

TULSA COMMUNITY COLLEGE

2003 – 2004 Alumni Survey

Summary of Results

Office of Institutional Research and Assessment

2005

Executive Summary

- ☑ 2,440 degrees or certificates were awarded to 2,243 TCC students for the 2003 – 2004 academic year.
- ☑ Alumni surveys were mailed to all 2,243 2003 – 2004 graduates, and 17 were returned as non-deliverable. Of the 2,226 surveys successfully delivered, 323 were returned completed, yielding a 14.5 % response rate.
- ☑ The degrees awarded to graduates included both university parallel (transfer) and workforce development (non-transfer).
 - 64% University Parallel (AA and AS degrees)
 - 36% Workforce Development (AAS degrees and Certificates)
 See Appendix B for a breakdown of graduates and survey respondents by major
- ☑ Former students were asked about their current educational objectives.
 - 69% of the respondents are continuing their education.
 - 23% plan to continue, but are not yet enrolled.
- ☑ Former students were also asked about their current employment status.
 - 80% of all respondents indicated that they are employed (58% Full-time; 22%Part-time).
 - 84% of those employed are in the Tulsa area
 - Among respondents who are employed, 64% are either working in their major field or in a discipline that is closely related to their area of study while at TCC.
 - 42% of the employed respondents indicated annual incomes of \$25,000 or more per year.
 - 55% of respondents employed full-time in a field related to their area of study while at TCC reported annual incomes of \$25,000 or more per year.
 - 2003-2004 Tulsa Community College graduates earn salaries in the following ranges:

		of those employed	of those employed in related field of study	of those employed full-time in related field of study	of those employed part-time in related field of study
Below \$15,000	----	28%	17%	10%	61%
\$15,000 - \$19,999	----	14%	13%	12%	22%
\$20,000 - \$24,999	----	17%	21%	24%	0%
\$25,000 - \$29,999	----	15%	15%	16%	11%
\$30,000 - \$35,000	----	11%	15%	16%	6%
Above \$35,000	----	16%	20%	23%	0%

Percentages may not sum to 100% due to rounding.

- ☑ Detailed results and response distributions for each survey item are presented in this report.
- ☑ Comments from former students are included in an appendix to this report.

Alumni Survey Report (2003-2004)

The purpose of this monograph is to present results from the 2003 – 2004 Tulsa Community College Alumni Survey. The Alumni Survey is an instrument that is administered annually to assess the current situation and perceptions of students who have completed either a certificate or a degree program at Tulsa Community College.

The Alumni Survey is a tool that can be used by individual offices (e.g., Division Chairs, Deans, Provosts, etc.) to help implement educational objectives and track the success of educational outcomes at Tulsa Community College. This survey allows one to assess student demographics on a variety of dimensions that are likely to be related to successful implementation of educational programs. These dimensions are indirectly related to the educational experiences at TCC (e.g., employment status, current educational objectives, and preparedness to continue education). This report provides feedback on survey responses. The complete survey is presented in Appendix A as it appeared to the potential respondents.

The Office of Institutional Research and Assessment administers the annual survey to students who have graduated after the Fall, Spring, and Summer semesters of a given academic year. The survey is mailed to the graduates within six months of the program completion date. This allows the TCC graduate to evaluate his/her educational experience in the context of daily life experiences (e.g., work, continuing education, or personal life) apart from the direct structure of the educational environment.

Subjects and Procedure

During the academic year 2003–2004, Tulsa Community College conferred degrees and certificates for 2,243 individuals. Table 1 contains selected demographic characteristics of these

graduates. The percentages reported in Table 1 are based upon data obtained from the TCC Student Information Systems (SIS) database. The distribution of these demographic characteristics is similar to the overall student profile for Tulsa Community College.

Table 1. Demographic Characteristics of Tulsa Community College Graduates 2003-2004*

Gender				Major	
	Percent				Percent
Male	32%			University Parallel	64%
Female	68%			Workforce Develop.	36%
Age		Tulsa County		Race	
	Percent		Percent		Percent
16-21	9%	NE	8%	White	76%
22-31	56%	NW	11%	African American	8%
32-41	19%	SE	35%	Asian	3%
42-51	11%	SW	12%	Native American	7%
52-61	4%	DT	8%	Hispanic	3%
Over 61	(n = 6) 0%	Other Counties	26%	Other	3%
Campus				Educational Objective	
	Percent				Percent
Metro	42%			Certificate	15%
NEC	18%			Degree	85%
SEC	30%				
West	10%				

* Based on FOCUS Report 2003-2004, Unduplicated (N = 2,243). Percentages may not sum to 100% due to rounding.

The President and Chief Executive Officer of Tulsa Community College, Dr. Dean P. VanTrease, signed a cover letter explaining the purpose of the survey and the confidential nature of individual responses. A packet containing the cover letter, a survey, and a postage-paid return envelope was mailed to all 2,243 graduates of Tulsa Community College.

Surveys were mailed to former students approximately 6 months after the program completion date. For example, December graduates in the Fall 2003 semester received a survey in July 2004. Likewise, May graduates in Spring 2004 and July graduates in Summer 2004 received the same survey in December. Seventeen survey packets were returned non-

deliverable; therefore, 2,226 surveys were successfully delivered. A total of 323 completed surveys were returned., yielding a 14.5% response rate.

Results

While 323 completed surveys were returned, some respondents did not complete various items the figures reported in this narrative represent only the valid responses to each item of the survey. Self-reported demographic characteristics of those graduates who returned the survey are presented in Table 2. The self-reported demographic results indicate that the sample of respondents is similar to the overall population of Tulsa Community College Graduates for the 2003–2004 academic year.

