



Tulsa Community College

Summary of Results
Student Satisfaction Inventory
Noel-Levitz

2004-05

Office of Institutional Research & Assessment

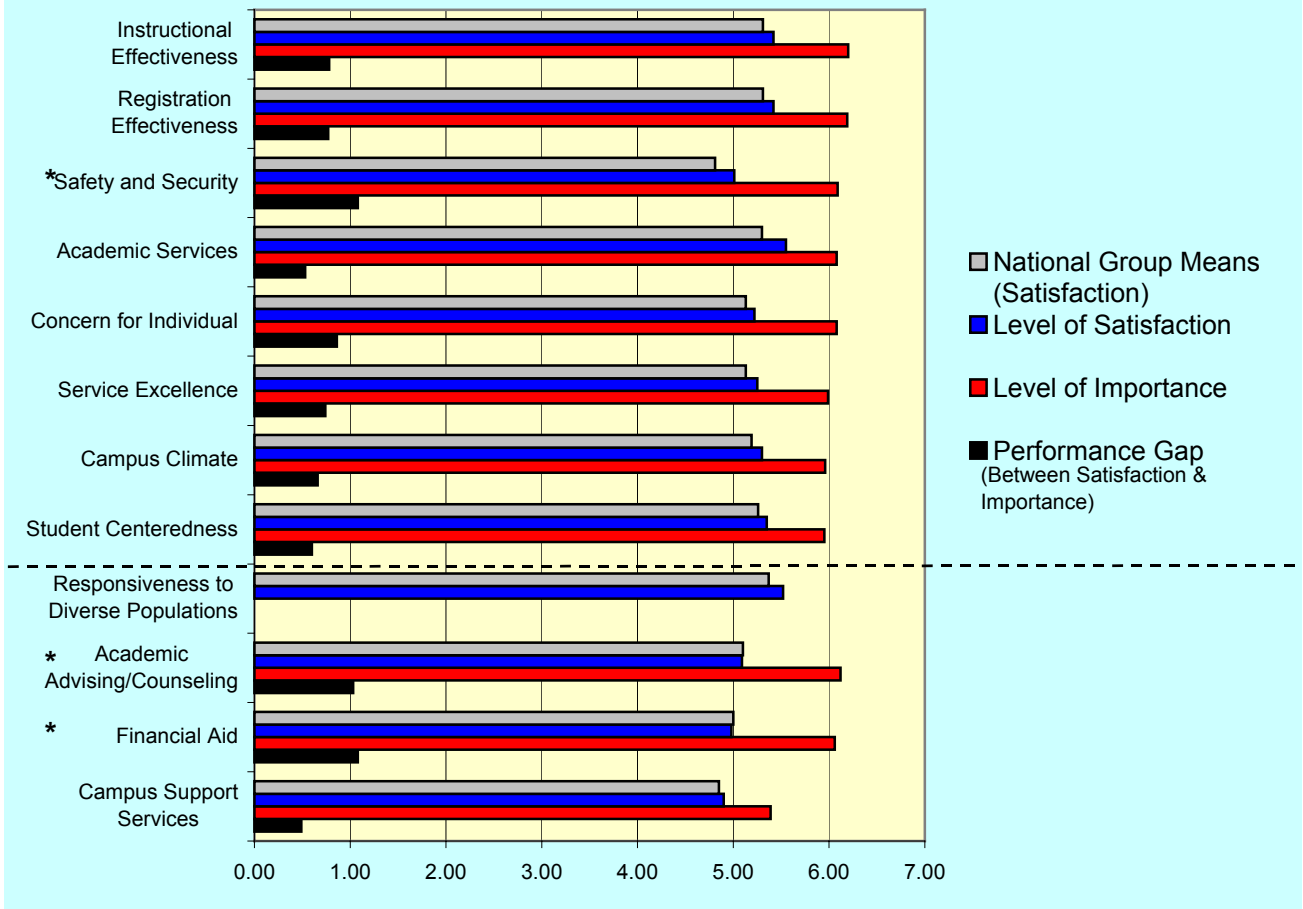
Executive Summary

- During the 2004-05 academic year, Tulsa Community College administered the Noel-Levitz Student Satisfaction Inventory in classrooms to students taking credit courses. A total of 1,520 completed surveys were collected and analyzed. The demographic characteristics of this sample is consistent with the demographic profile of TCC students overall.
- The Student Satisfaction Inventory (SSI) measures students' satisfaction with a wide range of college experiences.
- Students rate each item in the inventory by the importance of the specific expectations as well as their satisfaction with how well that expectation is being met. A performance gap is then determined by the difference in the importance rating and the satisfaction rating. Items with large performance gaps indicate areas on campus where students perceive their expectations are not being met adequately.
- Student responses are compared to corresponding national groups of community, junior and technical colleges with similar academic offerings and demographic characteristics. National Group Means are based on 259,493 records.
- The SSI operationally defines student satisfaction as a student's affective reaction to various facets or dimensions of their educational experience. The inventory, therefore, consists of and measures 12 dimensions of student satisfaction.
 - Institutional Effectiveness
 - Registration Effectiveness
 - Safety and Security
 - Academic Services
 - Concern for Individuals
 - Service Excellence
 - Campus Climate
 - Student Centeredness
 - Responsiveness to Diverse Populations
 - Academic Advising/Counseling
 - Financial Aid
 - Campus Support Services
- Student satisfaction at TCC is significantly higher than national comparison groups at other 2-year colleges on 9 of the 12 dimensions.
- Satisfaction was *not* significantly higher *or* lower on the remaining 3 dimensions when compared with national group means. In other words, the level of satisfaction was essentially the same on those three dimensions (Academic counseling/advising; Financial Aid; Campus Support).
- The gap between students' perception of importance and satisfaction with particular services was negligible in all but three areas: Safety and Security; Academic Advising/Counseling; and Financial Aid.
