

**Tulsa Community College
2019-2020 Alumni Survey Report**

May 24, 2021



Executive Summary

This report summarizes the results of the 2019-2020 Tulsa Community College Alumni Survey. The survey is designed to assess the employment and educational status of graduating students six months after their program completion and most recent experience at Tulsa Community College. The survey also provides a method for graduates to evaluate their educational experiences in the context of life (e.g., work, continuing education, personal life) after their award. The survey was distributed to 2,518 graduates and 324 were returned yielding a 12.9% response rate.

This report provides a summary of all survey responses received from 2019-2020 graduates. Detailed results and response frequencies for each survey item are also presented.

- ❖ 2,804 degrees and certificates were awarded to **2,518** individuals during the 2019-2020 academic year.
- ❖ The credentials awarded to graduates include university transfer degrees (AA & AS) and workforce development degrees (AAS) and certificates, with the following breakdown of awarded degrees:
 - 70.0% were a university transfer degree (AA or AS).
 - 30.0% were a workforce development credential (AAS or certificate).
- ❖ Alumni were asked about their current educational objectives.
 - 61.7% of the respondents are continuing their education.
 - 18.8% plan to continue, but are not yet enrolled.
 - 19.4% do not plan to continue their education.
- ❖ Respondents were asked about their current employment status.
 - 68.4% of respondents indicated that they were employed. Of those reporting as employed:
 - 68.1% were employed full-time, 31.9% part-time.
 - 90.4% were employed in Tulsa or Northeast Oklahoma.
 - 62.6% were working either in their major field or in an area that is closely related to their field of study at TCC.
 - Of the respondents who provided an estimate of their annual salary, 43.2% indicated an annual income of \$30,000 or more per year.

- ❖ Alumni were asked to indicate the extent their TCC experience contributed to their knowledge, skills, and personal development in specific areas. Following are the percentage of those indicating either **Very much** or **Quite a bit** for each area.
 - Written communication – 73.1%
 - Oral communication – 72.5%
 - Interpersonal interactions – 68.8%
 - Critical thinking – 78.1%
 - Problem solving – 77.5%
 - Quantitative reasoning – 70.7%
 - Teamwork or collaboration – 69.1%
 - Personal responsibility – 80.2%
 - Ethical decision making – 72.5%
 - Diversity awareness – 67.0%
 - Civic responsibility – 62.3%

- ❖ Alumni were asked to rate the quality of their relationships with various groups while at TCC. Following is the percentage of those indicating either **Excellent** or **Good** for each group.
 - Other students – 94.1%
 - Instructors – 96.3%
 - Administrators and staff from TCC offices – 89.8%

- ❖ Alumni were asked to rate the quality of their educational experience at TCC.
 - 66.0% indicated they were **Very satisfied** with the overall educational experience at TCC.
 - 60.8% indicated they would **definitely** enroll at TCC if they were starting college again.
 - 74.1% indicated they would **definitely** recommend TCC to others.
 - 60.2% characterized the preparation received at TCC for further study at another college or university as either **Exceptional** or **Better than adequate**.
 - 45.4% characterized the preparation received at TCC for employment in their major field as either **Exceptional** or **Better than adequate**.

- ❖ Of the Alumni respondents, 75.6% indicated they had attended another college. Of those who had attended another college, 93.5% indicated the quality of education offered at TCC was **Better** than or **About the Same** as they received elsewhere.

- ❖ The comparison of the average response to scaled items between the 2019-2020 survey and the 2018-2019 showed only slight variations from year to year.

A complete summary of the demographics of the graduating cohort and survey item responses follows.

Graduate Demographics for Academic Year 2019–2020

(UDS Graduation Data Summary)

During the 2019-2020 academic year, Tulsa Community College conferred 2,804 degrees and certificates to 2,518 individuals. The tables below break down selected characteristics of these graduates based upon UDS graduation data. See the appendix for a complete listing of awards.

Gender	
Female	1,630 (64.7%)
Male	888 (35.3%)
Total	2,518

Age	
18-19 years	12 (0.5%)
20-21 years	404 (16.0%)
22-24 years	633 (25.1%)
25-29 years	496 (19.7%)
30-34 years	349 (13.9%)
35-39 years	234 (9.3%)
40-49 years	264 (10.5%)
50-64 years	120 (4.8%)
65 and over	6 (0.2%)
Total	2,518

Race/Ethnicity	
International Non-Resident	57 (2.3%)
Hispanic/Latinx of any race	243 (9.7%)
American Indian or Alaska Native	175 (6.9%)
Asian	112 (4.4%)
Black or African American	183 (7.3%)
Native Hawaiian or Other Pacific Islander	2 (0.1%)
White	1,433 (56.9%)
More than one race reported	247 (9.8%)
Not reported	66 (2.6%)
Total	2,518

Award Type	
Associate of Arts (AA)	659 (23.5%)
Associate of Science (AS)	1,305 (46.5%)
Associate of Applied Science (AAS)	521 (18.6%)
Certificate of Achievement	319 (11.4%)
Total	2,804*

*Some graduates received multiple awards

Method

Students were offered an incentive to participate consisting of a chance to win one of four \$50 Amazon gift cards provided by the Tulsa Community College Foundation. Reminder emails were sent to students weekly including a mention of the gift card incentive provided by the TCC Foundation. All surveys were coded with a unique identifier that served as a link between the survey responses and Banner system data for the purpose of reporting. In addition, the index was used for the gift card drawings at the close of the survey cycle. A total of 324 survey responses were collected representing a 12.9% response rate. For comparison, the 2018-2019 Alumni Survey response rate was 15.0%.

