

***TULSA COMMUNITY COLLEGE***

**2004 – 2005 Alumni Survey**

Summary of Results

Office of Institutional Research and Assessment

2006

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## Executive Summary

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- ☑ 2,309 degrees or certificates were awarded to 2,142 TCC students for the 2004 – 2005 academic year.
- ☑ Alumni surveys were mailed to all 2,142 2004 – 2005 graduates, and 12 were returned as non-deliverable. Of the 2,130 surveys successfully delivered, 327 were returned completed, yielding a 15.4% response rate. This provides a 95% confidence that the results are an accurate representation of our graduate population within a margin of error of +/- 5%.
- ☑ The degrees awarded to graduates included both university parallel (transfer) and workforce development (non-transfer).
  - 68% University Parallel (AA and AS degrees)
  - 32% 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.
  - 73% of the respondents are continuing their education.
  - 20% plan to continue, but are not yet enrolled.
- ☑ Former students were also asked about their current employment status.
  - 86% of all respondents indicated that they are employed (65% Full-time; 21%Part-time).
  - 88% of those employed are in the Tulsa area
  - Among respondents who are employed, 66% are either working in their major field or in a discipline that is closely related to their area of study while at TCC.
  - 48% of the employed respondents indicated annual incomes of \$25,000 or more per year.
  - 60% 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.
  - 2004-2005 Tulsa Community College graduates earn salaries in the following ranges:

		of those employed	of those employed in related field of study	of those employed <b>full-time</b> in related field of study	of those employed <b>part-time</b> in related field of study
Below \$15,000	----	24%	21%	8%	79%
\$15,000 - \$19,999	----	17%	15%	14%	18%
\$20,000 - \$24,999	----	17%	16%	19%	4%
\$25,000 - \$29,999	----	11%	12%	15%	0%
\$30,000 - \$35,000	----	12%	14%	18%	0%
Above \$35,000	----	19%	22%	27%	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 (2004-2005)**

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The purpose of this monograph is to present results from the 2004 – 2005 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 2004–2005, Tulsa Community College conferred degrees and certificates for 2,142 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\***

<b>Gender</b>				<b>Major</b>	
	<b>Percent</b>				<b>Percent</b>
Male	29%			University Parallel	68%
Female	71%			Workforce Develop.	32%
<b>Age</b>		<b>Tulsa County</b>		<b>Race</b>	
	<b>Percent</b>		<b>Percent</b>		<b>Percent</b>
16-21	19%	NE	9%	White	76%
22-31	47%	NW	11%	African American	10%
32-41	18%	SE	39%	Asian	2%
42-51	11%	SW	12%	Native American	7%
52-61	4%	DT	6%	Hispanic	3%
Over 61	(n = 10) 0%	Other Counties	24%	Other	3%
<b>Campus</b>				<b>Educational Objective</b>	
	<b>Percent</b>				<b>Percent</b>
Metro	41%			Certificate	14%
NEC	18%			Degree	86%
SEC	32%				
West	9%				

\* Based on FOCUS Report 2004-2005, Unduplicated (N = 2,142). 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 2,142 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 2004 semester received a survey in July 2005. Likewise, May graduates in Spring 2005 and July graduates in Summer 2005 received the same survey in December. Twelve survey packets were returned non-deliverable;

therefore, 2,130 surveys were successfully delivered. A total of 327 completed surveys were returned., yielding a 15.4% response rate. This provides a 95% confidence that the results are an accurate representation of our graduate population within a margin of error of +/- 5%.

## Results

While 327 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 2004–2005 academic year.

The majority of respondents indicated that they are employed (86%) with nearly two-thirds working full-time (65%). When responses were grouped to look only at those employed, 40% indicated that they are in their major field; another 26% are in a related field; therefore, of the respondents employed, 66% 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 (60%) of graduates who work full-time in their related field of study earn \$25,000 or more annually, and over three-fourths (78%) earn greater than \$20,000. However, almost three-fourths of the respondents indicated that they are continuing their education (73%) while another 20% 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 2004-2005 (n = 327)**

