

**2010-2011 Exit Survey**  
Summary of Results

**February 17, 2012**  
**Office of Planning and Institutional Research**



## Executive Summary

- ❖ 2,396 degrees or certificates were awarded to 2,286 graduates during the 2010-2011 academic year. The Exit Survey was offered to all 2,286 graduates at degree check-out.
  - 1,282 potential graduates responded to the Exit Survey.
- ❖ 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:
  - 28% indicate that they are first-generation students (neither parent attended college). An additional 15% indicate that one parent has completed some college courses, 25% of the respondents came from families in which at least one parent has completed a degree.
  - 22% indicate that they work in their major or closely related field prior to graduation.
  - 78% indicate that they are planning on continuing their education.
  - 56% indicate that TCC has prepared them “more than adequately to exceptionally well” for continuing their education.
  - 22% 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.
- ❖ 83% of the respondents agree or strongly agree that the TCC experience has contributed to their knowledge, skills, and personal development.
- ❖ 88% of the respondents agree or strongly agree that TCC coursework emphasizes thinking critically and analytically.
- ❖ The lowest agreement (72%) occurs in response to the question: “Contributing to the welfare of your community.”
- ❖ The highest agreement (94%) occurs in response to the question: “Acquiring a broad general education.”

The purpose of this report is to present results from the 2010-2011 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.

In addition, 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. Further, respondents were asked to provide various demographic information such as employment status, current salary, and parents' educational background. Documented student comments are presented in the report's appendix.

#### *Subjects and Procedure*

During the academic year 2010-2011, Tulsa Community College conferred 2,396 degrees and certificates to 2,286 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 survey was completed by 1,282 individuals. The table below contains selected demographic characteristics of these graduates. The percentages reported in the table are based upon data obtained from the TCC Cognos System. 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 2010-2011**

Demographic Characteristic	Percentage
<i>Gender</i>	
Female	66%
Male	34%
Not Reported	<1%
<b>Total</b>	<b>100%</b>
<i>Age</i>	
16-21 years	18%
22-31 years	51%
32-41 years	18%
42-51 years	9%
52-61 years	4%
Over 61 years	<1%
<b>Total</b>	<b>100%</b>
<i>Race</i>	
American Indian or Alaska Native	8%
Asian	3%
Black or African American	10%
Hispanic of any race	4%
More than one race reported	<1%
Native Hawaiian or Other Pacific Islander	<1%
Other	3%
Not Reported	3%
White	68%
<b>Total</b>	<b>100%</b>
<i>Campus</i>	
Metro	39%
NEC	17%
SEC	28%
West	10%
Not Reported	7%
<b>Total</b>	<b>100%</b>

