

**Tulsa Community College
2015-2016 Alumni Survey Report**

September 19, 2017



**INSTITUTIONAL
RESEARCH & ASSESSMENT**

Executive Summary

This report summarizes the results of the 2015-2016 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. Of the 2,130 surveys distributed, 203 were returned yielding a 9.5% response rate.

This report provides a summary of all survey responses received for 2015-16 graduates. Detailed results and response frequencies for each survey item are also presented.

- ❖ 2,302 degrees and certificates were awarded to 2,130 individuals during the 2015-2016 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:
 - 67.0% were a university transfer degree (AA or AS).
 - 33.0% were a workforce development degree (AAS or certificate).
- ❖ Alumni were asked about their current educational objectives.
 - 58.6% of the respondents are continuing their education.
 - 16.7% plan to continue, but are not yet enrolled.
 - 22.7% do not plan to continue their education.
 - 2.0% did not respond to this question.
- ❖ Respondents were asked about their current employment status.
 - 74.9% of respondents indicated that they are employed. Of those reporting as employed:
 - 69.2% are employed full-time, 30.8% part-time.
 - 82.9% are employed in Tulsa or Northeast Oklahoma.
 - 63.7% are 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, 49.3% 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 – 71.4%
 - Oral communication – 66.0%
 - Interpersonal interactions – 65.0%
 - Critical thinking – 78.8%
 - Problem solving – 80.3%
 - Quantitative reasoning – 69.4%

- Teamwork or collaboration – 64.0%
 - Personal responsibility – 72.9%
 - Ethical decision making – 69.4%
 - Diversity awareness – 67.5%
 - Civic responsibility – 58.6%
- ❖ 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 – 95.0%
 - Instructors – 96.1%
 - Administrators and staff from TCC offices – 84.7%
- ❖ Alumni were asked to rate the quality of their educational experience at TCC.
- 73.4% indicated they were **Very satisfied** with the overall educational experience at TCC.
 - 68.0% indicated they would definitely enroll at TCC if they were starting college again.
 - 75.9% indicated they would definitely recommend TCC to others.
 - 54.7% characterized the preparation received at TCC for further study at another college or university as either **Exceptional** or **Better than adequate**.
 - 56.7% characterized the preparation received at TCC for employment in their major field as either **Exceptional** or **Better than adequate**.
- ❖ Of the Alumni respondents, 80.4% indicated they had attended another college. Of those who had attended another college, 88.9% indicated the quality of education offered at TCC was better than or about the same as they received elsewhere.

A complete summary of survey item responses follows.

Graduate Demographics for Academic Year 2015–2016

(UDS Graduation Data Summary)

During the 2015-2016 academic year, Tulsa Community College conferred 2,302 degrees and certificates to 2,130 individuals. The tables below breakdown selected characteristics of these graduates based upon UDS graduation data. See the appendix for a complete listing of awards.

Gender	
Female	1,401 (65.8%)
Male	729 (34.2%)
Total	2,130

Age	
Under 18 years	0 (0.0%)
18-19 years	58 (2.8%)
20-21 years	398 (18.7%)
22-24 years	444 (20.9%)
25-29 years	410 (19.2%)
30-34 years	289 (13.6%)
35-39 years	184 (8.7%)
40-49 years	239 (11.3%)
50-64 years	99 (4.7%)
65 and Over	9 (0.2%)
Total	2,130

Race	
American Indian or Alaska Native	150 (7.0%)
Asian	93 (4.4%)
Black or African American	174 (8.2%)
Native Hawaiian or Other Pacific Islander	0 (0.0%)
White	1,324 (62.2%)
Hispanic of any race	151 (7.1%)
More than one race reported	177 (8.3%)
Not reported	61 (2.9%)
Total	2,130

Award Type	
Associate of Arts (AA)	551 (23.9%)
Associate of Science (AS)	992 (43.1%)
Associate of Applied Science (AAS)	455 (19.8%)
Certificate of Achievement	304 (13.2%)
Total	2,302

Method

The Alumni Survey is mailed to all program graduates six months after completion of the program. Several weeks before the survey mailing, an announcement postcard is sent to all graduates encouraging their participation. Some students complete multiple programs within a semester, only one survey is mailed per student per semester. The survey package contains a survey, a cover letter personalized to the student and signed by the TCC primary program representative, and a paid-postage return envelope. All surveys are coded with a unique identifier that serves as a link between the survey responses and Banner system information. In addition to the paper survey, an electronic survey link is also provided in the cover letter. Approximately three weeks after the survey mailing, a reminder postcard is mailed to all students who have not returned a paper survey or responded electronically requesting their participation.

The survey process is repeated each semester of the academic year. The responses from all semesters are aggregated for this report.

