

**Tulsa Community College  
2016-2017 Exit Survey Report**

September 19, 2017



**INSTITUTIONAL  
RESEARCH & ASSESSMENT**

## Executive Summary

Each academic year an Exit Survey is offered to all students applying to receive a certificate or degree from Tulsa Community College. The purpose of this report is to present the summary findings of the 2016-2017 Exit Survey, including the general demographics of students completing degrees and certificates during the year.

The Exit Survey (Appendix A) is designed to shed light on the following questions:

- To what extent do students feel their experience at TCC contributed to their development of broad learning skills, analytical skills, interpersonal/relationship skills, and goal setting?
- How satisfied were students with the educational services and the interpersonal interactions they experienced at TCC?
- What were students' goals for attending TCC and did they accomplish them?
- How do students rate their TCC experience compared to other institutions?
- What are students' plans for future education and employment after graduation?

In addition, students were asked to name specific individuals who were especially impactful during their time at TCC and to share additional comments related to their experience at the college.

During the 2016-2017 academic year (Summer 2016, Fall 2016, Spring 2017), 2,327 certificates and degrees were conferred to 2,181 individual students. 43.6% of completing students were 18 to 24 years old, 63.0% were female, and 67.1% of awards were university transfer degrees (AA, AS). Of the students filing for graduation, 379 students completed the Exit Survey 2016-2017, representing a 19.5% response rate. The following are a summary of the major findings of this survey.

- The majority of respondents strongly agreed that TCC contributed to their development of learning skills, analytical skills, goal setting, and interpersonal/relationship skills. The item receiving the highest percentage of strong agreement was the ability to learn effectively on their own (67.0%). The lowest percentage of strong agreement (49.7%) was associated with contributing to the welfare of the community.
- The majority of respondents (62.2%) believe the instruction they received in major courses was high quality.
- 41.0% of respondents strongly agreed to the statement "I was able to get involved with organization(s) or event(s) that were of interest to me". 24.7% of respondents did not feel the statement was applicable to their experience.
- 29.5% of respondents strongly agreed to the statement "The programs, organizations, or events in Student Life helped me become a more well-rounded person". 36.4% of respondents did not feel the statement was applicable to their experience.

- The majority of students (79.8%) either strongly agreed or somewhat agreed they learned about different cultures, ideas, and/or types of diversity.
- 82.7% either strongly agreed or somewhat agreed that they felt TCC was inclusive of their thoughts, ideas, and/or identities.
- The top educational goals set for attending TCC were to earn a degree or certificate, transfer to a 4-year college/university, and prepare for getting a job (85.6%, 50.8%, and 25.0%, respectively). 82.4% of students indicated they had accomplished their goal(s) for attending TCC.
- 59.0% of student respondents indicated they had attended another institution.
- Of students who indicated they had attended another institution, 41.0% indicated they believed TCC was better than other institutions they had attended. 50.0% believed TCC was about the same.
- The majority of all students (95.7%) indicated that if they were to start college over again they would probably or definitely enroll at TCC. Disaggregated by prior attendance, 94.2% of those with prior institution experience compared to 98.1% of students with no prior experience indicated they would probably or definitely enroll at TCC.
- Of all respondents, 56.9% of students indicated they would be transferring to a 4-year institution.
- The top three four-year institutions identified for transfer were: NSU, OSU, and OU (37.6%, 27.5%, and 15.7%, respectively).
- 33.2% of students indicated they would begin or continue in a job related to their degree or certificate.

## Graduate Demographics for Academic Year 2016–2017

(UDS Graduation Data Summary)

| Degrees and Certificates Awarded   | N (% of Total) |
|------------------------------------|----------------|
| Associate in Arts (AA)             | 573 (24.6%)    |
| Associate in Science (AS)          | 988 (42.5%)    |
| Associate in Applied Science (AAS) | 504 (21.7%)    |
| Certificate of Achievement (Cert)  | 262 (11.3%)    |
| <b>Total</b>                       | <b>2,327*</b>  |

\*Some graduates received multiple awards

| Age          |              |
|--------------|--------------|
| Under 18     | 0 (0.0%)     |
| 18 - 24      | 950 (43.6%)  |
| 25 - 39      | 914 (41.9%)  |
| 40 and above | 317 (14.5%)  |
| <b>Total</b> | <b>2,181</b> |

| Gender       |               |
|--------------|---------------|
| Men          | 806 (37.0%)   |
| Women        | 1,375 (63.0%) |
| <b>Total</b> | <b>2,181</b>  |

| Race/Ethnicity                            |               |
|---|---------------|
| American Indian or Alaska Native          | 156 (7.2%)    |
| Asian                                     | 93 (4.3%)     |
| Black or African American                 | 157 (7.2%)    |
| Hispanic/Latino                           | 168 (7.7%)    |
| Native Hawaiian or Other Pacific Islander | 2 (0.1%)      |
| White                                     | 1,366 (62.6%) |
| Two or more races                         | 168 (7.7%)    |
| Race and ethnicity unknown                | 71 (3.3%)     |
| <b>Total</b>                              | <b>2,181</b>  |

## Survey Methodology

Prior to this academic year, the Exit Survey was provided to all students applying for completion as part of the graduation packet. The application was completed in-person within the advisement services offices on each campus. The survey was a paper form and the response rate was very high as a result.

Beginning the fall semester of 2016, the student graduation packet was replaced by an online process. The Exit Survey was converted to an electronic form (see Appendix A), however the survey link was not built into the new online process. During the spring semester of 2017, the survey link was sent to all students who completed during the fall 2016 and spring semester 2017. The invitation to participate in the survey was sent by the Department of Institutional Research and Assessment by a separate invitation (N=1,946). The survey was available for completion for three weeks. Two reminder emails were sent during the open survey period to encourage participation. A total of 379 (19.5%) individuals completed the survey. The summary of responses follows.

### Summary of Survey Responses

| <b>How much do you agree or disagree that TCC contributed to your development in the following areas?</b> |                       |                       |                          |                          |              |
|---|-----------------------|-----------------------|--------------------------|--------------------------|--------------|
|   | <b>Strongly agree</b> | <b>Somewhat agree</b> | <b>Somewhat disagree</b> | <b>Strongly disagree</b> | <b>Blank</b> |
| <b>Communicating clearly and effectively</b>  | 217<br>(57.7%)        | 139<br>(37.0%)        | 13<br>(3.5%)             | 5<br>(1.3%)              | 2<br>(0.5%)  |
| <b>Thinking critically and analytically</b>   | 238<br>(63.3%)        | 125<br>(33.2%)        | 7<br>(1.9%)              | 3<br>(0.8%)              | 3<br>(0.8%)  |
| <b>Using computer and information technology</b>  | 227<br>(60.4%)        | 125<br>(33.2%)        | 16<br>(4.3%)             | 5<br>(1.3%)              | 3<br>(0.8%)  |
| <b>Working effectively with others from diverse backgrounds</b>   | 241<br>(64.1%)        | 108<br>(28.7%)        | 19<br>(5.1%)             | 5<br>(1.3%)              | 3<br>(0.8%)  |
| <b>Learning effectively on my own</b>   | 252<br>(67.0%)        | 106<br>(28.2%)        | 12<br>(3.2%)             | 1<br>(0.3%)              | 5<br>(1.3%)  |
| <b>Engaging with people different from myself</b>   | 247<br>(65.7%)        | 109<br>(29.0%)        | 13<br>(3.5%)             | 3<br>(0.8%)              | 4<br>(1.1%)  |
| <b>Contributing to the welfare of my community</b>  | 187<br>(49.7%)        | 132<br>(35.1%)        | 41<br>(10.9%)            | 10<br>(2.7%)             | 6<br>(1.6%)  |
| <b>Developing clearer career and/or educational goals</b>   | 232<br>(61.7%)        | 114<br>(30.3%)        | 16<br>(4.3%)             | 6<br>(1.6%)              | 8<br>(2.1%)  |