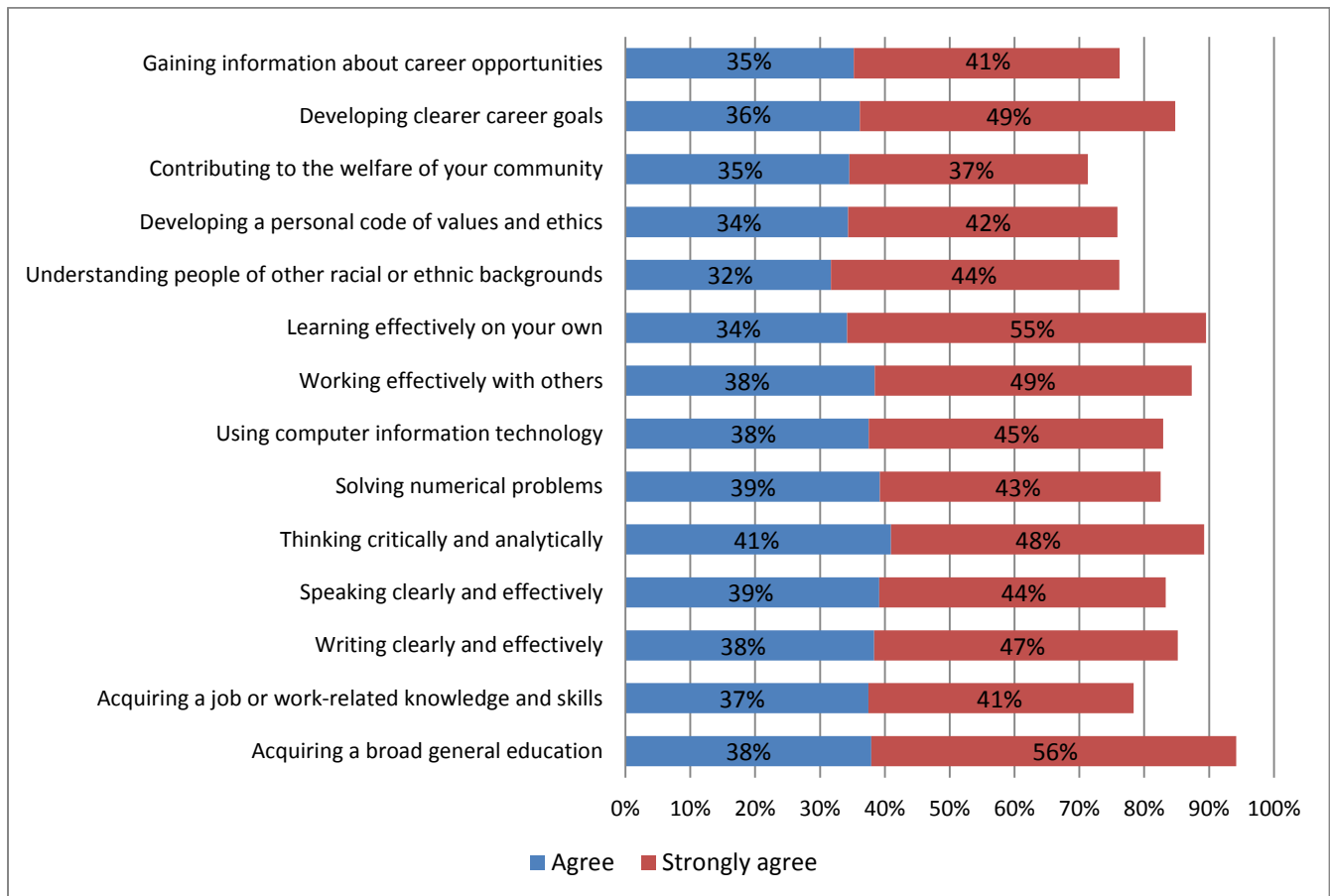
## Results

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 responses (83%) indicate agreement to these items. Results from each item are presented in Figure 1 below:

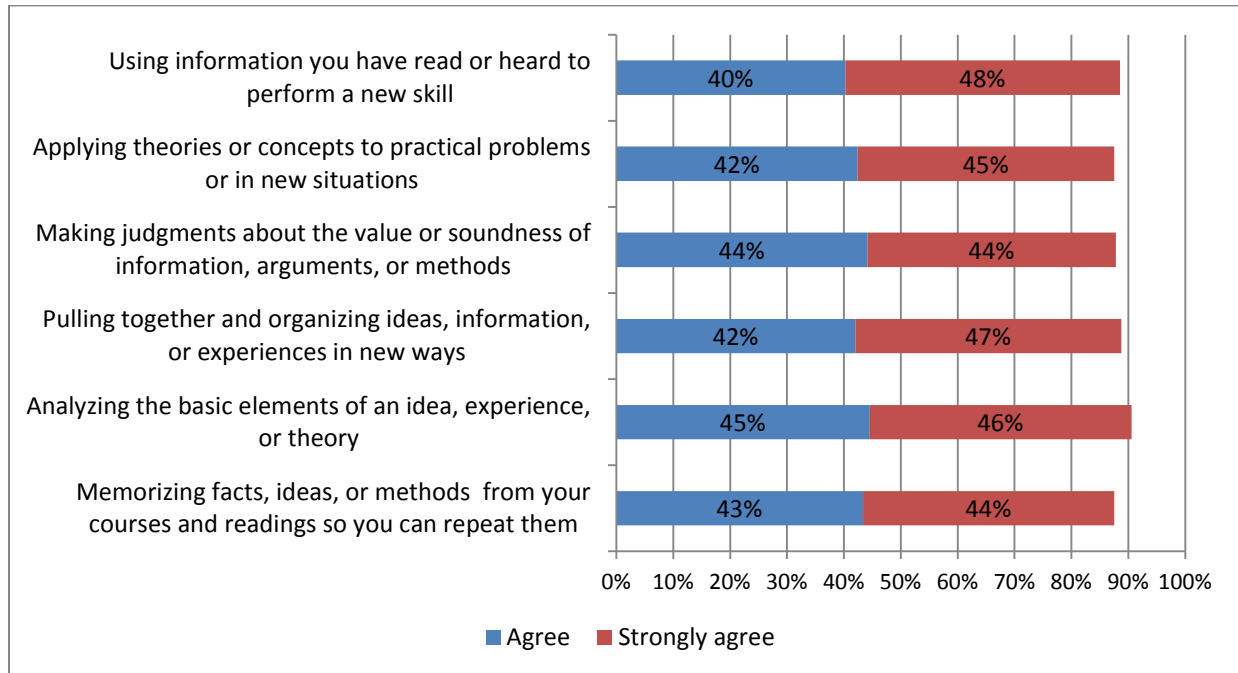
**Figure 1: “To what extent has your experience at TCC contributed to your knowledge, skills, and personal development in the following areas?”**



