



# Tulsa Community College

## 2009-2010 Exit Survey

---

Summary of Results

## Executive Summary

---

- ❖ 2164 degrees or certificates were awarded to 2060 graduates during the 2009-2010 academic year. The Exit Survey was offered to all 2060 graduates at degree check-out.
- ❖ The Exit Survey measures the extent to which potential graduates agree to questions along two distinct dimensions:
  - Dimension 1: The extent to which TCC experience contributed to knowledge, skills, and personal development
  - Dimension 2: The extent to which TCC coursework emphasized critical thinking skills.
- ❖ Of the respondents:
  - 24% indicate that they are first-generation students (neither parent attended college. An additional 15% indicate that one parent has completed some college courses, 40% of the respondents came from families in which at least one parent has completed a degree.
  - 25% indicate that they work in their major or closely related field prior to graduation.
  - 78% indicate that they are planning on continuing their education.
  - 53% indicate that TCC has prepared them “more than adequately to exceptionally well” for continuing their education.
  - 21.1% indicate that they have taken at least one developmental course at TCC.
  - 61% indicate that they have taken at least one internet course at TCC.
- ❖ 80% of the respondents agree or strongly agree that the TCC experience has contributed to their knowledge, skills, and personal development.
- ❖ 89% of the respondents agree or strongly agree that TCC coursework emphasizes thinking critically and analytically.
- ❖ The lowest agreement (64%) occurs in response to the question: “Contributing to the welfare of your community.”
- ❖ The highest agreement (93%) occurs in response to the question: “Acquiring a broad general education.”

## Exit Survey Report (2009-2010)

---

The purpose of this report is to present results from the 2009-2010 Tulsa Community College Exit Survey. The Exit Survey is an instrument that is administered to assess the perceptions of students who have completed either a certificate or a degree program at Tulsa Community College. Graduates are also asked to complete a demographic and educational/employment status survey six months after their last semester at TCC

The Exit Survey is a tool designed to 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. The survey was redesigned in 2006 to distinguish students' perception of their TCC experience and parallel TCC's general education learning goals. A factor analysis performed on preliminary results affirmed the two dimensions of the survey; the dimensions are defined as follows:

- ❖ Dimension 1: The extent to which TCC experience contributed to knowledge, skills, and personal development
- ❖ Dimension 2: The extent to which TCC coursework emphasized critical thinking skills.

Graduating students are also asked to indicate whether they had taken any developmental (non-credit) courses, as well as any service-learning, English as a second language, study skills, Honors, or internet courses. This information is used to draw comparisons between each of these student groups and test for significant differences (at the .05-level) in their responses to the survey. Further, respondents reported various demographic information, such as employment status, current salary, and parents' educational background. This information can be used as a baseline measure for changes in the employment and educational circumstances of TCC graduates; the alumni survey, administered six months after graduation, will be used as a second measure to indicate this change. Results tied to demographics may also be used for institutional applications for state and federal grants. Documented student comments are presented in the report's appendix.

### *Subjects and Procedure*

During the academic year 2009-2010, Tulsa Community College conferred 2,164 degrees and certificates for 2,060 individuals. The Counseling and Testing Offices at each campus administered the Exit Survey to students during their graduate checkout each Fall, Spring, and Summer semester of the academic year. The table below contains selected demographic characteristics of these graduates. The percentages reported in the table 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: Demographic Characteristics of Tulsa Community College Graduates 2009-2010**

Demographic Characteristic	Percentage
<i>Gender</i>	
Female	69.0%
Male	30.9%
<b>Total</b>	<b>100%</b>
<i>Age</i>	
16-21 years	46.4%
22-31 years	29.4%
32-41 years	14.9%
42-51 years	7.5%
52-61 years	1.7%
<b>Total</b>	<b>100%</b>
<i>Race</i>	
African American	8.4%
Asian	2.5%
Caucasian	71.8%
Hispanic	3.7%
Native American	9.1%
No Response	1.4%
Other	3.0%
<b>Total</b>	<b>100%</b>
<i>Campus</i>	
Metro	34.0%
NEC	14.3%
SEC	39.6%
West	12.1%
<b>Total</b>	<b>100%</b>