Survey Results

Although 203 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	84 (43.1%)
Full-time with multiple jobs	17 (8.7%)
Part-time with one job	37 (19.0%)
Part-time with multiple jobs	8 (4.1%)
Serving in military	1 (0.5%)
Seeking employment	11 (5.6%)
Not employed, nor seeking job	30 (15.4%)
Other	7 (3.6%)
Total	195

Employment Location*	
In Tulsa Area	106 (72.6%)
In Northeast Oklahoma	15 (10.3%)
Elsewhere in Oklahoma	9 (6.2%)
Outside Oklahoma	9 (6.2%)
No response	7 (4.8%)
Total	146

*Those who indicated employment

Employment Field*	
Employed in major or related field	93 (64.6%)
Employed in different field	51 (35.4%)
No response	2 (0.1%)
Total	146

*Those who indicated employment

Salary Estimate*	
Below \$15,000	30 (20.5%)
\$15,000 - \$19,999	7 (4.8%)
\$20,000 - \$29,999	19 (13.0%)
\$30,000 - \$39,999	24 (16.4%)
\$40,000 - \$49,999	27 (18.5%)
\$50,000 - \$59,999	9 (6.2%)
\$60,000 - \$69,999	5 (3.4%)
Above \$69,999	7 (4.8%)
No response	18 (12.3%)
Total	146

*Those who indicated employment

Continuing Education	
Continuing full-time	84 (41.4%)
Continuing part-time	35 (17.2%)
Plan to continue, not enrolled yet	34 (16.7%)
No plan to continue	46 (22.7%)
No response	4 (2.0%)
Total	203

Continuing Institutions*	
Oklahoma State University	51 (39.2%)
Northeastern State University	39 (25.4%)
Rogers State University	11 (8.5%)
Tulsa Community College	8 (6.2%)
University of Oklahoma	8 (6.2%)
Southern Nazarene University	3 (2.3%)
University of Tulsa	3 (2.3%)
Oklahoma Wesleyan University	2 (1.5%)
Langston University	1 (0.8%)
Other	10 (7.7%)
Total	130

*Indicated by those continuing full-time or part-time

Please tell us about your experiences while at TCC.

How satisfied are you with the overall educational experience you had at TCC?	
Very satisfied	149 (73.4%)
Somewhat satisfied	45 (22.2%)
Somewhat dissatisfied	4 (2.0%)
Very dissatisfied	3 (1.5%)
No response	2 (1.0%)
Total	203

If you could start college again, would you enroll at TCC?	
Definitely yes	138 (68.0%)
Probably yes	45 (22.2%)
Probably not	13 (6.4%)
Definitely not	6 (3.0%)
No response	1 (0.5%)
Total	203

Would you recommend TCC to others?	
Definitely yes	154 (75.9%)
Probably yes	43 (21.2%)
Probably not	2 (1.0%)
Definitely not	3 (1.5%)
No response	1 (0.5%)
Total	203

How would you characterize the preparation you received at TCC for further study at another college or university?	
Exceptional	55 (27.1%)
Better than adequate	56 (27.6%)
Adequate	62 (30.5%)
Less than adequate	3 (1.5%)
Poor	5 (2.5%)
Unable to judge	19 (9.4%)
No response	3 (1.5%)
Total	203

How would you characterize the preparation you received at TCC for employment in your major field?	
Exceptional	56 (27.6%)
Better than adequate	59 (29.1%)
Adequate	50 (24.6%)
Less than adequate	9 (4.4%)
Poor	7 (3.4%)
Unable to judge	20 (9.9%)
No response	2 (1.0%)
Total	203

To what extent did your experience at TCC contribute to your knowledge, skills, and personal development in the following areas?					
	Very much	Quite a bit	Somewhat	Very little	No Response
Written communication	78 (38.4%)	67 (33.0%)	43 (21.2%)	11 (5.4%)	4 (2.0%)
Oral communication	72 (35.5%)	62 (30.5%)	52 (25.6%)	13 (6.4%)	4 (2.0%)
Interpersonal interactions	65 (32.0%)	67 (33.0%)	48 (23.6%)	18 (8.9%)	5 (2.5%)
Critical thinking	81 (39.9%)	79 (38.9%)	33 (16.3%)	8 (3.9%)	2 (1.0%)
Problem solving	76 (37.4%)	87 (42.9%)	29 (14.3%)	7 (3.4%)	4 (2.0%)
Quantitative reasoning	62 (30.5%)	79 (38.9%)	45 (22.2%)	12 (5.9%)	5 (2.5%)
Teamwork or collaboration	67 (33.0%)	63 (31.0%)	52 (25.6%)	16 (7.9%)	5 (2.5%)
Personal responsibility	92 (45.3%)	56 (27.6%)	38 (18.7%)	13 (6.4%)	4 (2.0%)
Ethical decision making	80 (39.4%)	61 (30.0%)	41 (20.2%)	19 (9.4%)	2 (1.0%)
Diversity awareness	74 (36.5%)	63 (31.0%)	39 (19.2%)	25 (12.3%)	2 (1.0%)
Civic responsibility	64 (31.5%)	55 (27.1%)	55 (27.1%)	25 (12.3%)	4 (2.0%)