The majority of respondents indicated that they are employed (80%) with more than half working full-time (58%). When responses were grouped to look only at those employed, 42.5% indicated that they are in their major field; another 21.7% are in a related field; therefore, of the respondents employed, 64% are working either in their major field or in a discipline that is closely related to their area of study while at TCC. More than one-half (55%) of graduates who work full-time in their related field of study earn \$25,000 or more annually, and over three-fourths (79%) earn greater than \$20,000. However, more than two-thirds of the respondents indicated that they are continuing their education (69%) while another 23% indicated that they plan to continue their education but had not yet enrolled at the time they were surveyed.

**Table 2. Self-Reported Demographic Characteristics of Respondents:
TCC Graduates 2003-2004 (n = 323)**

Gender	Percent	Employment Status	Percent	Major	Percent
Male	25.4%	Full-Time	50.5%	University Parallel	57.0%
Female	71.5%	Part-Time	18.9%	Workforce Develop.	27.8%
Sub-Total	96.9%	N/A	17.0%	No Response	15.2%
No response	3.1%	Sub-Total	86.4%	Total	100.0%
Total	100.0%	No Response	13.6%		
		Total	100.0%		
Age	Percent	Employment Location	Percent	Race	Percent
16-21	8.7%	Tulsa Area	59.1%	White	78.9%
22-31	47.7%	Northeast OK	8.4%	African American	5.9%
32-41	20.4%	Elsewhere in OK	2.2%	Asian	0.9%
42-51	15.2%	Outside OK	0.9%	Native American	6.8%
52-61	5.0%	Sub-Total	70.6%	Hispanic	1.9%
Over 61	0.6%	No response	29.4%	Other	0.6%
Sub-Total	97.5%	Total	100.0%	Sub-Total	95.0%
No response	2.5%			No response	5.0%
Total	100.0%			Total	100.0%
Campus	Percent	Degree / Certificates Conferred	Percent	How likely would you return to TCC?	Percent
Metro	33.4%	Degree	84.2%	Very likely	69.7%
NEC	19.2%	Certificate	8.7%	Moderately likely	13.3%
SEC	28.5%	Degree and Certificate	3.4%	Somewhat likely	4.6%
West	11.5%	Sub-Total	96.3%	Not at all likely	2.2%
Sub-Total	92.6%	No response	3.7%	Sub-Total	89.8%
No response	7.4%	Total	100.0%	No response	10.2%
Total	100.0%			Total	100.0%
Salary Estimate	Percent	Current Situation	Percent	Continuing Education	Percent
(in Thousands)		Employed		4-year institution in OK	55.7%
< \$15	21.7%	- Major Field	30.0%	4-year institution outside of OK	1.5%
\$15 - \$19.9	9.0%	- Related Field	15.2%	2-year institution in OK	6.2%
\$20 - \$24.9	12.1%	- Different Field	23.8%	2-year institution outside of OK	0%
\$25 - \$29.9	10.5%	Unemployed		Plan to continue, but not enrolled	21.7%
\$30 - \$35.9	8.7%	-Looking	5.3%	No plan to continue	7.4%
> \$35	10.8%	-Not Looking	18.6%	Sub-Total	92.6%
Sub-Total	72.8%	Sub-Total	92.9%	No response	7.4%
No response	27.2%	No response	7.1%	Total	100.0%
Total	100.0%	Total	100.0%		

Percentages may not sum to 100% due to rounding.

The survey also measures the general satisfaction that former students have with their educational experiences while at TCC. One measure of a student's general satisfaction with his/her education is the extent to which he/she would attend the same school again if given the opportunity. Almost all of those who responded indicated that they would be at least somewhat likely to make the same decision if they had the opportunity to go to TCC again (98%). In fact, 78% indicated that they would very likely make the same choice and 15% were moderately likely. Finally, 2% reported that it is not likely at all that they would return to TCC given what they now know.

When asked to compare the quality of education at TCC to other colleges, 14% indicated that it is about the same. However, 26% indicated that they thought the quality of education at TCC is better than that received at other colleges. In addition, 37% reported that they were prepared exceptionally well by TCC to continue their education, and another 28% indicated that they were more than adequately prepared.

Appendix A

Alumni Survey and Cover Letter

Tulsa Community College



Office of the President & CEO

(918) 595-7000

CONFERENCE CENTER
6111 East Skelly Drive
Tulsa, OK 74135-6198

METRO CAMPUS
909 South Boston Ave.
Tulsa, OK 74119-2095

NORTHEAST CAMPUS
3727 East Apache
Tulsa, OK 74115-3151

SOUTHEAST CAMPUS
10300 East 81st Street
Tulsa, OK 74133-4513

WEST CAMPUS
7505 West 41st Street
Tulsa, OK 74107-8633

July 1, 2004

Dear TCC Graduate:

Congratulations on your graduation from Tulsa Community College! The faculty, staff, and administration at TCC are pleased to have had an opportunity to play a role in your educational achievement and wish you future success. We also have a favor to ask of you.

The College regularly surveys recent TCC graduates to help determine where to focus our improvement efforts. As a TCC graduate, you can provide us with information that will help us determine the college's impact on the community and the nation. Please read the items on the enclosed alumni survey carefully and mark the response that best reflects your answer to each question. We need your response, which will be treated confidentially, to make sure TCC provides the best educational experience possible. When you have completed this survey, return it using the postage-paid envelope provided.

This is also an opportunity to remind you that as a recent graduate you have a complimentary one-year membership in TCC Alumni & Friends Association, which includes access to TCC's health and fitness centers on each of the campuses as well as other TCC services. Use of the health and fitness centers does require a usage fee for each semester. If you have questions about TCC Alumni & Friends organization, please call 918/595-7927.

Thank you for your assistance!

Sincerely,

Dr. Dean P. VanTrease
President & CEO

DPV:sh





Tulsa Community College Alumni Survey

Directions
Completely darken the circle beside the answer that best fits your response.