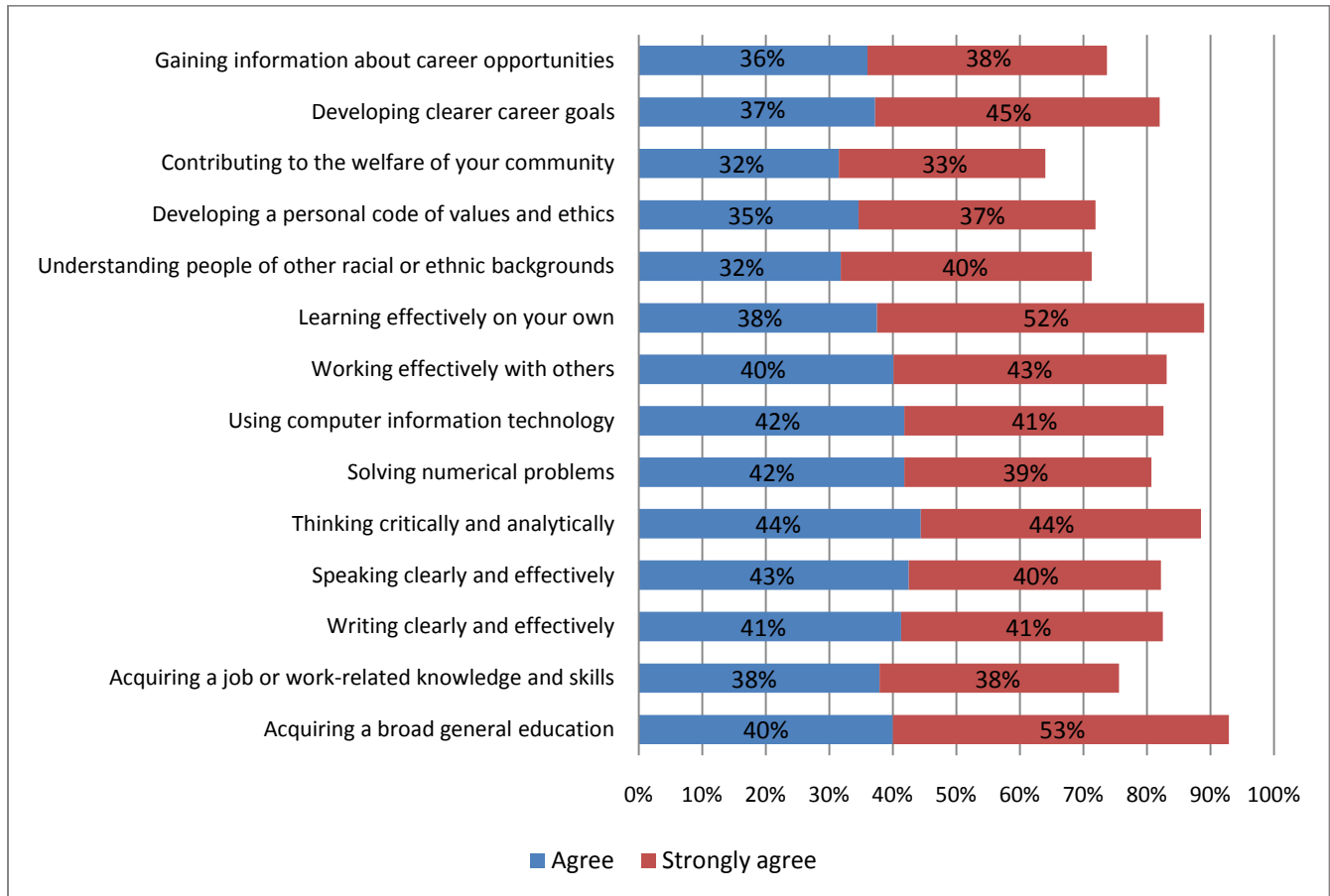
## **Results**

The survey consists of two distinct dimensions to assess specific elements related to the TCC student experience. Results from these dimensions are reported in Figures 1 and 2. Additionally, results of statistical analyses that compare responses based on course type are presented, followed by self-reported demographics and students' overall perceptions of TCC.

*Dimension 1:*

Fourteen items are used to assess the extent to which the TCC experience contributed to their knowledge, skills, and personal development; the majority of respondents (80.0%) indicate agreement to these items. Results from each item are presented in Figure 1 below:

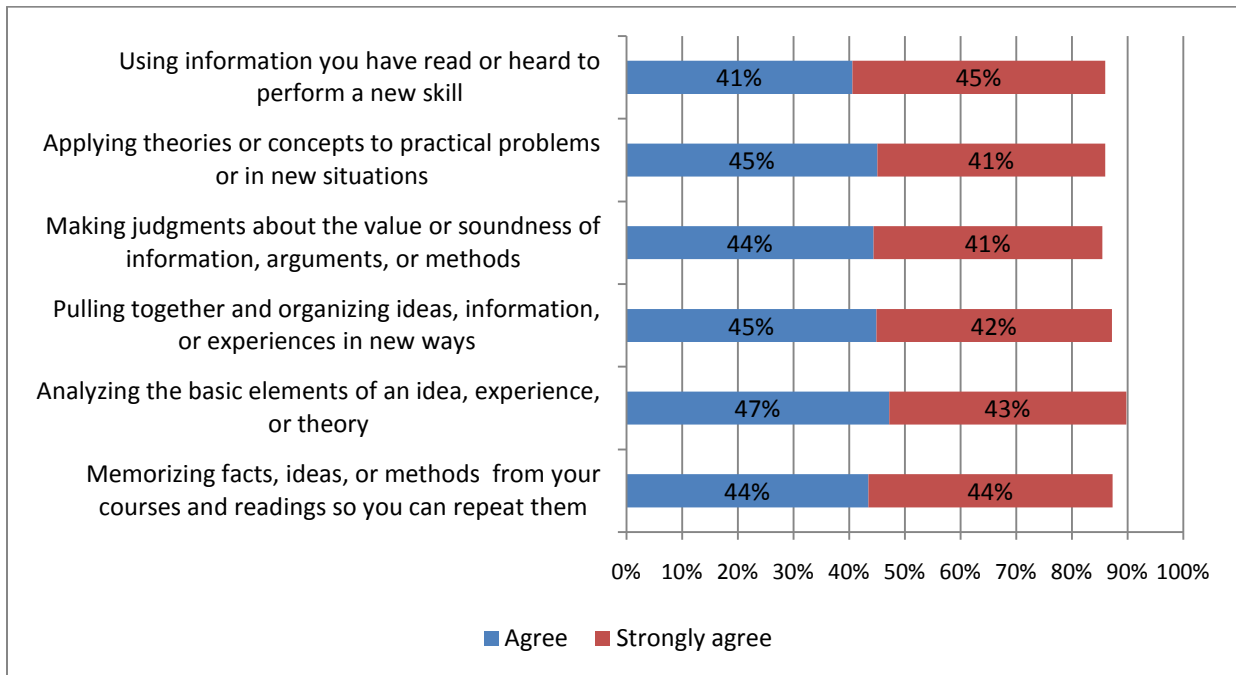
**Figure 1: “To what extent has your experience at TCC contributed to your knowledge, skills, and personal development in the following areas?”**



*Dimension 2:*

Six items are used to assess the extent to which students agree that TCC coursework emphasized critical thinking skills; the majority of respondents (89%) indicate agreement to these items. Results from each item are presented in Figure 2 below.

Figure 2: “To what extent did your coursework at TCC emphasize the following?”



### Course-Type Comparisons

Respondents also may indicate whether they have taken specific types of courses during their TCC experience. These course types include developmental, service-learning, and internet courses as well as study skills, honors, or English as a Second Language (ESL) courses. 21.1% of respondents indicated that they had taken at least one developmental course at TCC, while 61% indicated that they had taken at least one internet course.

### Self-reported Demographic Information

In addition to the two main dimensions of the survey, students are asked to respond to supplementary questions detailing their overall TCC experience, current employment situation, and future educational objectives. Of the respondents, 24% indicate that they are the first generation in their family to attend college. Additionally, 55.8% indicated that they are employed.

Of the respondents who are employed, 28% are working full-time, 51.4% work in the Tulsa area, and 17.6% earn more than \$25,000 per year. 24.5% of the respondents indicate that they are working in their major or closely related field. 66.9% are planning on continuing their education, while another 11.5% are not currently

enrolled but plan to continue at some time. 74% believe TCC has prepared them to continue their education “adequately to exceptionally well”, and 59% indicated they would be “likely - very likely” to repeat their TCC experience if given the opportunity.

## Appendix: Comments from 2009-2010 Graduates

---

Academic Advisement/counseling has never been very helpful. I had to figure everything out on my own by trial and error. It would have been nice for them to care more about where I was going next rather than helping the next student.

Academic forgiveness of a course repeated should completely remove an unsuccessful grade. A student who repays and time spent retaking the course should earn he/she a complete removal from their transcript.

Advisement need to get everything straight. I've been told so many different things!!

All around Excellence

Amazing Experience

Career information should be more available, transfer student information for OSU Stillwater is hard to receive here, you are basically told to call them

Core classes were like high school. Not much critical thinking involved. Specialized classes as in the Human Services Dept. were amazing on the other hand.