<b>Gender</b>	<b>Percent</b>	<b>Employment Status</b>	<b>Percent</b>	<b>Major</b>	<b>Percent</b>
Male	21.7%	Full-Time	56.6%	University Parallel	62.1%
Female	77.7%	Part-Time	18.3%	Workforce Develop.	24.7%
Sub-Total	99.4%	N/A	11.9%	No Response	13.1%
No response	0.6%	Sub-Total	86.9%	Total	100.0%
Total	100.0%	No Response	13.1%		
		Total	100.0%		
<b>Age</b>	<b>Percent</b>	<b>Employment Location</b>	<b>Percent</b>	<b>Race</b>	<b>Percent</b>
16-21	8.9%	Tulsa Area	69.4%	White	73.7%
22-31	49.2%	Northeast OK	4.6%	African American	8.0%
32-41	22.6%	Elsewhere in OK	2.1%	Asian	0.6%
42-51	12.2%	Outside OK	3.1%	Native American	8.0%
52-61	5.2%	Sub-Total	79.2%	Hispanic	2.8%
Over 61	0.6%	No response	20.8%	Other	2.8%
Sub-Total	98.8%	Total	100.0%	Sub-Total	95.7%
No response	1.2%			No response	4.3%
Total	100.0%			Total	100.0%
<b>Campus</b>	<b>Percent</b>	<b>Degree / Certificates Conferred</b>	<b>Percent</b>	<b>How likely would you return to TCC?</b>	<b>Percent</b>
Metro	34.9%	Degree	79.2%	Very likely	74.9%
NEC	15.3%	Certificate	7.6%	Moderately likely	12.2%
SEC	33.0%	Sub-Total	86.9%	Somewhat likely	5.2%
West	11.0%	No response	13.1%	Not at all likely	1.8%
Sub-Total	94.2%	Total	100.0%	Sub-Total	94.2%
No response	5.8%			No response	5.8%
Total	100.0%			Total	100.0%
<b>Salary Estimate</b>	<b>Percent</b>	<b>Current Situation</b>	<b>Percent</b>	<b>Continuing Education</b>	<b>Percent</b>
<b>(in Thousands)</b>		Employed		4-year institution in OK	59.3%
< \$15	21.1%	- Major Field	29.1%	4-year institution outside of OK	3.4%
\$15 - \$19.9	12.5%	- Related Field	19.3%	2-year institution in OK	6.4%
\$20 - \$24.9	12.2%	- Different Field	25.7%	2-year institution outside of OK	0.3%
\$25 - \$29.9	9.8%	Unemployed		Plan to continue, but not enrolled	18.7%
\$30 - \$35.9	8.6%	-Looking	5.8%	No plan to continue	7.6%
> \$35	15.6%	-Not Looking	13.1%	Sub-Total	95.7%
Sub-Total	79.8%	Sub-Total	93.0%	No response	4.3%
No response	20.2%	No response	7.0%	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 moderately likely to make the same decision if they had the opportunity to go to TCC again (98%). In fact, 80% indicated that they would very likely make the same choice and 13% 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, 15% indicated that it is about the same. However, 25% indicated that they thought the quality of education at TCC is better than that received at other colleges. In addition, 33% reported that they were prepared exceptionally well by TCC to continue their education, and another 30% 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 Shelly 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

August 5, 2005

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. Thomas K. McKeon  
President & CEO

TKM:pj





# Tulsa Community College Alumni Survey

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

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

- At which TCC campus did you most frequently take courses?**
- 1 Metro
  - 2 Northeast
  - 3 Southeast
  - 4 West
- I am currently:**
- 1 employed in my major field
  - 2 employed in closely related field
  - 3 employed in different field
  - 4 unemployed - looking
  - 5 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: \_\_\_\_\_

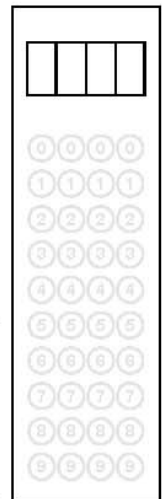
- | <u>Employment Status:</u>         | <u>Estimate of Annual Salary:</u>      |  | <u>Employment Location:</u>                   | <u>If you had it to do over, would you go to TCC again?</u> |
|-----------------------------------|--|--|---|---|
| <input type="radio"/> 1 Full-time | <input type="radio"/> 1 Below \$15,000 | <input type="radio"/> 3 25,000-29,999  | <input type="radio"/> 1 In Tulsa Area         | <input type="radio"/> 1 not at all likely                   |
| <input type="radio"/> 2 Part-time | <input type="radio"/> 2 15,000-19,999  | <input type="radio"/> 2 30,000-35,000  | <input type="radio"/> 2 In Northeast Oklahoma | <input type="radio"/> 2 somewhat likely                     |
| <input type="radio"/> 3 N/A       | <input type="radio"/> 3 20,000-24,999  | <input type="radio"/> 4 Above \$35,000 | <input type="radio"/> 3 Elsewhere in Oklahoma | <input type="radio"/> 3 moderately likely                   |
|                                   |  |  | <input type="radio"/> 4 Outside Oklahoma      | <input type="radio"/> 4 very likely                         |

- | <u>Continuing Educational Objectives:</u>  | <u>Age:</u>                      | <u>Race</u>                              | <u>Sex:</u>                    |
|--|----------------------------------|--|--------------------------------|
| <input type="radio"/> 1 Continuing at Oklahoma 4-year institution                  | <input type="radio"/> 1 Under 21 | <input type="radio"/> 1 Caucasian        | <input type="radio"/> 1 Male   |
| <input type="radio"/> 2 Continuing at 4-year institution outside Oklahoma          | <input type="radio"/> 2 22-31    | <input type="radio"/> 2 African American | <input type="radio"/> 2 Female |
| <input type="radio"/> 3 Continuing at 2-year Oklahoma institution                  | <input type="radio"/> 3 32-41    | <input type="radio"/> 3 Asian            |                                |
| <input type="radio"/> 4 Continuing at 2-year institution outside Oklahoma          | <input type="radio"/> 4 42-51    | <input type="radio"/> 4 Native American  |                                |
| <input type="radio"/> 5 Not currently enrolled but plan to continue my education   | <input type="radio"/> 5 52-61    | <input type="radio"/> 5 Hispanic         |                                |
| <input type="radio"/> 6 Not currently enrolled and do not plan to return to school | <input type="radio"/> 6 Over 61  | <input type="radio"/> 6 Other            |                                |

