter grades.
I really wanted to finish my associates degree at TCC but at this rate it will take another year or so and I am tired of teaching myself difficult and complex accounting classes.

\*Comments were transcribed as written.

Comments concerning programs or instruction of a negative nature (continued)\*

I think the biggest area of improvement is ensuring that professors are teaching up to date information. At least three professors had curricula that seemed pulled from vast field experience but was not streamlined, often leading to confusion and lack of trust in their ability. These were the most overwhelming courses because I had to fight to understand their relevancy, despite two of the courses being in my current major.

I was satisfied with the education at TCC until I enrolled in the nursing program. This program used to have a great reputation in the community, however with the current professors and program I feel it is lacking. There are professors that are not there for the success of the students and the program is lacking. How can you turn nurses out into the field that have never stuck a real person before. I never had the opportunity to insert an IV, give an injection, draw blood or anything like that in a real person. TCC needs to get back to the basics and purchase products that allow students to practice on each other. Going into this intense field lacking so many basic skills was very discouraging.

I work during the day and struggled to find the classes I needed and fit them into my busy schedule.

It felt like the interpreting program fell apart during my time in it. When <name removed> left there was nobody who adequately replaced her and now with <name removed> gone I'm not sure how it's going to hold up because it felt like he was the only valuable teacher left.

Online courses seem like they are trying too hard by forcing the students to do much more than the online courses at NSU.

TCC was a great experience. I do not think it prepared me well for degree specific accounting classes at NSU, however it did in problem solving, critical thinking, and writing skills.

The Geology AS only required Physics for non-majors/algebraic physics however if one wants to go further in Geology they must take Physics for majors at most if not all 4-year universities. I did not research this beforehand and feel that I wasted time taking Physics, which I now must take again. While it is the responsibility of the student to learn about their educational path, it seems rather pointless to only require Physics for non-majors when a prospective Geology student must take it again regardless. I'm sure this applies to other degrees at TCC as well.

The largest area for improvement I would suggest is maybe have students talk to advisors who specialize in understanding their respective majors. One problem I encountered is when I talked to an advisor when I first started at TCC and he recommended I take a hybrid Triganometry/Algebra course. I did well in the class, but later learned from <name removed> in Intro to Engineering that it would've been better to take those classes individually. I found out why later, when a more indepth understanding of the two condensed courses was expected. I feel like knowing to take them separately would've better prepared me for Calc 1, Calc 2, Calc 3, and Diff Q and I wouldn't have had as difficult of a time learning what I should've already known going in to Calc 1.

The need at TCC is to improve depth of learning into subject. Many professors usually cover only what is minimum requirement of course, they do not cover other parts. While at Universities, the depth and rigor of the course made learning much more lively.

\*Comments were transcribed as written.

Comments concerning programs or instruction of a negative nature (continued)*
The only complaint is Professor<name removed> because his online folder organization skills caused me to have to dig for the assignments which was exhausting more than the class itself I just got a sour taste in my mouth because of it and lost interest in his online approach to teaching.
The only concern I have is TCC's focus of MLA in Lang. Art's area. We are taught all about MLA formatting. I graduated TCC with an Associates in Science "Early Childhood Education." When I started my first semester at the University of Oklahoma every written paper had to be in APA format. This was never taught through my Gen. Ed. classes. It was introduced very little in my Early Childhood classes. I feel that if you are graduating with a Associates in Science that APA should be taught some where in the Gen. Ed. classes. I feel that I am put at a disadvantage in my writing processes because it wasn't taught. The University will not Accept MLA when you are working toward a science degree.
The student teacher relationship in the nursing program is extremely lacking. There was a large amount of vindictive instructors, where it seemed they were unhappy with what they do for a living. It's pretty sad when they are teaching people to care for other people when they, themselves seen care very little.
The teachers were awful. I will say I've never been to a college besides TCC where I had to self teach everything and learn how to do it outside of school. We pay to go to school and learn and TCC didn't teach me anything I didn't already know from high school or prior learning. Very disappointing
Third semester RN bridge nursing instructors are awful. Absolutely awful, mean and nasty women. They seemed to find enjoyment in making others feel small and stupid. I've seen them personally belittle and be demeaning to other students for no good reason other than they can. It was a terrible learning environment for everyone and all of us students shared similar opinions of these two women.
You need to retire some old school nursing instructors and get new ones that are more up to date with procedure.
Comments of miscellaneous nature (5)*
I am continuing my education to get my Associate Degree in Health Care Administration./Business Management
I do not have much recent experience at TCC. I finished the bulk of my degree in 2010 and came back for the last class over the summer, so I would guess that I am not incredibly familiar with the current conditions.
No real concerns form my standpoint.
Ensure the bathrooms are routinely cleaned, especially within areas of higher traffic.
No sports teams.

