

***TULSA COMMUNITY COLLEGE***

**2006 – 2007 Alumni Survey**

Summary of Results

Office of Planning and Institutional Research

2008

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## Executive Summary

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- 2,307 degrees or certificates were awarded to 2,171 graduates during the 2006-2007 academic year.
- Alumni surveys were mailed to all 2,171 graduates, and 9 were returned as non-deliverable. Of the 2,162 surveys successfully delivered, 243 were returned completed, yielding a 11.2% response rate.
- The degrees awarded to graduates included both university transfer and workforce development.
  - 69% University Transfer (AA and AS degrees)
  - 31% 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.
  - 71% of the respondents are continuing their education.
  - 24% plan to continue, but are not yet enrolled.
- Former students were also asked about their current employment status.
  - 80% of all respondents indicated that they are employed (58% Full-time; 23% Part-time).
  - 78% of those employed are in the Tulsa area
  - Among respondents who are employed, 63% are either working in their major field or in a discipline that is closely related to their area of study while at TCC.
  - 39% of the employed respondents indicated annual incomes of \$30,000 or more per year.
  - 61% of respondents employed full-time in a field related to their area of study while at TCC reported annual incomes of \$30,000 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 <b>full-time</b> in related field of study	of those employed <b>part-time</b> in related field of study
Below \$15,000	---- 22%	14%	4%	53%
\$15,000 - \$19,999	---- 14%	12%	10%	21%
\$20,000 - \$24,999	---- 14%	14%	13%	21%
\$25,000 - \$29,999	---- 12%	10%	13%	0%
\$30,000 - \$35,000	---- 11%	12%	14%	5%
Above \$35,000	---- 27%	37%	47%	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.
- The Employer Survey for the 2006-2007 graduate cohort is included in Appendix D of this report.

# **Alumni Survey Report (2006-2007)**

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The purpose of this monograph is to present results from the 2006 – 2007 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 2006–2007, Tulsa Community College conferred degrees and certificates for 2,171 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 2006-2007\***

<b>Gender</b>				<b>Major</b>	
	<b>Percent</b>				<b>Percent</b>
Male	29.6%			University Parallel	68.9%
Female	70.4%			Workforce Develop.	31.1%
<b>Age</b>		<b>Tulsa County</b>		<b>Race</b>	
	<b>Percent</b>		<b>Percent</b>		<b>Percent</b>
16-21	34.7%	NE	8.1%	White	74.8%
22-31	37.7%	NW	10.3%	African American	8.5%
32-41	16.0%	SE	38.4%	Asian	2.2%
42-51	9.2%	SW	11.8%	Native American	8.1%
52-61	2.1%	DT	6.5%	Hispanic	3.7%
Over 61	0.2%	Other Counties	24.8%	Other	2.6%
<b>Campus</b>				<b>Educational Objective</b>	
	<b>Percent</b>				<b>Percent</b>
Metro	41.0%			Certificate	12.2%
NEC	15.1%			Degree	87.7%
SEC	34.1%				
West	9.7%				

\* Based on FOCUS Report 2006-2007, Headcount (N = 2,171). 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 2,171 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 2006 semester received a survey in July 2007. Likewise, May graduates in Spring 2007 and July graduates in Summer 2007 received the same survey in December. Nine survey packets were returned non-deliverable;

therefore, 2,162 surveys were successfully delivered. A total of 243 completed surveys were returned, yielding a 11.2% response rate.

## Results

While 243 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 2006–2007 academic year.