- Results and recommendations for next steps are presented in the full report, and were presented to the TCC Student Satisfaction Committee on June 22, 2005.

Demographic Profile Comparison

	TCC Student Population		Noel-Levitz Sample (N = 1,520)	
GENDER				
Male	37%		33%	
Female	63%		64%	
No Response	0%		3%	
AGE				
	21 and under	39%	18 and under	12%
	22 to 31	36%	19 to 24	52%
	32 to 41	14%	25 to 34	17%
	42 to 51	8%	35 to 44	10%
	52 to 61	2%	45 and Over	5%
	Over 61	1%	No Response	4%
	No Response	0%		
RACE				
Caucasian/White	71%		66%	
African American	9%		8%	
Asian	2%		4%	
Native American	8%		10%	
Hispanic	3%		3%	
Other	3%		3%	
No Response	4%		%	
CLASS LOAD				
Full-Time Student	43%		67%	
Part-Time Student	57%		29%	
No Response	0%		4%	

How Well Are We Meeting Our Students' Expectations?



Item Response Frequency Tables for Supplemental Questions

The Noel-Levitz Student Satisfaction Inventory includes a provision for the institution to ask supplemental questions that uniquely target specific interests or concerns. The Student Satisfaction Committee at Tulsa Community College developed the following items that were included on the 2004-05 survey:

To what extent are you satisfied with each of the following services provided by TCC:

Ability to access the same student services online (i.e., advisement, registration, financial services, bursar) that I could if I were on campus?

Appropriate placement into my courses based on the institution's assessment measures.

Consistency of hours of operation of offices that serve students (bursar, registrar, counseling/testing, etc.)

Good variety of courses offered via distance learning.

Dissemination of information to international students.

Adequate opportunities for obtaining credit for life experiences.

Adequate opportunities for obtaining credit for prior knowledge (advanced standing).

Adequate on-line resources and services.

Institution's commitment to international students.

Which response best describes your parents' educational background?

Both parents completed a college degree

At least one parent completed a college degree

At least one parent completed some college courses

Neither parent attended college

Do not know

The item-frequency response table for each of these items is presented below in the order that each question was presented on the survey. All but two of these services were considered important by at least 70% of the respondents. The exceptions were the two items pertaining to international students, which were considered important by approximately 60% of the respondents.