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

- |  |  |
|--|--|
| <b>How well did TCC prepare you for continuing your education?</b> | <b>How would you compare the quality of education provided by TCC with other community colleges?</b> |
| <input type="radio"/> 1 Very poorly                                | <input type="radio"/> 1 Unable to judge  |
| <input type="radio"/> 2 Less than adequate                         | <input type="radio"/> 2 Worse  |
| <input type="radio"/> 3 Adequate                                   | <input type="radio"/> 3 About the same   |
| <input type="radio"/> 4 More than adequate                         | <input type="radio"/> 4 Better   |
| <input type="radio"/> 5 Exceptionally well                         |  |
| <input type="radio"/> 6 Unable to judge                            |  |

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
<b>University Transfer (AA &amp; AS)</b>	Accounting	62	15
	American Studies	1	0
	Art	14	2
	Biology	23	3
	Business Administration	231	44
	Chemistry	13	0
	Child Development	11	5
	Computer Science MIS	6	2
	Criminal Justice	39	6
	Economics	1	0
	Education	144	26
	Electronics Engineering Technology - OSU	4	0
	Electronics Technology - NSU	1	0
	Engineering	28	0
	English	11	1
	Fire and Emergency Services	6	0
	French	1	1
	History	18	5
	Horticulture Technology - OSU Option	1	1
	Human Services	34	3
	Humanities	10	1
	International Business	5	1
	International Studies	5	1
	Italian	1	0
	Journalism & Mass Communications	10	1
	Liberal Arts	723	100
	Management	5	1
	Marketing	13	2
	Mathematics	24	3
	Medicine (Pre-Professional)	12	0
	Music	9	4
	Optometry (Pre-Professional)	2	1
	Physical Education	4	2
	Physics	7	1
Political Science	4	0	

(continued on following page)

<b>Degree Type</b>	<b>Degree Name</b>	<b>Total Graduates</b>	<b>Total Respondents</b>
<b>University Transfer (AA &amp; AS) continued</b>	Pre-Computer Science	2	0
	Pre-Pharmacy	11	2
	Psychology	61	10
	Quality Control	1	0
	Sociology	6	0
	Spanish	11	1
	Theatre	2	0
	Veterinary Medicine (Pre-Professional)	1	0
<b>Workforce Development (AAS &amp; Certificate)</b>	Accounting Associate	13	0
	Accounting Assistant	1	0
	Aviation Sciences Technology	13	2
	Business	14	5
	Child Development	120	20
	Computer Information Systems	41	7
	Dental Assistant	4	0
	Dental Hygiene	12	1
	Design Engineering Technology	5	0
	Desktop Publishing	5	3
	Electronics Technology	5	0
	Emergency Medical Technology	5	0
	Fire and Emergency Services	3	0
	Fire Protection Technology	8	1
	Graphics & Imaging Technology	1	0
	Health Information Technology	25	2
	Horticulture Technology	6	2
	Human Resources	6	1
	Human Services	16	4
	Interior Design	7	0
	International Language Studies	15	4
	Interpreter Preparation	11	2
	Law Enforcement	2	0
	Legal Assistant	21	6
	Management	9	2
	Marketing	3	0
	Marketing E Business	1	0
	Medical Assistant	18	6
Medical Laboratory Technology	29	1	
Nursing	99	13	
Occupational Therapy Assistant	9	2	
Patient Care Technician	81	7	
Pharmacy Technician	14	1	

(continued on following page)

Degree Type	Degree Name	Total Graduates	Total Respondents
<b>Workforce Development</b>	Physical Therapist Assistant	20	1
<b>(AAS &amp; Certificate)</b>	Purchasing and Materials Management	4	1
continued	Quality Control Technology	5	0
	Radiography (X-Ray)	31	8
	Respiratory Therapy	22	3
	Stage Production Technology	1	0
	Surveying Technology	2	0
	Technology	1	0
	Telecommunication Management	1	0
	Telecommunications	3	1
	Telecommunications Technology	4	1
	Transportation Management	1	1
	Veterinary Technology	14	3

**Total**

**\*2309**

**\*\*356**

\* Based on FOCUS Report 2004-2005; Duplicated – students may have two or more degrees

\*\* Based on Survey Respondents; Duplicated – students may have two or more degrees