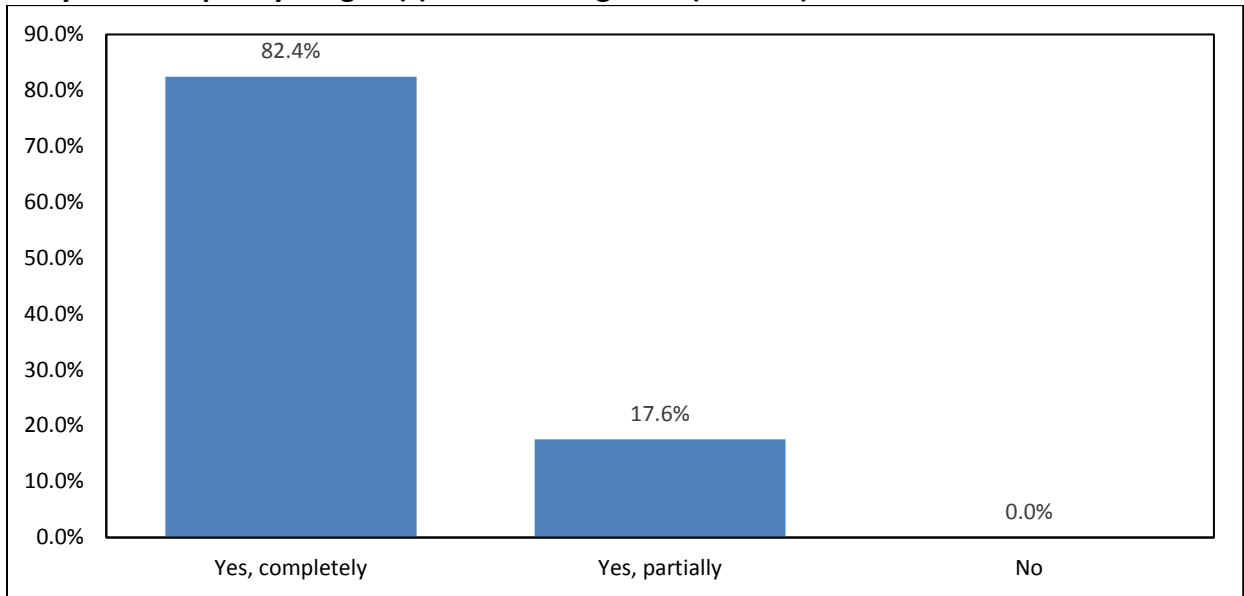
| <b>To what extent do you agree or disagree with the following statements about your experience at TCC?</b> |                       |                       |                          |                          |                |
|--|-----------------------|-----------------------|--------------------------|--------------------------|----------------|
|  | <b>Strongly agree</b> | <b>Somewhat agree</b> | <b>Somewhat disagree</b> | <b>Strongly disagree</b> | <b>N/A</b>     |
| <b>The instruction in my major courses were of high quality.</b>   | 234<br>(62.2%)        | 127<br>(33.8%)        | 7<br>(1.9%)              | 6<br>(1.6%)              | 2<br>(0.5%)    |
| <b>I was able to get involved with organization(s) or event(s) that were of interest to me.</b>            | 154<br>(41.0%)        | 92<br>(24.5%)         | 30<br>(8.0%)             | 7<br>(1.9%)              | 93<br>(24.7%)  |
| <b>The programs, organizations, or events in Student Life helped me become a more well-rounded person.</b> | 111<br>(29.5%)        | 92<br>(24.5%)         | 26<br>(6.9%)             | 10<br>(2.7%)             | 137<br>(36.4%) |
| <b>I learned about different cultures, ideas, and/or types of diversity.</b>                               | 168<br>(44.7%)        | 132<br>(35.1%)        | 22<br>(5.9%)             | 9<br>(2.4%)              | 45<br>(12.0%)  |
| <b>I felt TCC was inclusive of my thoughts, ideas, and/or identities.</b>                                  | 191<br>(50.8%)        | 120<br>(31.9%)        | 13<br>(3.5%)             | 13<br>(3.5%)             | 39<br>(10.4%)  |

| <b>What were your goals(s) for attending TCC? (Mark all that apply.) (N = 376)</b> |             |
|--|-------------|
| Earn a degree or certificate   | 322 (85.6%) |
| Prepare for getting a job  | 94 (25.0%)  |
| Improve existing job skills  | 42 (11.2%)  |
| Transfer to a 4-year college/university  | 191 (50.8%) |
| Pursue personal interests  | 53 (14.1%)  |
| Other (see comments below)   | 8 (2.1%)    |

| <b>Other comments:*</b>                              |
|--|
| Become an RN   |
| Complete TCC Veterinary Technology Program           |
| Dental hygiene program                               |
| Earn scholarship for transfer                        |
| I may transfer at later date to a 4 yr. college      |
| Learning new skills                                  |
| Prep for law school                                  |
| Transfer to another university to continue education |

\*Comments are as entered by respondent.

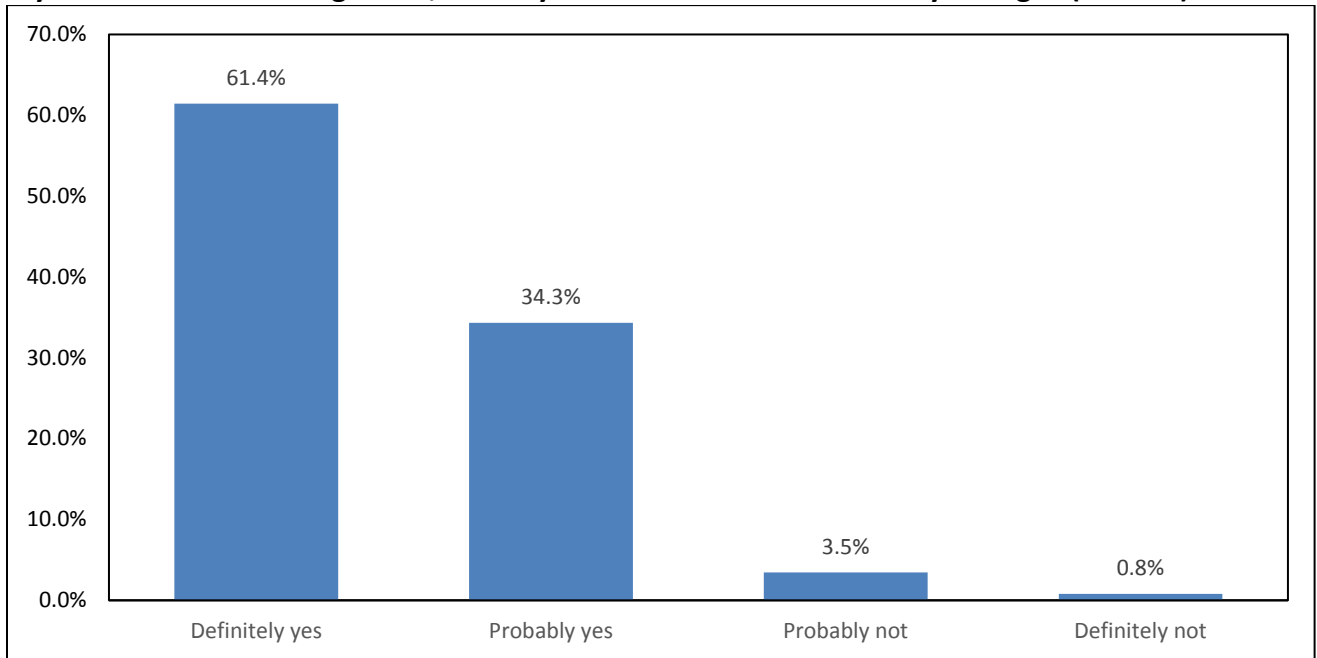
**Did you accomplish your goal(s) for attending TCC? (N = 376)**