*\*Comments were transcribed as written.*

## Appendix

<b>Credentials Awarded 2017 - 2018</b>			
<b>Associate of Arts (AA)</b>	<b>Awarded</b>	<b>Responded</b>	<b>Rate</b>
American Sign Language - Interpreter Education	10	4	40.0%
American Studies	1	0	
Art	25	5	20.0%
Communication	2	2	100.0%
Communications - English	10	2	20.0%
Communications - Interpreter Education	2	2	100.0%
Criminal Justice	41	5	12.2%
Deaf Education	2	0	
English	1	1	100.0%
Enterprise Development Geneneral Studies	301	53	17.6%
French	2	0	
German	1	0	
History	22	7	31.8%
Humanities	1	1	100.0%
Italian	1	0	
Japanese	1	0	
Journalism/Mass Communications	1	0	
Liberal Arts	59	12	20.3%
Liberal Arts - Film Emphasis	5	0	
Liberal Arts - Native American Emphasis	1	0	
Mass Communications - Strategic Communicationss	10	1	10.0%
Mass Communications - Electronic/Broadcast	4	0	
Music	5	2	40.0%
Paralegal	1	1	100.0%
Physical Education	2	0	
Political Science	7	0	
Pre-Education -Elementary	54	14	25.9%
Psychology	94	14	14.9%
Religious Studies	1	0	
Sociology	12	3	25.0%
Spanish	11	5	45.5%
Theatre	8	2	25.0%
<b>Associate of Sciences (AS)</b>			
Accounting	81	11	13.6%
Biology	43	12	27.9%

<b>AS (continued)</b>	<b>Awarded</b>	<b>Responded</b>	<b>Rate</b>
Biotechnology	11	5	45.5%
Business Administration	217	29	13.4%
Chemistry	5	1	20.0%
Child Development - Child and Family_OSU	2	0	
Child Development - Early Childhood Education_NSU	5	1	20.0%
Child Development - Early Childhood Education_OU	30	7	23.3%
Child Development - Hum/Family Sci/Early Care_NSU	4	0	
Computer Engineering	4	1	25.0%
Computer Information Systems	46	6	13.0%
Dietetics	11	0	
Economics	3	0	
Electrical Engineering	8	2	25.0%
Electrical Engineering Tech	1	1	100.0%
Engineering	9	1	11.1%
Enterprise Development	36	10	27.8%
Environ Sci/Natural Resources	5	1	20.0%
Geography	2	0	
Geology	5	1	20.0%
Health and Human Performance	10	6	60.0%
Horticulture	2	0	
Hospitality Management	2	0	
Human Services - Child and Family Services	1	1	100.0%
Human Services - Rehabilitation Services	1	0	
International Business	3	2	66.7%
Management	25	9	36.0%
Management Information Systems	15	1	6.7%
Marketing	21	5	23.8%
Mathematics	27	3	11.1%
Mechanical Engineering	60	9	15.0%
Nutritional Science - Allied Health	1	1	100.0%
Physics	15	0	
Pre_Pharmacy	10	5	50.0%
Pre_Social Work	29	7	24.1%
Pre-Dentist/Medicine/Optomety	25	3	12.0%
Pre-Health Science - Medical Imaging	14	2	14.3%
Pre-Health Science -Occupational Therapy	2	0	
Pre-Health Science -Physical Therapy	7	1	14.3%

<b>AS (continued)</b>	<b>Awarded</b>	<b>Responded</b>	<b>Rate</b>
Pre-Health Science -Veterinary Medicine	5	1	20.0%
Pre-Medicine	4	1	25.0%
Pre-Nursing	151	36	23.8%
Pre-Optometry	1	0	
Pre-Professional Science - Dentistry	1	0	

