

Tulsa Community College

ACT Student Opinion Survey Report

2001

Prepared by:

Office of Institutional Research & Assessment

October 2001

Executive Summary

Tulsa Community College (TCC) administers the ACT Student Opinion Survey (2-year form) approximately every third year. From this survey, the college is able to obtain student demographics as well as the extent to which students are satisfied with the institution, its services, and its environment. Results indicate general student satisfaction with institutional components related to academic services (e.g., faculty, class size, course schedule, etc.) and non-academic services (e.g., college publications/media, grounds and facilities, cost, etc.). Results may be used by faculty, staff and administration to enhance strengths and focus efforts for improvement.

- ☑ The Student Opinion Survey was administered to students enrolled in Freshman Composition, American History, and American Federal Government as well as a variety of Workforce Development Program courses at each campus during the Spring and Fall 2001 semesters.
- ☑ 569 responses were selected using a quota sampling technique to obtain a representative sample of the entire student population within a $\pm 5\%$ margin of error.

In general, students reported positive impressions of Tulsa Community College.

- 73% would likely choose to attend Tulsa Community College a second time.
- 86% have an “above average” impression of the college.
- The top five reasons students chose to attend TCC are as follows:
 1. desired courses were offered (88%)
 2. the ability to work while attending (86%)
 3. convenient location (82%)
 4. the low cost of attendance (79%)
 5. the good chance of personal success (70%)
- The top ten attributes of the college as indicated by the respondents are as follows:
 1. the overall college in general (89%)
 2. class sizes were relative to the type of courses taken (89%)
 3. the general condition of building grounds (87%)
 4. the attitude of the teaching staff toward students (86%)
 5. the variety of courses offered at this 2-year college (85%)
 6. the academic calendar for TCC (83%)
 7. classroom facilities (83%)
 8. the college catalog / admissions publications (82%)
 9. testing / grading system (80%)
 10. general registration procedures (80%).

Total Number of Respondents:	569
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Section I - Background Information:

of Responses (%)

Age:

21 and younger	172 (30.2%)
22 to 29	206 (36.2%)
30 to 39	111 (19.5%)
40 and older	80 (14.1%)
Total	569 (100%)

Race/Ethnicity:

African-American or Black	61 (10.8%)
Native American (Indian, Alaskan, Hawaiian)	59 (10.4%)
Caucasian or White	393 (69.6%)
Mexican-American, Mexican origin	5 (0.9%)
Asian American, Oriental, Pacific Islander	8 (1.4%)
Puerto Rican, Cuban, other Latino or Hispanic	9 (1.6%)
Other	8 (1.4%)
Prefer not to respond	22 (3.9%)
TOTAL	565 (100%)

Purpose for Entering this 2-year College:

No definite purpose in mind	9 (1.6%)
Self-improvement	13 (2.3%)
Job-related	15 (2.7%)
Transfer to other 2-yr college	28 (5.0%)
Transfer to 4-yr college	257 (45.6%)
Vocational/Technical Program	7 (1.2%)
Certification	11 (2.0%)
Associate Degree	215 (38.2%)
Other	8 (1.4%)
TOTAL	563 (100%)

Overall College Grade Point Average:

A- to A (3.50 - 4.00)	132 (23.5%)
B to A- (3.00 to 3.49)	135 (24.0%)
B- to B (2.50 to 2.99)	84 (14.9%)
C to B- (2.00 to 2.99)	69 (12.3%)
C- to C (1.50 to 1.99)	21 (3.7%)
D to C- (1.00 to 1.49)	12 (2.1%)
Below D (0.00 to 0.99)	2 (0.4%)
Have not established GPA	97 (17.3%)
Does not apply	10 (1.8%)
TOTAL	562 (100%)

Total Number of Respondents:	569
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Section I - Background Information:	# of Responses (%)
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Sex:	
Male	222 (39.0%)
Female	347 (61.0%)
TOTAL	569 (100%)

Marital Status:	
Unmarried (Single, divorced, or widowed)	332 (58.5%)
Married	218 (38.4%)
Separated	12 (2.1%)
Prefer not to respond	6 (1.1%)
TOTAL	568 (100%)

Number of Dependent Children:	
None	325 (57.2%)
1	100 (17.6%)
2	88 (15.5%)
3	41 (7.2%)
4 or more	14 (2.5%)
TOTAL	568 (100%)

Number of Hours Worked Per Week:	
0 or only occasional jobs	76 (13.5%)
1 to 10	22 (3.9%)
11 to 20	40 (7.1%)
21 to 30	45 8.0%)
31 to 40	194 (34.4%)
Over 40	187 (33.1%)
TOTAL	564 (100%)

Current Enrollment Status at TCC:	
Full-Time	205 (36.0%)
Part-Time	364 (64.0%)
TOTAL	569 (100%)

Number of Years Attended TCC	
1 year or less	347 (66.0%)
2 years	94 (17.9%)
3 years	52 (9.9%)
4 or more years	33 (6.3%)
TOTAL	526 (100%)

Total Number of Respondents:	569
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Section I - Background Information:	# of Responses (%)
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<u>Most Frequently Attended Classes:</u>	
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Day (morning / afternoon)	185 (32.8%)
Evening	368 (65.2%)
Weekend	7 (1.2%)
Other	4 (0.7%)
TOTAL	564 (100%)

<u>True When First Entered TCC:</u>	
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Entered direct from high school	95 (16.8%)
Entered after working for some time	287 (50.7%)
Transferred from another 2-year college	22 (3.9%)
Transferred from a 4-year college/university	44 (7.8%)
Entered after completing military service	25 (4.4%)
Other	93 (16.4%)
TOTAL	566 (100%)

