

**Tulsa Community College
2018-2019 Alumni Survey Report**

May 18, 2020



Executive Summary

This report summarizes the results of the 2018-2019 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 2,646 graduates and 397 were returned yielding a 15.0% response rate.

This report provides a summary of all survey responses received from 2018-19 graduates. Detailed results and response frequencies for each survey item are also presented.

- ❖ 2,951 degrees and certificates were awarded to 2,646 individuals during the 2018-2019 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:
 - 69.3% were a university transfer degree (AA or AS).
 - 30.7% were a workforce development credential (AAS or certificate).
- ❖ Alumni were asked about their current educational objectives.
 - 60.5% of the respondents are continuing their education.
 - 23.7% plan to continue, but are not yet enrolled.
 - 15.9% do not plan to continue their education.
- ❖ Respondents were asked about their current employment status.
 - 74.1% of respondents indicated that they were employed. Of those reporting as employed:
 - 65.3% were employed full-time, 34.7% part-time.
 - 91.3% were employed in Tulsa or Northeast Oklahoma.
 - 61.4% 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, 44.4% 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 – 71.8%
 - Oral communication – 68.3%
 - Interpersonal interactions – 68.5%
 - Critical thinking – 77.8%
 - Problem solving – 76.3%
 - Quantitative reasoning – 71.8%
 - Teamwork or collaboration – 69.8%

- Personal responsibility – 79.8%
 - Ethical decision making – 72.3%
 - Diversity awareness – 66.0%
 - Civic responsibility – 62.0%
- ❖ 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 – 88.7%
 - Instructors – 90.7%
 - Administrators and staff from TCC offices – 84.4%
- ❖ Alumni were asked to rate the quality of their educational experience at TCC.
- 62.7% indicated they were **Very satisfied** with the overall educational experience at TCC.
 - 57.7% indicated they would **definitely** enroll at TCC if they were starting college again.
 - 71.5% indicated they would **definitely** recommend TCC to others.
 - 56.4% characterized the preparation received at TCC for further study at another college or university as either **Exceptional** or **Better than adequate**.
 - 41.4% characterized the preparation received at TCC for employment in their major field as either **Exceptional** or **Better than adequate**.
- ❖ Of the Alumni respondents, 76.6% indicated they had attended another college. Of those who had attended another college, 92.7% 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 2018-2019 survey and the 2017-2018 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 2018–2019

(UDS Graduation Data Summary)

During the 2018-2019 academic year, Tulsa Community College conferred 2,951 degrees and certificates to 2,646 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	1,669 (63.1%)
Male	977 (36.9%)
Total	2,646

Age	
Under 18 years	1 (<0.1%)
18-19 years	69 (2.6%)
20-21 years	551 (20.8%)
22-24 years	558 (21.1%)
25-29 years	564 (21.3%)
30-34 years	309 (11.7%)
35-39 years	225 (8.5%)
40-49 years	245 (9.3%)
50-64 years	113 (4.3%)
65 and over	11 (0.4%)
Total	2,646

Race/Ethnicity	
International Non-Resident	51 (1.9%)
Hispanic/Latinx of any race	232 (8.8%)
American Indian or Alaska Native	200 (7.6%)
Asian	114 (4.3%)
Black or African American	208 (7.9%)
Native Hawaiian or Other Pacific Islander	3 (0.1%)
White	1,506 (56.9%)
More than one race reported	253 (9.6%)
Not reported	79 (3.0%)
Total	2,646

Award Type	
Associate of Arts (AA)	698 (23.7%)
Associate of Science (AS)	1,345 (45.6%)
Associate of Applied Science (AAS)	526 (17.8%)
Certificate of Achievement	382 (12.9%)
Total	2,951*

*Some graduates received multiple awards

Method

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 397 survey responses were collected representing a 15.0% response rate. For comparison, the 2017-2018 Alumni Survey response rate was 17.5%.

All responses from the 2018 - 2019 Academic Year (Summer 2018, Fall 2018, Spring 2019) were aggregated for this report.