The majority of respondents indicated that they are employed (80.0%) with just over half working full-time (57.5%). When responses were grouped to look only at those employed, 46.7% indicated that they work in their major field; another 16.7% work in a related field; therefore, of the respondents employed, 63.3% are working either in their major field or in a discipline that is closely related to their area of study while at TCC. Almost half (47.2%) of graduates who work full-time in their related field of study earn \$35,000 or more annually, and more nearly three-fourths (73.6%) earn greater than \$25,000. However, over two-thirds of the respondents indicated that they are continuing their education (70.5%) while another 24.0% 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)**

<b>Gender</b>	<b>Percent</b>	<b>Employment Status</b>	<b>Percent</b>	<b>Major</b>	<b>Percent</b>
Male	23.5%	Full-Time	47.3%	University Parallel	61.7%
Female	70.0%	Part-Time	18.5%	Workforce Develop.	21.0%
Sub-Total	93.4%	N/A	16.5%	Sub-Total	82.7%
No response	6.6%	Sub-Total	82.3%	No Response	17.3%
Total	100.0%	No Response	17.7%	Total	100.0%
		Total	100.0%		
<b>Age</b>	<b>Percent</b>	<b>Employment Location</b>	<b>Percent</b>	<b>Race</b>	<b>Percent</b>
16-21	11.9%	Tulsa Area	55.1%	White	70.4%
22-31	42.8%	Northeast OK	9.1%	African American	5.3%
32-41	20.2%	Elsewhere in OK	4.1%	Asian	3.3%
42-51	14.8%	Outside OK	2.1%	Native American	7.0%
52-61	4.1%	Sub-Total	70.4%	Hispanic	2.9%
Over 61	0.4%	No response	29.6%	Other	3.3%
Sub-Total	94.2%	Total	100.0%	Sub-Total	92.2%
No response	5.8%			No response	7.8%
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	35.8%	Degree	76.9%	Very likely	69.1%
NEC	13.6%	Certificate	5.8%	Moderately likely	12.8%
SEC	29.2%	Sub-Total	2.7%	Somewhat likely	8.2%
West	10.3%	No response	17.3%	Not at all likely	0.4%
Sub-Total	88.9%	Total	100.0%	Sub-Total	90.5%
No response	11.1%			No response	9.5%
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>
(in Thousands)		Employed		4-year institution in OK	55.6%
< \$15	16.9%	- Major Field	32.1%	4-year institution outside of OK	2.9%
\$15 - \$19.9	9.1%	- Related Field	11.5%	2-year institution in OK	4.5%
\$20 - \$24.9	8.6%	- Different Field	23.9%	2-year institution outside of OK	0.0%
\$25 - \$29.9	8.6%	Unemployed		Plan to continue, but not enrolled	21.4%
\$30 - \$35.9	7.0%	-Looking	3.7%	No plan to continue	4.9%
> \$35	18.9%	-Not Looking	18.5%	Sub-Total	89.3%
Sub-Total	69.1%	Sub-Total	89.7%	No response	10.7%
No response	30.9%	No response	10.3%	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 (90.5%). In fact, 76.4% indicated that they would very likely make the same choice and 14.1% were moderately likely. Finally, 0.5% 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, 42.9% indicated that they are unable to judge comparable quality. However, 32.0% noted that the quality of education at TCC is about the same as other institutions, while another 22.2% indicated that they thought the quality of education at TCC is better than that received at other colleges. Finally, 30.6% reported that they were prepared exceptionally well by TCC to continue their education, and another 23.4% 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

June 6, 2007

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)
  - 3 Associate of Applied Science Degree (AAS)
  - 2 Associate of Science Degree (AS)
  - 4 Certificate

- At which TCC campus did you most frequently take courses?**
- 1 Metro
  - 3 Southeast
  - 2 Northeast
  - 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: \_\_\_\_\_

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"/> 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 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"/> 3 Elsewhere in Oklahoma	<input type="radio"/> 3 moderately likely
	<input type="radio"/> 4 25,000-29,999	<input type="radio"/> 4 Outside Oklahoma	<input type="radio"/> 4 very likely
	<input type="radio"/> 5 30,000-35,000		
	<input type="radio"/> 6 Above \$35,000		

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?