## Appendix C

Comments from 2004-2005 Graduates

## 2004-2005 Alumni Survey - Student Comments

Survey #	Student Comment
33	[...] and [...] were awesome and really helped me out a lot. Thanks!
57	I have not had a serious return call because I don't have a 4 year degree.
79	It would be helpful for the financial aide to have flyers for deadlines to apply & the conditions / terms of aide available. If these are available already, make more available.
84	A couple of things I would like to mention is the part-time Instructors tend to be better at teaching than your full timers. Also, male Instructor were much better than female and that's a fact.
110	very pleased!
159	Updated lab equipment would be very befitial for completing expected science / biology experiments. More requirement (writing) to prepare students for harsh writing in 4 yr univ.
161	Everything at the Metro campus was completely disorganized. The Financial Aid office was a disgrace, nothing was every timely with them, and they never knew what paperwork a student still needed to complete, they never answered the phone or returned phone calls. PLUS I was ashamed of TCC for changing the policy about consortium enrollment. The first semester I was a consortium student I had 1 day to pay for my classes with my Financial Aid from a 4-year university. The Fall 05 semester changed that because TCC wanted their money a week ahead. Shame on TCC for making it even harder for a person to get an education. That policy stinks. Also, taking online classes with Metro as a home campus and finding out that I would have to take my tests at the Northeast campus, plus get my books from that campus only make it harder too. Perhaps upper management should take a step back and try to make getting an education a little easier for the student, after all we are the ones paying for it. All TCC was for me was a BIG inconvenience. I tell everyone I can that unless it is absolutely necessary, to go some place besides TCC.
165	I was very pleased with the services and teaching I received at TCC. You prepared adequately for my Nursing (BSN) at OU.
167	Enjoyed my time & the professionalism of the staff. Website is the best.
182	I was a student off & on for 20 years. I feel I had high quality instructors & classes and am very pleased with the education I received. My daughter is currently a Junior at Broken Arrow Senior High and will be a concurrent student at TCC next year. I hope her experience there is as wonderful as mine was. Thank You!
185	The enrollment / advisement process was less than satisfactory. I felt as if I was always unsure of the order of the classes I was taking; as is I wasn't always on the right track to reach my objective. I did switch majors & the advisor that assisted me was helpful in explaining that I would need to take some courses again. However a better explanation of why each course is needed might also be helpful.
189	Would prefer if TCC would not give confidential personal information to Army, Navy, ROTC ect.
199	Unable to judge since I did not go to any other community college and very satisfied with TCC
215	I enjoyed my stay at TCC However while I believed I learned enough to be successful at a 4 year institution I was not prepared for the extra work load and responsibilities.
241	TCC has some of the best teachers from whom I have had the privlage of learning.

*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.*



Survey #	Student Comment
246	I want to personally thank a couple of instructors: [...], [...], [...], [...], [...], [...], and especially [...]. Thanks Guys.
252	I would not be where I am today (in a job I love!) without my two teachers [...] and [...]! I got more than an education they gave me confidence and insight about my career.
270	It was great
277	Early Childhood Ed Teachers are very passionate about what they do. They pass that on to their students. Especially [...]!
284	The nursing program prepared me very well. Even before I thought about school, my coworkers said TCC had the best nurses, even nurses that did not attend TCC agreed.
313	I am continuing my education to an AAS at TCC @ the Northeast Campus. Very pleased w/ TCC!
327	TCC makes registering & class selection simple compared to others. I wish RSU would look at how TCC does online scheduling. Those of us who went to TCC first are spoiled when it comes to selecting classes.
343	I was unhappy w/ the fin. aid services. I was expected to pay @ a certain time or would be dropped from courses, if I had money to pay up front, I wouldn't have to take out a loan, it made no sense to me.
345	I completed my flight training @ the TCC Professional Pilot School. Several times my training was interrupted (as well as many other students) due to one or more planes being out for svc for required maintenance. When OSU ran the flight center there was a much greater number of airplanes available so students could continue flying in another plane when the usual one was down. The current situation has too many flight students enrolled and not enough airplanes. This is the reason so many of us end the semester with an Incomplete for a grade. For example, when I was working on my commercial pilot license, the only complex airplane was unavailable to students for over 8 weeks. As students, we complain to each other about this frequently and many new TCC students are deciding to pursue other degree options, and complete flight training across the runway under FAR part 61, at Christiansen, who coincidentally handles maint. for TCC. If this problem could be corrected either through adding more airplanes to the fleet or somehow accelerating maintenance, I believe TCC would see greater numbers of new flight students. Also, many of us have / had been warned by the Financial Aid office that we would lose eligibility if we continue to receive Incomplete grades. Of course it is impossible to complete a 16 week flight lab when the airplane we have to log time in has been taken off the schedule. I don't mean to complain, the instructors and facilities are excellent and I am happy with the experience I had at TCC, but this is a significant problem on the minds of all the professional pilot students. Thank you for this opportunity!
395	TCC changed my entire direction in life. I am now doing a job I truly love.
405	I only wish TCC offered 4 yr degrees so I wouldn't have to attend a different school
415	Please, for the love of God! Make TCC a 4 year college!!! :)
424	I have completed 2 AS degrees at TCC. The first on West & the 2nd at Northeast. I tell everyone that is even thinking of classes to try TCC first. I feel TCC has the very best teachers that are always willing to help the students in any way possible. I love TCC and give them credit for where I am today!
434	TCC is directed more toward working adults. I am almost finished with my first semester at NSU-BA and haven't really enjoyed the classes or instructors. TCC instructors have set the bar high.
450	Wish it was a 4 year institution