Survey Results

Although 397 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	180 (42.5%)
Full-time with multiple jobs	19 (4.5%)
Part-time with one job	100 (23.6%)
Part-time with multiple jobs	15 (3.5%)
Serving in military	1 (0.2%)
Seeking employment	34 (8.0%)
Not employed, nor seeking job	40 (9.4%)
Other	35 (8.3%)
Total	424

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

Employment Location*	
In Tulsa Area	260 (83.6%)
In Northeast Oklahoma	24 (7.7%)
Elsewhere in Oklahoma	15 (4.8%)
Outside Oklahoma	11 (3.5%)
No response	1 (0.3%)
Total	311

* Those who indicated employment

Employment Field*	
Employed in major or related field	191 (61.4%)
Employed in different field	119 (38.3%)
No response	1 (0.3%)
Total	311

*Those who indicated employment

Salary Estimate*	
Below \$15,000	76 (24.4%)
\$15,000 - \$19,999	36 (11.6%)
\$20,000 - \$29,999	58 (18.6%)
\$30,000 - \$39,999	47 (15.1%)
\$40,000 - \$49,999	33 (10.6%)
\$50,000 - \$59,999	21 (6.8%)
\$60,000 - \$69,999	19 (6.1%)
Above \$69,999	18 (5.8%)
No response	3 (1.0%)
Total	311

*Those who indicated employment

Continuing Education	
Continuing full-time	180 (45.3%)
Continuing part-time	60 (15.1%)
Plan to continue, not enrolled yet	94 (23.7%)
No plan to continue	63 (15.9%)
Total	397

Continuing Institutions*	
Northeastern State University	76 (29.9%)
Oklahoma State University	59 (23.2%)
Tulsa Community College	31 (12.2%)
University of Oklahoma	18 (7.1%)
Rogers State University	12 (4.7%)
Langston University	8 (3.1%)
Oral Roberts University	5 (2.0%)
University of Tulsa	5 (2.0%)
Tulsa Technology Center	3 (1.2%)
Southern Nazarene University	3 (1.2%)
Other	34 (13.4%)
Total	254

*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	249 (62.7%)
Somewhat satisfied	103 (25.9%)
Somewhat dissatisfied	16 (4.0%)
Very dissatisfied	11 (2.8%)
No response	18 (4.5%)
Total	397

If you could start college again, would you enroll at TCC?	
Definitely yes	229 (57.7%)
Probably yes	126 (31.7%)
Probably not	20 (5.0%)
Definitely not	4 (1.0%)
No response	18 (4.5%)
Total	397

Would you recommend TCC to others?	
Definitely yes	284 (71.5%)
Probably yes	85 (21.4%)
Probably not	7 (1.8%)
Definitely not	3 (0.8%)
No response	18 (4.5%)
Total	397

How would you characterize the preparation you received at TCC for further study at another college or university?	
Exceptional	91 (22.9%)
Better than adequate	133 (33.5%)
Adequate	118 (29.7%)
Less than adequate	12 (3.0%)
Poor	3 (0.8%)
Unable to judge	22 (5.5%)
No response	18 (4.5%)
Total	397

How would you characterize the preparation you received at TCC for employment in your major field?	
Exceptional	84 (21.2%)
Better than adequate	80 (20.2%)
Adequate	133 (33.5%)
Less than adequate	24 (6.0%)
Poor	8 (2.0%)
Unable to judge	50 (12.6%)
No response	18 (4.5%)
Total	397

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	134 (33.8%)	151 (38.0%)	72 (18.1%)	22 (5.5%)	18 (4.5%)
Oral communication	138 (34.8%)	133 (33.5%)	79 (19.9%)	29 (7.3%)	18 (4.5%)
Interpersonal interactions	126 (31.7%)	146 (36.8%)	80 (20.2%)	27 (6.8%)	18 (4.5%)
Critical thinking	161 (40.6%)	148 (37.3%)	59 (14.9%)	11 (2.8%)	18 (4.5%)
Problem solving	151 (38.0%)	152 (38.3%)	61 (15.4%)	15 (3.8%)	18 (4.5%)
Quantitative reasoning	131 (33.0%)	154 (38.8%)	70 (17.6%)	24 (6.0%)	18 (4.5%)
Teamwork or collaboration	136 (34.3%)	141 (35.5%)	79 (19.9%)	23 (5.8%)	18 (4.5%)
Personal responsibility	194 (48.9%)	123 (31.0%)	47 (11.8%)	15 (3.8%)	18 (4.5%)
Ethical decision making	154 (38.8%)	133 (33.5%)	68 (17.1%)	24 (6.0%)	18 (4.5%)
Diversity awareness	141 (35.5%)	121 (30.5%)	84 (21.2%)	33 (8.3%)	18 (4.5%)
Civic responsibility	134 (33.8%)	112 (28.2%)	103 (25.9%)	30 (7.6%)	18 (4.5%)

**How would you compare the quality of education offered at TCC to other colleges you have attended?	
Better	132 (43.4%)
About the same	150 (49.3%)
Worse	22 (7.2%)
Subtotal	304
I have not attended any other institutions	75
No response	18
Total	397

**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	126 (31.7%)	226 (56.9%)	24 (6.0%)	3 (0.8%)	18 (4.5%)
Instructors	178 (44.8%)	182 (45.8%)	16 (4.0%)	3 (0.8%)	18 (4.5%)
Administrators and staff from TCC offices	119 (30.0%)	216 (54.4%)	35 (8.8%)	9 (2.3%)	18 (4.5%)