- Did you receive:**
- Associate of Arts Degree (AA)
 - Associate of Applied Science Degree (AAS)
 - Associate of Science Degree (AS)
 - Certificate

- At which TCC campus did you most frequently take courses?**
- Metro
 - Southeast
 - Northeast
 - West
- I am currently:**
- employed in my major field
 - employed in closely related field
 - employed in different field
 - unemployed - looking
 - unemployed - not looking

If you are currently employed, please provide the following information:

Company Name: _____

Mailing Address: Street: _____ City: _____ State: _____ Zip: _____

Your Job Title: _____

We periodically survey employers to help determine the effectiveness of training & education at TCC. If we may contact your immediate supervisor for such a survey, please indicate the following:

Supervisor's Name: _____

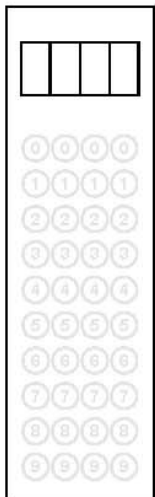
Supervisor's Job Title: _____

- | <u>Employment Status:</u> | <u>Estimate of Annual Salary:</u> | | <u>Employment Location:</u> | <u>If you had it to do over, would you go to TCC again?</u> |
|---------------------------------|--------------------------------------|--------------------------------------|---|---|
| <input type="radio"/> Full-time | <input type="radio"/> Below \$15,000 | <input type="radio"/> 25,000-29,999 | <input type="radio"/> In Tulsa Area | <input type="radio"/> not at all likely |
| <input type="radio"/> Part-time | <input type="radio"/> 15,000-19,999 | <input type="radio"/> 30,000-35,000 | <input type="radio"/> In Northeast Oklahoma | <input type="radio"/> somewhat likely |
| <input type="radio"/> N/A | <input type="radio"/> 20,000-24,999 | <input type="radio"/> Above \$35,000 | <input type="radio"/> Elsewhere in Oklahoma | <input type="radio"/> moderately likely |
| | | | <input type="radio"/> Outside Oklahoma | <input type="radio"/> very likely |

- | <u>Continuing Educational Objectives:</u> | <u>Age:</u> | <u>Race</u> | <u>Sex:</u> |
|--|--------------------------------|--|------------------------------|
| <input type="radio"/> Continuing at Oklahoma 4-year institution | <input type="radio"/> Under 21 | <input type="radio"/> Caucasian | <input type="radio"/> Male |
| <input type="radio"/> Continuing at 4-year institution outside Oklahoma | <input type="radio"/> 22-31 | <input type="radio"/> African American | <input type="radio"/> Female |
| <input type="radio"/> Continuing at 2-year Oklahoma institution | <input type="radio"/> 32-41 | <input type="radio"/> Asian | |
| <input type="radio"/> Continuing at 2-year institution outside Oklahoma | <input type="radio"/> 42-51 | <input type="radio"/> Native American | |
| <input type="radio"/> Not currently enrolled but plan to continue my education | <input type="radio"/> 52-61 | <input type="radio"/> Hispanic | |
| <input type="radio"/> Not currently enrolled and do not plan to return to school | <input type="radio"/> Over 61 | <input type="radio"/> Other | |

If you are a student at another college or university: (name of school) _____

- How well did TCC prepare you for continuing your education?
- Very poorly
 - Less than adequate
 - Adequate
 - More than adequate
 - Exceptionally well
 - Unable to judge
- How would you compare the quality of education provided by TCC with other community colleges?
- Unable to judge
 - Worse
 - About the same
 - Better



Please use this space to provide any additional information about TCC. Use the back of this page if more space is needed.

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY

Spring 2004

If you have questions regarding this survey, please contact the Office of Institutional Research at (918) 595-7925 or pjohnson2@tulsa.cc.ok.us

Appendix B

Number of Graduates and Respondents by Major

Graduates and Survey Respondents by Major*

Degree Type	Degree Name	Total Graduates	Total Respondents
University Parallel (AA & AS)	Accounting	49	5
	Art	9	1
	Biology	31	5
	Business Administration	180	27
	Chemistry	7	0
	Child Development	21	8
	Computer Science MIS	16	1
	Criminal Justice	24	2
	Economics	1	0
	Education	77	15
	Engineering	27	5
	English	10	3
	Fire and Emergency Services	5	2
	Geography	1	1
	Geology	1	0
	History	4	2
	Human Services	24	3
	Humanities	3	2
	Interior Design OSU	1	0
	International Business	12	1
	Journalism & Mass Communications	7	0
	Liberal Arts	534	83
	Management	6	1
	Marketing	13	0
	Mathematics	19	3
	Medicine (Pre-Professional)	10	0
	Music	3	0
	Philosophy	1	0
	Physical Education	1	0
	Physics	3	1
	Political Science	5	1
	Pre-Computer Science	4	0
	Pre-Pharmacy	8	1
	Psychology	57	3
Sociology	10	4	
Spanish	9	0	
Theatre	1	0	
Veterinary Medicine (Pre-Professional)	1	0	
Undecided University Parallel	308	44	

(continued on following page)

