

TULSA COMMUNITY COLLEGE

2005 – 2006 Alumni Survey

Summary of Results

Office of Planning and Institutional Research

2007

Executive Summary

- 2,361 degrees or certificates were awarded to 2,207 graduates during the 2005-2006 academic year.
- Alumni surveys were mailed to all 2,207 graduates, and 7 were returned as non-deliverable. Of the 2,200 surveys successfully delivered, 302 were returned completed, yielding a 13.7% response rate.
- The degrees awarded to graduates included both university transfer and workforce development.
 - 68% University Transfer (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.
 - 70% of the respondents are continuing their education.
 - 25% 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 (52% Full-time; 28% Part-time).
 - 85% of those employed are in the Tulsa area
 - Among respondents who are employed, 58% are either working in their major field or in a discipline that is closely related to their area of study while at TCC.
 - 44% of the employed respondents indicated annual incomes of \$25,000 or more per year.
 - 70% 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.

2005-2006 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	----	29%	23%	9%	59%
\$15,000 - \$19,999	----	17%	15%	10%	28%
\$20,000 - \$24,999	----	10%	8%	11%	4%
\$25,000 - \$29,999	----	11%	12%	16%	3%
\$30,000 - \$35,000	----	6%	5%	6%	3%
Above \$35,000	----	27%	36%	49%	7%

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.
- The Employer Survey for the 2005-2006 graduate cohort is included in Appendix D of this report.

Alumni Survey Report (2005-2006)

The purpose of this monograph is to present results from the 2005 – 2006 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., Associate Deans, 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 Planning and Institutional Research 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 2005–2006, Tulsa Community College conferred degrees and certificates for 2,207 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 2005-2006*

Gender				Major	
	Percent				Percent
Male	31.4%			University Parallel	68.4%
Female	68.6%			Workforce Develop.	31.6%
Age		Tulsa County		Race	
	Percent		Percent		Percent
16-21	28.7%	NE	7.5%	White	76.2%
22-31	40.1%	NW	10.9%	African American	8.6%
32-41	19.1%	SE	38.3%	Asian	2.4%
42-51	9.2%	SW	10.9%	Native American	7.3%
52-61	2.4%	DT	7.3%	Hispanic	2.9%
Over 61	(n = 10) 0.5%	Other Counties	25.1%	Other	2.5%
Campus				Educational Objective	
	Percent				Percent
Metro	39.4%			Certificate	12.6%
NEC	16.2%			Degree	87.3%
SEC	34.5%				
West	9.8%				

* Based on FOCUS Report 2005-2006, Unduplicated (N = 2,207). Percentages may not sum to 100% due to rounding.

The President and Chief Executive Officer of Tulsa Community College, Dr. Thomas K. McKeon, 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 2,207 graduates of Tulsa Community College.

Surveys were mailed to former students approximately six months after the program completion date. For example, December graduates in the Fall 2005 semester received a survey in July 2006. Likewise, May graduates in Spring 2006 and July graduates in Summer 2006 received the same survey in December. Seven survey packets were returned non-deliverable;

therefore, 2,200 surveys were successfully delivered. A total of 302 completed surveys were returned, yielding a 13.7% response rate.

Results

While 302 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 2005–2006 academic year.

The majority of respondents indicated that they are employed (80.0%) with just over half working full-time (51.9%). When responses were grouped to look only at those employed, 38.5% indicated that they work in their major field; another 19.6% work in a related field; therefore, of the respondents employed, 58.1% 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 (54.3%) of graduates who work full-time in their related field of study earn \$30,000 or more annually, and more than two-thirds (70.0%) earn greater than \$25,000. However, over two-thirds of the respondents indicated that they are continuing their education (69.6%) while another 25.3% 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 2005-2006 (n = 302)**