*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.*

Survey #	Student Comment
482	Every adjunct teacher at TCC that I came across was very knowledgeable in their subject matter but their teaching skills and people skills stunk. Other than that my experience was challenging and enjoyable.
490	TCC's schedule is excellent. It really helps students like me who have to work full time be able to go to school.
492	I did have problems with the administration, specifically the financial aid dept. I did report my problem when it occurred about 2 years ago.
496	I had a lot of very good instructors! I always tell people to take class from [...] @ Metro, he is the best teacher I have every had!
511	PCT program was unorganized!!! Half the time the equipment was not working such as beds. On tube feedings we used a pitcher instead of a manican. Often times we didn't have supplies needed to learn competencies. When tuition is that expensive the supplies should have been available. [...], the clinical instructor intentionally made exams and class difficult! I personally did not experience difficulty but a lot of student did. Major concern, the supplies were not available. Very frustrating!
513	I felt that the professors, supporting staff & facilities were wonderful. Dealing with the Registration Office & financial aid were very frustrating at times, due to not understanding the process of registering, filling out correct paperwork, the staff not working / communicating (one person knew my situation but no one else did). It's a big worry also to wonder if you can continue college or not & not be able to talk to staff concerning financial aid or loan options & having to check in every day to see status of loans, if not would not get a letter a week late describing status. If somehow the processes of (how loans work, what loans can u apply for, when?, when can u find out about approval...etc) if these were somehow known ahead of time the college experience would be soo much smoother, not worrisky.
514	I had a great experience at TCC. I appreciated the many campuses and class times to choose from. I had some very good instructors as well.
518	TCC gave me the opportunity to complete my pharmacy pre-requisites in a flexible schedule. I am also proud to say that many of my pharmacy classmates are now in pharmacy school at OUHSC. TCC should be very proud!
520	excellent teachers
521	Advisement / counseling needs to pursue getting more TCC courses to transfer. At TU, I'm being required to take courses that I had an equivalent course at TCC. Two examples are: TU Block I "Artistic / creative Exploration" TCC - "Hollywood's America" TU - "Business in Society" TCC - "Small Business Management"
534	you are GREAT TCC!!!
551	TCC was a continuation of high school. Many of the general ed classes were remedial junior high classes for me. I would not recommend your school to others.
589	I enjoyed my time at TCC. Only one suggestion in educational fields more than one informed counselor would be great during my time there: each campus only had one educational advisor (for educational degrees)

*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.*

Survey #	Student Comment
620	The biggest complaint I have about my time at TCC is the fact that I had several issues / miscommunications with a couple of advisors. The answers to some questions seemed different depending on whom I asked. [...] was always helpful and accurate. When I graduated (Spring 2005) with an AS in early childhood education, someone in the advisor's office changed my major to a Certificate of Mastery, which I never asked to be done (I met the requirements, so I received the certificate, too.) Now my transcript shows a major that I never requested, which is frustrating to me. My biggest praise for TCC is the professors. In all my time there, I only had one or two that I wouldn't highly recommend to others. The quality of professors is great! I also appreciate the "Scholars for Excellence" program (formerly TEACH) which allowed me to attend TCC (financially).
630	could have used more input on running a business & the nuts and bolts of lawn maintenance particularly in the scheduling of jobs, fertilization, weed control in the Tulsa area
632	My instructors werw all wonderful - something I must admit I did not envision! I came from a private 4-year institution & made some assumptions about TCC instructors. Some of them were the best teachers I ever had.
650	It has been very easy to transfer into NSU. I was amazed with the process.
652	Need more help with registration & bursar's offices
667	Great teachers!
674	I really enjoy going to TCC. I would definitely recommend this school to others. The faculty was great; they seemed to care about the students.
700	I thought the tutoring was very helpful.
709	Teachers at TCC were professional in their teaching methods, and should be praised at the highest level.
712	Would Not Recommend this specific program For this career field; Poorly Organized; OUTDATED Equipment; Not Designed for continuin Education Students. Will not Recommend this program to any student, although many have Asked for opinion. Being a former Alumni, I had great respect for TCC and programs related to TCC; however my recent experience has completely soured my very high opinion of TCC educational continial programs. Most of studies Are only topically relevant, equipment for demonstrative purposes does not even have practice nor test modes. Instructors are not flexible nor helpful to the continuing educational adult student. Clinical times Are not supervised nor beneficial to the student (whom pays a great deal of money to be in this program). Rigid instructors, poorly scheduled class times, non-flexible schedules; strict attendance policies. ( I Assumed this was Adult level courses) And directors (or program) operate on A student "favorites exceptions". This program is An embarrassment to TCC and Tulsa.
718	Thank You! Thanks [...] for all those papers in Comp 1
732	I loved TCC. I wish I could continue my education there! It was a great college experience & I have recommended it to others. Most of the teachers were great!
753	Being a middle aged student, I was very well Received and my instructors were excellent!
757	Very instrumental in my career advancement.
795	I already had a 4-year degree from OSU I have used TCC to take classes of general interest and to learn Italian.
889	TCC is a wonderful campus that gives lots of opportunity for growth.