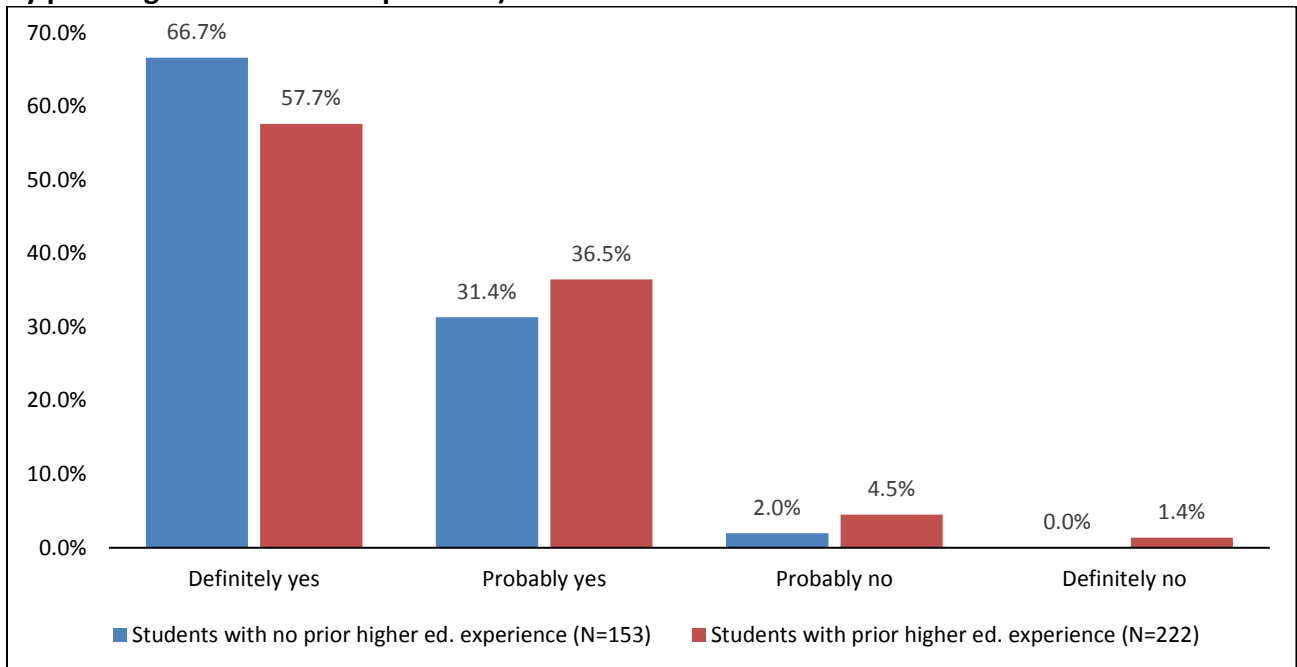
**How would you compare the quality of education offered at TCC compared to other institutions you have attended? (of those who attended other institutions)**

|                |             |
|----------------|-------------|
| Better         | 91 (41.0%)  |
| About the same | 111 (50.0%) |
| Worse          | 20 (9.0%)   |
| Total          | 222         |

**If you were to start college over, would you enroll at Tulsa Community College? (N = 376)**

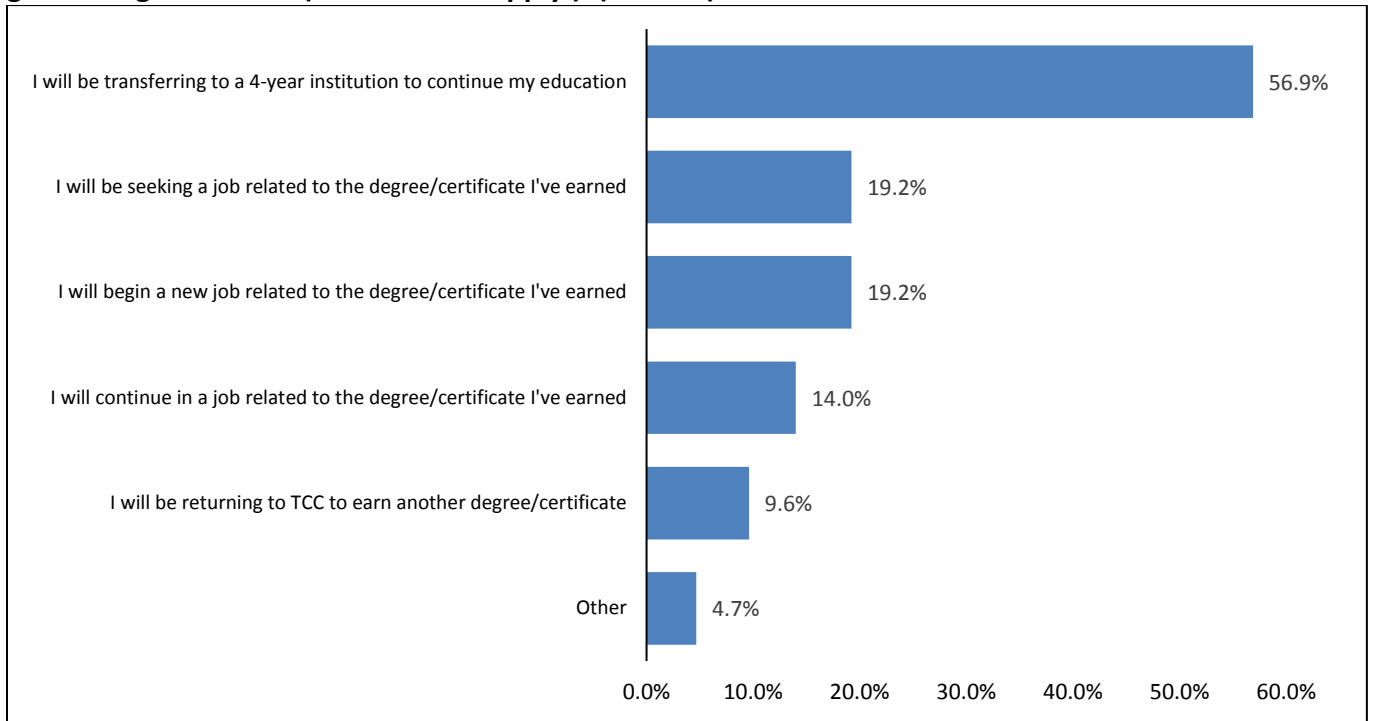


**If you were to start college over, would you enroll at Tulsa Community College? (Disaggregated by prior higher education experience)**





**Which of the following best describe your educational and/or employment plans after graduating from TCC? (Mark all that apply.) (N = 364)**