<b>Associate of Applied Sciences (AAS)</b>	<b>Awarded</b>	<b>Responded</b>	<b>Rate</b>
Accounting Software Application Specialist	3	1	33.3%
Accounting Specialist	7	4	57.1%
Administrative Careers	4	0	
Adobe Master Design Specialist	4	0	
Air Traffic Control	11	2	18.2%
Aviation Maintenance Tech	2	0	
Aviation Management	3	0	
Aviation Science - Professional Pilot	2	1	50.0%
Biomedical Equipment Tech	3	1	33.3%
Broadcast Production Specialist	1	0	
Business	8	2	25.0%
Cardiovascular Technology	5	0	
Child Development - Center Director	1	0	
Child Development - Infant Toddler	5	0	
Dental Hygiene	13	1	7.7%
Diagnostic Medical Sonography	10	0	
Digital Media	4	0	
Digital Media Specialist	2	0	
Early Childhood	6	1	16.7%
Electronics - Electrical Substation Tech	2	0	
Electronics - Electromechanical Manufacturing	1	0	
Electronics - Electronics Technologist	3	1	33.3%
Electronics - Nanotechnology	1	0	
Engineering Technology - Drafting & Design Technology	8	0	
Engineering Technology - Quality Technology	4	1	25.0%
Fire/Emergency Medical Services	51	4	7.8%
Firefighter/EMT	1	0	
General Horticulture Tech	5	1	20.0%
Graphics/Imaging Technology	1	0	
Health Information Technology	17	2	11.8%
Healthcare Business Operations	2	0	



<b>AAS (continued)</b>	<b>Awarded</b>	<b>Responded</b>	<b>Rate</b>
Healthcare Specialist/Paramedic	12	2	16.7%
Hospitality Management	2	0	
Human Resources	8	5	62.5%
Human Services	1	0	
Human Services - Chemical/Alcohol Dependency	1	0	
Human Services - Family Studies	2	0	
Human Services - Community Services Management	1	0	
Information Technology	16	0	
Interior Design	11	2	18.2%
Interpreter Education	1	1	100.0%
Management	5	5	100.0%
Manufacturing Engineering Tech	6	2	33.3%
Marketing	5	5	100.0%
Medical Laboratory Technician	13	1	7.7%
Networking & Cloud Computing	4	1	25.0%
Nursing	176	27	15.3%
Occupational Therapy Assistant	14	1	7.1%
Paralegal	5	1	20.0%
Physical Therapist Assistant	25	8	32.0%
Programming	1	0	
Radiography	21	2	9.5%
Respiratory Care	25	0	
Surgical Technology	1	0	
Systems Support Technician	6	0	
Veterinary Technology	17	1	5.9%
Web Development	2	1	50.0%

<b>Certificate of Achievement (CER)</b>	<b>Awarded</b>	<b>Responded</b>	<b>Rate</b>
Accounting Assistant	2	2	100.0%
Accounting Software Specialist	2	1	50.0%
Accounting Specialist	5	4	80.0%
Aircraft Dispatch	3	2	66.7%
Biomedical Equipment Tech	1	1	100.0%
Biotechnology	10	5	50.0%
Business	2	2	100.0%
Business Applications Specialist	1	0	
Business Computer User	86	11	12.8%
Child Development - Cert Mastery	49	16	32.7%

<b>Certificate of Achievement (CER)</b>	<b>Awarded</b>	<b>Responded</b>	<b>Rate</b>
Child Development - Credential Prep_CDA	12	4	33.3%
Child Development - Early Childhood Cert Mastery	13	3	23.1%
Child Development - Infant/Toddler Cert Mastery	1	0	0
Coding Reimbursement	15	2	13.3%
Digital Media	2	0	0
Drafting & Design Engineering Technology	6	0	0
Electronics Technician	3	2	66.7%
Fire/Emergency Medical Services	5	4	80.0%
French	2	0	0
Geographic Info Systems	2	0	0
Healthcare Spec/Paramedic	6	1	16.7%
Healthcare Specialis/Paramedic	3	2	66.7%
Human Resources	2	2	100.0%
Income Tax Specialist	4	3	75.0%
Landscape Specialist	11	2	18.2%
Med Lab Technician - Phlebotomy	44	8	18.2%
Payroll Administration Spec	7	4	57.1%
Pharmacy Technology	19	2	10.5%
Programming	1	0	
Project Management	1	0	
Quality Technology	1	1	100.0%
Spanish	3	3	100.0%
Spanish Interpreting Skills	7	2	28.6%
Spanish Translating Skills	12	3	25.0%
Systems Support Technician	1	0	
Web Development	1	1	100.0%
Website Management	1	1	100.0%