- 1 Very poorly
- 4 More than adequate
- 2 Less than adequate
- 5 Exceptionally well
- 3 Adequate
- 6 Unable to judge

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

- 1 Unable to judge
- 3 About the same
- 2 Worse
- 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
<b>University Transfer (AA &amp; AS)</b>	Accounting	43	5
	Art	7	1
	Biology	31	2
	Business Administration	209	23
	Chemistry	13	3
	Child Development	18	3
	Computer Science MIS	3	1
	Criminal Justice	30	2
	Dentistry	3	0
	Economics	3	0
	Education	157	13
	Electronics Engineering Technology - OSU	1	0
	Electronics Technology - NSU	2	0
	Engineering	21	2
	English	9	2
	Fire and Emergency Services	12	1
	Geography	1	0
	Geology	2	0
	Health and Human Performance	3	0
	History	16	6
	Horticulture Technology - OSU Option	1	0
	Human Services	25	6
	Humanities	2	1
	International Business	14	2
	International Studies	3	1
	Interpreter Education	2	0
	Japanese	4	1
	Journalism & Mass Communications	9	0
	Legal Assistant	5	0
	Liberal Arts	787	80
	Management	3	0
	Marketing	8	3
	Mathematics	15	2
	Medicine (Pre-Professional)	14	1
	Music	2	1
	Philosophy	2	0
Physical Education	3	1	
Physics	2	1	
Political Science	6	0	
Pre-Computer Science	9	0	
Pre-Pharmacy	11	1	
Psychology	64	7	
Religious Studies	1	0	
Sociology	5	2	
Spanish	8	1	
Theatre	1	0	

(continued on next page)

<b>Degree Type</b>	<b>Major</b>	<b>Graduates</b>	<b>Respondents</b>
<b>Workforce Development (AAS &amp; Certificate)</b>	Accounting Associate	12	1
	Aviation Sciences Technology	7	0
	Business	16	1
	Chemical Laboratory Technology	2	0
	Child Development	72	8
	Civil Engineering Technology	3	0
	Civil Engineering/Surveying Technology	1	0
	Computer Information Systems	36	2
	Dental Assistant	3	0
	Dental Hygiene	12	0
	Design Engineering Technology	7	0
	Electronics Technology	7	2
	Emergency & Community Preparedness	2	0
	Emergency Medical Technology	1	0
	Fire and Emergency Services	9	0
	Health Information Technology	16	1
	Horticulture Technology	7	3
	Hospitality and Gaming Operations	3	2
	Human Resources	7	3
	Human Services	9	0
	Interior Design	17	1
	International Business	2	0
	International Language Studies	33	7
	Interpreter Education	10	5
	Law Enforcement	2	0
	Legal Assistant	5	1
	Management	3	0
	Manufacturing Engineering Technology	2	1
	Marketing	5	0
	Marketing E Business	2	0
	Medical Assistant	23	2
	Medical Laboratory Technology	27	2
	Numerical Control / Machinist Technology	1	0
	Nursing	118	15
	Occupational Therapy Assistant	16	3
	Patient Care Technician	78	6
	Pharmacy Technician	13	1
	Physical Therapist Assistant	28	3
	Purchasing and Materials Management	4	0
	Quality Control Technology	2	0
	Radiography (X-Ray)	33	6
Respiratory Therapy	17	2	
Stage Production Technology	5	0	
Surgical Technology	9	0	
Surveying Technology	2	0	
Technology	3	1	
Telecommunications Management	4	1	
Telecommunications Technology	4	1	
Transportation Management	3	1	
Veterinary Technology	12	2	
<b>Total</b>		<b>2307*</b>	<b>259**</b>

\* Based on FOCUS Report 2006-2007; 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