**How would you compare the quality of education offered at TCC to other colleges you have attended?	
Better	60 (36.8%)
About the same	85 (52.1%)
Worse	18 (11.0%)
Subtotal	163
I have not attended any other institutions	38
No response	2
Total	203

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

Please rate the quality of your relationships with people at TCC.					
	Excellent	Good	Poor	Awful	No Response
Other students	76 (37.4%)	117 (57.6%)	9 (4.4%)	0 (0.0%)	1 (0.5%)
Instructors	112 (55.2%)	83 (40.9%)	3 (1.5%)	4 (2.0%)	1 (0.5%)
Administrators and staff from TCC offices	56 (27.6%)	116 (57.1%)	18 (8.9%)	7 (3.4%)	6 (3.0%)

Name one person at TCC who has made a positive impact on you.*

Kimberly Adams	Michelle DeGear	Jeff Holt
Tony Alfonso	Alfred Destefano	Fumie Horne
Robert Allen	Mike Dineen	Michele Hough
Dona Anderson	Connie Dollens	Shelly Huggard
Brian Arenson	Troy Dunbar	Pamela Imhoff
Ashley Aur	Jennifer Duncan	Aaron Inlow
Amanda Bailey	AJ Eagleton	James Jackson
Joshua Baker	Wendy Eddy	Linda Joyce
Lindsey Barbour	Matthew Edwards	Paul Juen
Paul Barnes	Ashley Ellis	Vicki Jurries
Gifty Benson	Tiffany Engel	Robin Keith
Jona Black	Andrew England	Kyle Kemp
Amanda Blackman	Neil Enis	Jennifer Kneafsey
Jim Bolley	Molly Farley	Mary Larson
Michael Boutot	Michael Figart	Alexa Larson-Thorish
Gary Braswell	Anne Fischer	Lisa Leifield
Adam Brennan	Doug Fletcher	Paul Lewis
Tamara Britton	Teresa Foster	James Liley
James Brown	Jonathon Frazee	Sharon Limas
RaeLynn Butler	Charlene Ganzel	Lisa Linefield
Jan Calloway-Baxter	Derek Garvin	James Lively
Cathy Campbell	Mellisa Geiss	Darren Lunlow
Aaron Car	Christina George	Julie Luscomb
Rosemary Carlson	Chesey Gibson	Linda Lyons-Coyle
Sheila Cathey	Randall Gibson	Alicia MacKay
Laurie Centauri	Leigh Goodson	Roberto Maduro
David Charlson	Chad Goodwin	Kristen Marangoni
Scott Childers	Vince Griffin	Terry McDevitt
Tracy Clark	Michael Hammer	Dennis McDonald
Jan Clayton	Jeff Hammontree	Molly McFadden-May
Darin Combs	Margarette Harrisons	Mike McWilliams
Judith Cox	Dona Hastings	April Merill
Angie Cremin	Melanie Heffington	Rusty Middleton
Brian Cross	Thomas Henderson	Toney Miller
Clint Crowe	Carla Hinkle	Dorothy Minor
Miguel Da Corte	Patsy Hinkle	Dorothy Moalitele

**Names are transcribed responses and may be misspelled.*

Continued - Name one person at TCC who has made a positive impact on you.*		
Nina Moore	Sandy Smith	Donna Woodard
Matthew Mounger	Kristen Snodgrass	Maryann Wright
Tony Nelson	Russell Sowell	Gary Young-Allen
Valerie O'Brien	Diane Spenser	Sandra Zingo
Lynda Ohs	Steve St. John	Air Traffic Control staff and administration
Janice O'Meilie	Lawrence Starhill	Aviation Center faculty and staff
Susan O'Neal	Vernon Stefanic	Ben - WC Counselors
Thomas Padalino	Greg Stone	Computer Lab personnel
Joe Parli	Glenda Summerlin	Dental Hygiene instructors
Shawn Peevsasser	Faith Summers-Gates	Heather - (closed captionists)
Cesar Pena	Jackie Swicegood	Honors Program staff
Odelia Pena	Jon Tanzey	Institutional Research and Assessment staff
Tina Pena	Sasha Townsend	Jennifer - HIT
Owen Phares	Diane Trimble	Language lab staff
Tamara Pittman	Jeanne Urie	Mary - (closed-captionists)
Diane Potts	Steven Vaughn	Math Lab staff
Bobbi Rainey	Judith Wallace	Meg - Occupational Therapy program
Lynn Richmond	Sharolyn Wallace	Occupational Therapy faculty
Shawna Robinson	Ashley Watkins	Physical Therapy program staff
Lawrence Rosenborough	Pat Watkins	Ruby - Health Information Technology
David Ruskoski	Gary Wescott	TRiO Student Support services staff
Joyce Schilling	Tracy Wilbourn	Writing Center staff
Melani Simmons	Ruth Wilcox	
Dusti Sloan	Yolanda Williams	
Matt Smith	Matt Wise	
Patty Smith	Weltha Wood	