Average Response to Scaled Items Comparisons with Prior Year

Item	2018 - 2019 Average (N,SD)	2017 - 2018 Average (N,SD)
How satisfied are you with the overall educational experience you had at TCC? (1 - Very dissatisfied to 4 – Very satisfied)	3.6 (379, 1.08)	3.5 (405, 0.78)
If you could start college again, would you enroll at TCC? (1 – Definitely not to 4 – Definitely yes)	3.5 (379, 1.06)	3.5 (405, 0.71)
Would you recommend TCC to others? (1 – Definitely not to 4 – Definitely yes)	3.7 (379, 0.87)	3.7 (405, 0.61)
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 (357, 1.66)	3.8 (367, 0.93)
How would you characterize the preparation you received at TCC for your employment in your major field? (1 – Poor to 5 – Exceptional)	3.6 (329, 1.89)	3.6 (355, 1.06)
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)	2.4 (304, 0.89)	2.3 (308, 0.65)

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)	2018 - 2019 Average (N,SD)	2017 - 2018 Average (N,SD)
Written communication	3.0 (379, 0.88)	3.0 (405, 0.90)
Oral communication	3.0 (379, 0.94)	3.0 (405, 0.92)
Interpersonal interactions	3.0 (379, 0.91)	3.0 (405, 0.91)
Critical thinking	3.2 (379, 0.81)	3.1 (405, 0.84)
Problem solving	3.2 (379, 0.83)	3.1 (405, 0.85)
Quantitative reasoning	3.0 (379, 0.88)	3.0 (405, 0.89)
Teamwork or collaboration	3.0 (379, 0.90)	3.0 (405, 0.93)
Personal responsibility	3.3 (379, 0.84)	3.2 (405, 0.91)
Ethical decision making	3.1 (379, 0.91)	3.0 (405, 0.97)
Diversity awareness	3.0 (379, 0.97)	3.0 (405, 0.94)
Civic responsibility	2.9 (379, 0.97)	2.9 (405, 0.97)

Please rate the quality of your relationships with people at TCC. (1 – Awful to 4 – Excellent)	2018 - 2019 Average (N,SD)	2017 - 2018 Average (N,SD)
Other students	3.3 (379, 0.60)	3.3 (405, 0.60)
Instructors	3.4 (379, 0.61)	3.4 (405, 0.63)
Administrators and staff from TCC offices	3.2 (379, 0.69)	3.2 (405, 0.75)

Name one person at TCC who has made a positive impact on you.*		
Aaron Inlow	Daren Lunlow	Greg Stone
Ahmed Gad	Darren Combs	Gregory MacDonald
Alec Raimond	David Adams	Heather Wilburn
Alex Newcomer	David Brennan	Heidi Rigert
Allison Wade	David Charlson	Holly Parker
Amber Chase	David Friend	Hussein Khattab
Amy Rains	Dawn Partons	Ivan Griffin
Amy the fitness director at Metro	Debbie Deibert	Ivonne Coppoc
Anne Cross	Dennis McDonald	James May
Anthony O'Connor	Dewayne Dickens	Jamie Blevins
Arthur Benson	Diana McGinnis-Fields	Jan Clayton
Arthur Brain	Diane Morrow	Janet Jackson
Bart Hargrove	Diane Pornella	Janice Omelia
Becky Hankins	Diane Potts	Jason dept. head from TRIO
Benjamin hooks	Don Crall	Jeffrey Stuckey
Bernard Lockhart-Gilroy	Don Hastings	Jenifer Knefey
Beth Thompson	Donnell Campbell	Jenifer Kruse
Bethanie Frank	Dorothy Moatellie	Jennifer Champion
Beverly Bailey	Dr. Carpenter	Jennifer Dillard
Blackstar	Dr. Cross	Jennifer McMahan
Bob Delosior	Dusti Sloan	Jerrilyn Eisenhauer
Bob Vest	Ed Taylor	Jerry Goodwin
Bobi Raney	Eric Saulnier	Johnathan Frazee
Brandy Cooper	Erin Rappleye	Joshua Baker
Brian Coppege	Eunice Tarver	Judy Stephenson
Bud Thurman	Evelyn Henry	Julie Luscomb
Candy L Leighty	Fumie Horne	Karen Harmon-Miletello
Carla Hinkle	Gail Livengood	Karina White
Carolyn Conley	Gary Keck	Kasey Steel
Chelsea Gipson-Smith	Gay Phillips	Kasty Frances
Chris Tsortoros	Gayle Cude	Katez Marshall
Christie Meziere	Geraldina King	Kathy Campbell
Christina Opfer	Gifty Benson	Kathy Daily
Craig Brown	Glenda Summerlin	Katie Brasswell
Craig Woolsey	Glenn Jones	Kei Deatheridge
Daniel Decker	Greg Anderson	Kelly Brasfield

*Names were transcribed responses and maybe misspelled.