## 2006-2007 Alumni Survey - Student Comments

Survey ID	Student Comments
12	Instructors for interpreting program were awesome.
17	High school did not prepare me for college. TCC was got me through I was very well prepared for NSU & have gone on to OSU - although I took the OGAT 3 times and still can not pass it - so have had to change my education major to something else & finish my degree at OSU Tulsa.
30	more counseling for financial aide! At NSU you actually get to talk to a financial counselor and not some clueless clerk!
49	I could not have made it to where I am today without TCC. The teaching staff there is
80	If I could do it over again, I would have attended a college that I would have a bachelor degree from.
153	I work in EMS but am trying to get hired by Tulsa FD.
181	I enjoyed the small classes and one on one support from the faculty.
196	TCC was awesome and I wouldn't have picked any other college
198	TCC has allowed me to continue working with children. I have been able to do a better job.
205	This was my 2nd degree
207	I am continuing my degree plan at OSU-Tulsa, Intl Business. I am taking Japanese through TCC. I passed Jap 1 in the Spring and want to continue taking the course in the Fall but there doesn't seem to be a Jap II class in the evenings. I'm sure there would be enough to fill a class if available.
244	[...] was an excellent Accounting teacher from the S.E. Campus. She really prepared me for my accounting class at NSU.
319	I am better prepared for my field of occupation compared to other new graduates from other schools.
344	TCC is a good place to start for new students after high school & gives them a chance to think what they want to do.
368	I like the fact TCC offers classes for every one.
395	My class got off to a rocky start. No teacher for about a month. And teachings were somewhat conf . Con This was some of the complaints mine as well as some fellow students.
421	Good experience. On-line advisement very helpful.
427	I love this school! I wish I could have continued. I encourage other people to come here too. Teachers awesome. My instructor [...] - awesome! Great experience! I am proud to tell people I went to school here.
481	North East Campus was my favorite out of all the campuses. The access to counseling and staff was always easy. Everyone made me feel welcome and not "too busy" to answer questions! I miss them actually, Thanks for Everything!!!
484	TCC education is sufficient, but I felt that some courses were not worth my tuition money (i.e. below my standards)

*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**

- 502      I enjoyed my time at TCC, and feel I recieved a good education with great professors. I appreciated how TCC was so accomodating to working students. They offerred many evening classes to allow you to take the classes you need to finish your degree.
- 511      Great college to start off at to decide what or where you want to be down the road. Provides teachers who are willing to help students achieve their goals elsewhere.
- 566      TCC is an excellent school w/ excellent instructors. My favorites were [...] & [...].
- 690      All of my classes have be online, and I enjoyed them and I gained a lot of knowledge.
- 706      As a pre-med major, my main request would be a year-long survey of intro to Bio for Majors. Most Univ's out here require a year-long survey. I'm somewhat aprehensive with respect to my upper division sciences. Only time will tell how well prepared I am. Overall, I'm very satisfied with my TCC experience!
- 728      Also attended NEO A&M in Miami
- 758      Was affordable & a good location.
- 773      Since graduating, (I could not attend graduation) I have called and called as well as went to both Southeast & Metro campuses to receive my diploma. I have been told to come pick it up and that it would be mailed. Can you please mail it to me?
- 785      For the most part my experience was wonderful. My only concern is the hiring of adjunct professors who only contain a BA degree, not masters, in the math field. Calculus is a difficult subject which should only be taught by individuals with a masters degree in math. Not a bachelors in another subject.
- 793      I enjoyed my time at TCC and had fantastic classes and teachers
- 851      TCC is a great oppotunity for education for a good price.
- 858      Did not hold to highest standards possible, but found a teacher that changed my life, [...]
- 912      My experience at TCC was very rewarding. All of the instructors were fair and knowledgeable of the subject matter. [...] at the N.E. Campus stood out. His teaching skills are superb. His knowledge of the subject matters are exceptional, and his passion for what he is teaching is second to none.
- 932      I had excellent instructors! Esp. [...], [...], [...], [...]. I feel I recvd mj. University education at Jr. college cost!
- 935      I enjoyed my classess from: [...], [...], [...] & [...] because - They were Teachers! I will always remember their classes & all the information that I learned from those classes. They took he time to teach. The adjunct instructors I've had (no need to mention their names) did not have any teaching skills that is vital in the learning process. To me as a student, it is imperative to employ instructors that know how to conduct & teach a class. It would be sille to employee someone to teach a college class simply because they have a degree! This is just my opinion, for whatever it is worth. Thank you, Former Student.
- 962      The worse thing about TCC is when it comes to choosing classes. The requirement constantly gange. No one is ever clear on which classes you must take and if there are pre-requisites for them. In this area, I believe students are kept in the dark.
- 975      I would have taken more classes at the South campus if they had been offered, particulary computer classes. Photoshop, Flash, Dreamweaver, more classes on MacIntosh computers.