**Responses to: I will be transferring to a 4-year institution to continue my education. If so, where? (N = 178)**

|   |   |
|---|---|
| Northeastern State University (NSU) (51)              | Oral Roberts University (ORU) (1)                           |
| Oklahoma State University (OSU) (29)                  | Southeastern State University (1)                           |
| University of Oklahoma (OU) (22)                      | University of Central Arkansas (1)                          |
| Oklahoma State University - Tulsa (20)                | University of Central Oklahoma (1)                          |
| Northeastern State University - BA (16)               | University of Manchester (1)                                |
| Rogers State University (7)                           | University of Oklahoma Health Science Center (1)            |
| University of Oklahoma - Tulsa (6)                    | University of Washington (1)                                |
| University of Tulsa (TU) (6)                          | NSU or OSU (2)  |
| University of Arkansas (4)                            | Langston University or NSU (1)                              |
| Cameron University (2)                                | Langston University or OSU (1)                              |
| Southwestern Oklahoma State University (2)            | NSU or OU (1)   |
| Creighton University (1)                              | ORU or OU (1)   |
| Langston - Tulsa (1)                                  | OSU or ORU (1)  |
| Marian University (1)                                 | OU or San Francisco University (1)                          |
| Oklahoma City University (1)                          | RSU or TU (1)   |
| Oklahoma State University Institute of Technology (1) | OU, OSU, RSU, ORU, TU, anywhere where I can get my BSN. (1) |
| Oklahoma Wesleyan (1)                                 | Clary Sage (1)  |

| <b>Responses to: I will begin a new job related to the degree/certificate I've earned at TCC. If so, where?*</b> (N=25) |                            |
|---|----------------------------|
| Account Coordinator role in North Carolina  | Occupational therapy       |
| CAP or Educare  | Oklahoma City              |
| Dental Hygienist  | Saint Francis Hospital (6) |
| Freeman Health Systems  | Saint Francis Pharmacy     |
| Healthsouth   | Saint John Hospital (2)    |
| Hillcrest Medical Center (6)  | Tulsa Community College    |
| I will be working at a school   | Union Public Schools       |

\*Responses are as entered by respondent.

| <b>Responses to: I will continue in a job related to the degree/certificate I've earned at TCC. If so, where?*</b> (N=37) |  |
|---|--|
| ABC Early Learning Center   | Medical field                                    |
| Any hospital in Tulsa Oklahoma.   | NSU  |
| Bank of Oklahoma  | Osage Nation Head Start                          |
| Better Business Bureau Serving Eastern Oklahoma   | OSU  |
| Camp Fire Green Country   | Project H.E.A.R.T.                               |
| Chapman Child Learning Center   | Retirement community - nursing                   |
| City of Tulsa Information Technology  | Revation Systems                                 |
| Community Action Project Tulsa OK   | St. John Medical Center (4)                      |
| Council Oaks Learning Campus  | St. Francis Hospital                             |
| Counseling & Recovery Services of Oklahoma  | Triumph Aerostructures                           |
| Early Head Start  | Tulsa braces                                     |
| Google Inc.   | Tulsa Community College Child Development Center |
| Hillcrest Hospital (4)  | Tulsa Fire Department                            |
| In Tulsa but don't have one specific place in mind. What change with new degree but don't know what yet.                  | Tulsa Public Schools                             |
| Law Firm  | Williams   |
| Medical Board of Licensure and Supervision  |  |

\*Responses are as entered by respondent.

| <b>Responses to: Other * (N=15)</b>  |
|--|
| Dental hygiene   |
| Graduating with my bachelor's on May 8th   |
| I am already at NSU concurrently and will continue there and graduate next year. :)  |
| I am going to a direct sales job, which is not related to my psychology degree.  |
| I am hoping to go to a 4-year college and get a job in my desired field.   |
| I got a job before graduated in a different field making more than I would have in chemistry.  |
| I may return to a different University to take classes to further my degree that TCC doesn't offer.                                  |
| I will be receiving my Bachelor's degree from OSU this summer and move on to law school this fall.                                   |
| I will be returning to TCC for a summer 2017 online history class to complete my degree in interior design.                          |
| I will begin a new job not related to the degree I've earned at TCC, because I wasn't smart enough to get an accounting degree.      |
| I will continue at TCC for one more semester to get my AAS/Nursing   |
| My degree doesn't apply to my career   |
| Not this time. But I have completed two degrees at TCC so far.   |
| Transferring within my company due to a relocation of my laboratory. If job does not work out, will possibly pursue my own business. |
| Will be taking a few classes at TCC while going to my transfer school  |

\*Responses are as entered by respondent.

**Please share any additional comments you have about your most recent experience as a TCC student. Positive comments are listed first followed by comments of a negative nature or offering suggestions for improvement.\***

***Positive Comments (59)***

Bridging the Gap scholarship team was my strongest support team! I wouldn't be where I am without them!

Great Tulsa connections through many professors.

I am enrolling in the Nursing program.

I appreciate TCC providing a first or even second chance for students of all ages and experiences.

I enjoyed all of my classes and teachers, except my chemistry class/teacher - he was older, had hearing difficulties, and was hard to understand. I have been and will continue to recommend TCC, especially Tulsa Achieves, to those looking for a great college.

I enjoyed attending TCC, it was an affordable and quality education and I was able to transfer to NSU effortlessly.

I enjoyed TCC West, Metro, and North campus very much.

I enjoyed the time I spent at TCC, and getting involved was a huge factor in this as well. I learned about networking, through Phi Beta lambda (PBL) as well as volunteering throughout the Tulsa area with fellow students. Different courses required partners, and learning how to pick a quality partner, as well as working together even if that was not your right choice. TCC has had a great impact on me, and those around me.

I feel that these past 2 years while I was in the HIT program was the best 2 years of my stint at TCC.

I feel the program prepared me well for taking the NCLEX exam to get my nursing license.

I have had awesome teachers whom are passionate about teaching and the subjects they are teaching. That passion translates into very positive energy towards the students and sets the stage for a better learning experience. There were subjects that I didn't think I'd like and actually dreaded taking but was very pleasantly surprised and enlightened. Thank you to all the professors who do more than just warm a seat. They are actually changing lives for the better.

I have really enjoyed my six years attending TCC Metro.

I have to the Human Service professors was awesome and very understanding. They definitely worked with me when I had a major medical issue come up in Fall of 2015 and Fall of 2016.

I have truly enjoyed being a student here at TCC. I have learned a lot and been able to meet a very diverse group of people. The only thing I would change is, on my part, to be more involved, and, on the college's part, make better communication lines between departments.

I HAVE TRULY ENJOYED MY TIME HERE AT TCC AND I AM SAD TO LEAVE BECAUSE I HAVE FELT NOTHING BUT SUPPORT, GUIDANCE, AND ACCEPTANCE WHILE I AM HERE. I GRADUATED IN 1997 AND SO BEING OUT OF SCHOOL FOR 18 YEARS AND COMING INTO AN ENVIRONMENT THAT IS MORE ADVANCED THAN I WAS USED TO WAS INTIMIDATING AT FIRST BUT THE STAFF HERE HELPED MAKE THE TRANSITION FOR ME GRACEFULLY AND THEY ENCOURAGED ME TO KEEP AN OPEN MIND. THE STUDENTS WERE WELCOMING AND INSIGHTFUL CONSIDERING THAT THEY WERE YOUNGER THAN ME. I ENJOYED THE CLASS STRUCTURE AND KNOWING THAT I COULD TALK TO SOMEONE TO HELP GUIDE ME ON MY PATH TO SUCCESS. THE DIVERSE CLASSES WERE GREAT BECAUSE YOU CAN LEARN A LOT FROM EACH OTHER AND LEARN TO RESPECT EACH ONE'S DIFFERENCES AS WELL. THE PROFESSORS ARE AMAZING! THEY ARE CHALLENGING AND WANT THE BEST FOR THEIR STUDENTS. I AM VERY PROUD OF MY CHOICE TO ATTEND TULSA COMMUNITY COLLEGE. THANK YOU FOR GIVING ME THE OPPORTUNITY FOR ALLOWING ME TO FOLLOW MY DREAMS.