Continued - Name one person at TCC who has made a positive impact on you.*		
Kenneth Claney	Mitch Oberlin	Sharolyn Wallace
Kirk Brewer	Mona Easterling	Shaun Peevsasser
Kristen Marangoni	Mr. Miller	Sheila McGinty
Kyle Kemp	Nancy Vitali	Sherree Richey
Kym Daniels	Nash McQuarters	Skylar Brown
Laura Cowan	Natalie Green	Sloan Davis
Lauri Jones	Patricia Trusty	Steven Benson
Laurie Centauri	Patrick O Idwasi	Steven Purdue
Lawrence StarHill	Patty Smith	Steven Woods
Leaugy Barnes	Paul zintgraf	Susan Goldsmith
Leigh Gulley	Phillip Smith	Susan Kamphaus
Linda Holt	Professor Bud	Susanne Pickering
Linda Lyons-Coyle	Professor King in the Psychology department	Suzanne Reese
Linda Mayes	Professor Newbauer	Sydnee Moyers
Lindsay Barbour	Professor Swanson	Sydney Pockrus
Lori C. Knight	Professor Turman	Sylvia Muse
Mariko Takahashi	Rachel Bright	The Ladies with Bridging the Gap saved my life. I am so grateful to them Melissa, Jennifer
Mark Frank	Rachel Hutchings	Thesha Zeigler
Mark Wiegel	Rachel Kelly	Thomas Henderson
Mary Cantrell	Rachel Ostberg	Thomas Wallis
Matt in advising	Rebecca Legleiter	Tiffany Engel
Matt Smith	Rechelle Blackwood	Tim Fernandez
Matthew Edwards	Rhiannon Sullivan	Tiney Holyfield
Melanie Heffington	Richard Gilman	Tommy Chesbro
Melinda Bennett	Rita Carbuhn	Tony Nelson
Melissa Masse	Robert Katz	Valerie O'Brien
Melissa Schad	Robert Lindhorst	Victor Lagorce
Michael Harris	Roberto Maduro	Wendy Eddy
Michael McWilliams	Robyn Stroup	Will Smith
Michael Speck	Rose Turner	Wualea Fletcher
Micheal Holloway	Russ Sowell	
Micheal Singleton	Ruth Wilcox	
Michelle Olgan	Ryan Craig	
Mieko Ogawa	Sandra, she was a tutor at West campus	
Mike Boutot	Sarah Plunkett	
Miss Ann	Sasha Townsend	

*Names were transcribed responses and maybe misspelled.

Please share any additional comments you have concerning your most recent experience as a student at TCC.
General comments of a positive nature (34)*
Encouraging and helpful. Made me believe I could accomplish anything I wanted too.
Everything was awesome
Everything was great as usual.
I attended a big four year university before coming to TCC. If I could do it over again, I would have went to TCC first.
I do believe if I could do this all over again I would have gave TCC the shot at my first college experience. Starting at a University was difficult, coming to TCC was one of the best choices I had made for my education.
I enjoyed the whole experience.
I enjoyed this school. Many great opportuinites for students.
I graduated from TCC the same semester I graduated from OSU-Tulsa, and truly appreciated the opportunity to take courses at TCC to help me meet my educational goals.
I grew a lot as a person at TCC
I had an overall very positive experience at TCC. There were lots of opportunities to grow in the major I picked and every professor I had did a great job.
I learned and grew as an individual both personally and as a student.
I miss TCC more than I expected to. I enjoyed my time there, and would gladly do it all over again if I had to.
I really appreciated being able to attend TCC. It was a blast
I really enjoyed attending TCC.
I recommend this college to anyone looking for education. I have only had a couple professors I wasn't happy with- but the friendliness, helpfulness, and general care expressed by the staff at this college has made my time there one I am proud to brag about! I felt like I had all the resources I needed at any time and felt safe and productive at every campus. The pricing even without financial aid is extremely reasonable and I honestly miss attending TCC! I will continue to supplement my education with classes taught at this college in my future educational career. Thankyou TCC!
I was a TBL recipient. I feel like TCC works really hard to understand the diversity that makes up TCC. As a student that is a minority and female, I felt supported above and beyond. TCC is great at providing an atmosphere of hope and success.
I was happy for the construction updates in the labs at metro.
It was a good experience and would do it again if needed.
It went by fast once I was determined. Thank you!
Literally the same education as OU and OSU. Sometimes even better, loved my experience at TCC.
Metro campus has many nice spots to choose from for study between classes.
My overall experience at TCC was excellent.
My time at TCC was great. I do not have any complaints.
Nice to move towards my BS