Degree Type	Degree Name	Total Graduates	Total Respondents
Workforce Development (AAS & Certificate)	Accounting Associate	7	2
	Accounting Assistant	2	0
	Aviation Sciences Technology	13	4
	Business	14	3
	Child Development	79	12
	Civil Engineering Technology	1	0
	Computer Information Systems	60	5
	Dental Assistant	1	1
	Dental Hygiene	8	0
	Dental Hygiene Applicant	1	0
	Design Engineering Technology	4	0
	Desktop Publishing	2	0
	Electronics Technology	2	0
	Emergency Medical Technology	2	1
	Fire and Emergency Services	1	0
	Fire Protection Technology	16	1
	Health Care Administration	1	1
	Health Information Technology	11	3
	Horticulture Technology	3	0
	Human Resources	6	1
	Human Services	9	2
	Interior Design	3	1
	International Business	1	0
	International Language Studies	5	0
	Interpreter Preparation	12	6
	Law Enforcement	2	0
	Legal Assistant	20	1
	Management	7	0
	Manufacturing Engineering Technology	1	0
	Marketing	7	2
	Marketing E Business	1	0
	Medical Assistant	9	1
	Medical Laboratory Technology	20	0
	Medical Laboratory Technology Applicant	1	0
	Medical Office Administration	2	0
	Nursing	99	14
Nursing Applicant	42	4	
Occupational Therapy Assistant	7	1	
Patient Care Technician	37	3	
Pharmacy Technician	20	3	
Pharmacy Technology Applicant	1	0	
Physical Therapist Assistant	9	0	
Physical Therapist Assistant Applicant	1	0	
Purchasing and Materials Management	5	1	

(continued on following page)

Degree Type	Degree Name	Total Graduates	Total Respondents
Tech./Occupational (AAS & Certificate) continued	Quality Control Technology	1	0
	Radiography (X-Ray)	23	4
	Respiratory Therapy	9	0
	Surveying Technology	2	1
	Telecommunications	3	0
	Telecommunications Technology	7	1
	Veterinary Technology	4	1
	Veterinary Technology Applicant	1	0
	Undecided Technical/Occupational	15	2
Degree Undefined	Degree Undefined	120	17
Total		2243	323

* Based on FOCUS Report 2003-2004, Unduplicated (N = 2,243).

Appendix C

Comments from 2003-2004 Graduates

2003-2004 Alumni Survey - Student Comments

Case Number	Comments
10	Being in my 40's, returning to School after being laid off from my job was a very scary experience but my counselor, [...], at your West campus walked me through all I needed to do and all of the staff I dealt with were wonderful! I do not have any experience with other community colleges but I would and do highly recommend TCC.
25	I recomend that all graduating high school students, whom are uncertain about a 4 yr. university, attend TCC.
63	I'm glad SE Campus got a fitness center. Educate students more about how the career center can help then in career choosing & job hunting.
78	PTA program is exceptional!
81	TCC is a <u>huge</u> asset to this community. As a student I found the convenience, class sizes and instructors to be important factors in my success. I really love the new PAC at the SE campus too. Great opportunity for motivated adult learners.
124	TCC has an excellent financial aid program. They made it possible for me to continue my education. I really appreciate TCC's generosity.
127	Financial Aid at Southeast campus was horrible. I would never hire anyone who worked there. [...] was a pathetic example of a teacher, please make sure he actually has a degree. However, Both [...] were awesome!!!
128	Moving from Chicago Community Colleges I was very impressed with great overall quality of attendance at TCC. Thank you!
174	TCC is a nice place to go to school. But the admissions office at Northeast Campus are unapproachable (the employees) and untolarant! I was given a hard time when trying to ask questions and they didn't know the rules about graduating.
178	TCC is an exceptional value. All instructors were more than willing to help student by staying after class or making other arrangements.
190	TCC is a great school. It has some exceptional professors who prepared me for my classes that I am taking at NSU right now. TCC was more challenging than my classes at NSU which says a lot for being a Community College.
219	I went into Interpreter preparation program. and don't desire full time work. I am substituting for public schools and feel very strongly that my education helped prepare we as well as any 2 ½ year program would. [...] and [...] were exceptional instructors.
231	When seeking advisement at TCC I was astonished by the apathy displayed by the advisors. They took little interest in helping me with decisions about my educational goals. This happened several times.
235	TCC would support the student body if an academic advisor was assigned at time of enrollment. Other 2 year colleges do this and have been very successful. It was my experience at TCC, that the counseling center was not helpful at all nor demonstrated any concern whether they helped or not. Because I received counseling that did not prepare me to receive an Associates degree, I graduated with a certificate after 2 ½ years at TCC. I blame this on the Counseling Center as I checked constantly with my advisor and was led to believe that I would receive my Associates. This was a waste of my time and money. TCC needs to do a better job in this area.
246	The quality of the classes at TCC were at the same level of those I've taken at 4-year institutions (TU and NSU-BA).
248	4 yrs. Part time school = 1 year full-time at my choice 4-yr University. Work on Computer Science
261	The Human Services program is outstanding & provided the education needed to pursue a career in this field. Very high quality education & instructors.
281	I didn't find it very easy to find help for continuing my education! I felt very rushed when in the counsel office. Almost like I was expected to know what to do next – I didn't – I've never graduated from college before.
326	The only problems I had was with faculty and administration losing important documents.

All student comments were entered verbatim as reported by the student. Personal names and other information that could be used to reveal individual identities have been removed.