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Survey #	Student Comment
956	The counseling office was somewhat helpful in directing my class schedule. Metro campus counselors were very unhelpful. They actually tried to discourage me from pursuing my dream. I was told I would not be able to achieve the level of schooling needed. That I could not make the grades required.
968	TCC should work harder on its school image to look more attractive as an educational institution to young people; TCC should be better than a "cheap and easy school to get in to," as freshman struggle to figure out what to do with their life.
985	N/A
986	PCT program is an excellent program.
988	I went to OSU in Stillwater right out of high school and did not do so well. TCC got me back on the track to college success. I now hold a 3.2 average G.P.A. at OSU-Tulsa! Thank You TCC!
1060	I am grateful For the time I spent at TCC and for the Nursing courses and other classes there Great Prices & education.
1091	I really enjoyed my time @ TCC & am actually continuing to take a few classes that will transfer to NSU BA. Thanks!
1112	My years at TCC were enjoyable and insightful. I achieved a level of knowledge that provided a great stepping stone to my current transision into the University of Tulsa. Every teacher at TCC proved total knowledge of their subject and inspired on to do their best. What I enjoyed most about TCC was the positive atmosphere where social interaction played a part in knowledge building.
1126	90% of the time that I attended Metro Campus, it was under construction, and the library was closed. I had a really hard time finding a quiet place to study. The main study lounge was way too loud most of the time, and I know that other people had the same problem. The other study areas all seemed to have TVs in them.
1152	Great teachers and student resources! Thank you for everything!
1159	I was more challenged at TCC than the 4 yr. Univ. I went to! I loved TCC.
1162	I feel I received the education at TCC to prepare me for NSU.
1199	Aware students of Honor's Program as I did not know there was one until I was in my last semester there.
1263	I enjoyed my time at TCC. I have attended other cc's in Texas and TCC was superior. I liked the newer feel of the buildings & even if they weren't new they were maintained to feel that way. It felt like a real college, not just a little cc. TCC has all the facilities that UNT has (on a smaller scale) but I never felt less than because I wasn't at a university - TCC felt like one.
2270	Thank you!
2298	The counseling office is something that needs attention. Each counselor I talked to told me something different. the friends I talked to shared the same experience.
2313	I was somewhat dissappointed with the lack of knowledge in the Southeast Financial Aid department. It made it more of a headache than it already is. They might need to know a little bit more about what they're doing.
2317	Staff worked with the adults that had been out of school for a long period of time & returned. Also, worked with single parents & working adults; which I was both. Thank you for helping me to accomplish one of my goals in life! Thank you.

*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.*

Survey #	Student Comment
2329	More 8 week and online courses would be nice.
2330	TCC was a good experience for me. I had many challenging courses that have prepared me for my classes at NSU. I also really appreciated the flexibility of TCC classes! Thanks for everything!
2334	Great junior college, lots of experiences.
2362	During my studies at TCC I found an interest in Botony. And thanks to professor [...], found a better understanding of this subject. After attending TCC I also have started my own organic farm. Without TCC, I wouldn't have found such an interest. Most thanks to Professor [...].
2390	The instruction I received at TCC was PHENOMENAL &, OUTSTANDING, & I would recommend TCC to anyone looking at a community college education.
2397	I recommend TCC to other students who have no idea what they want to do after high school so that they can have a good start on their future.
2410	I believe TCC was the perfect place for a working mom to return to school. your staff is always helpful and considerate. They promoted my success.
2413	My current school requires much more work outside of class (projects, presentations, etc.) than I ever experienced at T.C.C.
2414	The only complaint I had was that there was not an opportunity to provide feedback after completing online classes, only on-site classes. The only two teachers I had that did not exhibit professional or academic standards in keeping w/ TCC were online classes & I was unable to voice my concerns. The best thing about TCC was the wide selection of online courses. They made it possible for me to get my degree much quicker than would otherwise have been possible.
2428	This was my second degree from TCC. I felt the teachers this time around were lacking in teaching skills. Several classes I taught myself. exp: In chemistry, the teacher would lecture for 30 mins on 1 chapter. No questions were permitted and the we were sent home.
2430	TCC was an exceptional way to start college. I saved lots of money and was very prepared to attend NSU. Thanks!
2441	I really love the accessibility of TCC's website. It is wonderful to be able to enroll, pay for classes, and more on line. One change I would make would be to make degree audits more readily available (not requiring the counseling office) it was one of the most helpful tools at TCC.
2517	I live in Owasso, I find traveling between more than one campus very inconvient. I also have to use the furthest campus to work on my degree in Early Childhood Education. With the rise in gass and the overall economy, using a campus at Metro, and West is totally out of my way, and an added expense.
2522	TCC never assist me in the tranfering process to OSU-Tulsa. Tried to get transcript to OSU-Tulsa but had difficult time.
2546	The customer services at Metro campus in the financial aid department was terrible. They rarely could answer my questions and it was always a challenge to talk with anyone. I have used the same dept. at the North campus and they were wonderful. I wish we had the same service at Metro.
2548	I miss the convenient night & weenend classes for working people. You've spoiled me! More Business 2000 classes @ West. The easiest and fastest to get to.
2611	I thoroughly enjoyed my time at TCC!