**Comments were transcribed as written.*

General comments of a positive nature (continued)*
Overall I loved my experience! TCC is an excellent decision for pursuing a higher education.
Overall super flexible and easy to understand. Everything is within reach
TCC is amazing and it is a great start for many students. I highly encourage TCC to anyone I come across. It was an amazing experience and a learning experience. All my professors were great others were amazing. Overall, was very satisfied with TCC.
TCC is an amazing school. More often than not people want to help you, professors care, and the recourses are phenomenal. The only comment I have to make is about certain classes and credits that can or won't transfer, me and other students have had instances when certain classes don't transfer to schools like OU or OSU and are required to retake said classes. Is there a solution or anything that can be done as to not waste our time and money having to retake those classes? Thank you for your time.
TCC is the level of Junior course work in a 4 year college at Community cost.
TCC was very willing to accommodate me and give me just what I needed to get to the next step in my life.
The impact on a individual is what make the effectiveness of education successful
The school is very nice and have enough equipment
TTC acted as a catapult to my further academic and career pursuits. I would not be half the individual that I am today without the presence of the experiences that helped me grow and develop through TCC.
While the education at TCC is good, it's not on the caliber of the type of school I'm doing now. Which is to be expected since I'm in a professional program. I'm happy I did my undergrad with TCC!

**Comments were transcribed as written.*

General comments of a negative nature (7)*
I am not a prejudice person but I am not interested in gender diversity brain washing.
I am tired of being judged and discriminated because I had a mental illness.
I had some terrible experiences at TCC Northeast campus. Some random folks at the pool table and some bad attitudes at the student council department. Went in for advice but was asked if I was dropping my classes or not.
More on campus activities or hotspots for students to meet and interact.
Nobody working anywhere at TCC gave me solid advice and I find myself having to make up for it in one form or another. Either through severely delayed responses to my email or being redirected countless times to different people or departments because no one knew anything. I could not do much volunteer work due to the need of approval from someone at TCC for it to count as a service project which ended up being approved upon graduation, how convenient. I attempted to create a club and due to absolutely no fault of my own that took over a year and essentially left me on hold until I graduated. Teachers were fine, faculty was mediocre at best.
Not all students have personal cars. Some take the bus. So if there is a group meeting, or a mandatory before/after class meeting, make sure they have access to transportation, to get back home. I've taken the Tulsa bus (and I've missed out on alot simply because I didn't have a car) and the bus system in this city is horrible.
They are very disorganized

*Comments were transcribed as written.

Comments concerning faculty and staff of a positive nature (8)*
All of the staff and faculty are kind and understanding. I enjoyed nearly all of my classes and will go again of possible.
All the professors are great and I loved all of the classes I took at Tcc
Almost all of my instructors have been most helpful in helping me succeed as a student and now a graduate
Coming from rigorous AP classes in high school, most classes seemed kind of mediocre and basic. The instructors that did challenge me though, left a lasting impact.
Enjoyed all my instructors.
TCC changed my life and kept me safe from the wrong type of people to engage in. TCC has the best staff and everyone there has a heart to help each student!
TCC is a better school than NSU's branch campus in Broken Arrow. I would say at NSU, 3/5 of my professors, this semester, are some of the worst professors I have ever had. TCC rocks and does public education proud. Your teachers are absolute professionals.
Words cannot describe how I feel going to TCC. Everytime, I went to class whether it was In the mornings or afternoons. I felt like The TCC professors was teaching me something.

**Comments were transcribed as written.*

Comments concerning faculty and staff of a negative nature (7)*

I feel like you need to get rid of the instructors who do not care enough about their course and the students attending their course that they cannot answer even the most basic questions asked by email. If they don't have enough time to answer questions or even to let a student know there is someone leading the class other than a proctor robot, than perhaps they need to find a new profession. Most of your distance instructors are absolutely pitiful and it is a waste of taxpayer money supporting their so called jobs.

Implement online only curriculums. You are way behind the curve of what the available technology allows for.

You don't have enough instructors to seat students who need even the most basic general education courses. Forget if they can only attend online classes because they are adults with lives and jobs. It took my girlfriend four semesters to finally get lucky enough to actually find an o line seat for Intro Grammar, now come on! She's been writing papers without any formal instruction for 4 semesters now... and making A's. What's that tell ya?