- 345 All old style desks need to be replaced. Because the mind can absorb only as much as the seat can endure (esp. lab stools).
- 375 I enjoyed the professors at TCC. They all were helpful in my learning to further my education. Also they were knowledgeable in the courses I needed to take.
- 409 I loved it. Great atmosphere & wonderful staff. I'm currently working for my 2nd associate's degree at TCC!
- 410 Keep up the Great work
Lower tuition rates
"College of the Mainland" in Texas City, TX charges \$17.00 cr. hr., Found out how
- 451 When I first went back to take College courses on a serious level, I felt limited w/ what I could do; that is what type of career I would choose for my future. Now, after completing two degrees, I feel that I can choose from so many careers and I am really thankful for that. The most important knowledge that I have taken from TCC is the knowledge and appreciation for mathematics. I began my studies @ TCC @ the lowest level of the math program. And through the instructors and my own hard-headedness I was able to scratch and claw my way through: Basic math and Beginning Alg. by [...], Intermediate by [...], College Algebra, Calculus I, II, II by [...], Physics – Gen. by [...], and last but not at all least, Diff. Eq. by [...]. There were many days of "wailing and gnashing of teeth" but I could not have done it without the instructors guidance. I plan to pursue an Associates in Mech. Engineering this fall if I receive my loan money. If not, I will take Physics for Engineering and try to figure something else out. So that I can pursue the Mech. Engineering.
- 453 Attending TCC was an excellent learning experience. I would recommend TCC to anyone interested in furthering their education. Thanks TCC!
- 462 I have enjoyed attending TCC and I am presently working on a AA degree. My future plans are to attend a 4-year institution to continue my education.
- 535 Need to make the classes – more detailed, harder, so students not only learn – but learn to apply it to work / major field of study.
- 537 My general education at TCC was very good, however, my interior design education did not properly prepare me for continuing education, There were some great instructors, but the head of the department was less than satisfactory. It would be a great improvement to that program if the administration got a new head of the Interior Design dept.
- 563 I think T.C.C. is great, if I could I would get my bachelor from TCC.
- 611 TCC is a wonderful transitional phase, especially for people who've taken a few years off! I think the counselors need to be more informative – about continuing on to 4 year schools. I was not aware that I was going to need 60 hours from a 4 year school and could have taken less classes at TCC and applied those classes to the 60 hrs. needed. I realize you are there to make money but it shouldn't be made by misleading students. One other complaint is if you receive a complaint (multiple complaints) every semester about a teacher's inadequacies, rudeness, and overall terrible teaching methods... take it seriously. Overall TCC was a great experience, most of the teacher were very good, as was most of the staff. [...] stands out as one to the best science teachers I have ever had.
- 623 Very satisfied. Encourage others to attend. Plan on sending my daughter to TCC in two years.
- 637 TCC was a good choice for me coming out of high school. I enjoyed the learning process of what college is. It will help me as I go to OSU this fall.
- 664 I am writing a book which, if published, will list TCC as the college I received an Associates Degree from, in the information "about the author". I have attended a 4-yr state university where the teaching was not up to standard. I also attended OKCCC, which was not as good at TCC.
- 667 Great choices of classes that you offer
Very flexible times
Love the fast track class, helps full time employees get their degree faster
- 679 The classes at TCC were very informative. When I start my continuing education at OSU Tulsa, I believe I will be prepared for their classes.
- 719 Really enjoyed my experience at TCC, but some teachers need to be monitored on teaching skills & financial aid office needs to be more careful at keeping tracking of paperwork and they could be a little less rude & hateful at times.
- 729 It would be easier to take some classes if they started a little later 30 min or so. I drive from Bartlesville & its hard to get off work early.

- 730 Frustrating to have to drive to different campuses to obtain my prereqs. At times I had hours to wait between classes due to schedule conflicts and inavailability.
- 734 Thank You
- 759 I feel TCC should push it's students to finish their associate's degree sooner and also provide better help in enrolling in another school when they finish at TCC.
- 760 I always encourage people to attend TCC, because of the excellent instructors I had. The administration is also helpful (& quick!) – financial aid, transcripts, counseling
- 787 I enjoyed my experience at TCC and believe it was a great value.
- 789 I love TCC! After being at NSU, I really miss how smoothly things ran at TCC! I wish I could come back.
- 792 Pursuing nursing degree at Langston.
- 797 Level III of nursing program needs major revamping
- 802 I was not impressed with the advisement center at the SE campus. I received conflicting answers on many occasions to the same question. I felt as though the advisement staff does not know how to all “be on the same page”. It was very frustrating most every time I had to ask a question.
- 804 I feel that TCC is best start for anyone going to college. I had a wonderful experience with all my instructors and felt they were more than qualified. The advisement throughout my 69 hours were horrible, and the advisement needs revamping!!!
- 817 I'm glad I decided to get my undergraduate classes finished up at TCC. It prepared my four a 4 yr university and I was also more focused going in.
- 820 While at TCC I had an intern teacher for Physical science named [...]. He is an exceptional teacher and I hope TCC hired him.
- 822 Please, have courses on anthropology and archaeology. A lot of students I talked to before I graduated would like to take them.
- 875 I enjoyed how the college offered classes. There was a variety of times and locations.
- 998 My daughter attended Platt College and her classes would not transfer to TCC or a major college I think that is very sad for education in our area.
- 1013 My TCC Experience was Great – The Scholar Coordinator [...] was very Helpful. My instructors were knowledgeable but personable too.
- 1023 I took classes from the best, most competent professors. It was a pleasure to start my education at TCC.
- 1092 There is a definite need for continued Education to BS Degree in Respiratory Therapy / Cardio Pulmonary Science that does not presently exist in this state To continue in this field a student has no alternative but to leave the state of Oklahoma.
- 1184 TCC is a quality school for the cost. I enjoyed many of my professors and classes there.
- 1203 I have a lot of respect for the nursing division & what it taught me.
- 1210 Do these questions help you improve TCC?
- 1241 I hope to work my way into the company, Learning all that I can, and to finish my education.
- 1350 I took a class @ metro (basic microbiology in the summer 2003. The teacher was terrible. Cannot remember her name but I know many that were dissatisfied.
- 1359 After I graduated I would have recommended you, but now that you are sponsoring “Tulsa Talks” I won't be sending anyone to you. I am very disappointed in the College.
- 1382 I am very please with the education I received. I enjoyed all my classes and the instructors were fabulous! Thanks for the experience!!!
- 1407 Wonderful Education
- 1420 [...] & [...] did a fine job preparing me for my jobs. I was able to hit the ground running with a great salary.
- 1431 On line courses made it possible for me to get my education.
- 1445 Student services / academic courses are outstanding. Circles not very legible
- 1454 I would have had no chance for a four-year degree were it not for T.C.C. – I graduated from OSU in December... Thanks, TCC!
- 1458 rework the whole surveying technology degree, it needs a lot of help.
- 1460 For the most part my TCC experience was above my expectations, however for TCC graduates planing on moving on to a 4 yr. school something need to be done about the state board of regents requirement that 60 hrs of credit must be earned at a 4 year institution. This makes for more unneeded classes from another institution in order to graduate.