*Dimension 2:*

Six items are used to assess the extent to which students agree that TCC coursework emphasized critical thinking skills; the majority of responses (88%) 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. 22% 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 and 14% indicate taking at least one Honors 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, 28% indicate that they are the first generation in their family to attend college. Additionally, 79% indicated that they were employed at least part-time.

Of the respondents who are employed, 40% are working full-time, 91% work in the Tulsa area, and 30% earn more than \$25,000 per year. 28% of the respondents indicate that they are

working in their major or closely related field. 77% are planning on continuing their education, while another 19% are not currently enrolled but plan to continue at some time. 93% believe TCC has prepared them to continue their education “adequately to exceptionally well”, and 90% indicated they would be “likely - very likely” to repeat their TCC experience if given the opportunity.

## Appendix: Comments from 2010-2011 Graduates

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A great starting point for any student. Could use more astronomy courses though.

A wonderful learning experience. TCC helped to direct me to accomplishing my goals. Thank you!

Advisement back in 05-07 was not clear, had many problems especially when transferring and had to retake every elective (6hrs) after advisor suggested I take them here. Nursing program is also a joke. Will not ever recommend nursing at TCC!

After a long period of not applying myself, enrolling and failing to withdraw, while not attending. I declared a major and succeeded. I am very grateful for the academic repeat/forgiveness policy. It helped me to raise my GPA to above a 2.0 while making straight A's my final 27 hrs.

Beautiful campus on West and Metro. Instructors should emphasize study guides. Less in-class lecturing.

Best college experience so far in my life.

Both my anatomy and physiology courses were terrible. I learned more in a blended A&P course than the separate ones. My instructor was late 20 every class and talked more about her personal life than lecture. Another read straight from the book. Those 2 classes left me wholly unprepared for both the nursing program and real world experience.

Campus is beautiful! Thanks for the great experience!

Comfortable campus environment, enjoyable experience each semester.

Computer classes need to be updated with younger instructors, complete joke

Do not change a thing. This(TCC) is a great college to attend.

Engineering classes were very well assessed. Even though some credits will not transfer I feel more than adequately prepared for a four year college.

Every semester I dreaded having to talk to an academic advisor. They never seem to know what was going on. I constantly got wrong information that directly effected my education. I realize the mass of students that have entered the school, but the level of disorganization has been unacceptable.

Excellent teachers and Math& Science lab!

Excellent Tulsa Achieves program.

Financial Aid is a disaster never get through on phone, no return e-mails. Many mistakes

Financial Aid office was a nightmare!

Financial Aid was always a mess. No one ever answers the phone when I call. I loved the internet classes, cost of tuition and the advisors office. But FA was not always friendly and pleasant.

For a non-traditional student with children, I have taken advantage of every TCC campus. It has



benefited me greatly to have courses at each campus that fit my schedule.