I love my fundamental 2 class with <Name Removed> , She help me discover my inner Artist ...

\*Responses are as entered by respondent.

| <b>Positive Comments (continued)*</b>   |
|---|
| I really have loved TCC a lot. It sounds crazy but in some ways, TCC has saved my life. I know what I want to do with my life now. I feel truly happy with myself. Going to TCC makes me feel blessed.  |
| I really like how the teacher were helpful and how all the people in the "pit" at the west campus was there when I needed them, as well as everyone else who helped me get through college. From the financial aid people to those how helped me in the library at both the west and metro campuses. I owe a lot to all of you and would like to say thanks to everyone. Thank you.   |
| I received a high quality education that I am certain has prepared me for the next level of my education.   |
| I think my professors are all very good and knowledgeable about the courses. They are so welcoming of suggestions, and they take care of your issues/problems promptly. I think the examinations were over the top, especially Rehabilitation course. I felt this semester was the most engaging for me and I learned a lot this semester.  |
| I think TCC is fantastic I have genuinely enjoyed being a student here and I'm really sad I have to go somewhere else to finish my bachelor's The facilities are wonderful and the number of online courses made my education possible The only thing I could say that I'd like to see improved is the lack of more/different payment plan options  |
| I was grateful to attend. I am an older student, and I have encouraged my 18 year old son to think about enrolling in the fall. I am really impressed with the art department. I was able to go to Nicaragua in the study abroad program, and it was life changing.   |
| I was the winner of the BankMobile Sweepstakes  |
| Instructor was very helpful as all the instructors that I have had during my tenure.  |
| It was a great experience, and a nice way to start college.   |
| It was good.  |
| Most of the TCC professors were great. Enrollment was much more helpful and a much better use of my time.   |
| My experience as a TCC student was one that i look back fondly on. I enjoyed the field trips that Student Life used to put on. I enjoyed that the class sizes were small and that you could get a chance to meet with your professors and get to know them. The Southeast campus was modern and was always improving. Whether it be new furniture, a renovated student union, new LED parking lot lights, the facilities were always kept nicely. The professors in the marketing department were outstanding! The student life department did a very good job at putting on different activities throughout the semester that were either fun or brought awareness to different causes. I enjoyed that aspect of TCC. It is a fine institution in which I am considering returning to in the future, |
| My overall experience at TCC has been wonderful. All of the instructors I had were inspiring. I have a deeper appreciation for all instructors after being exposed to the instructors. <Name Removed> and <Name Removed> are so motivating and encouraging. They care about their students. They both made me feel like I could accomplish anything. My only regret, which has nothing to do with TCC, is that I started on this path when I was in my senior years. I would love to go on with my education, all the instructors said I should, but I am not sure I can accomplish this due to time constraints and funds. I am leaving TCC debt free thanks to the affordable prices. My sincere thanks for everything.   |
| Nice people, nice place, and it got me where I need to go.  |
| Overall great experience at Tulsa Community College.  |
| Overall I enjoyed TCC.  |
| Overall I had a very good experience at TCC. I am older and was a little concerned about how I would fit in at the beginning however, both staff and students made me feel comfortable and my age didn't seem to be a factor to anyone.   |

\*Responses are as entered by respondent.

| <b>Positive Comments (continued)*</b>   |
|---|
| Overall, TCC has made an impact in teaching me the skills needed to perform proficiently in my choice career.   |
| TCC is a collection of student who came from different country, and it makes me so comfortable to enroll at TCC. Most of the professors understand and helpful for those students like me. It makes me to enroll at TCC again the day, night and weekend schedule that the campus has. It is wonderful experience to me meeting these professors, advisors and students.  |
| TCC is a wonderful college that prepares for the real world! I really enjoyed the biotechnology program and will suggest it to anyone with an interest in science.  |
| TCC runs high in their professionalism and consideration. The institute as a whole motivates you to perform well and graduate with superiority. I came to TCC right after high school through a concurrent enrollment program and I have stuck with the school till now. TCC is a friendly and a well structured place for fresh high school graduates to make this transition into college life or adulthood. Thank You Tulsa Community College for having this transition of my life a smooth and easy one. |
| TCC staff and instructors were great! I had a great experience both in class and online.  |
| TCC was a great first step into my degree. Little did I know they would be my one stop shop for my nursing career. I'm so thankful for every instructor I've had along the way. It's never been easy, but they truly care about their students' success. I feel honored to have my degree from TCC!   |
| TCC was a great way for me to start college right after high school   |
| TCC was amazing to me in every single way.  |
| TCC was good to me, I was able to take all online courses and sadly I am now finding out that this will not be the case at universities for my degree plan, to bad TCC isn't a 4 year school! Thanks for everything!  |
| Thank you for all you've done to help me get where I want to be.  |
| Thanks for paying for my classes so I will be debt free!!!!   |
| The academic advisement usually had no idea what they were talking about, save for two people. I was misinformed many times.  |
| The experience I had at TCC was very enjoyable.   |
| The Honors program was absolutely key to my goals and success.  |
| The last three semesters I have taking classes with NSU, the last three semesters I have just been finishing up math  |
| The Nursing Division at TCC is amazing. All the instructors are totally devoted to what they do and it really shows. I felt supported throughout my entire experience in the traditional RN program. The instructors always made themselves available to the students for help and guidance.  |
| The school was incredibly supportive. I loved seeing small things provided to help students like the therapy dogs, free coffee, and study bags during finals week or the occasional free activities provided by the fitness center.   |
| The TCC Digital Media department must be by far the best there is. I do not believe I could have had better instructors or received a better education than the one I received here at TCC.   |
| The Tulsa Achieves program has greatly impacted my life and my ability to further my education.   |
| The Veterinary Technology Program is an awesome program and I feel like I have made lifelong friendships while attending it.  |
| The whole EMS Department was very very helpful and instrumental in achieving my goals.  |

\*Responses are as entered by respondent.