Gender	Percent	Employment Status	Percent	Major	Percent
Male	23.5%	Full-Time	39.7%	University Parallel	56.6%
Female	65.9%	Part-Time	21.5%	Workforce Develop.	22.2%
Sub-Total	89.4%	N/A	15.2%	Sub-Total	78.8%
No response	10.6%	Sub-Total	76.5%	No Response	21.2%
Total	100.0%	No Response	23.5%	Total	100.0%
		Total	100.0%		
Age	Percent	Employment Location	Percent	Race	Percent
16-21	10.9%	Tulsa Area	54.3%	White	68.2%
22-31	46.4%	Northeast OK	4.6%	African American	4.0%
32-41	17.5%	Elsewhere in OK	3.0%	Asian	2.0%
42-51	8.6%	Outside OK	1.7%	Native American	5.6%
52-61	5.0%	Sub-Total	63.6%	Hispanic	5.6%
Over 61	0.3%	No response	36.4%	Other	1.3%
Sub-Total	88.7%	Total	100.0%	Sub-Total	86.8%
No response	11.3%			No response	13.2%
Total	100.0%			Total	100.0%
Campus	Percent	Degree / Certificates Conferred	Percent	How likely would you return to TCC?	Percent
Metro	27.5%	Degree	74.5%	Very likely	64.9%
NEC	15.9%	Certificate	4.3%	Moderately likely	9.6%
SEC	30.8%	Sub-Total	78.8%	Somewhat likely	5.3%
West	5.3%	No response	21.2%	Not at all likely	2.0%
Sub-Total	79.5%	Total	100.0%	Sub-Total	81.8%
No response	20.5%			No response	18.2%
Total	100.0%			Total	100.0%
Salary Estimate	Percent	Current Situation	Percent	Continuing Education	Percent
(in Thousands)		Employed		4-year institution in OK	50.7%
< \$15	19.2%	- Major Field	24.2%	4-year institution outside of OK	2.6%
\$15 - \$19.9	10.6%	- Related Field	13.6%	2-year institution in OK	5.0%
\$20 - \$24.9	6.0%	- Different Field	26.5%	2-year institution outside of OK	1.0%
\$25 - \$29.9	7.3%	Unemployed		Plan to continue, but not enrolled	21.5%
\$30 - \$35.9	3.6%	-Looking	4.6%	No plan to continue	4.3%
> \$35	17.5%	-Not Looking	17.2%	Sub-Total	85.1%
Sub-Total	64.2%	Sub-Total	86.1%	No response	14.9%
No response	35.8%	No response	13.9%	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 (91.1%). In fact, 79.4% indicated that they would very likely make the same choice and 11.7% were moderately likely. Finally, 2.4% 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, most (59.4%) indicated that they are unable to judge comparable quality. However, 13.0% noted that the quality of education at TCC is about the same as other institutions, while another 29.0% indicated that they thought the quality of education at TCC is better than that received at other colleges. Finally, 23.7% reported that they were prepared exceptionally well by TCC to continue their education, and another 34.4% 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

November 10, 2006

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



An Equal Opportunity/Affirmative Action Employer



Tulsa Community College Alumni Survey

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

- Did you receive:**
- | | |
|--|---|
| <input type="radio"/> 1 Associate of Arts Degree (AA) | <input type="radio"/> 3 Associate of Applied Science Degree (AAS) |
| <input type="radio"/> 2 Associate of Science Degree (AS) | <input type="radio"/> 4 Certificate |

- At which TCC campus did you most frequently take courses?**
- | | |
|-----------------------------------|-----------------------------------|
| <input type="radio"/> 1 Metro | <input type="radio"/> 3 Southeast |
| <input type="radio"/> 2 Northeast | <input type="radio"/> 4 West |
- I am currently:**
- | |
|---|
| <input type="radio"/> 1 employed in my major field |
| <input type="radio"/> 2 employed in closely related field |
| <input type="radio"/> 3 employed in different field |
| <input type="radio"/> 4 unemployed - looking |
| <input type="radio"/> 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: _____

Employment Status:	Estimate of Annual Salary:		Employment Location:	If you had it to do over, would you go to TCC again?
<input type="radio"/> 1 Full-time	<input type="radio"/> 1 Below \$15,000	<input type="radio"/> 4 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"/> 5 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"/> 6 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

Continuing Educational Objectives:	Age:	Race	Sex:
<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) _____

How well did TCC prepare you for continuing your education?

- | | |
|--|--|
| <input type="radio"/> 1 Very poorly | <input type="radio"/> 4 More than adequate |
| <input type="radio"/> 2 Less than adequate | <input type="radio"/> 5 Exceptionally well |
| <input type="radio"/> 3 Adequate | <input type="radio"/> 6 Unable to judge |

How would you compare the quality of education provided by TCC with other community colleges?

- | | |
|---|--|
| <input type="radio"/> 1 Unable to judge | <input type="radio"/> 3 About the same |
| <input type="radio"/> 2 Worse | <input type="radio"/> 4 Better |

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

<input type="radio"/> 0	<input type="radio"/> 0	<input type="radio"/> 0	<input type="radio"/> 0
<input type="radio"/> 1	<input type="radio"/> 1	<input type="radio"/> 1	<input type="radio"/> 1
<input type="radio"/> 2	<input type="radio"/> 2	<input type="radio"/> 2	<input type="radio"/> 2
<input type="radio"/> 3	<input type="radio"/> 3	<input type="radio"/> 3	<input type="radio"/> 3
<input type="radio"/> 4	<input type="radio"/> 4	<input type="radio"/> 4	<input type="radio"/> 4
<input type="radio"/> 5	<input type="radio"/> 5	<input type="radio"/> 5	<input type="radio"/> 5
<input type="radio"/> 6	<input type="radio"/> 6	<input type="radio"/> 6	<input type="radio"/> 6
<input type="radio"/> 7	<input type="radio"/> 7	<input type="radio"/> 7	<input type="radio"/> 7
<input type="radio"/> 8	<input type="radio"/> 8	<input type="radio"/> 8	<input type="radio"/> 8
<input type="radio"/> 9	<input type="radio"/> 9	<input type="radio"/> 9	<input type="radio"/> 9