Doing the LPN program at Tulsa Tech

Enjoyed going to school here. Learned a lot. Wish the parking was better and that TCC implemented a fall break. Other than that I enjoyed flexible class schedules, tutors, computer labs on campus.

Excellent!

Excellent education, & Learning environment for bright people & dedicated students

Favorite & Best professor at TCC: Pam Kannady! Loved my time here! I am sad to leave, but happy to move on with my degree.

Financial aid was the hardest part! Takes too long! Hard to get info

Good general education classes but LPN-RN bridge program needs work, cause not geared to the working adult as it is stated and level 4 needs looked at cause instructor over that level does not teach what is needed. You are expected to teach yourself and that isn't what I went to college for.

Good School

Good School

Great college



Great School

Great School, Great Instructors. I loved this school.

Great school. All staff was great. Thanks you!!

Had a Great Experience!

Hello!

Hope all the bugs are workout of the network and financial aid, that was a big problem and even more of a distraction

I enjoyed my time at TCC. Wonderful experience, great instructors, and wonderful learning environment. Thank you for a wonderful experience.

I enjoyed my time here. I only suggest improving in your advising of students for future classes and degree programs. Each student should have one advisor in their degree program.

I had a great experience at TCC, in particular through the Honor Program. Many of the Honors teachers are more than exceptional!

I have been very blessed with a great job. The major reason that I got hired was my education that I received at TCC. Sue Cook was my teacher and advisor. She gave me the confidence that I needed and the knowledge so that I could obtain the job that I have. I have doubled my salary and my life is forever changed. I am very grateful to her.

I have enjoyed my time here at TCC.

I love TCC, but "real" college was very different. It's too much to explain in this little box. I feel as though TCC should try and develop and more community feel. Possibly by having dorms? Maybe even starting a greek life too?

I love TCC's online organization and especially Blackboard! It would really be nice if TCC eventually became a 4-year college.

I love the subjects given, the facility and everything about TCC!! Thanks

I really enjoyed TCC, but the one thing I have kicked myself for was not getting into Tulsa Achieves. My mom did not help me with it and neither did my school. I wish I had someone help me understand the process better so I could become a part of the program. Thank you!

I will have a bachelor's within a couple weeks. Also some of the best teachers I've ever had were from TCC.

I would have preferred that our original instructor had not been removed from our class, Pam was an excellent instructor. There has been a great deal of confusion for the students in this class.

I would prefer some of the teachers care more about their students, but overall it was a great

experience and would repeat it! Thank you!

If you say you offer a degree, then make sure you provide the classes to complete the degree on time!  
A 2 yr degree should not be postponed an extra year because of lack of classes!

I'm taking my last class next semester

It is wonderful to be here!

It was a nice, cheap way to get my basic credits. Classes weren't hard but they were informative.

It was frustrating that depending on what academic advisor you spoke to you would get different information.

It would be helpful if one advisor at each campus could help out with all Tulsa Achieves questions. Also having more parking at Se Campus over all, I am very pleased with my experience at TCC. It's a very important step for high school graduates who are not sure if they should start going to college.

Ivan Lurz and Don Paul are incredible professors. The fitness center and it's staff have been wonderful. I love the international students club. More campus parties to fraternize with fellow students.

I've enjoyed my experience at TCC for the most. I have had a few quirky professors but even they were enthusiastic about their subjects.

Jason Kearney is one of the best instructors I have had. He cares about his students and makes learning a pleasure.

Learned the most in my science, math and english courses, was very helpful.

Love TCC teachers and staff very much. Wonderful educational experience

Love the teachers!

Loved the ease of self scheduling and flexibility, essential for working adults!!!Variety of classes and times was excellent!

Make TCC a 4 year college please

Matt Wise, Ben Bancroft and Pat Watkins have done an exceptional job with the new Airtraffic Control Program. Being one of the first graduates out of there is really exciting. I would especially like to thank Matt Wise and Dave Sollars for their effort they put towards helping all the students succeed. Also Susanne Pickering was very helpful and kind when helping me graduate.

Most of my experiences at TCC were very good. The most frustrating part was dealing with Tulsa Achieves

Mostly good teachers, understanding--Good atmosphere

My experience has been great; the staff has done a good job helping me throughout my academic career.

My financial aid was delayed every semester for the 4 years I attended this college. I applied for workstudy positions every semester and was not hired for any work study positions. Bookstore does not carry supplies for one of my majors, therefore I could not get supplies in time to make the grades I wanted to achieve. Bookstore did not have some of my books until late in the semester.

My only frustration was concerning my account in regard to the scholarships I was awarded (Cox Foundation & its match) I never received papers showing that it was fully applied to my account and felt deprived of the full award.