As you can probably tell by now, I don't have much of anything to praise you on. I feel like your lucky to have the few great teachers you already have and if I were you, I would find out who they are by actually reading your students end of semester surveys. Keep them, give them a raise to keep them from leaving and fire all the rest.

Good luck!

I was very pleased with my experience at TCC. It wasn't until the end of my classes that I recognized their was a political influence. Had no problem expressing there feelings with regards to that. Please correct me if I'm wrong, in this case I'm not. Your job is to teach your field, not express your political stance. As a teacher you are to remain unbiased with your personal political opinion. Not to force or punish me for not following your beliefs. That's a disgrace to your profession and you should rethink the field you decided on teaching. Unless your agenda was to influence your students by forcing them to believe in what you believe or they don't pass. This is going to be heavily researched on my next school or I'll look into a trade school. Also who I recommend for there education.

**** was a nightmare and should never have been teaching. She was incredibly unfair and punitive to sone students and went easy on others. She should never be employed by TCC again.

Poor **** instructor at west campus, she is no longer at tcc

The administration staff is rude and bias.

The administrative staff at TCC could honestly be better. It's as if they hate their jobs especially at the metro campus. I've always loathed going there to get anything done as far as picking up transcripts or speaking with an advisor

The only problem I had with a teacher was at southeast. I had missed a quiz due to my grandma's passing on my birthday and he wouldn't let me make up the quiz or test that I missed because of her funeral. I was very devastated over my loss and also the fact he was failing me because of it so I dropped out of his class. I've never experienced that much hurt from someone who's supposed to help me further my career. I am very thankful for the west campus though.

**Comments were transcribed as written.*

Comments concerning student services of a positive nature (6)*
Everything was good, I liked the flexibility of online classes. My only recommendation would be to have a way to "check in" prior to arriving to see a counselor. That would speed up the process and allow me to visit with someone during my lunch breaks.
I appreciated the Math and writing centers
I did not fully understand how much I appreciated TCC until after I graduated. There are so many awesome resources that I wish I had taken more advantage of as a student. It is definitely more difficult to get involved at a larger university.
My most recent visit (applying for graduation) to the advisor's office was actually pleasant. First pleasant experience I have had. I don't remember who I met with, unfortunately.
The career services helped me find my job and I really appreciate their help!
The gym at each facility was great !

**Comments were transcribed as written.*

Comments concerning student services of a negative nature (8)*
Financial aid office and bookstore always had difficulty with.
I use military educational benefits, and the VA department was not easy to work with. They were behind and I feel did not care about me as a student. They need to make it easier for Veteran Education students, some of us are adult learners and can not always take time off to go to the office. They also need to do the certifications in a more timely manner.
Lamers you guys Tcc provides excellent short term solutions but when it comes to long term answers about where you'll go or help finding career path it just could not measure up
Some classes where not offered online. Also, some of the advisors did not guide me correctly and I took some classes that I did not need it.
TCC classes were fairly easy, and a good foundation for my GPA. Some of the professors were terrible, some were exceptional. The advisors I had were TERRIBLE. It was fairly ridiculous trying to deal with them. I avoided going to them at all cost. I enjoy the fitness centers, and continue to go as an NSU student. In the end, I'm glad my Tcc experience is over.
The advisors set me up for classes I didn't need and I had to take extra courses to finish my degree. I had credits from a previous college when I came to TCC and I had to explain myself on that and that actually costed me an entire semester so I graduated way later than I wanted. One advisor at the broken arrow campus told me to schedule classes "you just have to do it yourself." I was blown away because I wanted help from them to schedule it! Horrible experience.
The biggest issue I had with TCC where the advisors at NE campus. Coming out of highschool I went to see an advisor to make a schedule and they just handed me a degree sheet and said to go online and enroll. I went in another time because I still didn't understand what I needed to take and the same thing happend. I enrolled in classes but I should have done the classes in a different order. After I had realized how much I am set back because of this, I stopped going to advisors at NE and just went to Metro.
you really need to figure out how to help your online students without them have to take off work and drive an hour or more to come visit the campus. Your call service is worthless and your administration does not return phone calls. Technically I've waited over a year for a phone call back from them.

*Comments were transcribed as written.

Comments concerning programs or instruction of a positive nature (4)*

Although, the TCC nursing bridge program was very challenging at times. It prepared me for boards which I passed on my first try!

Always have a program like the rise

I transferred to OSU Tulsa, and they have a combined course for Financial and Managerial Accounting called Survey of Accounting. I would have liked to take those at TCC, but for \$500 extra dollars I can combine those two into one class at OSU. Still this means I can't get a second associates at TCC in Business because it won't transfer back.

I heap praise on TCC for their online classes. I mention it all the time to my OSU advisors. Their online is very poor in comparison.