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY

Spring 2006

If you have questions regarding this survey, please contact the Office of Institutional Research at (918) 595-7925 or pjohanson2@tulsa.cc.ok.us

Appendix B

Number of Graduates and Respondents by Major

Graduates and Survey Respondents by Major

Degree Type	Major	Total Graduates	Total Respondents
University Transfer (AA & AS)	Accounting	63	9
	Accounting - NSU	4	0
	Art	9	2
	Biology	45	6
	Business Administration	115	21
	Business Education	1	0
	Business OSU - Tulsa	101	19
	Chemistry	19	3
	Child and Family Services - OSU	2	0
	Child Develop & Fam Rltns - Child & Family OSU	9	0
	Child Development - Ind. Family & Community Svcs.	1	1
	Child Development - NSU	1	0
	Computer Information Systems, OSU	7	0
	Computer Science - Langston - BA/MIS Option	2	0
	Computer Science - OSU - BA/MIS Option	3	0
	Criminal Justice	27	3
	Early Childhood Education, NSU	19	1
	Early Childhood Education, OSU	3	0
	Economics	1	0
	Education	43	4
	Education (Elementary)	82	13
	Education (Secondary)	27	7
	Electronics Engineering Technology - OSU	2	0
	Electronics Technology - NSU	1	1
	Engineering	6	0
	Engineering - Electrical & Cmptr Engineering - OSU	11	1
	Engineering - Mechanical Engineering - OSU	12	1
	English	15	0
	Fire and Emergency Services	11	0
	French	1	0
	German	3	2
	Health and Human Performance	1	0
	Health and Human Performance - OSU	3	1
	History	11	1
	Human Services - Pre-Social Work - NSU	22	2
	Humanities	2	1
	Interior Design OSU	2	1
	International Business	14	4
	International Studies - Asia	2	1
	International Studies - Europe	2	1
	Japanese	6	1
	Journalism & Mass Comm - Public Relations/Advertis	5	0
Journalism & Mass Communications	5	1	
Legal Assistant	2	0	
Liberal Arts	698	94	
Liberal Arts - Film Emphasis	1	0	
Liberal Arts - International Emphasis	1	0	

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Degree Type	Major	Total Graduates	Total Respondents
University Transfer (AA & AS) continued	Liberal Arts - Native American Emphasis	1	0
	Management	4	2
	Management Information System - Langston	1	0
	Management Information System - OSU	3	0
	Marketing - NSU	5	2
	Marketing - OSU	3	2
	Mathematics	9	2
	Medicine (Pre-Professional)	16	4
	Music	6	1
	Physical Education	2	0
	Physics	5	0
	Political Science	5	2
	Pre-Pharmacy	19	4
	Psychology	77	11
	Quality Control	3	1
	Religious Studies	1	0
	Russian	1	0
	Sociology	4	1
	Spanish	9	2
	Television Broadcasting	5	0
Theatre	1	0	
Veterinary Medicine (Pre-Professional)	2	1	
Workforce Development (AAS & Certificate)	Accounting Associate	5	0
	Accounting Assistant	1	0
	Aviation Sciences Technology - Aviation Maint	5	0
	Aviation Sciences Technology - Management LTT	3	0
	Aviation Sciences Technology - Professional Pilot	1	1
	Biomedical Equipment Technology	2	0
	Business	8	1
	Business - Executive Assistant	2	0
	Business - Receptionist	1	0
	Chemical Laboratory Technology	1	0
	Child Development - Center Director	1	1
	Child Development - Certificate of Mastery	48	7
	Child Development - Child Dvlpmnt Credential Prep	25	0
	Child Development - Early Childhood	5	1
	Child Development - Head Start Credential	5	0
	Child Development - Infant/Toddler	1	0
	Child Development - Middle Childhood	1	0
	Child Development - Schoolage Care Cert of Mastery	5	0
	Civil Engineering Technology	2	0
	Computer Information Systems - App. Software/MOUS Prep	2	0
	Computer Information Systems - Applications	1	0
	Computer Information Systems - Digital Video	1	0
	Computer Information Systems - Internet Programming	1	0
	Computer Information Systems - MS Office Spec. Cert of Prep	3	0