- 1464 Since I graduated things have changed. The science & math department has gone downhill at Metro. Other than that everything is great.
- 1495 The counseling offices need work. There is little information in their offices about how to transfer to other colleges in OK. OSU has plenty but there needs to be more information and help given concerning other schools like OU. I realize there isn't a strong link between OU-Norman & TCC as there is between OSU-Tulsa & Stillwater and TCC. Because of the surge in enrollment at OU, TCC will be hurt in the longrun if it doesn't strengthen ties between the Schools. Secondly, the counseling office would benefit as well as the student if a counselor would take the time to get the Students major at the university & degree plan from the university then match it with TCC equivalents. The TCC / University course equivalency charts can be confusing with *s, ttt. As exceptions to the rule. I had a question concerning a TCC class I was answered rudely with "That's not my area"! Then what is? I did a better job of advising myself. A counselor told me I needed more classes than I did and neglected to tell me that the classes I had taken fulfilled TCC's requirements for my degree. I wasted a lot of time because of that. Thirdly, the office pushes Spanish for foreign language and the overemphasis has led to a lack of students for other languages like French and German. I was a student there for 9 semesters if I had started my first Semester they did not offer enough courses to get an AA in a language other than Russian or Spanish. Either the counselors need to give students their other options or lower the level from 8 to 5 students required for a class to make. It would be nice to have a language course that is 4 days/week like at university level. Also, a 3-hr pronunciation course would be nice rather than 1-hr. Last, nearly all of my Liberal Arts classes were MW 9:00-10:30. I took a lot of Honors classes and many of the classes I took were back to back but at different campuses (eg. at AM History M.W 9-10:50 at Metro and a language class 11:00 am -12:50 pm SouthEast) I needed a number of classes that were university equivalent but were offered at no other time and campus. That caused me to wait longer to get my AA. from TCC. Even though I enjoyed my time at TCC because of the above statements I answered moderately likely I would go to TCC again.
- 1535 I truely enjoyed my time T.CC., I am currently enroll there now. I am going to have dual enrollment with NE Broken Arrow
- 1544 I enrolled in several classes, then had them cancel on me. then was left struggling to get into the "left-over" classes. This happened to me at least 3 semesters.
- 1554 Eliminate student facilities i.e. student centers & fitness centers. Pass that reduction of cost on to attendees. Do not cater to students whose #1 priority is not education. Focus more on the quality of students attending & being produced; not the quantity. #@?* the trustees; find someone else.
- 1561 The only problem I had with TCC was taking an online class (History) in which I would have been better served in the classroom setting.
- 1587 I feel that I completely wasted a great deal of time and money pursuing a certificate in medical coding. I feel like the quality of education was better than average, but the placement assistance is extremely poor. I was offered assistance before I had fulfilled prior commitments at my current position, but none since my graduation and completion of these commitments.
- 1588 I was/am not prepared for statistics! my major is Sociology.
- 1617 It has been a great experience so far and would do it again. I do think some teachers need to become more approachable
- 1635 Administration @ TCC is very confusing – you get different answers to questions at different campuses. Ex. My IIA transcripts was only acceptable at SE campus. NE would not even look at it.
- 1637 TCC was a great place to start my college education. Being in the Honors program was an awesome experience, and I has some fabulous professors ([...], [...],[...],[...], and [...]).
- 1664 Great teachers!
- 1676 continuing education in a doctoral program at a 4-year institution (40yr. program).
- 1682 I am slightly to mostly upset & disappointed in TCC for discontinuing many upper level type accounting courses. I have been forced to seek classes at another university since TCC discontinued Auditing class.
- 1702 I would recommend TCC to anyone. I feel like I received an excellent education there. The class sizes were great. The variety of times the class were offered was convient. The facilities are great. I had several great teachers: [...] for Chem II was one of my favorites. I would love to come back to TCC & take him for Organic Chem. I learned so much from him. He was easy to understand. Related well with students. And presented the information in a very understandable way. [...] was