| <b>Positive Comments (continued)*</b>  |
|--|
| The whole experience was truly wonderful, I will always be grateful for my years here before I went on to pursue higher degrees. I have made very close friends here, and I was able to take advantages of opportunities I would not have had elsewhere.   |
| There are many things about TCC that I love. They were far more willing to work with me as a disabled student than the four year college I was at previously. I never felt like I had to fight for my rights, and I never felt like I had to be ashamed of needing my service dog.   |
| Thoroughly enjoyed it. What a blessing the Bridge the Gap Ladies were! So loving, kind, sweet and helpful. I would do it all again, to call these ladies friends.  |
| Took ALL of my classes on line and loved it!!  |
| With TCC I was able to obtain a quality education at a competitive, affordable price and was able to seamlessly transition into the career I envisioned. As an adult working full time in order to support myself whilst earning my education, I was unable to participate in the student activities that TCC offered. Had I been the typical single college age student, I probably would have had enjoyed participating in the activities that I was notified about via email.   |
| <b>Negative comments, and comments offering suggestions for improvement (34)</b>   |
| Everything about TCC and the teachers is amazing my only complaint is that the advisers are not educated in their jobs and I steered me wrong several times. It seems as though they are just trying to push you through to get the next student in and they really don't know what they're doing. I was a dental hygiene major and was advised to take a non-majors biology course. So the next semester when I met with an advisor I was told that I took the wrong course and that I would have to take biology for majors. This was a huge inconvenience to me and wasted 16 weeks of my time not to mention the money that I lost because of bad advisement.  |
| My only complaint would be the quality and quantity of advisers. As a working adult, it was difficult to find time to drive to a campus to meet with an adviser. Often times I had to wait too long to be seen and had to leave and try again a different day. I feel that the advisers at the South campus show lack of concern. I missed the deadline to drop a class by 2 days. This prevented me from further getting Financial Aid for the remainder of my classes at TCC. It was very discouraging. I understand why there are measures in place, but I was a student who was truly putting forth the effort and time to finish my degree. Paying for the remainder of my classes at TCC put a huge financial strain on my family. |
| A couple of the online classes in computer programming, the teacher was non-existent, or mostly to entirely unavailable. One who took over the "C Language" class from a retired teacher posted the syllabus from the retired teacher with required reading and assignments and had no contact with most of the class until we received our final grade. I got answers to my questions online, after waiting for instructor to help, and from instructors in other classes.  |
| Advisors need to get on the same page with all the programs and requirements for the programs and filing for graduation.<br>I spoke to 1 advisor at one campus and then went back to the metro campus a few weeks later to double check the courses needed for graduation to find out the first advisor told me something completely wrong.  |
| Financial Aid and Student Advisement Department both need major improvements. I found every person I came in contact with in financial aid to be rude and short with me. I went to academic advisement several times about transferring and every time I met with someone different I was given different answers. Overall things seem to be very disorganized.  |

\*Responses are as entered by respondent.

**Negative comments, and comments offering suggestions for improvement (continued)\***

Financial aid was difficult for me, there were a few times where I'd been suspended and needed to reapply but I hadn't been notified. I started TCC in 2006 as a high school senior but stopped for personal reasons and restarted in 2014. I understand all actions have consequences but I felt it was a little unfair that I was constantly on probation through the rest of my time at TCC. I feel if there was a way to sort of wipe the slate clean and start fresh, that would've been more helpful for me and I could have graduated sooner than have to go through the appeal process several times which kept postponing when I would graduate. I don't think it's fair to hold someone's actions as a 16-17 year old student over a 25 year old student. Time changes and people change, so I felt discouraged that because of errors I made at 17, when I went back years later, I had to constantly prove my reasons why I should be allowed over and over again.

I am ashamed of some of the ways TCC delegates its funds. I'm not a business major, and I'm not one of the higher ups in the college. But it makes no sense to me how the college can claim to not have enough money to offer the classes required for a degree program, and make the minimum number of students required for a class so high that it is impossible for higher level classes to even dream about making, and yet the college does have money to put giant, over-sized banners in back hallways of students that graduated 5 years ago, or put advertisements for the bookstore in rarely used elevators when I know for a fact the vinyl decals they used to put those up cost several hundred dollars and could have been used on actual classes.

I didn't have anyone helping me pick classes. I know I was lost for a while. Make it more known that we aren't alone in all this.

I feel that there were several instances throughout my time at TCC where the instructors were incompetent, and unhelpful. The main classes that this effected were math and science. There were several instances where I thought that most of these instructors made it incredibly difficult to pass the subjects, chiefly in name, Chemistry and General Statistics. I took these multiple times, with multiple instructors, and they failed to clarify anything, while simultaneously failing to provide viable resources for students who were struggling. The math and science lab were worthless because most of the "tutors" that were there couldn't help me with any of the questions I had. I felt that all 5 of my instructors I had with these 2 subjects were subpar. I feel that if I'm spending time and money on my education, especially at a Junior College, that they didn't need to make it as hard as they did. I also felt that the process with federal refunds was far too slow, and no one knew what was going on. I attended both the South East and Metro campuses, and both locations failed to have a definitive date to when it they would be released each semester. In addition, I would receive a variety of answers as to when it would be released. I feel that the staff needs to not only be better educated about this sensitive subject, but there also needs to be a protocol to who to ask if students call asking about it. It would be helpful for the school to send out an email to those receiving aid, letting us know when the funds will be processed, and when to expect them in our accounts. Those who are living off of them, like I was, there was no assurance of any kind to when I would have the money.

I feel that Tulsa Community College needs to put a larger emphasis on veterans. There were several attempts to jump start a veteran's organization however it felt as if the school was getting in the way. There were plans to improve the veteran lounges that were blocked and there were really no vast improvements in my experience as a veteran during my time at the school. The school needs to look at this in detail and figure out a way to ensure their veterans feel more welcome. I was disappointed in the lack of support save for a handful of individuals that went above and beyond anything required of them.

I had a difficult time dealing with most TCC staff that were not teachers, Bridging the Gap workers, or CDC workers. They did not know anything about the Bridging the Gap scholarship, but luckily <Name Removed> helped with EVERYTHING and were wonderful.

I think the administration office as well as the different departments within the college (allied health) need to be more stream lined. When taking pre-requisites for dental hygiene it was really hard to figure out what was needed because I would get different answers at the counselor versus at the allied health dept.

\*Responses are as entered by respondent.



| <b><i>Negative comments, and comments offering suggestions for improvement (continued)*</i></b>   |
|---|
| It seems to me that the state budget crisis has affected the TCC system as classes are not always available, especially this particular summer. I also feel a proactive approach is needed for subjects/classes that are particularly difficult for students, that an organized tutoring system needs to be in place. Also along those lines, videos need to be made for those classes/subjects that cover difficult areas. Youtube is good for this. This is what is needed, perhaps by all schools both primary and secondary   |
| Just got a call from a staff sergeant about joining the military. When asked where he got my number he told me from TCC. I do NOT appreciate my information given out to anyone without my permission. Very unsettled by this and it leads my mind to wonder who else TCC has given my information out to. One other thing, the nurses stations were closed at most of the campuses. When I didn't have insurance or got hurt on school property it was always nice to be able to go to them so they could help me. I feel like TCC does not care about the health of their students by this removal.   |
| Most instructors were very knowledgeable and care so much for students, but there were a few that doesn't show there true passion of being the one who willing to go extra miles to encourage or motivate students.   |
| My only negative experience was with two professors I feel either should not have been teaching or were determined that no one in their class was going to get a good grade. All my other professors were very knowledgeable and saw themselves as enabling their students to achieve all they hoped for.   |
| Needs to have more information on how enrollment works and fully educated staff   |
| Providing a better outline on TCC's internship procedures, or at least providing an outline well before the student needs to enroll in an internship course, would be very helpful. I had no idea what to do or what was required for the internship course in one of my programs. Half-way through one semester, I e-mailed a current instructor about information. He referred me to the head of the program, and then after getting the internship application, I tried to scramble to get my application in and secure an internship before the deadlines arrived. Luckily, even though I was not able to enroll in the summer semester, I had almost everything ready in time for the fall.<br>A handout or a general (well-publicized) website that lists the procedures and who to contact could reduce some of the stress for future applicants.  |
| Southeast Campus Advisement is atrocious when compared to NE and Metro.   |
| Student advisement should be improved. I found that advisers were either not helpful or incorrect.  |
| Talk to staff about being nice to students. WE are paying them so deserve to be treated decently. I've had a library lady be really rude to me over the new printing system this year which was really stupid. You guys change stuff then have a staff unwilling to help you out. I've talked to counselors who tell me one thing then go to another and get a different confusing answer. Counselors are unaware of programs TCC offers and that's embarrassing to tell one of your staff members they have a hygiene program. It's sad how once enrollment is approaching you are unable to talk to advisors without waiting hours. One semester TCC changed my class and put me into another class without notifying me at all. I got stuck in a class with an awful professor and had to end up dropping it just like half the class. YOU guys wasted my credit by putting me in someone's class I would have never chosen. Maybe when evaluating teachers' students thoughts should actually be put into consideration. Maybe even look how people rate these teachers online. |
| TCC should have a more respectful and helpful staff. They should also follow OSU's lead and require surveys after every academic advisement meeting. Maybe TCC will finally be a respectable institute.   |
| The advising office. I'm sure you receive quite a few comments about this office, and I was lucky and had no major issues to speak of, but the advising staff is, frankly, lazy. Though the advisers are friendly and for the most part helpful, the long waits for the advising office are due primarily to a lack of efficiency on the part of the officers. Perhaps a new system should be designed/implemented/updated to assist with this, or hiring more officers where budgetarily allowable.  |