Further educate you advisors so that they can better help the students please! I was given contradicting information several times. Thanks!!!

Good Experience

Great Experience! I appreciate the instructors, advisors and others. Everyone assisted me in completing a degree at OSU and TCC. In the process, I was able to learn other information that will benefit me in the future.

Great Financial Aid

Great junior college to start. Easy classes.

Great overall experience. However I would be delighted if counselors could better inform students about course equivalencies right at the onset of their education here at TCC.

Great school - constantly improving.

Great school. I am going to continue to go here and apply for the Radiography Associate in Science also, while waiting for Pharmacy.

Great teachers with the need to fulfill the want for knowledge.

Have a good day!

I am attending NEO in the fall to play football and pursue another degree

I am currently taking computer classes that will help me with my current position.

I am tired of seeing tax payer's money going to kids who are here just so that they are out in the real world and on their own. Instead, I and all other tax payers are giving these people reasons to work the system, get school paid for then not use the education they were supposed to learn and not contributing to society, but sucking it dry instead. There should be stricter requirements for scholarships and grants. Treat it like they are on parole.

I appreciate the opportunities I had at TCC, especially Tulsa Achieves.

I attended TCC as part of the Tulsa Achieves program.. I feel that it was very important opportunity for me.

I believe TCC is a good school.

I believe TCC has prepared me to continue on at TU and I know I will be able to continue my standards.

I could use career help, don't know if that's available.

I currently only 12 hours short of my bachelors from OSU and have only been going to TCC for those classes necessary to complete my Associates.

I did this for my job - My chances increase by about 50% to get employed if I go to a CTI school.

I disliked the automated telephone service b/c I could never get ahold of a person or operator.

I don't like the payment plan starts so early before the next semester. I am and will be paying for this out of pocket. If you offer the payment you should give the option of when to start it and how many payments or at least still offer the options of a five payment plan up until classes start then drop it down after that. I think the system is great. That is my only issue especially for someone like me who is doing this completely out of pocket with one job to support me.

I enjoyed my classes here at TCC. It is an excellent school. The students were friendly to me since I am an older student.

I enjoyed my education experience with TCC! I do believe all degree programs should have a mandatory careers exploration course. I know its offer as an optional course and Ind. Study but so many students don't take it but its very important.

I enjoyed my educational journey here at TCC and I feel well prepared for the journey that lies ahead towards my career path.

I enjoyed my time at TCC. I only wish there were more opportunities to take Honors classes in my chosen fields. It has been a great experience and all the advisors and instructors have helped me achieve my goals thus far.

I enjoyed my time spent here at TCC

I feel I received an excellent education at TCC

I feel like TCC prepared me for continuing my education and it was a good choice for me, personally, but the coursework for some of my classes was not up to par with that of some of my high school AP courses.

I feel that TCC needs more full-time instructors as opposed to adjunct instructor who know less than they should to even teach at the Junior College level. The Accounting instructors could have been better at their position too. I was Happy with the amount of technology that the campus offers, but again, the part-time instructors need to be replaced with more experienced faculty.

I feel the courses I took at TCC were great and very helpful to my future. That being said I think TCC can do better with helping students stay on track for graduation through counseling.

I found a good mix of interesting and educated instructors. Overall a great experience. I will miss coming here!

I greatly enjoyed my time at TCC. I feel like I have learned a great deal since completing my degree plan. I look forward to continuing my education and taking more classes for my own personal gain through TCC.

I had a great educational experience. Most of my instructors were great!!

I had a great experience at TCC. Staff and faculty were very supportive and helpful. I would not recommend the LPN to RN bridge program to fellow nurses however.

I had many excellent teachers and highly recommend TCC to others.

I have already obtained a BS from another school, and came to TCC to take art classes. I have very much enjoyed them and plan to continue taking classes here after graduation. At least until I have the time to commit to a 4 yr. program.

I have enjoy my TCC experience!

I have really enjoyed my experience here at TCC and which I would have went here from the beginning of my college education.

I have really enjoyed my time at TCC, and I would recommend it to anyone looking to advance their education beyond high school.