**Names are transcribed responses and may be misspelled.*

Please share any additional comments you have concerning your most recent experience as a student at TCC.
Positive Comments (47)*
All in all, every staff/support person at TCC is Great.
All PT staff were very helpful and patient. Now that I am in my profession, I understand much more and I realize how patient and knowledgeable the staff is. Thanks so much!
As a current student at OSU-Tulsa, I am shocked at the differences in the attitudes of the professors, at least compared to TCC. I want to say that I love the professors at TCC; you can definitely feel that they care both about their students and the work that they deal with. While some professors at other colleges only care about the paycheck or the research opportunities, TCC has the best professors that care about their students! I am very glad that I was able to attend TCC!
As I continue my education at OKWU, I am very thankful for my experience at TCC. It certainly helped prepare me for my current education.
Even after graduation, I keep in touch with the Human Services Department. I am planning on attending my third HS trip to Washington D.C.
All in all, TCC was convenient with a great selection on class times and for the most part, wonderful professors.
For the most part and overall my experience was positive.
Great experience. It is an excellent education at an affordable price. I like the fact that the class sizes are small enough to give me a chance to develop relationships with my classmates and instructors.
Great school! So glad I was able to receive an education at a reasonable price without going into debt.
I absolutely loved TCC. I had no knowledge of college at all upon graduating high school, and only enrolled at TCC because my friend was. I am so glad I did. TCC educated me and led me in the right direction. I am proud to be the first Native American in my family to earn a degree.
I am going really well at TU. I'm a biology major with a 3.8 grade point. But if I could I would want to go back to TCC. I miss the teachers, students and atmosphere.
I enjoyed having the instructors I had for Chemistry I & II.
I enjoyed my time at TCC.
I had a great experience as a TCC student. I would definitely come back in the future to take more classes if I go that route with my education.
I had a wonderful experience at TCC. Everyone was pleasant to work with and was extremely helpful. I couldn't have picked a better starting place for my education.
I would like one day to teach a class at TCC Southeast campus.
I highly recommend TCC and have sent 2 people that way. The experience I had at TCC changed my life!
I just attended classes. I'm someone who really is a loner-driven to get education. I'm not into socializing-to time. I changed majors-Engineering.
I liked my time at TCC.
I love to study at TCC. TCC gave me a deep impression on study.
I loved my time at this institution and I am grateful for all the night classes and online classes so that I was able to work full-time to take care of my mom, and still got to school.
I loved TCC! I attended Rose State for one semester and it was horrible so I was nervous about attending TCC. I was so happy at TCC I am continuing my education here!

**Comments are transcribed as written.*

Positive Comments (continued)*
I really enjoyed my time as a student there and it certainly helped me to start off my college career. TCC did a wonderful job with helping me learn the ins and outs of college classes and I am grateful for my time there.
I really like the structure of the building with how you can remain in the building at all times across all of its divided sections.
I received 2 AA. (Liberal Arts, Enterprise Development). The American Studies program at OSU-Tulsa is fantastic and I would love to see it promoted at TCC.
I returned to TCC Southeast to talk with <name removed> and <name removed> after graduating just to see how they were doing.
I started taking classes while living in Okmulgee. I moved to southern Oklahoma but continued my classes with TCC. My instructors have worked well with me on proctoring exams at the Eastern campus in McAlester. I completed my Certificate of Mastery in Early Childhood Education, I am currently working on my Associates in Liberal Arts after that I am thinking about continuing on and getting my Center Director Associates in Applied Science.
I started TCC (TJC) right out of high school in 1981. I didn't finish my 1st semester. I chose to get married and raise a family. Obtaining a degree was always on my bucket list. I finally achieved that May 2016. TCC was versatile in class times, locations and even with online choices. I was able to work fulltime and continue my education. Great local school with much to offer. Definite stepping stone to prepare you for your future. Thank you.
I think the pharmacy tech program has been awesome. It is very well put together and the teachers are knowledgeable and willing to teach. The pharmacy tech program actually offered a challenge.
Overall satisfied.
Love the Tulsa Achieves programs.
Overall, TCC was a good college and I would recommend it.
TCC is such an amazing college starter. I would recommend this school to anyone. TCC metro has some really experienced smart professors. They are respectful and encouraging to students. I was so excited to go to school each day and learn something new. Thank you!
TCC administration and office staff (including Bursar, academic advisors, registrars, etc.) have proven better and more helpful than O.S.U.s equivalent offices. Keep up the good work!
TCC has good professors and teachers. It's a smart way to begin your higher education here. I also received friendly help from the administrative staff, campus police department, IT services, and book store.
TCC has given me the opportunity to start and continue my college experience and I am more than grateful!
TCC is a great value for the money.
TCC is an amazing school for fresh high school graduates that do not quite know what they want to do with their life just yet. It is also an amazing opportunity for students to graduate debt free, or significantly reduce the amount of debt they would otherwise be burdened with attending all four years at a University.
TCC is great. I loved my time at TCC, and I really miss the smaller student-professor ratio.
TCC was a good, affordable place to get an education. I'm glad you are there.
TCC was a great start to my nursing education. Prepared me to be a nurse on a busy floor Med-Surg. & Psych floor.
TCC worked great with my employment needs. My classes were all at night so I didn't have to miss work to attend.