Need Accounting Tutor- TCC never responded to me about a grade dispute.

Need to make sure that some professors are considerate of their students. Just because I have a full time job does not .....

Other than dealing with counseling screw ups, It was great!

Perhaps more information & help for finding a college to finish your degree would be helpful

Poor customer service. Employees are not knowledgeable about where different services are provided

Really loved the school; interesting teachers and a great experience. Good first step in further education

RN

Since the change in instructors this has improved dramatically, but the first 2/3 of this semester was a haphazard grind of sifting vital information from the tangential, and sweating over tests that bare little relation to the class time lectures, and an instructor who was at best ambivalent toward the students in this class.

Social Work program is amazing

Stay classy TCC

TCC Achieves was a true blessing. I have completely enjoyed my experience.

TCC has a terrible bursar office, not the worker, the managers over it. Not only are they slow to give students their money they continually screw something up that holds the funds that students need! Very poor!

TCC has a wide range of enthusiastic professors and a broad range of courses that are offered. The learning experience has been great.

TCC has been a tremendous blessing and help and acquiring my degree at TCC as well as OSU. People friendly environment. Thanks!

TCC has been an extraordinary resource for my higher education. I am matriculating into OU-Tulsa's Doctor of Pharmacy program with all the knowledge TCC has allowed me to return and I'm extremely appreciative. Please contact me for recruiting or any event that encourages higher education.

TCC helped me develop, more than my mind, the ability to socialize with nearly anyone.

TCC is a great school to take classes needed to further your degree! Esp. the basic Classes

TCC is awesome, Just needs to work more on preparing students for standardized tests.

TCC is one of the best colleges in the nation

TCC Management structure & student assistance needs help. I am debating whether to continue with your school because I have to visit TCC four times to receive my certificate, want more information please have someone call, provided they can make improvements

TCC Rocks

TCC showed me that my poor high school experience did not mean that I would do poorly in college. I enjoy sharing how wonderfully TCC has positively impacted my life.

TCC was a great experience for me! I was so nervous to go to college. You guys made it less stressful to enter, get set-up, and started. I'm glad this part is over, but so happy that I did it with your help!

TCC was a great experience for me.

TCC was a wonderful college. I have been to another college and had a miserable time there with teachers and staff. Thank You TCC for helping me continue my education.

TCC was very enjoyable

TCC would have been a wonderful experience had it not been for an instructor. He is in the Sociology Dept., without the proper education, extremely racist, right-wing, weird!

Thank you for a great opportunity& Preparing me for success

Thank you for changing the payment plan.

Thank you!

Thank you!!

Thank you, It's been a pleasure.

Thanks!

The academic advisors were extremely helpful, patient & a blessing when it came to helping plan my educational future. Thank you TCC!

The Adobe & Art classes are great. But I wish that there was a Architecture Associates available & Photography Associates

The classes were good & informative, but the administration, Financial aid, etc. didn't seem to know how to handle students. There needs to be more knowledgeable staff.

The most notable part of my TCC experience was the variety of tone & expectation from one instructor to another. All enjoyable & good experience.

The only reason I would recommend this course is that it is the only choice below \$10,000 for a Pharmacy Tech. program. I got no computer training, no actual use of a hood and limited compounding. These were not the fault of the teacher. TCC was to update the lab and wouldn't do it for us. I felt cheated.

The past six months have been crucial for me. First of all because I returned to school after 20 years when I graduated in Mexico. Next because this was my first step toward a major educational goal profession.

The professors are extremely helpful and obviously passionate about their chosen fields. My only regret is that TCC doesn't offer more advanced classes with these excellent individuals. They are definitely and inspiration.

The teachers here were above average to what I was expecting from a community college. They were patient and truly wanted their students to succeed!

Tony Nelson was the greatest Algebra teacher ever with the help of him and Ron Wilcox in my Pre-Algebra I made it a long way!

Tulsa Achieves program is a wonderful opportunity for high school graduates from Tulsa county schools. I was very fortunate to be a part of this program.

Tulsa Achieves was the best decision I made! Thank You!

Very discouraging to have spent so much time, money & energy into a degree & license that isn't required to perform the job I was trained for. The jobs I've been applying for are taken by unschooled/untrained individuals that were just trained on the job with no formal training or licensure. Why did I go to school for this? Of course the economy doesn't help, but many veterinarians aren't impressed nor are willing to pay for a RVT when they can get a layman for much less.

We need more parking!

Whew!

Wonderful school. Will recommend to everyone looking to start a degree