Keep your prices low until I finish 2-3 more classes please.

The biotechnology program has prepared me more than I ever expected for my future undergraduate work and has provided me with a multitude of opportunities to pursue my field

**Comments were transcribed as written.*

Comments concerning programs or instruction of a negative nature (8)*
Communications department needs some reform
Forced community service to be able to complete a comp class is ridiculous. Working adults do not have time to be forced community service outside of work and classes to be able to complete it, and provide for their family. I had to drop multiple classes because of this issue and take a different class all together. This hurts me applying to another university. I am now required to spend more money and re-take that class.
I did not like that my physical science teacher had not updated any of his information in over a decade. As a science teacher I feel like it is a duty to keep your materials up to date since the students are required to have current textbooks.
I don't know what progress TCC has made with dual credit students since I left for OU after the Spring 2016 semester, but a major problem we had back then was utilizing TCC campus resources as high school students. Better attempting to bridge that gap may be helpful such as hosting a mandatory seminar at a TCC campus regarding college administrative and library resources.
I wanted a biology major with an environmental and wildlife focus. There really was not an option like that for me at TCC so I talked to an adviser and they helped me choose the classes that could get me there. However, I was told that I HAD to take human anatomy over some other environmental classes that would have been more beneficial for me. At the time there was a marine biology course that I was hoping to take, but I was told that the marine biology would not count as the last biology credit I needed. Here at Rogers State, they have an excellent Biology program that gives a "med-molec" option or a "conservation" option. The conservation option is geared towards wildlife biology, field work, management and field techniques. The one thing I would have liked, is if TCC had a degree program that was similar in that it wasn't an environmental science or natural resources but a biology program built towards conservation education with classes that focus on identification, field techniques, ecology, and various other general conservation classes.
Substation classes need more hands on experience with equipment used in the field.
the good ole girl click at TCC has to be broken up and give students of all ethnicities a chance. They are very clever with ways to exclude you. It's unfortunate because TCC as a whole is wonderful however the Nursing school is racist to say the least.
There are several four year online fire and EMS centric institutions of higher education. It would certainly help if students were allowed to work towards a Bachelor or Masters degree from those institutions by forging a partnership.

**Comments were transcribed as written.*

Comments of miscellaneous nature (6)*
I am back at TCC again working towards a bachelors degree.
I graduated last year (2019) by completing my final course in the summer. I was told I could pick up my degree in December, I was then told Degrees were being mailed out and I would receive it in January, here at the end of February I have to wonder if I will ever receive it.
I personally thinks that most students arenlearning from books but i believe you should teach the classes from real world experience. Teach stuff that they are going to acctually use in the real world and work place. Than you **** **.
I think TCC needs to go to the high schools more often regardless of much social media is also helping. It helps to put a face as to who can help you decide what field if you actually talk to an instructor.
I think we should be able to pay a fee to track our transcripts or be able to mail them off ourselves.
The quality of education is great for a two-year college. However, it does not compare to that of an upper-level bachelor's program. I rated it that I had not attended any other institution for this reason. I am currently attending OU and it does not compare to TCC level 1 and 2 classes.
Also, I would like to add it would be nice if TCC went with APA style writing instead of MLA that was one of the downfalls when I transferred to OU the writing and referencing are different and students when moving on would benefit from learning APA as a freshman.

**Comments were transcribed as written.*

Appendix

Credentials Awarded 2018-2019			
Associate of Arts (AA)	Awarded	Responded	Rate
Art	23	3	13.0%
Criminal Justice	34	5	14.7%
English	22	2	9.1%
Enterprise Development General Studies	73	11	15.1%
Film Emphasis	3	2	66.7%
French	4	0	
History	23	4	17.4%
Humanities	1	0	
Interpreter Education	10	4	40.0%
Japanese	2	0	
Journalism/Mass Communications	1	0	
Liberal Arts	285	38	13.3%
Mass Comm: Strategic Comm	9	1	11.1%
Mass Comm: Electronic/Broadcast	4	0	
Music	7	1	14.3%
Native American Emphasis	1	1	100.0%
Paralegal Studies	6	1	16.7%
Philosophy	1	0	
Political Science	11	2	18.2%
Pre-Education: Elementary	22	1	4.5%
Psychology	116	20	17.2%
Religious Studies	1	0	
Sociology	13	5	38.5%
Spanish	14	0	
Theatre	12	1	8.3%
Associate of Sciences (AS)	Awarded	Responded	Rate
Accounting	37	6	16.2%
Biology	74	15	20.3%
Biotechnology	8	3	37.5%
Business Administration	279	25	9.0%
Chemistry	16	1	6.3%
Child Dev Family & Community	1	0	
Community Nutrition	1	1	100.0%
Computer Engineering	5	0	
Computer Information Systems	62	7	11.3%