*Comments are transcribed as written.

Positive Comments (continued)*
Teachers are wonderful and ready to help students. We just need to ask and there is help available.
Thank You
The most significant aspect of TCC was how involved the professors, particularly those that taught honors classes, were with their students. Attending a large four-year university after graduating TCC, it is often hard to make any sort of connection or relationship with professors. I am so grateful for all the professors I had at TCC that have become my allies and support system as I have continued my journey to finish my bachelor's degree and begin my doctor of veterinary medicine degree also the honors program is an incredibly valuable opportunity and should be continually championed.
The Spanish Interpreting Skills certificate program is on par with Bridging the Gap, one of the most recognized medical interpreting programs in the nation.
This is a great program and I have been very pleased with my experience. I feel well-prepared to enter the workforce upon completion of my degree.
Negative Comments (40)*
Admin/Staff are not helpful at all. I had to figure out everything on my own. TCC does not provide any help in choices or understanding.
College is very outdated. They do not teach anything worthwhile. Classes are just busy work.
Dealing with academic advisement office was a challenge. There was often a long wait for them to only help for about five minutes.
For faculty and staff to be informed on criteria for conditions for, I asked and proceeded to wait for 45 minutes for an answer. I had to leave and wait to receive an email answering my question. Also for advisors to communicate consistent, uniform information. For example, I was told different things regarding deadlines for filing for graduation. I was also told I would receive a phone call when my application for graduation was approved. After hearing nothing for weeks, I went to the advisement office where I waited for quite some time for them to locate my paperwork that had been misplaced. This feedback is with all due respect.
There was one instructor that seemed to hate me. We got on well at first, then she turned against me. Even though I asked her why she gave me no explanation. It seemed she tried to make things as difficult as possible. That's the only black mark on an otherwise positive experience. But it has left a deep scar such that I don't feel like I ever want to associate with people there again. Very sad.
Having classes cancelled due to lack of sufficient enrollment to meet TCC guidelines is extremely frustrating and disappointing. I wasted this semester because the class I was registered in got cancelled both 8 week sessions. I am also concerned that fewer classes and times offered will limit access to those students who need TCC the most, thus diminishing the value of TCC to the Tulsa community.
I had some great teachers and some who did not care.
I have had to put my education on hold due to financial aid and career counselors. My degree was changed unknown to me and because of that Financial Aid denied me. I have no funds to go to college now.
It wasn't very challenging at times. Some classes need to be taught based on professional need for our future career and not by a book.
I only got one "C" in my two year degree at TCC because my communication teacher was super liberal and has no sense of the real world. I felt discriminated against by him because I am not a liberal. He felt I was wrong so he drilled me on social issues.

**Comments are transcribed as written.*

Negative Comments (continued)*
While I was pursuing my Liberal Arts degree, I did not receive info on transfer programs to OSU -Tulsa (or other regional options at that time)
I still look back and try to figure out why so many of my classmates failed the board exam and I cannot figure it out. I feel the program equipped us to the best of it's ability and the rest of the responsibility fell on us as students. My suggestions would be to provide more tests that are "board" like (if that is possible!). Truthfully Psych./Soc. has not helped me once since graduating (that sounds harsh, but I would have filled that time with more pharm. because I still don't feel confident on drugs!) and lastly maybe encourage students to take the exam after clinicals are over. All suggestions, hoping it helps some! Thank you for pouring into me (us!)
Some courses I have taken at TCC have been subpar to this and very easy and almost a waste of time compared to classes I have had at OSU.
I would have liked more communication about events and activities that happened at the campuses. It felt like I would find out about them after they happened.
If I wasn't this far into my college experience I would probably tell myself to continue my education at a trade school, because out of the ~20 classes I took at TCC, only 2-4 taught anything that I may use in the future & having recently talked to employers in my field about what they are expecting I feel like I'm not prepared at all for a job in my field and that this has probably been a waste of time preparing for the actual hands-on experience I require. That said as a student who didn't have to pay tuition because of a program you offer there (I've forgotten the name) I would recommend people to take advantage of the free 2-3 yr tuition to at least get an Associate's degree & then go to a trade school.
Just my personal opinion, but I would try to get teachers to write more papers, it could really help students practice and perfect their writing skills. I felt that writing papers often improved my writing skills and critical thinking as well.
Long term planning for classes that will transfer to other colleges and assistance in that planning is something more time and money should be spent on. Counseling in this area is so important for young adults, as well as returning working adults.
Most recent experience at TCC was a great success prior not so much. Could expand on teacher to student success and watch for overqualified employees for which may know or move through subject too fast to ensure student development and success. Rate your professor.com = success in classroom. Student understanding/fit with teacher makes a world of difference.
My online instructor in the last course I took did not care about helping students. I emailed her and asked for feedback. She gave me some but then even when I pointed out an error she made that she admitted to, she gave me a failing grade. I hear she retired so that seems to be a good thing for future students.
My overall experience at TCC was wonderful. I had one class that made me want to quit, but I stuck it out. Since TCC I have graduated with honors at Southern Nazarene University with a Bachelor of Science in Organizational leadership with an overall grade point average of 3.56. <name removed> has been the worst instructor I have ever come across. He was rude and gave the entire class final grades of "C" in my Comp II class. He talked down to everyone in the class. Over half the class dropped after the second night. There were 6 of us left in the end. He is a poor example of a teacher and should not be allowed to teach. I discourage any student from his classes.