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Degree Type	Major	Total Graduates	Total Respondents
Workforce Development (AAS & Certificate) continued	Computer Information Systems - Networking	9	0
	Computer Information Systems - PC Help Desk	1	0
	Computer Information Systems - PC Technician	3	0
	Computer Information Systems - Programming	5	0
	Computer Information Systems - Sys Suprt Tech - Oracl DBA	1	0
	Computer Information Systems - Systems Support Technician	4	0
	Computer Information Systems - Unix	2	0
	Computer Information Systems - Web Design	5	0
	Dental Assistant	2	0
	Dental Hygiene	13	4
	Design Eng Tech - Drafting & Computer Aided Desgn	5	0
	Design Engineering Tech - Computer Aided Drawing	1	0
	Desktop Publishing - Specialist Option	1	0
	Electronics Technology	1	1
	Emergency Medical Technology	6	1
	Fire and Emergency Services	8	1
	Fire Protection Technology	5	1
	Graphics & Imaging Technology	3	0
	Health Care Administration	1	1
	Health Inf. Tech - Coding & Reimbursmnt Specialist	11	1
	Health Info Tech - Medical Records	8	0
	Horticulture Tech - General	1	0
	Horticulture Tech - Golf & Sports Turf	1	0
	Horticulture Tech - Greenhouse & Nursery Prod	1	1
	Horticulture Tech - Interior Plant Care Specialist	1	0
	Horticulture Tech - Interiorscape	1	1
	Human Resources	11	3
	Human Services	4	1
	Human Services - Chemical & Alcohol Counseling	2	1
	Human Services - Child & Family Services	2	0
	Interior Design	4	0
	International Business	1	1
	International Language Studies - Chinese Option	7	2
	International Language Studies - Russian Option	1	0
	International Language Studies - Spanish Interpreting Skills	5	1
	International Language Studies - Spanish Option	12	2
	International Language Studies - Spanish Translating Skills	6	1
	Interpreter Education	7	2
	Interpreter Preparation	1	1
	Law Enforcement	6	1
	Legal Assistant	15	3
	Management	7	2
Management - Internship	1	0	
Manufacturing Engineering Technology	1	0	
Marketing	3	0	
Marketing - Customer Service	1	0	

(continued on following page)

Degree Type	Major	Total Graduates	Total Respondents
Workforce Development (AAS & Certificate) continued	Marketing E Business	3	0
	Medical Assistant	2	0
	Medical Assistant - Administrative	2	1
	Medical Assistant - Clinical/Administrative	6	0
	Medical Assistant - Insurance Coding/Physician Reimbursement	1	0
	Medical Assistant - Transcription	1	0
	Medical Asst - Insurance & Physician Reimbursemt	2	0
	Medical Laboratory Technology - AS Degree	6	0
	Medical Laboratory Technology - Phlebotomy Option	21	0
	Nursing	126	14
	Nursing - Geriatric Technician	1	0
	Occupational Therapy Assistant	10	1
	Patient Care Technician	107	4
	Pharmacy Technician	10	0
	Physical Therapist Assistant	25	3
	Purchasing and Materials Management	3	1
	Quality Control Technology	2	1
	Radiography (X-Ray)	27	7
	Respiratory Therapy	20	1
	Stage Prod Tech - Entertainment Construction Cert	2	0
	Stage Prod Tech - Lighting Certificate	3	2
	Stage Prod Tech - Sound Certificate	1	1
	Stage Production Technology	3	2
	Surgical Technology	5	0
	Surveying Technology	7	2
	Technology	3	0
	Telecommunication Management	2	1
	Telecommunications Management	7	0
	Telecommunications Management Cisco Routing	2	0
	Telecommunications Management Systems Support	2	0
	Telecommunications - Telecommunications Information Security	2	0
	Transportation Management	1	0
	Veterinary Technology	14	3

Total **2361*** **325****

* Based on FOCUS Report 2005-2006; Duplicated – students may have two or more degrees

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

Appendix C

Comments from 2005-2006 Graduates

2005-2006 Alumni Survey - Student Comments

Survey ID	Student Comments
11	I really enjoyed TCC. I attended the Southeast Campus mostly, but I also had classes at Metro & Northeast campuses. All of my experiences at TCC have been great.
20	TCC has great teachers and wonderful counselors. Thank you for all your help!
40	COPIER MACHINES PLACED THROUGHOUT THE CAMPUS WOULD BE USEFULL + CONVENIENT, INSTEAD OF '2' IN THE LIBRARY ONLY. (METRO CAMPUS)
92	I think many of the teachers were not equipped to be teachers. I think I struggled in many cases because the teachers were incompetent. [...] was an excellent teacher. He really helped me prepare for some of my classes I am taking at ORU. [...] was a good teacher as well.
108	In the summer of 2002 I finished my last class to complete my Fire Protection Tech. Associates degree. During that time, I completed 15 different classes at TCC to earn my degree and maintained a 3.8 GPA. I don't recall ever have a problem with TCC. In the fall of 2005 I also finished the paramedic program at TTC. I decided to coenrole with TCC and earn an Emergency Medical Tech. Associates degree since I allready had all the prerequisites needed. I was told over and over that there was no longer co enrollment fees. I would get a bill in the mail every once in a while and get reassured that I didn't need to pay it from a counselor. The bills finally stopped coming and I received my degree from TCC. Two weeks ago, I received a letter stating that TCC has filed a written claim with Oklahoma Tax Commission because I own them eightonine dollars. I will discourage any friend, family member, or coworker from ever attending TCC from now on.
129	Wish the counselors could have been much more helpful! Much more!
169	I enjoyed TCC greatly + am very proud to be a grad!!
180	I love TCC. I only wish you offered more Honors classes for Biology + other Sciences
185	Thanks for offering Chinese classes!
272	the main reason I might not return is the lack of organization and poor clinical instructors in nursing program. Some were very bad.
292	I really enjoyed the online classes offered by TCC. Those classes enabled me to go to school full-time and work full-time! Thanks!
319	Thanks for the scholarships you made available. If it had not been for these, I wouldn't have been able to get my degree
334	TCC was a good school to help me earning a nursing degree!
368	It was wonderful to have small classes, we (students) were able to communicate with teachers effictively. An Area of improvement would be science labs.
434	TCC was a good start for me . It helped me to move up in my education. Thank you TCC.
450	I enjoyed the classes and the professors @ TCC very much. They encouragedd me 2nd made me feel like I had truly accomplished something, and that I wasn't just "taking a class."
462	T.C.C. was very educational in learning toward the field of work I'm preparing to work in. I am thankful for the education.