- great in Economics. He really prepared me for future bussiness classes. [...] was a great Humanities teacher. I had her in honors I & II, she gave her students a great prespective of the world & culture. I am a Dietetics major at NSU and I was well prepared by [...] for my nutrition classes – she was at the southeast campus in Spring of 2003. The Southeast math Lab was very helpful. The staff at the Metro Fitness Center was great & very professional. However, [...], for History at Southeast was my least favorite. I recommened to friends to not take his class. I found him to be sexiast & unfair. [...] was an Excellent Comp. teacher. She was a joy! I learned a lot from her. I fell that I had a better experience than most at TCC. But this could be because I was more involved than most.
- 1707 Had some great teachers, but had some bad ones too. (like anywhere I'm sure) glad I went, if nothing else, met a great person in my life now at T.C.C.
- 1717 A large majority of the courses I took do not transfer to a four year college. If I had it to do again I would either attend a four year college or complete a short course at a business school (9 mo to 1 year) which I believe would have prepared me for employment equally well.
- 1748 Could not see circle beside question
- 1755 My continuing objective is graduate school.
- 1759 At a 4-year institution I have had better service from personnel, TCC. In some departments do not have a friendly, knowledgeable staff. I like TCC's way of enrolling better than the phone system I now go through. All TCC web services are better
- 1807 As a working mom, I appreciate the class flexibility!
- 1808 TCC is great! I would not have been able to go back to school had it not been for TCC.
- 1833 very good, affordable education
- 1861 I loved my time at T.C.C. and am so glad I received my associates degree there. I had excellent professors, and feel I was very prepared to attend O.U. Great experience!!
- 1884 I sure enjoyed my 2-years @ T.C.C. It made going back to school very enjoyable
- 1894 I feel very confident in my education that I recieved from Tulsa Community College. I feel like all my instructors were very knowledgable about thier subject. I would recommend anyone wanting to continue their education to enroll at Tulsa Community College I have a full time job and two children and was able to work my classes around them both. Thank you for helping me obtain my goal. I have been out of school for twenty years and wasn't sure how I was going to get a degree. I will be continuing my education further but I haven't enrolled in a four year college as of yet.
- 1933 You should help students to get jobs in their fields.
- 1945 I plan to continue at TCC starting in Summer 2005 to work toward an Associates Degree in Nursing.
- 1991 I liked attending classes at TCC, but I often had problems with instructors, especially [...], a Spanish II instructor in Fall 2004. I complained several times, as well as other students. We complained to anyone in a authoritative position. and no one attempted to solve the problem. I withdrew from the class, but only after much wasted time and energy – This was the worst case of incompetant teachers, however, I have had many problems with bad teachers at TCC.
- 2002 I believe I received a good education at TCC, but I feel some of the ciriculum in my feild could have covered more.
- 2012 TCC is a great education opportunity. I strongly recommend.
- 2080 What if your 21 no circle for it
- 2111 I viewed my education experience as exceptional Great advisement – wonderfull instructors. This could be because I am older.
- 2182 Nursing program – [...],[...] – excellent teachers along with [...]-
- 2183 * I already have a 4 yr degree
- 2194 Loved TCC.
- 2198 French Language Program in exceptional at TCC. It is better than the program at the college I now attend.
- 2223 As a older adult, the instructors were great. Most the classes I took on campus had an equal variety of ages. A very memorable experience.
- 2239 Nursing Division is best in state. ↑ respect from colleagues when they find out I'm a TCC Nursing Grad.

Appendix D

Employer Satisfaction Survey Results

Employer Satisfaction Survey Results
2003 – 2004

The Alumni Student Survey included a section in which students were asked to provide the name and address of their current employer (if applicable). The Employer Satisfaction Survey was designed to determine how satisfied these employers were with TCC graduates. There were 323 completed graduate surveys and 116 listed an employer. The list of employers that graduates provided on the Alumni Student Survey became the sample group for the Employer Satisfaction Survey.

Each employer received a cover letter explaining the purpose of the survey and the anonymous and confidential nature of their responses. The President and Chief Executive Officer of Tulsa Community College, Dr. Thomas K. McKeon, signed a cover letter explaining the purpose of the survey. The survey packets that were sent to employers contained the cover letter, a survey, and a postage-paid return envelope.

Three survey packets were returned as non-deliverable and 48 completed surveys were received, resulting in a response rate of 42%. The cover letter, the survey, and the overall results of the survey are presented in the following pages.

Tulsa Community College



Office of the President & CEO

(918) 595-7000

CONFERENCE CENTER
6111 East Skelly Drive
Tulsa, OK 74135-6198

METRO CAMPUS
909 South Boston Ave.
Tulsa, OK 74119-2095

NORTHEAST CAMPUS
3727 East Apache
Tulsa, OK 74115-3151

SOUTHEAST CAMPUS
10300 East 81st Street
Tulsa, OK 74133-4513

WEST CAMPUS
7505 West 41st Street
Tulsa, OK 74107-8633

March 11, 2005

«Supervisors_Job_Title»
«Company_Name»
«Company_Street_Address»
«Company_City», «Company_State» «Company_Zip»

Dear «Supervisors_Name»,

Tulsa Community College is committed to providing quality education that responds to the needs of employers and the community. As a Tulsa area employer, you have witnessed first hand the education and skills obtained by our students. Our records indicate that you have employed «Student Name», a recent TCC graduate. We are conducting a survey of known employers to determine if our students are satisfying the requirements of today's work environment. Please complete this survey as an evaluation of TCC programs rather than an evaluation of your employee. The results of this survey will make significant progress in our efforts to provide the Tulsa area with a quality work force. Therefore, I urge you to participate by returning the completed survey.

Please take a few minutes to fill in the enclosed survey. Then place it in the enclosed return envelope and drop it in the mail. No postage is necessary. Your prompt response will help us to assure that our degree programs remain accredited and that we continue to supply you and other area employers with well-educated people.

Thank you for your cooperation. If you have any questions or comments regarding the survey, please contact Paul Johnson, Coordinator of Assessment, by phone at (918) 595-7925 or by e-mail at pjohnson2@tulsacc.edu.

Sincerely,

Dr. Thomas K. McKeon, President & CEO
Tulsa Community College





Tulsa Community College

Employer Satisfaction Survey

Instructions: Our records indicate that you have hired at least one Tulsa Community College graduate in the past year. TCC is very interested in providing the Tulsa area with a quality work force. Please read each item below and mark the response that best reflects your perception of TCC graduates and students. It is important to note that we are asking you to evaluate the overall preparation of our graduates. This survey is not a job performance evaluation for an individual employee. We are interested in your assessment of how well we prepare our graduates for employment. Thank you for taking the time to complete this brief survey.

To the best of your knowledge, about how many TCC graduates or students are employed by your company?

- 1 Unsure 2 6 to 10 3 21 to 31
 4 Less than 5 5 11 to 20 6 31 or More

5 = Excellent
4 = Above Average
3 = Average
2 = Below Average
1 = Poor

Concerning your experiences with TCC graduates, how do you rate them on the following:

	1	2	3	4	5
1. Ability to work with others productively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ability to work independently without direct supervision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ability to accept supervision and criticism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. General attitude toward the work they perform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Ability to perform technical aspects of the job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Ability to communicate on the job (both orally and in writing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Ability to analyze and identify problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Ability to solve problems or suggest possible solutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Quality of work performed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please respond to the following items by comparing new TCC graduates with other new employees.