*Comments are transcribed as written.

Negative Comments (continued)*
My very last semester at TCC, I took a class online where the instructor was changed at the very last minute. The new instructor changed several things about what was due and when but failed to let everyone know. At the end of the course I found out that I had missed several assignments. I tried to explain to her that I went off the syllabus the prior instructor had made, not knowing it would change. It literally took two weeks of emailing back and forth for her to let me make-up the class. I almost failed the class because of the miscommunication, but luckily came out with an A.
Next time don't stick the answer sheet to the envelop, it rips the back of your surveys
One source of frustration for me as a student at TCC, was advising and financial administration. While there was one positive experience with an advisor, all of the other advisor meetings left me agitated, misinformed, and in one case, offended. Regarding financial administration, I was constantly pulling my hair out as I tried to resolve never-ending issues with my financial aid. I was always being "sent up the food chain" without any action being taken to correct problems. The only positive interaction I had occurred when I was finally forced to email the Dean of Student Services. She was gracious, helpful, and expedited the resolution of one of the issues I had. Staff needs to be empowered to help students, without giving them the runaround. Additionally, if a serious issue occurs with a student account, students need to be contacted personally. Stumbling across a nonchalant email informing us that we have been dropped from classes, or something else major, is unacceptable customer service.
Only a few of the professors I had there seemed to not put forth any effort for preparing before class. As a student it is very frustrating wasting class time because the "teacher" cannot be more prepared.
I had an issue with an instructor and I don't think the board handled it correctly.
Overcoming shyness with having to do Powerpoints in class. Meeting new people.
Should have required Quickbooks course, and keyboarding course.
Some advisors need more experience or information.
Some guidance counselors need to understand that not everyone over 18 - 22 years old is being "forced" to attend TCC in order to get off of government assistance; or, maybe their thought is, "this person will never graduate." Either way, all employees at TCC need to "act" hopeful and excited for the person they are interacting with.
I know that being a community college has its limits but please concentrate on hiring quality, involved, and competent professors.
Transferring to a university took a lot of getting used to. OSU's expectation are far higher than TCC's.
The advisors are not very good at south campus. They did not know all the answers.
The engineering department needs more choices! So many students had to stop taking classes because the only class available would fill up quickly. I feel like the engineering school is one of the most important degree options that TCC offers but it treated as a "red-headed stepchild". Adding honors courses for the department would help greatly!
The instructors at TCC are really varied. This is both good and bad. At TCC I had some of the best professors I have ever met, but I have also had some of the worst. My Bio teacher was great! He went above and beyond. But my music teacher and my government teacher spent 20-30 minutes in class and then "Let us go." I felt like I was getting cheated out of my education. Secondly, all of the academic advisers tell me something different. I could not get consistent information and was not sure how to make decisions on which classes to take, etc.
The instructor's interpersonal skills are the worst I've ever seen. They are very unprofessional and pride themselves on it.

**Comments are transcribed as written.*

Negative Comments (continued)*

The one thing that I disliked about TCC was that they cancelled my major while I was in the middle of it. I was able to change to a different version of my major, but when you make changes to students' majors, you need to put more effort in assisting them with changing. I felt like I paid for a couple classes I should have needed too after that and I don't feel like admin really cared much. I have since learned that my entire major field has been removed from TCC. S friend of mine didn't get to graduate because of it. A big ridiculous if you ask me. What kind of college stops the business admin program? Doesn't make much sense since it's a major students can use to get many different kinds of jobs.

The only class I dropped was Beginning Speech Communications I. I have no doubts that the teacher was excellent in his field of work: he however was unable to translate his knowledge into a form of teaching I was able to follow. Initially my class started out full with no seats empty, but by the drop date there were very few students remaining.