*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**

- 993      I have now attended 3 universities in two different states and the admissions staff and advisors at TCC were by far the most friendly, responsive, and helpful of all three schools. That made a very good impression.
- 1041     I love the online classes TCC offers wish more schools would do the same.
- 1048     TCC science education is not comparable to that of university of oklahoma. I've found that I've had to learn material for Pharmacy school that my peers gained in the same classes @ OU.
- 1051     I enjoyed going to TCC. I don't feel like the type of work required in the classes prepared me enough for a university. At NSU my grades are mostly based on tests and quizzes; homework is for personal benefit only.
- 1063     TCC saved my life. TCC is a school that is filled with exceptional instructors & staff. I owe my life to TCC. NSU doesn't even come close to TCC.
- 1067     I will be taking classes at both TCC & NSU. In order to get Associate in Arts B/4 I can get by Bachelor Degree
- 1111     I'm still a student with TCC, and will pick up classes in the summer - LPN - RN Bridge. After completing I'll continue on to receive my BSN.
- 1113     My only issue with TCC was the financial aid department. It took me 6 years to get through TCC because I could only go part time. Each semester there was always a problem with my financial aid. I was so glad when I graduated because I wouldn't have anymore issues with the financial aid department. And now, I am having the same issues with my son who is trying to be a transfer student for Spring 2008. It would be so much easier for him to stay where he is and finish out the year because I am worried his financial aid won't be ready in time for classes in January & he has to have the help. I feel the problem might be that you have students working in this dept. who need more training. Each time you call & talk to some one different, you will get different answers. Sometimes your question can't be answered by them. After a while, you really get tired of the run-away & you dread having to call them.
- 1191     I am not using my education for employment; only for personal education and growth - a sense of accomplishment. I am continuing on with studies of plant physiology/pathology.
- 1257     There needs to be a campus at Bartlesville.
- 1262     Has TCC ever considered becoming a 4 year college?
- 1318     Pleased!
- 1342     It's hard to say how well I am prepared for LU, but it seems to me that I work hard and am happy that I have had this experience @ TCC.
- 1379     Instructors, library service, and Early Childhood Center employees all were very supportive, professional courtesy, and prepared to assist me as I worked and attended classes
- 1438     The human services/presocial work program at TCC is phenomenal. I learned way more at TCC than I am learning in the social work program at CSC. The TCC program was full of practical knowledge, application of theory, and critical thinking. I wish my current program was the same.
- 1449     It's more about how seriously the student takes their education. T.C.C. offers everyone, whatever they need if they want to succeed.
- 1460     Great school. Need better advisors. Great professors.