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Survey #	Student Comment
2623	There needs to be more in the way of actual webpage dev. for a real world type company - w/ e commerce & forms etc. Didn't really get much of that in the web design classes. PHP and ASP a must also - and Cold Fusion (if it will every hold!)
2627	I currently work from home as a contractor. I can say that TCC has helped me discipline myself to further my education and career.
2638	I thank all the nursing staff for preparing me well to face the every day challenge with confidence in my work area. God bless you all.
2647	The Human Services program was excellent. The curriculum prepared me well for my chosen field of social work. [...] and [...] are great instructors!!
2705	I was told during my courses at TCC that 2 courses would transfer to OSU tulsa, and they did not. I now must re-take 2 classes that could have been avoided. I know of 1 other person who has experienced this. It is unacceptable.
2714	TCC is an outstanding school that more than met my educational needs. The only things that I encourage the administration to change is requiring students to take courses that are absolutely of no interest to the student nor will the courses benefit the student in any realistic way. Requiring students to take course that are useless to them is a severe waste of time, effort, energy, and money. The learning process would be more enjoyable if students were able to take classes that actually have something to do with their major or field of interest.
2720	African American History and African American Literature should be a permanent option for students.
2739	The services that TCC provide are excellent, such as the LRC, Student Activities, Fitness Center, PACE, Tutors, Media Center, Labs, low cost, etc. I was very dissapointed with the low academic expectations & sincerity of MOST of my instructors. Some instructors, plain dumbed down the material and thereby, the students. I appreciated the college's goal to exercise 'critical thinking', but was disappointed with the infrequency of it's implementation. I observe a rebellion, may times, on the part of the instructors relationship to the administration. I have an overall good of TCC, as I continue my enrollment. TCC has enabled me, much, much, more than TCC has hindered me. Thank You TCC!
2746	The nursing program imposes entirely TOO MUCH busy work. It's absolutely ridiculous.
2755	very technologically advanced compared to other local colleges & universities & offer a wide cariety of times & classes.
2762	Some teachers should be monitored more closely. Going to <a href="http://www.ratemyprofessors.com">www.ratemyprofessors.com</a> helps me make sure I don't get stuck with a teacher that's a jerk. Go to that wesite & listen to what students have to say. Thank You!!
2770	T.C.C. was a great school edpecially the Horticulture Department at N.E. campus. However, I think that there should be more people or time didicated to helping studetns transferring to 4 year universities. When it came time for me to attend a 4 year college I was completely lost!
2771	The majority of professors (when compared to other higher ed institutions) are only teaching for money instead of desire to help students & motivate them in their studies, etc. With few exceptions, Lectures are delivered without passion or interest in subject taught. Professors' seem only to be "doing their job" for the most part. Observation of Instructors @ other universities would definitely benefit instructors as well as their (future) students.

*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.*

Survey #	Student Comment
2796	I am hoping to attend the Nursing program when my youngest son finishes school in three years. I had a wonderful time at TCC.
2808	I have had a hard time finding a job and would like a program that would help with this problem. I have used the online thing you have however I have not had much luck. I also had a company reply and say they were unable to open my resume. I also met with someone that was very helpful with my resume but I need help getting a job.
2823	I was very pleased w/ my experience @ TCC & have since recommended the teachers to other colleagues of mine. Could use more Non-Western classes though.
2826	the quality of professors at TCC has lowered to a very poor level. There are a very few number of good teachers that really care about the students and teaching but there is no continuity. We seem to pay more and receive less!
2828	TCC and most of it's professors understand the busy life of working adults & parents. Without the flexible class schedule offered (specifically nights & weekends) I would not have been able to complete my prerequisites for Pharmacy School. TCC offers an affordable and flexible education that is family friendly, respecting the many responsibilities of working adults. Thank You! * I am currently enrolled at OU's School of Pharmacy in Tulsa.
2841	I am privileged to be a graduate of the TCC nursing program, our rotations during school covered all areas of hospital experience. and this helped me decide to go to I.C.U.
2843	The disabled student program was very helpful & beneficial.
2846	The PCT program prepared me in every way for the Nursing program & for my position at SFH.
2858	The best part that worked for me were the online classes. Thank you!
2865	TCC has a clear understanding of the other universities, and made a clear plan out for me, so that I never took any classes that I didn't need.
2869	n/a
2874	I came from a family of maybe one or two relatives having gone to college, I know of only one distant relative that went to the four-year college in Stillwater, so you see I did not have dreams of going to college or even believing I could afford to. Financial Aide played a big part in making it possible for me to get a college education. Right after graduating High School, I did go to Job Corp and get a certificate in General Office Clerk and worked in that capacity for several years before changing to a career in the medical field where I went to a Tech school for certification in nurse aid, medication aide and home health aide. It wasn't until I started working at my son's school that I applied for the Para Teacher Program and completed the Associates Degree in Liberal Arts. By then I knew that I wanted a career working with children and wanted to get an Associate's Degree in Child Development / Early Childhood. I completed that degree and graduated in December 2004 along with receiving the Who's Who award for the same year. I cannot tell you in words what my experience at TCC has done for me. I am more confident in the knowledge that I have obtained and my self-esteem has improved greatly. There are things that I will try now that I never knew I could do before the many wonderful experiences that I have had as a student at TCC. I've always said that I am a walking commercial for TCC because I believe in it so much and encourage all ages of people to attend. Each new experience that I have been introduced to as a student has so enhanced the way I live, work, and run my household. I am proud to have been a student at TCC and I know I am a better person because of it. I do intend to go on to a University and obtain a bachelor's degree in Special Education so that I can continue to work with Special Education children in the Public School System. Thank you so much Tulsa Community College. P.S. You never get too old to learn, I love you guys and gals, keep up the great work.