AS (Continued)	Awarded	Responded	Rate
Dietetics	2	1	50.0%
Early Childhood Education_NSU	8	0	
Early Childhood Education_OU	22	1	4.5%
Electrical Engineering	18	2	11.1%
Electrical Engineering Tech	2	0	
Engineering	6	0	
Enterprise Development AS	261	28	10.7%
Environ Sci/Natural Resources	11	1	9.1%
Geology	3	1	33.3%
Health & Human Perf & Phys Ed	3	1	33.3%
Health and Human Performance	10	3	30.0%
International Business	2	1	50.0%
Management	14	0	
Management Information Systems	7	0	
Marketing	20	1	5.0%
Mathematics	38	5	13.2%
Mechanical Engineering	76	8	10.5%
Merchandising	1	0	
Nutritional Sciences	6	1	16.7%
Physical Education	5	2	40.0%
Physics	23	3	13.0%
Pre_Pharmacy	12	1	8.3%
Pre_Social Work	24	4	16.7%
Pre-Dentist/Medicine/Optomtry	43	7	16.3%
Pre-Medical Imaging	16	1	6.3%
Pre-Nursing	205	28	13.7%
Pre-Occupational Therapy	6	1	16.7%
Pre-Physical Therapy	9	1	11.1%
Pre-Veterinary Medicine	8	0	
Rehabilitation Services	1	0	

Associate of Applied Sciences (AAS)	Awarded	Responded	Rate
Accounting Software App Spec	1	0	
Accounting Specialist	8	2	25.0%
Administrative Careers	4	0	
Air Traffic Control	8	0	
Aviation Management	3	1	33.3%
Business	10	3	30.0%
Cardiovascular Technology	11	0	
Center Director	1	1	100.0%
Dental Hygiene	14	4	28.6%
Diagnostic Medical Sonography	13	3	23.1%
Digital Media	9	0	
Digital Media Specialist	1	0	
Drafting & Design Technology	7	0	
Early Childhood	18	5	27.8%
Electrical Substation Tech	2	0	
Electronics Technologist	3	0	
Fire/Emergency Medical Svcs	19	2	10.5%
Health Information Technology	12	0	
Healthcare Business Operations	2	0	
Healthcare Specialist/Paramedic	7	1	14.3%
Human Resources	7	1	14.3%
Human Services	1	0	
Infant Toddler	4	1	25.0%
Information Technology	18	1	5.6%
Interior Design	9	3	33.3%
Interpreter Education	1	0	
Management	4	0	
Manufacturing Engineering Tech	7	0	
Marketing	6	2	33.3%
Medical Laboratory Technician	19	0	
Networking & Cloud Computing	3	1	33.3%
Nursing	160	33	20.6%
Occupational Therapy Assistant	23	2	8.7%
Paralegal	4	0	
Physical Therapist Assistant	26	0	
Professional Pilot	3	0	
Programming	3	0	

AAS (continued)	Awarded	Responded	Rate
Quality Technology	3	1	33.3%
Radiography	25	3	12.0%
Respiratory Care	26	0	
Systems Support Technician	1	0	
Veterinary Technology	19	4	21.1%
Website Management	1	0	

Certificate of Achievement (CER)	Awarded	Responded	Rate
Accounting Software Specialist	1	0	
Accounting Specialist	2	1	50.0%
Aircraft Dispatch	3	0	
Biotechnology	7	2	28.6%
Business	3	0	
Business Computer User	93	6	6.5%
Child Develop Cert Mastery	75	8	10.7%
Coding Reimbursement	15	0	
Digital Media	1	0	
Direct Support Professional	3	0	
Drafting & Design Eng Tech	2	0	
Early Childhood Cert Mastery	8	3	37.5%
Electrical Substation Tech	2	0	
Electronics Technician	7	0	
Fire/Emergency Medical Svcs	6	0	
French	2	0	
Geographic Info Systems	8	2	25.0%
Healthcare Specialis/Paramedic	2	0	
Human Resources	2	0	
Income Tax Specialist	3	1	33.3%
Landscape Specialist	7	0	
Manufacturing Prod Tech II	4	0	
Med Lab Tech: Phlebotomy	42	4	9.5%
Payroll Administration Spec	8	3	37.5%
Pharmacy Technology	30	8	26.7%
Programming	3	0	
Project Management	6	2	33.3%
Quality Technology	5	0	
School Age Cert of Mastery	1	0	
Spanish	10	1	10.0%
Spanish Interpreting Skills	10	2	20.0%
Spanish Translating Skills	11	0	