SAT71 SAT: Campus item - Ability to access the same student services online (i.e., advisement, registration, financial services, bursar) that I could if I were on campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not Satisfied at all	32	2.1	2.3	2.3
	2 Not very satisfied	20	1.3	1.5	3.8
	3 Somewhat Dissatisfied	56	3.7	4.1	7.9
	4 Neutral	163	10.7	12.0	19.9
	5 Somewhat Satisfied	202	13.3	14.8	34.7
	6 Satisfied	416	27.4	30.5	65.2
	7 Very Satisfied	474	31.2	34.8	100.0
	Total	1363	89.7	100.0	
Missing	0 Not Available / Not Used	46	3.0		
	System	111	7.3		
	Total	157	10.3		
Total		1520	100.0		

AT72 SAT: Campus item - Appropriate placement into my courses based on the institution's assessment measures.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not Satisfied at all	30	2.0	2.3	2.3
	2 Not very satisfied	17	1.1	1.3	3.6
	3 Somewhat Dissatisfied	49	3.2	3.7	7.3
	4 Neutral	225	14.8	17.2	24.5
	5 Somewhat Satisfied	242	15.9	18.5	43.0
	6 Satisfied	453	29.8	34.6	77.6
	7 Very Satisfied	294	19.3	22.4	100.0
	Total	1310	86.2	100.0	
Missing	0 Not Available / Not Used	88	5.8		
	System	122	8.0		
	Total	210	13.8		
Total		1520	100.0		

**SAT73 SAT: Campus item - Consistency of hours of operation of offices that serve students
(bursar, registrar, counseling/testing, etc.)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not Satisfied at all	13	.9	.9	.9
	2 Not very satisfied	14	.9	1.0	2.0
	3 Somewhat Dissatisfied	50	3.3	3.6	5.6
	4 Neutral	205	13.5	14.9	20.5
	5 Somewhat Satisfied	219	14.4	15.9	36.4
	6 Satisfied	530	34.9	38.5	74.9
	7 Very Satisfied	345	22.7	25.1	100.0
	Total	1376	90.5	100.0	
Missing	0 Not Available / Not Used	28	1.8		
	System	116	7.6		
	Total	144	9.5		
Total		1520	100.0		

SAT74 SAT: Campus item - Good variety of courses offered via distance learning.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not Satisfied at all	12	.8	1.2	1.2
	2 Not very satisfied	15	1.0	1.4	2.6
	3 Somewhat Dissatisfied	31	2.0	3.0	5.6
	4 Neutral	291	19.1	27.9	33.5
	5 Somewhat Satisfied	184	12.1	17.7	51.2
	6 Satisfied	285	18.8	27.4	78.5
	7 Very Satisfied	224	14.7	21.5	100.0
	Total	1042	68.6	100.0	
Missing	0 Not Available / Not Used	332	21.8		
	System	146	9.6		
	Total	478	31.4		
Total		1520	100.0		

SAT75 SAT: Campus item - Institution's commitment to Distance Learning.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not Satisfied at all	11	.7	1.1	1.1
	2 Not very satisfied	10	.7	1.0	2.0
	3 Somewhat Dissatisfied	26	1.7	2.5	4.6
	4 Neutral	334	22.0	32.5	37.0
	5 Somewhat Satisfied	169	11.1	16.4	53.4
	6 Satisfied	265	17.4	25.8	79.2
	7 Very Satisfied	214	14.1	20.8	100.0
	Total	1029	67.7	100.0	
Missing	0 Not Available / Not Used	346	22.8		
	System	145	9.5		
	Total	491	32.3		
Total		1520	100.0		

SAT76 SAT: Campus item - Dissemination of information to International Students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not Satisfied at all	18	1.2	2.2	2.2
	2 Not very satisfied	8	.5	1.0	3.2
	3 Somewhat Dissatisfied	16	1.1	2.0	5.2
	4 Neutral	420	27.6	51.5	56.7
	5 Somewhat Satisfied	108	7.1	13.3	69.9
	6 Satisfied	137	9.0	16.8	86.7
	7 Very Satisfied	108	7.1	13.3	100.0
	Total	815	53.6	100.0	
Missing	0 Not Available / Not Used	528	34.7		
	System	177	11.6		
	Total	705	46.4		
Total		1520	100.0		

SAT77 SAT: Campus item - Adequate opportunities for obtaining credit for life experiences.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not Satisfied at all	28	1.8	2.4	2.4
	2 Not very satisfied	24	1.6	2.0	4.4
	3 Somewhat Dissatisfied	68	4.5	5.7	10.1
	4 Neutral	326	21.4	27.6	37.7
	5 Somewhat Satisfied	205	13.5	17.3	55.0
	6 Satisfied	319	21.0	27.0	82.0
	7 Very Satisfied	213	14.0	18.0	100.0
	Total	1183	77.8	100.0	
Missing	0 Not Available / Not Used	197	13.0		
	System	140	9.2		
	Total	337	22.2		
Total		1520	100.0		