10. Resource management (e.g., time, materials, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Interpersonal skills (e.g., teamwork, customer service, communication)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Evaluate, interpret, organize and process information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Applying systems knowledge (e.g., "chain of command," technical and social systems)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Using technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Demonstrating basic skills (e.g., reading writing, math, communication, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Demonstrating thinking skills (e.g., creativity, decision making, problem solving, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Exhibiting personal qualities (e.g., responsibility, integrity, work ethic, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall, how satisfied are you with the TCC graduates' ability to work in your company?

- 1 Not Satisfied at all 2 Somewhat Dissatisfied 3 Moderately Satisfied 4 Satisfied 5 Very Satisfied

Please rank the skills listed below in order of importance to your company's needs (1 = most important).

<input type="text"/> Communication Skills	<input type="text"/> Critical Thinking Skills
<input type="text"/> Technical Skills	<input type="text"/> Team Building Skills
<input type="text"/> Computer Skills	<input type="text"/> Other (Please List): _____

What category best describes your company (e.g., manufacturing, health, retail, etc.)? _____

Please use the back of this page to comment on how we might better evaluate and/or improve our programs.

THANK YOU FOR YOUR ASSISTANCE

Number of Graduates Employed

Employers were asked to indicate the number of Tulsa Community College graduates currently employed by their company. Almost one-third of the employers responding (30%) indicated that less than 5 graduates were employed by their company. Most other respondents (41%) were not sure about the number of TCC graduates employed; In addition, 19% of the respondents indicated employing from 6 to 10 graduates while another 11 employ 31 or more graduates.

Ratings on Work Experiences

The Employer Survey included 9 items that asked employers to rate TCC graduates on various aspects of their work experiences. The 9 items were administered on a 5-point scale ranging from poor to excellent, with 1 = poor and 5 = excellent. Overall, 43% of the respondents indicated that TCC graduates are excellent at work. Another 37% reported that TCC graduates are above average, and 17% indicated that graduates are average. The response distribution for individual items is presented in the following pages.

Comparing TCC Graduates with Other New Employees

The Employer Survey included 8 items that asked respondents to compare new TCC graduates with other new employees at their company. The 8 items were administered on a 5-point scale ranging from poor to excellent, with 1 = poor and 5 = excellent. Overall, 41% of the employers indicated that TCC graduates are excellent and 37% reported that TCC graduates are above average when compared to other new employees. The response distribution for individual items is presented in the following pages.

Skill Rankings Based on Company Needs

Employers were presented a list of 5 skill areas (communication, technical, computer, critical thinking, and team building) and asked to rank the skills in the order of importance to the company's needs (1 = most important). Communication was ranked as the most important job skill by 38% of the respondents, and computer skills was ranked as least important by 44% of the respondents. Response frequencies for the other skill areas are presented in the following pages along with other skill areas that companies listed as important.

**Tulsa Community College
Employer Survey
Response Distributions**

Total Number of Respondents = 48 (42% Response Rate)

	Unsure	< 5	6-10	11-20	21-31	> 31
Number of TCC graduates employed	41%	30%	19%	0%	0%	11%

Ratings on Work Experiences					
	Poor	Below Average	Average	Above Average	Excellent
Ability to work with others productively	0%	2%	15%	33%	50%
Ability to work independently without direct supervision	2%	0%	15%	38%	54%
Ability to accept supervision and criticism	2%	6%	21%	35%	35%
General attitude toward the work they perform	0%	2%	13%	40%	54%
Ability to perform technical aspects of the job	0%	4%	13%	34%	49%
Ability to communicate on the job (orally and in writing)	2%	0%	21%	38%	40%
Ability to analyze and identify problems	0%	2%	21%	35%	42%
Ability to solve problems or suggest possible solutions	0%	2%	23%	38%	38%
Quality of work performed	0%	2%	13%	47%	38%

Comparing TCC Graduates with Other New Employees					
	Poor	Below Average	Average	Above Average	Excellent
Resource Management	0%	4%	25%	38%	33%
Interpersonal Skills	2%	6%	19%	33%	40%
Evaluate, interpret, organize and process information	2%	0%	19%	38%	42%
Applying systems knowledge (i.e., chain of command)	0%	2%	23%	42%	33%
Using technology	0%	4%	15%	33%	48%
Demonstrating basic skills (i.e., reading, writing, math, etc.)	2%	0%	13%	44%	42%
Demonstrating thinking skills (i.e., creativity, decision making)	2%	6%	13%	38%	42%
Exhibiting personal qualities (i.e., responsibility, work ethic)	2%	2%	15%	33%	48%

Overall Satisfaction			
	Not at all Satisfied	Satisfied	Very Satisfied
Overall, how satisfied are you with the TCC graduates' ability to work in your company?	2%	35%	63%

Skill Rankings Based on Company Needs	Most Important ←————→ Least Important				
	#1	#2	#3	#4	#5
Communication Skills	38%	29%	22%	5%	2%
Technical Skills	8%	15%	17%	27%	32%
Computer Skills	4%	8%	10%	39%	44%
Critical Thinking Skills	34%	17%	32%	7%	7%
Team Building Skills	16%	31%	20%	22%	15%

Percentages may not sum to 100% due to rounding

Types of Employers / Companies Represented:

Note: The number of respondents from each type are indicated in parentheses "()".

- Health / Fitness (21)
- Education / Childcare (11)
- Retail (4)
- Service (4)
- Freight Transportation / Distribution (2)
- Banking (1)
- Law (1)
- Manufacturing (1)
- Unidentified (3)
- TOTAL (48)