*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**

- 1461      The course load at TCC was appropriate for its purpose. Transferring to a 4 year University was difficult, re-adjusting the first semester. The quality of Teachers at TCC was exceptional compared to "qualified lector's"/Unvisersity Professor.
- 1490      Advisement need attention at TCC. I was enrolled for another semester and then was told I didn't need a speech class for my (AA).
- 1520      TCC Financial aid dept is terrible. They lose & misplace documents etc. making this a major consideration when I advise my own children on shoos to attend. My son currently attending has had to submit the same documents on 3 separate occassions. My experiences were similar & this is definitely a serious problem that should be addressed. I have advised my son to look at other schools with a better financial aid department. After all those who work in financial aid dept. would not have jobs without the students. Maybe they should remember this.
- 1533      The policy of having to purchase books for each campus seperately and online classes only at the Northeast Campus regardless of which campus the class is based from is inconvenient for nontraditional students balancing work school & family. The woman who works at the Metro Campus Financial aid desk is the least helpful person.
- 1596      anytime you must deal w/ financial aid, it is a living nightmare.
- 1640      I enjoyed T.C.C. more over I enjoy learning which made the experience that much more. I believe if more students actually cared versus "going though the motions" they would gain more.
- 1673      Keep up your work!!!
- 1687      My experiences @ TCC have given me a tremendous confidence boost.
- 1701      In regard to question #2, I spent an equal amount of time at both metro and southeast campus. I highly recomend your school, and I have put a recomendation and a link to TCC's website on my website. [www.gmusicstudios.com](http://www.gmusicstudios.com)
- 1703      Great 2-year college!
- 1724      Excellent programs. Excellent Instructors, very knowledgeable. I will be glad to send my daughter in 6 years.
- 1748      I feel that I received a very good education at TCC. I really enjoyed the experience.
- 1778      I believe TCC needs a more complete criminal justice program such as more classes and hands on activities to give a real idea of what being a police office is about.
- 1810      Adjunct teacher, [...] (Spanish) and Political Science teacher, [...] (Am. Fed. Govt.) - not good instructors. All others were exceptional.
- 1814      I was taking horticulture classes for a second career when I retire from teaching in a couple of years. The TCC Horticulture Department was an excellent experience for me.
- 1852      TCC needs to look on preformance of their instructors and students need to grade them on it effecting there return to teach at TCC.
- 1878      TCC assisted me to success!
- 1914      I enjoyed my time at TCC and would recommend other student there. The class availability is uncomparable to other colleges.

**Survey ID   Student Comments**

- 1918     I like the classroom setting. A better student to teacher ratio. There is more one on one time you can have with the teacher. Staff is helpful and cheery. Parking: need to have more. In the beginning of the term I was parking in the grass at 8 bldg. Fix.
- 1942     some classes were worse than the quality of NSU, but many matched it. my primary complaint would be with the non-faculty staff. the financial aid office often neglected to give me all the necessary forms for my loans from semester to semester. many staff members were unable to answer my questions. the counselors recommended classes that were not on my degree.
- 1959     Internet classes are lame - teachers need to interact. Teachers cancel needed classes at last minute. Counseling sucks - need assigned counseling for continuity & accountability.
- 1963     TCC did challenge me in terms of testing. However, I do not feel that I was adequately prepared for a four year university in aspects such as paper writing & subject analysis. I find that in Composition I an emphasis should be more strongly placed on proper ways to construct a paper as opposed to finding a noun & verb in a sentence. Basically, without my high school english education, which was exceptional, I would, undoubtedly, be lost in the upper level classes I now find myself in at OSU. Perhaps a helpful suggestion, if TCC created a course geared towards academic writing then students would feel more confident entering into a four institution & succeeding.
- 2005     We have to take so many classes for an associates and to do the nursing program & tests, CPR, CNA (etc)
- 2074     I am 21. Your age range is a little off.
- 2089     I will and do send anyone that wants to pursue college degree to TCC!! Excellent Everything - Thank You
- 2097     The Respiratory Therapy instructors, [...] & [...], were outstanding however the Pulmonary Function Test teacher was a nice person but I learned NOTHING in her class and now am workin gin the field and couldn't perform a PFT test to save my life... or anyone elses for that matter.
- 2098     I enjoyed attending TCC and think highly of the Human Services program and teachers. The instructors were concerned about each student's well being & took action to be sure students were on course.
- 2129     Tulsa Achieves takes away from TCC credibility. College isn't for everyone. It will bring down the level of education.
- 2134     CANT FIND JOB. WAIST OF MONEY ON 2YEAR DEGREE!
- 2167     On-line is great!
- 2177     I attended classes at OCCC to hasten my graduation the quality of teaching at TCC is vastly superior to OCCC.