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 ID Student Comments

- 472 For the most part TCC was a great school w/good teachers, academics, + school functions to participate in my only qualm was the survey I had to fill out before graduation that kept me from getting my actual degree for an entire semester.
- 483 TCC is Fabulous! A special thanks to the TRIO Dept. at SE Campus for reaching out to me at the local library! TCC completely prepared me for a 4 yr. And the evidence is with the straight "A's" I've made my first semester at O.U. This fall I am returning to TCC for a Spanish certification! Do I love TCC? You Bet! On improvements, your doing Great!
- 506 I feel that I didn't get enough hands on experience to put the things I learned in class to use. I would like to have more experience in the day-to-day operation of the green house.
- 516 Would be nice to have exit interview to help learn the next steps in continuing education at a 4 year college.
- 518 TCC provided an opportunity for a single mother to go to school full or part time and still hold down a job for my son. I am very thankful and this is the first
- 531 it would be nice if the testing area was much quieter. The phones are always ringing + the man working there doesn't seem to make an effort to be quiet when he is helping someone. Also TCC needs to let people know if people owe money before the deadline. I owed money + didn't know it. Only by chance did I find out 30 min before the office closed for the day. I could have been dropped from the class if I hadn't paid right then. A catalog made readily available to students so they they know what classes they need would be nice. The advisors all seem to say different
- 536 Overall, TCC did a great job in preparing me
- 627 I have been to the University of Tulsa , NSU-BA, + TCC. TCC's system is the least creative + is more about completion work, than creative thought --> TU & NSU are both more creative in teaching methods. TCC's teachers seem to have to follow regiment regarding assignments. I have also had a bad experience with some of my professors at TCC. Prof. [...] at TCC-SE is in my opinion deludional. [...] -psychology internet teacher also unfair. I'm glad I got my 2 year degree there. If I did it all over again I would have stayed with TU all the way. Transferring credits from TU were difficult. One of my arts classes was put in TCC's system as a 'gym' course. Very difficult to sort out. If I knew TCC was like the "13th" grade I would have stayed away. The costs are good at TCC but it seems as though you get what you pay for. I would pay more for a State University rather than Community College. Still can't fine a job worth more than \$7.00 and hour w/ 2 year degree
- 630 Never reserved any info on Grad ceremony. Advisors ARE NOT ON the same page! It's not fair when one tells you one thing and another something completely different.
- 635 The Interpreter Preperation Program is the best in the area. Thank you especially to [...] and [...].
- 649 Instructors [...], [...], & [...] were the best!!!
- 676 Please tell more students (new students) about the Honors Program!
- 694 I FEEL THAT EACH STUDENT SHOULD HAVE AN ADVISOR THAT GUIDES A STUDENT THROUGH THEIR PROGRAM. PREFERABLY A PROFESSOR IN THAT STUDENTS FIELD OF STUDY. ADVISORS SHOULD BE AWARE OF DEGREE REQUIREMENTS FOR SCHOOLS COMMONLY ATTENDED BY TCC GRADUATES, THIS ENSURES ALL COURSES TAKEN ARE REQUIRD, AND THAT ALL COURSES REQUIRED ARE TAKEN. ONE ADVISOR , FROM START TO FINISH (UNLESS THERE IS A CHANGE OF MAJOR) - THAT IS WHAT I SUGGEST.