\*Responses are as entered by respondent.

| <b><i>Negative comments, and comments offering suggestions for improvement (continued)*</i></b>  |
|--|
| The current semester I took 3 online classes. They were much more demanding than I anticipated. Professors added new requirements during the semester, and I missed one or two because I did not check EVERYDAY to see if something new had been added. I work 40 hours a week, and am in the Coast Guard Auxiliary. Taking 9 online credits at the same time was almost overload. I had to plan out my weeks, and I would have liked to know what would be required and when a week ahead of time. I was really challenged to finish my last 3 courses and considered dropping one of them, but since I graduate this semester I decided not to. I will not make the excellent grades I have in the last few years because of this. But I should still pass the classes. It was just not what I expected. |
| The financial aid department is lacking in several areas. Each semester there was a new requirement for me to meet. This caused a lot of unnecessary stress on me. This problem could've been avoided by the financial aid department telling me what requirements I needed to meet, all of them, all at once so that I could get those requirements done and focus on school more.  |
| The financial aid office gave me quite a bit of trouble my first semester, this was not due to any one particular employee or computer, but rather the unavailability of people with the right information when I needed it. I would make financial officers/managers more accessible to students who are having issues with this office.  |
| The HIT program is behind the times as far as technology goes. Several classes need to be offered as online only classes. And the only online class that is offered needs to be taught online only instead of partially online and then come into testing center to take test which doesn't always follow the textbook.<br>Also 3 PPE classes are required that did not benefit me at all. None of them offered any type of practical experience or information that could be practically applied.   |
| The Large animal classes at the Veterinary Technician Program would benefit having a veterinary technician teaching the lab classes instead of a veterinarian. I think more would be learned (by the prospective veterinary technicians) during those class times if it was taught from the perspective of an RVT. It might provide an environment where communication was more effective and students felt free to ask questions.   |
| The Nursing program has left a terrible impression on me in which I will never recommend this program.   |
| The nursing program was very disorganized.   |
| There are quite a few teachers that teach basic classes that aren't the best teachers and it really shows in their teaching.   |
| There needs to be more oversight for instructors. Also, the change to on-time enrollment means students have no information about the course requirements or the professor going into the semester. Because of this, it is imperative TCC mandate professors provide their syllabi and course outline before the semester begins.  |
| Through my experience in the 7 years I have attended. (I know I couldn't make up my mind!), I have had to drop classes because the professor was not focused on keeping labs synced with what we were studying in class or just didn't care.   |
| Very disappointed in the office staff. Very rude.  |

\*Responses are as entered by respondent.

| <b>Did anyone at TCC make a positive impact on you? If so, please provide their name(s). *</b> |                   |                     |
|--|-------------------|---------------------|
| Janice Airhart   | Laurie Centauri   | Bill Derrevere      |
| Matt Albright  | David Charlson    | Harriet Derrevere   |
| Kelly Allen  | Amber Chase       | Katie Dewall        |
| Robert Allen   | Elaine Childers   | Sergey Dezhnyuk     |
| Antonio Alonso   | Scott Childers    | Dwayne Dickson      |
| Beverly Bailey   | Betty Clark       | Machelle Diemart    |
| Christine Myers-Baker  | Jan Clayton       | Doc Doherty         |
| Aaron Ballinger  | Jacob Collums     | Connie Dollens      |
| Lindsay Barbour  | Darin Combs       | Harriette Dudley    |
| Lueguy Barnes  | Tony O'Connor     | Christina Ea        |
| Cheryl Bates   | Cami Contreras    | Rebecca Eagleton    |
| Jennifer Beatie  | Rena Cook         | Mona Easterling     |
| Artie Bell   | Mrs. Coppoc       | Wendy Eddy          |
| Terry Bell   | Miguel Da Corte   | Marcus C Edison     |
| Melinda Bennett  | Megan Cottom      | Jerrilyn Eisenhauer |
| Christopher Beswick  | David LeCount     | Tiffany Engel       |
| Jamie Blevins  | Laura E Cowan     | James N Enis        |
| Claude Bolze   | Lucinda Crain     | Susan May-McFadden  |
| Mike Boutot  | Jean P Crissien   | Molly Farley        |
| Tina Coker Boyd  | Anne Cross        | Jenny Fields        |
| Heather Boyes  | Brian Cross       | Deb Watson Fite     |
| Joseph Boyne   | Marcie Crow       | Andrew Ford         |
| Katherine Bracy  | Allen Culpepper   | Teresa Foster       |
| Gary Braswell  | Jennifer Dafforn  | Kasty France        |
| Valarie O'Brien  | Kathy Daily       | Bethanie Frank      |
| William Briscoe  | Kymberly Daniels  | Mark Frank          |
| Peggy Brooks   | Tamara Danley     | Kenny Franks        |
| Terri Brossett   | Chelle Davidson   | Jonathan Frazee     |
| Chief Brown  | Anita Davis       | Kathy Furlong       |
| Jennifer Brown   | Rhonda Davis      | Christina George    |
| Ralph Brown  | Sloan Davis       | Lisa Gerow          |
| Mary Broyles   | Virginia Davis    | Carmen Gilbert      |
| Emily Bruza  | Richard Day       | Christopher Giles   |
| Donald Cagle   | Nicholas Dean     | Donita Gray         |
| Cathy Campbell   | Daniel Decker     | Ivan Griffen        |
| Mary Cantrell  | Debbie Deibert    | Delisa Griffin      |
| Rita Carboun   | Whitney Deneen    | Leigh Gulley        |
| Chandra Carpenter  | Danielle Dennison | Jo hee Hahn         |

\*Names are as entered by respondent.