<u>How Far From TCC Do You Live?</u>	
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Less than 1 mile	20 (3.5%)
1 - 5 miles	168 (29.6%)
6 - 10 miles	170 (30.0%)
11 - 20 miles	123 (21.7%)
21 - 40 miles	63 (11.1%)
Over 40 miles	23 (4.1%)
TOTAL	567 (100%)

<u>Do You Receive Financial Aid?</u>	
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Yes	231 (40.8%)
No	335 (59.2%)
TOTAL	566 (100%)

Total Number of Respondents:	569
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Section II - College Impressions:	# of Responses (%)
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Top Five Reasons for Attending TCC (2000 - 2001)

1. Offered the courses I wanted	467 (87.9%)
2. Could work while attending	462 (85.9%)
3. Convenient location	443 (82.3%)
4. Low cost of attending	423 (78.9%)
5. Good chance of personal success	367 (69.5%)

Other response options included: (in rank order)

6. Good vocational or academic preparation
7. Availability of scholarship or financial aid
8. Liked the size of the college
9. Liked the social atmosphere
10. Advice of parents or relatives
11. Advice of high school counselor, teacher, principal, etc.
12. Wanted to be with friends

Rating of TCC at Time of Admission:

First Choice	453 (80.7%)
Second Choice	77 (13.7%)
Third Choice	10 (1.8%)
Fourth Choice or lower	21 (3.7%)
TOTAL	561 (100%)

Would you choose this college again?

Definitely Yes	231 (41.0%)
Probably Yes	180 (32.0%)
Uncertain	105 (18.7%)
Probably No	32 (5.7%)
Definitely No	15 (2.7%)
TOTAL	563 (100%)

Overall Impression of TCC:

Excellent	169 (30.0%)
Good	317 (56.3%)
Average	75 (13.3%)
Below Average	2 (0.4%)
TOTAL	563 (100%)

Total Number of Respondents:	569
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Section III - College Services:

Satisfaction with the following college services at TCC: (2000 - 2001)

	<u>Number who "used" the service</u>	<u>Percent Satisfied</u>
Academic advising/course planning services	314	72.2%
Personal counseling services (for personal concerns/problems)	66	50.0%
Vocational guidance/career planning services	100	55.5%
Job placement services	32	26.5%
Financial aid services	231	61.1%
Recreational and intramural programs and services	60	58.6%
Library/learning resources center facilities and services	323	83.0%
Student health services	40	37.2%
College-sponsored tutorial services	69	57.9%
Student employment services	35	36.1%
Cafeteria/food services	150	43.5%
College-sponsored social activities	50	50.5%
Cultural programs and activities	40	46.3%
College orientation program	81	57.1%
Credit by examination program (CLEP)	42	39.6%
Computer services	248	80.5%
Parking facilities and services	449	58.3%
Veterans services	42	36.1%
Day care services	15	21.3%

Section IV - College Environment: 2000 - 2001

Top 10 Aspects of Tulsa Community College (2000 - 2001):

(Rank is based on student responses to a 5-point Likert scale)

	<u>Number who responded</u>	<u>Percent Satisfied</u>
1. The college in general	555	89.0%
2. Class size relative to the type of course	553	89.0%
3. General condition of building and grounds	554	86.7%
4. Attitude of the teaching staff toward students	555	86.1%
5. Variety of courses offered at this 2-year college	555	84.8%
6. Academic calendar for this college	554	83.3%
7. Classroom facilities	556	83.1%
8. College catalog/admissions publications	556	82.3%
9. Testing / grading system	558	80.2%
10. General registration procedures	554	80.0%

Total Number of Respondents:	569
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Section IV - College Environment: 2000 - 2001 (Continued)

<i>Other response options (in rank order)</i>	<u>Number who responded</u>	<u>Percent Satisfied</u>
11. College bookstore	555	78.8%
12. Flexibility to design your own program of study	555	77.1%
13. Availability of the courses	555	76.9%
14. Challenge offered by program of study	549	76.6%
15. Course content in major area of study	554	76.4%
16. Quality of instruction in major area of study	540	75.6%
17. Billing and fee payment procedures	555	73.3%
18. General admissions / entry procedures	553	72.7%
19. Rules governing student conduct at Tulsa Community College	555	71.7%
20. Study areas	554	69.5%
21. Racial harmony at Tulsa Community College	552	69.4%
22. Accuracy of college information received before enrolling	556	68.2%
23. Personal security / safety at Tulsa Community College	555	67.9%
24. Assistance provided by the college staff	553	66.4%
25. Value of the information provided by advisors	552	65.7%
26. Preparation received for chosen occupation	555	65.6%
27. Availability of academic advisors	552	61.3%
28. Out-of-class availability of instructors	551	61.2%
29. Attitude of college non-teaching staff toward students	549	61.2%
30. Concern for you as an individual	554	59.9%
31. Student community center / student union	552	58.2%
32. Business-training facilities / equipment	552	57.8%
33. Laboratory facilities	553	46.8%
34. Opportunities for personal involvement in college activities	550	44.0%
35. Availability of financial aid information prior to enrolling	554	43.5%
36. Purposes for which student activity fees are used	555	40.9%
37. Academic probation and suspension policies	550	39.3%
38. Student voice in college policies	554	38.4%
39. College media	550	36.4%
40. Opportunities for student employment	551	34.3%
41. Student government	550	26.7%
42. Athletic facilities	551	24.9%
43. Industrial arts/ shop facilities	550	16.7%
44. Availability of student housing	551	8.7%