Survey ID Student Comments

713	My Two kids will attend TCC before attending a 4 year university. Deepest Thanks To The Following Teachers, At Southeast [...], [...] [...]
730	Attending TCC was great I did enjoy it and I do feel that I learned many things.
739	My only complaint is that TCC does NOT Adequately help one obtain a job after completion and I Have Never received my Alumni Card that I was told I would receive. I am NOT Pleased with the outcome of obtaining information and not being able to get a job!
773	Thank you! [...] was a great help and a perfect example of what one would expect from someone in her position.
778	I really love + enjoy TCC!
795	A lot of great instructors at TCC that helped in my associate degree.
802	I really enjoyed my education experience at TCC. I feel that TCC really prepared me for the University of Tulsa.
812	After attending NSU, I realized how much I missed the TCC staff. They are so much more friendly + helpful than at NSU. Especially in the counseling department.
814	TCC was a very rewarding college experience for me, esp. as an adult returning to school. The wide range of classes, times and methods were great. The ease of enrolling, etc. online made it very convenient!
823	Gracias!
831	Make the circles on survey darker, for people like me that inless it tis school work, are in less then bright lights. I sincerely apologise if I have messed up the scan portion.
861	I am unable to judge TCC against other schools, because TCC is the only community college in have attended.
875	Enjoyed my classes and my experience. Everyone involved, including [...] on NE Campus in counseling, were wonderful!
878	I definitely recommend TCC to everyone I know
900	I was not at all pleased with my management style of dental hygiene program. Prior to entering the program, I had my credits already. Those classes went well.
911	I absolutely loved my time at TCC. In three years I only had one teacher I didn't like. The Honors program was fun & beneficial.
958	I enjoyed TCC. All my classes helped me better my college career. I thank TCC for that.
969	The large amount of distance learning + fast track courses makes being a mother and a student very easy.
979	Gen ed. Classes great, online classes and one week classes exceptional. RN degree great opportunity - would reccommed highly.

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 ID Student Comments

- 1049 TCC should provide better advising services for students where counselors know more about courses and transfer programs, therefore providing students with the right information. TCC should provide students guidance through out the degree plan. Counseling should provide services, appointment schedules for students; environment should be friendly, nice, 2-way communication, rather than rude services.
Financial Aid - need to service students in a friendly manner. Fin-aid should have receptionist who have sufficient knowledge about all programs + services.
- TCC school environment should focus more on students by providing them with all the information to support them. Students should feel welcome, not discriminated when they need help with advising, Fin-Aid, Bursars, ETC.
- 1065 I loved TCC. It was a great place to start. Now I am continuing my education and will eventually go to med school.
- 1093 I loved attending TCC + was sad when my time there was over. TCC provides such a variety of classes + more importantly flexibility fo schedules. I wish it was a four year school so I could continue there.
- 1100 attending TCC was one of the best choices I have made. I have had wonderful professors, great class selections, and above all - I learned a lot! I recommend attending
- 1102 Great college, loved the online options, great professors & counselors.
- 1103 TCC is an asset to Tulsa + surrounding community residents. Keep up the good work!
- 1106 I love that TCC has many options for learning including so many online, self-paced, telecourse...
- 1134 I think there needs to be better guidance in the path chosen if you all wouldn't have messed up my degree plan I would have propley graduated sooner.
- 1135 I think the choice of going to TCC was the best one I could have made. As an adult student who had waited 10 yrs to go to college and being a single mom, TCC made me very confident in my own ability to achieve my dreams. The councelors at West were the most wonderful people I have ever met. The financial aid office staff was also always helpful. In all, I loved my TCC experience. Thanks for helping me achieve my college dream. I am now going the distance to my next one. OSU.
- 1176 I enjoyed the vast array of distance learning courses provided the most I am a working-mom-flexibility (was) very important.
- 1183 I had such a good time at TCC, I wiish it was a 4 yr school. The faculty and staff are amazing. Thanks TCC.
- 1209 The nursing program does not seem very interested in helping adult students who have family + job responsibilities, especially, in the 3rd + 4th levels. Also needs to get rid of certain instructors who forgot they are there to teach, not prove there superiority.
- 1226 I really was thankful to TCC for the education I received. I was prepared for NSU and now I am well on my way to becoming a teacher. Thank you

Survey ID Student Comments

- 1254 I think that the students in financial aid need to make some attitude adjustments as well as some of the adults. Most don't seem to know what's going on. They messed my financial aid up right as I graduated. Now they have me owing money when my pell grant states that there is a -0- balance. Apparently there were adjustments made without my knowledge & now there is a hold on my transcript - which does not help in my employment search. I was told during the middle of the summer semester that everything was taken care of, the next thing I know - I have a bill from TCC saying " unpaid tuition" with no other explanation.
 Also, in my Real property class: I looked forward to that class, only to find that the instructor was rarely there. I learned more by reading the book myself. That's how I received a B in that class- by teaching myself. Students should learn to be more honest on the evaluations. No one wants to offend anyone but we need confident & knowledgeable instructors to make it worth our while. Most of my instructors were, however, and I do appreciate their time & effort. My experience at TCC was one that I won't forget. I always recommend TCC to other prospective students. It's the best 2 year college out there, in spite of a few minor shortcomings.
- 1266 The offices need more experienced workers who know what is going on and can answer better than students.
- 1273 I enjoyed my experience at TCC, but having earned a 2 year degree, it has not helped me in finding a job.
- 1278 I had a good experience at TCC. The flexible class schedules helped me the most. I was able to get my associates degree & work fulltime
- 1307 The Science & Math Courses were very informative. I would recommend that all students attend a Junior college for their first 2 years.
- 1330 I did not take many classes at TCC, but the ones I did I enjoyed and learned good information. The teachers were good and willing to help if I had problems.
- 1406 The only reason I said I would "somewhat likely" attend TCC again is because I feel I was penalized for attending a community college. I currently have over 125 college credit hours. I thought I was about to complete my B.B.A in management w/a minor in marketing, however before entering what I thought was my final eight classes my advisor realized they had made a mistake. She stated since I completed part of my business core at "TCC" (instead of a four year institution) I would have to find twelve hours of electives to meet the regents requirements for graduation. Personally I think this is B.S. I really think as a college you should fight this rule, I feel they are basically discriminating against community colleges claiming their education is not up to "par" with that of a four year institution. I feel that as a college your instructors were very knowledgeable, and in most cases as good as the instructors at Oklahoma State. Most act like they care about the students more than those you find at the bigger schools. However, it is now costing me extra money because I attended TCC. Something should be done about this it is very hard for me to say I would definitely recommend TCC if I know students are going to be penalized later. Feel free to contact me.
- 1422 I also work for the local wardrobe union on an as needed basis. I am very pleased with how the stage production technology gave me opportunities.
- 1435 Outstanding school. Outstanding professors. I was only there two semesters. I wish I had attended for the duration.
- 1487 TCC did a good job as far as some of the instructor's. however, at OSU there isn't a lot of homework and most of your grades are based on testing. I feel that TCC should get with the schools that they promote + align their curriculum with these institutions. So students who further their education will be prepared.