| <b>Did anyone at TCC make a positive impact on you? If so, please provide their name(s). * (continued)</b> |                        |                    |
|--|------------------------|--------------------|
| Anita Hall   | Hilary Koppel          | Sylvia Muse        |
| Julie Hall   | Vladimir Kozhevnikov   | Susan O'Neal       |
| Michael Hammer   | Eric Lange             | Donna Neimei       |
| Jeff Hammontree  | Sandra Lanoue          | Tony Nelson        |
| Joo-Hee Han  | Mary Larson            | Anthony O'Connor   |
| Ashley Haney   | Alexis Larson-Thorisch | Mieko Ogawa        |
| Amy Harrell  | Rebecca Legleiter      | Lynda Ohs          |
| Don Hastings   | Angeline LeLeux        | Professor Okuruwa  |
| Sandra Kay Hayes   | Lisa Liefeld           | Shannon Opitz      |
| Melanie Heffington   | James Liley            | Latisha Parker     |
| Carla Hinkle   | Sharon Limas           | Dawn Parton        |
| Jenny Hodges   | Amy Linfort            | DeWayne Pass       |
| Carolyn Holder   | Kurt Lively            | David Patocka      |
| Jeff Holt  | Rachel Longacre        | George Patterson   |
| Erin Hood  | Nahid Lowrey           | Mark Patz          |
| Lisa Hopkins   | Darren Lunow           | Sudina Paungpetch  |
| Fumie Horne  | Julie Luscomb          | Shaun Peevsasser   |
| Shelly Huggard   | Hutch Lytle            | Steven Perdue      |
| Samantha Hye   | Bruce MacQueen         | Dianna Philips     |
| Aaron Inlow  | Marilee Magnuson       | Gay Phillips       |
| James Jackson  | Jennifer McMahon       | Lance Phillips     |
| Janet Jackson  | Jerry Manley           | Millard Pickering  |
| Janine Jensen  | Kristen Marangoni      | Susanne Pickering  |
| Carol Johnson  | Ruby Marshall          | Ramona Piercey     |
| Kara Ryan Johnson  | Melissa Masse          | Diana Porneala     |
| Mary Michelle Johnson  | Carla Matthews         | Julie Porterfield  |
| Glenn Jones  | David A Matthews       | Justin Porterfield |
| Kerry Jones  | Jim Maxson             | Dave Poth          |
| Linda Joyce  | Molly McFadden May     | Diane Potts        |
| Vicki Jurries  | Jennifer Means         | Kathy Pursley      |
| Susan Kamphaus   | Janice O'Meilia        | Staci Quant        |
| Pam Kannady  | Toney Miller           | Jessica McQueen    |
| Gary Keck  | Sally Mims             | Erin Rappleye      |
| Robbin Keith   | May Molly              | Suzanne Reece      |
| Kyle Kemp  | Linda Montgomery       | Lyn Richmond       |
| Hussien Khattab  | Michael Moore          | Heidi Rigart       |
| Stacy King   | Matt Mounger           | Victoria Robison   |
| Jennifer Kneafsey  | Sydnee Moyers          | Fernando Rodrigues |

\*Names are as entered by respondent.

| <b>Did anyone at TCC make a positive impact on you? If so, please provide their name(s). * (continued)</b> |                    |                      |
|--|--------------------|----------------------|
| Frank Roepke   | Med Smith          | Pat Trusty           |
| Julianne Romanello   | Philip Smith       | Bud Turman           |
| Lawrence Rosenborough  | Sandy Smith        | Molly Turner         |
| David Roskowski  | Kristin Snodgrass  | Alicia Uddin         |
| Steven Rosser  | Robert Sparks      | Jeanie Urie          |
| Lisa Rowe  | Lisa A Spears      | Jane Varnecky        |
| Mike McRuiz  | Diana Spencer      | Bob Vest             |
| James Runyan   | Lawrence Starhill  | Nancy Vitality       |
| Dave Ruskoski  | Lisa Stefanic      | John Waldron         |
| Melissa Schad  | Georgie Stoops     | Blake Walinder       |
| Joe Schicke  | Jane Storm         | Sharolyn Wallace     |
| Jerilyn Schulz   | Jeff Stuckey       | Sharon Wallace       |
| Jared Schwyhart  | Christi Sturgeon   | Jeff Wells           |
| Horne Sensei   | Francoise Sullivan | Laurie Whisnant      |
| Tracie Sexson  | Rhiannon Sullivan  | Gina White           |
| Mirza Shahivand  | Mark Swanson       | Travis White         |
| Dr. Sherill  | Jacklyn Swicegood  | Chrissy Whiting      |
| Everett Shilling   | Mariko Takahashi   | Ruth Wilcox          |
| Joyce Shilling   | Eunice Tarver      | Rhonda Wilhite       |
| Marilyn Shuller  | Ed Taylor          | Ken Wood             |
| Noah Singer  | George Taylor      | Ken Woods            |
| Angela Sivadon   | Anna Thompson      | Steven Woods         |
| Dusti Sloan  | Patrick Thornton   | Craig Woolsey        |
| Chelsey Gipson-Smith   | Donna Thurman      | Stephanie Youngblood |
| Emily Smith  | Kristal Tomshany   | Sandra Zingo         |
| Matthew R Smith  | Sasha Townsend     |                      |

\*Names are as entered by respondent.

# Appendix A

8/4/2017

Qualtrics Survey Software

## Exit Survey - Spring 2017

### Default Question Block

In which semester(s) did you complete the application for graduation from TCC?

- Fall 2016
- Spring 2017

What is your preferred non-TCC email address?

What were your goal(s) for attending TCC? (Select all that apply.)

- Earn a degree or certificate
- Prepare for getting a job
- Improve existing job skills
- Transfer to a 4-year university
- Pursue personal interest
- Other

Did you accomplish your goal(s) for attending TCC?

- Yes, completely
- Yes, partially
- No

How much do you agree or disagree with the following statement about how TCC has contributed to your development?

|  | Strongly agree        | Somewhat agree        | Somewhat disagree     | Strongly disagree     |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| Communicating clearly and effectively                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Thinking critically and analytically                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Using computer and information technology                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Working effectively with others from diverse backgrounds | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Learning effectively on my own                           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Engaging with people different from myself               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Contributing to the welfare of my community              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

<https://az1.qualtrics.com/ControlPanel/Ajax.php?action=GetSurveyPrintPreview>

1/3

|  | Strongly agree        | Somewhat agree        | Somewhat disagree     | Strongly disagree     |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| Developing clearer career and/or educational goals | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**To what extent do you agree or disagree with the following statements about your experience at TCC?**

|   | Strongly agree        | Somewhat agree        | Somewhat disagree     | Strongly disagree     | N/A                   |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The instruction in my major courses were of high quality.   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I was able to get involved with organization(s) or event(s) that were of interest to me.            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The programs, organizations, or events in Student Life helped me become a more well-rounded person. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I learned about different cultures, ideas, and/or types of diversity.                               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I felt TCC was inclusive of my thoughts, ideas, and/or identities.                                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**How would you compare the quality of education offered at TCC compared to other institutions you have attended?**

- I have not attended other institutions
- Better
- About the same
- Worse

**If you were to start college over again, would you enroll at TCC?**

- Definitely so
- Probably so
- Probably not
- Definitely no

**If you indicated that you would probably or definitely not, please tell us why you would not likely enroll at TCC again if you were to begin college over.**

**Which of the following best describes your educational and/or employment plans after graduating from TCC? (Select all the apply.)**

- I will begin a new job related to the degree/certificate I've earned at TCC. If so, where?

- I will continue with a job related to the degree/certificate I've earned at TCC. If so, where?
- I will be seeking a job related to the degree/certificate I've earned at TCC.
- I will be transferring to a 4-year institution to continue my education. If so, where?
- I will be returning to TCC to earn another degree/certificate.
- Other:

**Please share any additional comments you have about your most recent experience as a TCC student?**

**Did anyone at TCC make a positive impact on you? If so, please provide their name(s) or the area in which they work.**

**Would you like to receive information on the TCC Alumni Association?**

- Yes
- No