## Appendix D

### Employer Satisfaction Survey Results

## Employer Satisfaction Survey Results 2006 – 2007

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 243 completed graduate surveys, 97 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.

Five survey packets were returned as non-deliverable and 39 completed surveys were received, resulting in a response rate of 42%. The cover letter, the survey, and the overall results of the survey are presented in the following pages.

# Tulsa Community College



Office of the President & CEO

(918) 595-7000

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

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

NORTHEAST CAMPUS  
3727 East Apache  
Tulsa, OK 74115-3151

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

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

February 7, 2008

<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).**

_____ 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 (59%) indicated that less than five graduates were employed by their company. Another 15% of the respondents were not sure about the number of TCC graduates employed. Further, 15% of the respondents indicated employing from 6 to 10 graduates while another 7% employs 11 to 20 graduates and 4% 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, 44% of the respondents indicated that TCC graduates are excellent at work. Another 40% reported that TCC graduates are above average, and 13% 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, 40% of the employers indicated that TCC graduates are excellent and 37% reported that TCC graduates are above average when compared to other new employees. The response distribution for individual items is presented in the following pages.

### **Skill Rankings Based on Company Needs**

Employers were presented a list of 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). Critical thinking was ranked as the most important job skill by 41% of the respondents, and computer skills was ranked as least important by 50% 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 = 39 (42% Response Rate)

	Unsure	< 5	6-10	11-20	21-31	> 31
Number of TCC graduates employed	15%	59%	15%	7%	0%	4%

<b>Ratings on Work Experiences</b>	Below		Above		Excellent
	Poor	Average	Average	Average	
Ability to work with others productively	0%	0%	11%	32%	57%
Ability to work independently without direct supervision	3%	3%	5%	49%	41%
Ability to accept supervision and criticism	0%	3%	8%	42%	47%
General attitude toward the work they perform	0%	0%	11%	39%	50%
Ability to perform technical aspects of the job	3%	0%	14%	36%	47%
Ability to communicate on the job (orally and in writing)	3%	0%	19%	36%	42%
Ability to analyze and identify problems	3%	3%	17%	47%	31%
Ability to solve problems or suggest possible solutions	3%	3%	19%	42%	33%
Quality of work performed	0%	3%	11%	36%	50%

<b>Comparing TCC Graduates with Other New Employees</b>	Below		Above		Excellent
	Poor	Average	Average	Average	
Resource Management	0%	6%	27%	35%	32%
Interpersonal Skills	0%	0%	26%	26%	53%
Evaluate, interpret, organize and process information	3%	0%	16%	57%	24%
Applying systems knowledge (i.e., chain of command)	3%	0%	17%	51%	29%
Using technology	3%	0%	18%	38%	41%
Demonstrating basic skills (i.e., reading, writing, math, etc.)	3%	0%	17%	26%	54%
Demonstrating thinking skills (i.e., creativity, decision making)	3%	3%	6%	35%	43%
Exhibiting personal qualities (i.e., responsibility, work ethic)	0%	0%	19%	30%	51%

<b>Overall Satisfaction</b>	Somewhat Dissatisfied	Moderately Satisfied	Satisfied	Very Satisfied
	Overall, how satisfied are you with the TCC graduates' ability to work in your company?	3%	6%	21%

<b>Skill Rankings Based on Company Needs</b>	Most Important ← → Least Important				
	#1	#2	#3	#4	#5
Communication Skills	33%	35%	25%	8%	0%
Technical Skills	14%	16%	19%	16%	28%
Computer Skills	2%	5%	14%	27%	50%
Critical Thinking Skills	41%	19%	19%	19%	3%
Team Building Skills	10%	24%	22%	30%	19%
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 (24)
- Non-Profit/Social Services (3)
- Customer Service (2)
- Law Enforcement (2)
- Education (2)
- Energy (1)
- Finance (1)
- Government (1)
- Retail (1)
- TOTAL RESPONDENTS (37)