*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.*

<b>Survey #</b>	<b>Student Comment</b>
2878	TCC is a great value.
2880	Lots of Great Instructors: [...], [...], [...], [...], [...], [...], also: [...] (psychology) & [...] (Humanities) & many, many others. Not very pleased with [...]. Overall, a great experience - very, very enjoyable.



## Appendix D

### Employer Satisfaction Survey Results

## Employer Satisfaction Survey Results 2004 – 2005

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. Of the 327 completed graduate surveys, 119 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.

Four survey packets were returned as non-deliverable and 50 completed surveys were received, resulting in a response rate of 43%. 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

January 27, 2005

<Supervisors\_Job\_Title>  
<Company\_Name>  
<Company\_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 <First\_Name> <Last\_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](mailto:pjohnson2@tulsacc.edu).

Sincerely,

A handwritten signature in black ink, appearing to read 'Thomas K. McKeon'.

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. More than one-third of the employers responding (35%) indicated that less than 5 graduates were employed by their company. Almost another third of the respondents (30%) were not sure about the number of TCC graduates employed; In addition, 10% of the respondents indicated employing from 6 to 10 graduates while another 8% employs 11 to 20 graduates and 18% employs 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 35% reported that TCC graduates are above average, and 20% 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, 39% of the employers indicated that TCC graduates are excellent and 33% 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 46% of the respondents, and computer skills was ranked as least important by 49% 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	30%	35%	10%	8%	0%	18%

<b>Ratings on Work Experiences</b>	Below		Above		Excellent
	Poor	Average	Average	Average	
Ability to work with others productively	0%	0%	15%	31%	54%
Ability to work independently without direct supervision	0%	0%	19%	26%	55%
Ability to accept supervision and criticism	0%	2%	21%	35%	42%
General attitude toward the work they perform	0%	4%	19%	32%	45%
Ability to perform technical aspects of the job	0%	4%	17%	39%	39%
Ability to communicate on the job (orally and in writing)	0%	0%	17%	44%	40%
Ability to analyze and identify problems	0%	4%	27%	35%	33%
Ability to solve problems or suggest possible solutions	0%	2%	26%	39%	33%
Quality of work performed	0%	2%	17%	33%	48%

<b>Comparing TCC Graduates with Other New Employees</b>	Below		Above		Excellent
	Poor	Average	Average	Average	
Resource Management	0%	6%	29%	31%	35%
Interpersonal Skills	0%	2%	22%	43%	33%
Evaluate, interpret, organize and process information	0%	2%	27%	33%	38%
Applying systems knowledge (i.e., chain of command)	0%	6%	25%	35%	33%
Using technology	0%	4%	19%	38%	40%
Demonstrating basic skills (i.e., reading, writing, math, etc.)	0%	2%	27%	29%	58%
Demonstrating thinking skills (i.e., creativity, decision making)	0%	4%	25%	31%	40%
Exhibiting personal qualities (i.e., responsibility, work ethic)	0%	4%	25%	21%	50%

<b>Overall Satisfaction</b>	Not at all Satisfied	Moderately Satisfied	Satisfied	Very Satisfied
Overall, how satisfied are you with the TCC graduates' ability to work in your company?	2%	4%	26%	68%

<b>Skill Rankings Based on Company Needs</b>	Most Important ← → Least Important				
	#1	#2	#3	#4	#5
Communication Skills	46%	28%	17%	4%	2%
Technical Skills	7%	16%	21%	35%	24%
Computer Skills	4%	6%	15%	30%	49%
Critical Thinking Skills	28%	29%	27%	7%	9%
Team Building Skills	15%	22%	21%	24%	16%

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 (20)
- Education / Childcare (11)
- Finance (5)
- Customer Service (2)
- Law (2)
- Non-profit (2)
- Retail (2)
- Social Services (2)
- Marketing (1)
- Communications (1)
- Manufacturing (1)
- Computer Services (1)
- TOTAL (50)

## Employer Survey Comments

Survey#	Comments
59	You evidently have wonderful programs. So much so that I am going to enroll in the fall myself. Keep up the good work and thanks again for your contribution to the making of very personal, reliable, dependable graduates.
86	Generally, the graduates we have from TCC have already been in the work force and developed their work ethics. These are eager individuals looking to improve their live.
90	[...] continues to pursue her education at TCC in Childcare / Early Childhood Development Education. I have many employees that are also working toward their degrees in Early Childhood Education. Thank you for providing programs which give our children the opportunity to benefit from quality teachers! I am grateful for the wonderful contributions that TCC makes to Tulsa.
108	The only think I would suggest is that the students in the radiology program should get more training in phlebotomy. I know they get a little training in this area, but I think the training should be more indepth. Not just showing students how to stick, but how to start an IV. If they are cross-trained into another modality, they might need to know how to do that (I.E. .. CT or MRI)
111	This student was hired on the condition she passes the O.T.A. certification boards and also cont' to improve clinical techs and time management, & critical thinking skills on the job, since these were identified as weaknesses for her. The student employee received her license & certification while an employee here, but the above skills did not improve, but in fact declined, and after ~ 6 mos into employment, she was needing more supervision / direction. She recently resigned to take another position elsewhere. I feel TCC had prepared her to a level of entry competence & direct & onsite supervision, but this person also had personal / work ethic issues which contributed to declining performances while under my supervision.