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 ID Student Comments

- 1488 I was very unhappy with my Art History Professor. However, took the class on the internet + passed. I believe some of the professors are not genuinely interested / concerned about my future in the Art Program. But most of them were great. It was just that one who I found offensive and discriminatory. I would like to further my education in Art. But at this time I cannot afford to go to OSU (main campus) three times a week. Overall I was satisfied w / the counselors and staff.
- 1510 TCC was a great school, I loved all my teachers. I found it adequate b/c I chose to participate in the honors program. It may have been less than otherwise.
- 1511 My TCC experience was amazing! As a TCC student I had immense pride in my school, and extreme confidence in the quality of the education I received. However, I had nothing to compare TCC to (since I hadn't spent a significant amount of time at any other schools). Now, I am attending a community college in Florida, and unfortunately, I can't say the same wonderful things about this school as I do about TCC.
 - The teachers at TCC are exceptional.
 - The fast track program is something I wish all community colleges offered! It allowed me to maximize the value of attending college. I was able to redeem the benefits for a "full time" student without the stress of a "full time" schedule. Brilliant!
 - The wide variety of classes offered at multiple campuses made scheduling a breeze.
 - The FACET center, libraries, and fitness centers are yet another way TCC provides high quality resources for its students.
- I could go on and on (as I sometimes do when I brag about how awesome TCC is), but there are far too many positive things to squeeze into this survey. Thank you for the opportunity to express my pride in TCC.
- 1643 I really enjoyed my time at TCC. All of the faculty were very smart and I learned a great deal. I recommend TCC to everyone I know who is going back to school, or even continuing education. I am thankful for my time at TCC.
- 1647 TCC is very price friendly for students. They wide variety of classes + class times is accommodating to working students
- 1685 I have been told many times by nurses at work that TCC nursing students are prepared the best by far.
- 1702 TCC was alright. But, I was a convicted felon and their advice on my career choices was poor. I'm still in the same predicament I was when I started.
- 1799 I thoroughly enjoyed my time at TCC. I would recommend it to anyone.
- 1810 TCC was a wonderful experience for me, it prepared me for a 4-year University, but TCC's staff lacks professionalism, organizational skills, and programs that are diversified to better assist each category of individuals.
- 1836 TCC Radiology program prepared me well for my field and the national registry exam for Radiologic Technologists. I passed the Registry exam at 9390. Thank you.
- 1845 I loved TCC. Glad I went. Great education for affordable price.
- 1871 Although, it took me a considerable amount of time I not only grew as a person, but as a young man
- 1924 TCC provides a more flexible schedule than other schools and I will continue to take classes at TCC for this reason.
- 1928 I have enlisted in the U.S. Army and I am leaving for basic training January 16.

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 ID Student Comments

- 1936 I would highly recommend TCC. Enjoyed most of my teachers.
- 1952 I enjoyed Metro + SE campus courses also. I am looking for a 4 year school that provides classes at times/place for a person with a fulltime job. TCC spoiled me- it is very accessible. Something 4yr colleges have yet to learn.
- 1965 I attained a legal assistant degree @ tcc that has a superior preparation tool to achieve employment as a paralegal; my training & skills were superior to others
- 2014 Believe more help could be given to future career possibilities. Staff seemed somewhat unhelpful.
- 2030 I liked TCC very much. I wish it was a four year university. It started me off very good. It prepared me well for NSU. It has really changed my life.
- 2100 Education is awesome, but every student needs to also learn how to actually make money.
- 2108 TCC required too many electives that did not amount to anything but electives. I spent 1 1/2 semesters @ TCC unnecessarily
- 2139 TCC provided the best teachers who made learning fun. The teachers made the classes a challenge, but I wanted to go to class just for the enjoyment of the interaction. However, with my age, the on-line classes weren't my favorite. I am a visual person and those classes were almost my undoing.
- 2195 I will be employed in my major field once I graduate from NSU.
- 2200 My experience w/ TCC was was great. All of my teachers were awesome. I appreciate everything TCC has done for me and my continuing education.
- 2207 Since I have not attended college since graduating from TCC and TCC is the only college I have attended I cannot say how well I am prepared for continuing Ed. But I do recommend TCC and my wife is taking classes there now.