There is always more to learn and I would love to resume Math classes at TCC, but on principle, I reject the idea of paying hundreds for a class and bartering for a book on the side, only to be made to spend \$100 for the privilege of having access to the homework assignments on top of everything else. Shouldn't required homework assignments be included in the initial cost of the class?

There was very little guidance especially on SE campus. The counselors did not offer much useful information. Dental Hygiene program didn't offer much when I met with them. Metro campus advisement was better but overall coming from a family with no college background I definitely had to figure it out on my own with very little help from the school.

Transfer process is hectic. The services offered at the student activities/union office are phenomenal. I think there needs to be more advertisement for what is offered as far as free services and advantages at the Library and Students Union.

**Comments are transcribed as written.*

Appendix

Credentials Awarded 2015 - 2016			
Associate of Arts (AA)	Awarded	Responded	Rate
American Sign Language Education, Deaf Education Option	3	2	66.7%
Art	13	1	7.7%
Communication Arts and Technologies, English Option	13		0.0%
Communication Arts and Technologies, Journalism: Electronic and Broadcast Communication Option	1		0.0%
Criminal Justice	38	3	7.9%
Enterprise Development, General Studies Option	131	12	9.2%
History	8	1	12.5%
Interpreter Education	2	1	50.0%
Journalism and Mass Communications	10	1	10.0%
Liberal Arts	94	5	5.3%
Liberal Arts, Film Option	4	1	25.0%
Music	13	2	15.4%
Paralegal	7		0.0%
Philosophy	1	1	100.0%
Political Science	7		0.0%
Pre-Education, Elementary and Secondary Education Option	74	7	9.5%
Pre-Education, Physical Education Option	1		0.0%
Psychology	93	8	8.6%
Sociology	12	2	16.7%
Theatre	6		0.0%
World Languages, French Option	3		0.0%
World Languages, German Option	4		0.0%
World Languages, Japanese Option	4		0.0%
World Languages, Spanish Option	9		0.0%
Associate of Sciences (AS)			
Biology	53	2	3.8%
Biotechnology	10	1	10.0%
Business Administration	245	16	6.5%
Allied Health	4	2	50.0%
Business Administration, Accounting Option	93	11	11.8%
Business Administration, Economics Option	3	1	33.3%
Business Administration, Management Information Systems Option	13	1	7.7%
Business Administration, Management	18	2	11.1%
Chemistry	10	1	10.0%

AS (continued)	Awarded	Responded	Rate
Child Development, Child and Family, OSU Transfer Option	1		0.0%
Child Development, Early Childhood Education NSU Transfer Option	2		0.0%
Child Development, Early Childhood Education OU Transfer Option	17	3	17.6%
Child Development, Human/Family NSU Option	4	1	25.0%
Computer Information Systems	41	4	9.8%
Dietetics and Exercise	1	1	100.0%
Electronics Technology	2		0.0%
Engineering, Computer Engineering Option	6	1	16.7%
Engineering, Electrical Engineering Option	8		0.0%
Engineering, Electrical Engineering Technology Option	2		0.0%
Engineering, General Engineering Option	2		0.0%
Engineering, Mechanical Engineering Option	59	8	13.6%
Enterprise Development General Studies	52	4	7.7%
Environmental Science and Natural Resources	7		0.0%
Geology	1		0.0%
Health, Human Performance and Physical Education, Health & Human Performance Option	8	1	12.5%
Horticulture	2		0.0%
Human Services, Child and Family Services Option	2	2	100.0%
Human Services, Pre-Social Work Option	24	3	12.5%
International Business	4	1	25.0%
Marketing	21	2	9.5%
Marketing, Merchandising Option	2		0.0%
Mathematics	34	3	8.8%
Nutritional Science, Allied Health Option	4	2	50.0%
Nutritional Science, Dietetics Option	15	4	26.7%
Nutritional Science, Community Nutrition Option	1		0.0%
Physics	23	3	13.0%
Pre-Dentistry	2	1	50.0%
Pre-Medicine	12	2	16.7%
Pre-Nursing	138	8	5.8%
Pre-Pharmacy	17	1	5.9%
Pre-Professional Health Sciences, Pre-Dentistry / Pre-Medicine / Pre-Optometry Option	4		0.0%
Pre-Professional Health Sciences, Pre-Medical Imaging Option	15	1	6.7%
Pre-Professional Health Sciences, Pre-Occupational Therapy Option	3		0.0%
Pre-Professional Health Sciences, Pre-Physical Therapy Option	4		0.0%
Pre-Professional Health Sciences, Pre-Veterinary Science Option	6	1	16.7%