I liked my teachers much more than I did at TU. And I liked the student body better too.

I love how helpful the professors are. They are really committed to helping their students.

I love TCC!

I love TCC!

I loved my experience, but financial aid was always stressful.

I loved my TCC experience. The courses were educational and the instructors were helpful. Thank you TCC!

I loved TCC and hope to take more classes here!

I plan to attend TCC in the future for skills. TCC is a wonderful college.

I really enjoyed my experience here at TCC

I really enjoyed my time at TCC and had good experiences with most instructors.

I really enjoyed the classes that made me work hard. I felt I learned a lot from those. The ones that did not work me hard felt like a waste of my money!

I think that there should be more internships or field work.

I think the value of TCC's Honors program and Honors classes need to be more publicized. More students need to know about this wonderful opportunity. The TCC Honors Scholar program has made my experience at TCC worthwhile!

I think your college experience is what you make it. TCC may not be the very best choice for everyone, but it was for me.

I very much enjoyed my time here at TCC. I'm sorry to go but thank TCC for helping me continue my education. I still think, as a suggestion, you should fire some of the older staff,

I was very impressed with programs and quality of education. Also facilities. Thank you TCC!

I went here very sporadically so I felt it was slightly difficult to answer the front of the survey

I will continue my education with Tulsa Community College.

I will miss this place!

I will never recommend the Vet-tech school to anyone.

I wish TCC had a more extensive Jewelry Technology program like Tulsa Tech used to have.

I would definitely recommend High school graduates to attend TCC because of the Tulsa Achieves program. I thoroughly enjoyed my experience at TCC!

I would kindly like to decline to answer the employment question. I don't think they would appreciate me giving out their information.

I would recommend TCC to anyone wanting an enhanced education for business or personal use. The value is immeasurable!

Interpreting program is exceptional!

Introduction to Engr. Programming class needs more in depth teaching requirements.

It is a great place to start if you are serious about college but want to wait before going to a university.

It is helpful to see the same advisor so that they may become more familiar with each student's goals and may communicate more effectively

It was nice.

It was satisfying. There are a ton of great teachers here. Keep it up!

It would be a great idea to keep all TCC offices in contact with each other and working based off of a similar script. There seems to be no contact between offices/departments and way too much confusion.

It would be great to have better lab equipment at the other campuses. Especially for Northeast's physics and engineering lab equipment

It's been a rough ride for me, however, faculty, staff and professors have been very professional and helped me achieve my goals!

I've really enjoyed my classes. Most classes had a great professor.

I've really enjoyed TCC and have taken courses with some memorable people.

Keep up the good work

Love TCC!! Thank you!

Loved it!!!

Loved the Marketing Department teachers.

Monitor personal agendas of prof. who teach online.

More classes at more campuses

More computer proficiency required in the job market mandatory class would help with employment.

My advisor was a great help - Give him a raise!

My English and History teachers were great. I took all of my classes online. Some teachers were great and some were not very good. Some were very organized and did a great job explaining what they expected and others did not. I found several mistakes in the syllabus for a couple classes which made it hard to understand.

My Logic, Comp 2, Modern Western Civ. and Intro to Philosophy teachers had the greatest positive impact on my passion for continuing my education. I will not forget the experiences I've had here

Needs super big improvements on the Financial Aid

No comment

Not employed at a job that has to do with my major.

Other than issues with financial aid.. Everything for the most part was OK

Parking for asthmatics is problematic.

Program has issues with competent professors

Provide more As a specific Humanities courses /hire related teachers.

Really am grateful to have had great professors!

Some course had outdated technology to learn from, otherwise wonderful experience! Thanks

Staff in the advisement office are exceptionally NICE!! Thank you!

TCC did an exceptional job at preparing me for a 4 yr. college.

TCC did exceptionally well in preparing me for the future of my career. Thank you.

TCC has a great music program in my opinion.

TCC has been great! Career Services helped a lot

TCC is a great place for education!

TCC is a great place to complete general education courses at a price lower than other schools in the area. The staff is all very hard-working and kind. I am grateful to have access to an institution like this.

TCC is a great place to start your college career. Classes are affordable.

TCC is awesome!