Appendix D

Employer Satisfaction Survey Results

Employer Satisfaction Survey Results 2005 – 2006

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 302 completed graduate surveys, 125 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.

Seven survey packets were returned as non-deliverable and 40 completed surveys were received, resulting in a response rate of 34%. 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

February 28, 2007

<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.

Sincerely,

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

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



An Equal Opportunity/Affirmative Action Employer



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).

_____ Communication Skills	_____ Critical Thinking Skills
_____ Technical Skills	_____ Team Building Skills
_____ Computer Skills	_____ 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 half of the employers responding (58%) indicated that less than five graduates were employed by their company. Almost one-fourth of the respondents (21%) were not sure about the number of TCC graduates employed. In addition, 8% of the respondents indicated employing from 6 to 10 graduates while another 4% employs 11 to 20 graduates and 8% employs 31 or more graduates.

Ratings on Work Experiences

The Employer Survey included nine items that asked employers to rate TCC graduates on various aspects of their work experiences. The nine items were administered on a 5-point scale ranging from poor to excellent, with 1 = poor and 5 = excellent. Overall, 39% of the respondents indicated that TCC graduates are excellent at work. Another 38% reported that TCC graduates are above average, and 22% 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 eight items that asked respondents to compare new TCC graduates with other new employees at their company. The eight items were administered on a 5-point scale ranging from poor to excellent, with 1 = poor and 5 = excellent. Overall, 37% of the employers indicated that TCC graduates are excellent and 35% 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 five 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 41% of the respondents, and computer skills was ranked as least important by 53% 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 = 40 (34% Response Rate)

	Unsure	< 5	6-10	11-20	21-31	> 31
Number of TCC graduates employed	21%	58%	8%	4%	0%	8%

Ratings on Work Experiences	Below		Above		Excellent
	Poor	Average	Average	Average	
Ability to work with others productively	0%	0%	19%	38%	43%
Ability to work independently without direct supervision	0%	3%	17%	31%	50%
Ability to accept supervision and criticism	0%	0%	26%	47%	26%
General attitude toward the work they perform	0%	3%	29%	21%	47%
Ability to perform technical aspects of the job	0%	3%	21%	33%	44%
Ability to communicate on the job (orally and in writing)	0%	0%	16%	51%	32%
Ability to analyze and identify problems	0%	3%	26%	37%	34%
Ability to solve problems or suggest possible solutions	0%	3%	27%	38%	32%
Quality of work performed	0%	3%	16%	42%	40%

Comparing TCC Graduates with Other New Employees	Below		Above		Excellent
	Poor	Average	Average	Average	
Resource Management	0%	8%	32%	34%	26%
Interpersonal Skills	0%	0%	29%	37%	34%
Evaluate, interpret, organize and process information	0%	3%	24%	45%	29%
Applying systems knowledge (i.e., chain of command)	0%	3%	30%	35%	32%
Using technology	0%	3%	27%	30%	41%
Demonstrating basic skills (i.e., reading, writing, math, etc.)	0%	0%	22%	35%	43%
Demonstrating thinking skills (i.e., creativity, decision making)	0%	5%	22%	35%	38%
Exhibiting personal qualities (i.e., responsibility, work ethic)	0%	3%	18%	29%	50%

Overall Satisfaction	Not at all Satisfied	Moderately Satisfied	Satisfied	Very Satisfied
	Overall, how satisfied are you with the TCC graduates' ability to work in your company?	3%	6%	40%

Skill Rankings Based on Company Needs	Most Important ←————→ Least Important				
	#1	#2	#3	#4	#5
Communication Skills	41%	23%	20%	14%	0%
Technical Skills	21%	18%	14%	31%	14%
Computer Skills	5%	23%	3%	14%	53%
Critical Thinking Skills	21%	15%	40%	17%	8%
Team Building Skills	12%	21%	23%	23%	25%
Total	100%	100%	100%	100%	100%

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 (16)
- Education / Childcare (4)
- Finance (4)
- Manufacturing (3)
- Service (3)
- Construction (2)
- Veterinary Medicine (2)
- Automotive (1)
- Aviation (1)
- Communications (1)
- Law (1)
- Surveying (1)
- TOTAL RESPONDENTS (39)

Employer Survey Comments

Survey#	Comments
30	It would be beneficial to urge your students to actively pursue experience in the Behavioral health field. It has been to your graduate's benefit that she came to work for us part-time. Education is fantastic but experience will take them that much farther. Keep up the good work and thanks again for your contribution to the making of very personal, reliable, dependable graduates.
31	I love the idea of your doing a survey! I you need anything else feel free to email me.
38	Super Job!!