AS (continued)	Awarded	Responded	Rate
Rehabilitation Services	1		0.0%
Associate of Applied Sciences (AAS)			
Accounting, Accounting Software Application Specialist Option	2		0.0%
Accounting, Accounting Specialist Option	10	1	10.0%
Air Traffic Control	10	2	20.0%
Aviation Maintenance Technology	1		0.0%
Aviation Sciences Technology, Professional Pilot Option	2	2	100.0%
Biotechnology	1		0.0%
Business	7	1	14.3%
Business, Administrative Careers Option	1	1	100.0%
Business, Healthcare Business Operations Option	2		0.0%
Business, Hospitality Management Option	1		0.0%
Cardiovascular Technology	7	1	14.3%
Child Development, Center Director Option	1	1	100.0%
Child Development, Early Childhood Option	3		0.0%
Child Development, Infant Toddler Option	9		0.0%
Dental Hygiene	12	3	25.0%
Diagnostic Medical Sonography	8		0.0%
Digital Media, Adobe Master Design Specialist Option	2	1	50.0%
Digital Media, Broadcast Production Specialist Option	1		0.0%
Digital Media, Digital Media Specialist Option	5	1	20.0%
Digital Media, Web Design Specialist	2	1	50.0%
Electronics Technology, Alternative Energy Option	1		0.0%
Electronics Technology, Biomedical Equipment Option	2		0.0%
Electronics Technology, Electrical Substation Technology Option	2		0.0%
Electronics Technology, Electromechanical Manufacturing Option	2		0.0%
Electronics Technology, Electronics Technologist Option	4	1	25.0%
Electronics Technology, Nanotechnology Option	1		0.0%
Emergency Medical Technology	1		0.0%
Engineering Technology, Drafting and Design Engineering Technology Option	7		0.0%
Engineering Technology, Manufacturing Engineering Technology Option	2		0.0%
Fire and Emergency Medical Services, Firefighter/EMT Option	17		0.0%
Graphics/Imaging Technology	2	1	50.0%
Health Information Technology	12	2	16.7%
Healthcare Specialist/Paramedic	8	1	12.5%
Horticulture Technology	5	1	20.0%

AAS (continued)	Awarded	Responded	Rate
Human Resources	6	1	12.5%
Human Services	1	1	100.0%
Human Services, Developmental Disabilities Option	1		0.0%
Information Technology, Business Application Specialist Option	1		0.0%
Information Technology, Information Technology Option	15	1	6.7%
Information Technology, Networking and Cloud Computing Option	5		0.0%
Information Technology, Programming Option	8		0.0%
Information Technology, Systems Support Technician Option	3		0.0%
Information Technology, Web Development Option	3		0.0%
Interior Design	2		0.0%
Interpreter Education	2		0.0%
Marketing	12	1	8.3%
Medical Laboratory Technician	12		0.0%
Nursing (RN)	105	9	8.6%
Occupational Therapy Assistant	17	2	11.8%
Paralegal	6	1	16.7%
Physical Therapist Assistant	33	7	21.2%
Radiography (X-ray)	34	5	14.7%
Respiratory Care	18	2	11.1%
Surgical Technology	1		0.0%
Veterinary Technology	18	1	5.6%
Certificate of Achievement (CER)			
Accounting, Accounting Software Application Specialist Option	1		0.0%
Accounting, Income Tax Specialist Option	3	1	33.3%
Accounting, Payroll Administration Specialist Option	4		0.0%
Biotechnology	5		0.0%
Business Computer User	66	1	1.5%
Child Development, Certificate of Mastery Option	47	7	14.9%
Child Development, Credential Preparation (CDA) Option	10		0.0%
Child Development, Early Childhood Certificate of Mastery Option	3		0.0%
Child Development, Infant/Toddler Certificate of Mastery	6	1	16.7%
Digital Media, Adobe Master Design Specialist	1		0.0%
Electronics Technology, Alternative Energy Option	1		0.0%
Electronics Technology, Electrical Substation Technology Option	1		0.0%
Electronics Technology, Electronics Technician Option	8		0.0%
Engineering Technology, Drafting and Design Engineering Technology	2		0.0%
Fire & Emergency Medical Services, Firefighter/EMT-Paramedic Option	2		0.0%

CER (continued)	Awarded	Responded	Rate
Geographic Information Systems	6		0.0%
Health Information Technology, Coding and Reimbursement Specialist	17	2	11.8%
Human Resources	3		0.0%
Information Technology, Business Application Specialist Option	1		0.0%
Information Technology, System Support Technician Option	1		0.0%
Interior Design	1		0.0%
Interpreter Education	3		0.0%
Management	2		0.0%
Marketing, Customer Service Option	1		0.0%
Marketing, E-Business Option	1		0.0%
Medical Assistant	2		0.0%
Medical Laboratory Technician, Phlebotomy Option	35	5	14.3%
Patient Care Technician	1		0.0%
Pharmacy Technology	26	5	19.2%
Project Management	10	1	10.0%
World Languages, French Option	5		0.0%
World Languages, German Option	2	1	50.0%
World Languages, Japanese Option	2		0.0%
World Languages, Spanish Option	8	2	25.0%
World Languages, Spanish Interpreting Skills Option	14	3	21.4%
World Languages, Spanish Translating Skills Option	3	1	33.3%
Total	2,302	203	9.5%