SAT78 SAT: Campus item - Adequate opportunities for obtaining credit for prior knowledge (advanced standing).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not Satisfied at all	29	1.9	2.5	2.5
	2 Not very satisfied	24	1.6	2.0	4.5
	3 Somewhat Dissatisfied	59	3.9	5.0	9.5
	4 Neutral	332	21.8	28.2	37.8
	5 Somewhat Satisfied	215	14.1	18.3	56.0
	6 Satisfied	315	20.7	26.8	82.8
	7 Very Satisfied	202	13.3	17.2	100.0
	Total	1176	77.4	100.0	
Missing	0 Not Available / Not Used	206	13.6		
	System	138	9.1		
	Total	344	22.6		
Total	1520	100.0			

SAT79 SAT: Campus item - Adequate on-line resources and services.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not Satisfied at all	15	1.0	1.1	1.1
	2 Not very satisfied	10	.7	.7	1.9
	3 Somewhat Dissatisfied	48	3.2	3.6	5.5
	4 Neutral	198	13.0	14.8	20.2
	5 Somewhat Satisfied	214	14.1	16.0	36.2
	6 Satisfied	478	31.4	35.7	71.9
	7 Very Satisfied	376	24.7	28.1	100.0
	Total	1339	88.1	100.0	
Missing	0 Not Available / Not Used	55	3.6		
	System	126	8.3		
	Total	181	11.9		
Total	1520	100.0			

SAT80 SAT: Campus item - Institution's commitment to International Students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Not Satisfied at all	15	1.0	1.8	1.8
	2 Not very satisfied	8	.5	1.0	2.7
	3 Somewhat Dissatisfied	12	.8	1.4	4.2
	4 Neutral	411	27.0	48.9	53.1
	5 Somewhat Satisfied	111	7.3	13.2	66.3
	6 Satisfied	149	9.8	17.7	84.0
	7 Very Satisfied	134	8.8	16.0	100.0
	Total	840	55.3	100.0	
Missing	0 Not Available / Not Used	506	33.3		
	System	174	11.4		
	Total	680	44.7		
Total		1520	100.0		

DEMOG14 Item 113 - Campus defined item - Which response best describes your parents' educational background?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Both parents completed college degree	250	16.4	21.2	21.2
	2 At least one parent completed a college degree	319	21.0	27.1	48.3
	3 At least one parent completed some college courses	247	16.3	21.0	69.3
	4 Neither parent attended college	325	21.4	27.6	96.9
	5 Do not know	36	2.4	3.1	100.0
		Total	1177	77.4	100.0
Missing	6	47	3.1		
	System	296	19.5		
	Total	343	22.6		
Total		1520	100.0		

Noel-Levitz Student Satisfaction Inventory (SSI) Administration
Academic Year 2004-2005

Fall 2004 Sampling and Administration

The Office of Institutional Research and Assessment selected college courses that would yield a sample that reflected the demographics of the overall student population. The following courses were chosen:

ENG 1213	BIO 1114	HUM 2223
POS 1113	ECO 2013	MKT 2423
MTH 1513	ACC 2213	MGT 2363

The survey takes about 45 minutes to complete. The Student Satisfaction subcommittee of the Institutional Effectiveness Committee selected instructors (both full- and part-time) of the above courses (both day and evening) who they felt were most likely to agree to administer the survey in their course. The committee sent a letter to these faculty members requesting their assistance and explaining the parameters of the survey administration. The surveys were delivered to those faculty members who agreed by September 13th and were to be completed in their classes by September 27th. Completed surveys were returned to the division offices and collected by the Coordinator of Assessment.

Approximately 900 surveys were delivered to faculty members, roughly 600 were returned completed during the Fall semester. The remaining incomplete surveys (approximately 1600) were retained for use during the Spring semester.

Spring 2005 Sampling and Administration

In Spring 2005, the Student Satisfaction subcommittee asked all faculty members of all courses to volunteer for the assessment administration. Faculty members who did volunteer were sent SSI packets by February 14th and were asked to administer the survey by March 4th. Completed surveys were returned to the division offices by March 21st, and collected by the Coordinator of Assessment.

Of the 1600 blank surveys remaining after the Fall administration, around 950 were completed during Spring 2005. In total, 1520 completed surveys were delivered to Noel-Levitz for scanning in early April. Noel-Levitz returned the raw data in late April. The Director of Institutional Research analyzed these data and delivered results to the Student Satisfaction subcommittee on 22 June 2005.