TCC is very helpful. I visited the academic advisors numerous times each semester and they always had patience and understanding.

TCC is wonderful. A valuable part of my education. Such a gem.

TCC itself was fine. However, I will never recommend the Vet Tech program to anyone.

TCC kept me away from student loans.

TCC offers a good Music program, but you need a music business course to help give students different ideas they can do to make a living in this field.

TCC Rocks! I love the fact that they have 4 locations. The teachers were awesome, they were so much more down to earth than ones in high school. Thank you!

TCC should get dorms and Frats. Also they should prepare students for 4-year college life. Its different from a two year.

TCC was a great experience for me. It has prepared me for my continuing education. The Human Service dept. at Northeast campus is a great experience and does prepare students very well for its social workers to be. I am more than ready for a higher education because of TCC.

TCC was a great school to obtain my AA. I wish it was a 4 year college so I could stay here and finish my Bachelors degree. Had great experience, great professors ( most of them), and made good friends.

TCC was a wonderful school to attend. However, the Nursing program at TCC has horrible teachers. Would never recommend this program to anyone.

TCC was flexible and offered many classes at several campuses. Teachers were great and I always felt comfortable here. Tuition option plans helped me manage the cost but it was affordable. Thank you

TED needs to go. Please bring back the student web.

Thank you for all the support and opportunities.

Thank you for an affordable, easy form of education.

Thank you for the opportunity of achieving a college degree

Thank you for the wonderful experience.

Thank you guys for providing a good education without the high price!!

Thank you so much

Thank you so much for the Tulsa Achieves program!!

Thank you!

Thank you!

Thank you!!

Thank you, TCC!

Thanks

Thanks!

Thanks!

Thanks! Just what I needed at this time in my life - age 44

The academic advisement process was either very helpful or broken and misleading depending on the advisor you see. Clearly define a student's future and actually helping them reach their goals would help a lot.

The advisors did a poor job helping me learn which specific courses I needed to take. I took unnecessary classes and wasted school credit hours, until my friend actually showed and pointed me into the right direction for the specific class I needed to complete my degree. A very huge disappointment about that.

The ATC faculty provided the best perspective as to how the path to our career should be expected.

The aviation program would benefit from having more flight instructors.

The CAN program instructors were very unprepared, there was a delay in receiving class information.

The Criminal Justice program at TCC is great! All of the instructors in these classes are very competent and helpful for students interested.

The financial aid office needs some serious work, but the bursar's office is the worst. Beyond that, I loved TCC.

The first-stop help desk never answers their phone. There are also usually long waits when needing to talk to Financial Aid, Advisement, Etc.

The Nursing school is horrible compared to other schools. Most teachers were good except for a few

The only complaint I have is that I, on several occasions, had a difficult time reaching anyone on the helpline.

The teacher of the Honors class I took required irrelevant information and assignments from the students, subjects that pertained more to Political Sci. Than literature. Otherwise, TCC is great. Financial Aid Dept. could use improvement.

The Tulsa Achieves program enabled me to attend college by meeting all of my financial needs for tuition and books. I also had the opportunity to work with professors who have lots of experience in

their fields and in turn learn skills that prepared me for future in my major.

The worst thing about attending TCC was dealing with the financial aid issue every single semester. I have never experienced any problems at ORU with this issue. Other than that TCC was great and I probably will come back in the future for additional classes.

Tulsa Achieves has made this place feel like high school all over again!

Tulsa Achieves is a great program and has helped me a lot financially.

Tulsa Achieves needs to be more clear with students about how they enter in community service and what to do after completing the hours. Very confusing, little help!!

Under-staffed, long waits...paying what you get for.

Update the TED program "Very Hard to Use"

Very clean & easily navigable programs

Vet-tech program instructors are very good at what they do!!

With the exception of the College Algebra class taken at West Campus my course and teachers were very enjoyable. The College Algebra instructor allowed so much distraction from a 16 year old student that I almost withdrew from the class. I do not feel I obtained what I paid for in the class.

Wonderful experience. Faculty and staff are extremely conscientious. I was treated with dignity and respect and will always greatly appreciate TCC was this.