All responses from the 2019 - 2020 Academic Year (Summer 2019, Fall 2019, Spring 2020) were aggregated for this report.

Survey Results

Although 324 surveys were returned, some respondents did not complete all survey items. The tables below report the number (N) and percentage (%) of responses for each item on the survey.

Please tell us a bit about your current employment and educational status.

Employment Status*	
Full-time with one job	136 (40.1%)
Full-time with multiple jobs	22 (6.5%)
Part-time with one job	57 (16.8%)
Part-time with multiple jobs	17 (5.0%)
Serving in military	2 (0.6%)
Seeking employment	34 (10.0%)
Not employed, nor seeking job	47 (13.9%)
Other	24 (7.1%)
Total	339

* Respondents were asked to mark all that apply. Categories may include duplicates.

Employment Location*	
In Tulsa Area	172 (74.8%)
In Northeast Oklahoma	36 (15.7%)
Elsewhere in Oklahoma	12 (5.2%)
Outside Oklahoma	10 (4.3%)
Total	230

* Those who indicated employment

Employment Field*	
Employed in major or related field	144 (62.6%)
Employed in different field	86 (37.4%)
Total	230

*Those who indicated employment

Salary Estimate*	
Below \$15,000	63 (27.5%)
\$15,000 - \$19,999	29 (12.7%)
\$20,000 - \$29,999	38 (16.6%)
\$30,000 - \$39,999	38 (16.6%)
\$40,000 - \$49,999	20 (8.7%)
\$50,000 - \$59,999	23 (10.0%)
\$60,000 - \$69,999	6 (2.6%)
Above \$69,999	12 (5.2%)
Total	229

*Those who indicated employment

Continuing Education	
Continuing full-time	143 (44.1%)
Continuing part-time	57 (17.6%)
Plan to continue, not enrolled yet	61 (18.8%)
No plan to continue	63 (19.4%)
Total	324

Continuing Institutions*	
Northeastern State University	83 (39.2%)
Oklahoma State University	45 (21.2%)
Tulsa Community College	34 (16.0%)
University of Oklahoma	19 (9.0%)
University of Tulsa	6 (2.8%)
Rogers State University	6 (2.8%)
University of Central Oklahoma	4 (1.9%)
Tulsa Technology Center	2 (0.9%)
Langston University	2 (0.9%)
Colorado State University	2 (0.9%)
Other	9 (4.2%)
Total	212

*Indicated by those continuing full-time or part-time.
Individuals may have listed several continuing institutions.

Please tell us about your experiences while at TCC.

How satisfied are you with the overall educational experience you had at TCC?	
Very satisfied	214 (66.0%)
Somewhat satisfied	86 (26.5%)
Somewhat dissatisfied	18 (5.6%)
Very dissatisfied	6 (1.9%)
Total	324

If you could start college again, would you enroll at TCC?	
Definitely yes	197 (60.8%)
Probably yes	106 (32.7%)
Probably not	17 (5.2%)
Definitely not	4 (1.2%)
Total	324

Would you recommend TCC to others?	
Definitely yes	240 (74.1%)
Probably yes	74 (22.8%)
Probably not	10 (3.1%)
Definitely not	0 (0.0%)
Total	324

How would you characterize the preparation you received at TCC for further study at another college or university?	
Exceptional	83 (25.6%)
Better than adequate	112 (34.6%)
Adequate	92 (28.4%)
Less than adequate	4 (1.2%)
Poor	2 (0.6%)
Unable to judge	31 (9.6%)
Total	324

How would you characterize the preparation you received at TCC for employment in your major field?	
Exceptional	75 (23.1%)
Better than adequate	72 (22.2%)
Adequate	108 (33.3%)
Less than adequate	14 (4.3%)
Poor	12 (3.7%)
Unable to judge	43 (13.3%)
Total	324

To what extent did your experience at TCC contribute to your knowledge, skills, and personal development in the following areas?				
	Very much	Quite a bit	Somewhat	Very little
Written communication	123 (38.0%)	114 (35.2%)	69 (21.3%)	18 (5.6%)
Oral communication	120 (37.0%)	115 (35.5%)	74 (22.8%)	15 (4.6%)
Interpersonal interactions	120 (37.0%)	103 (31.8%)	80 (24.7%)	21 (6.5%)
Critical thinking	137 (42.3%)	116 (35.8%)	61 (18.8%)	10 (3.1%)
Problem solving	129 (39.8%)	122 (37.7%)	59 (18.2%)	14 (4.3%)
Quantitative reasoning	111 (34.3%)	118 (36.4%)	72 (22.2%)	23 (7.1%)
Teamwork or collaboration	126 (38.9%)	98 (30.2%)	76 (23.5%)	24 (7.4%)
Personal responsibility	167 (51.5%)	93 (28.7%)	53 (16.4%)	11 (3.4%)
Ethical decision making	122 (37.7%)	113 (34.9%)	69 (21.3%)	20 (6.2%)
Diversity awareness	130 (40.1%)	87 (26.9%)	76 (23.5%)	31 (9.6%)
Civic responsibility	105 (32.4%)	97 (29.9%)	95 (29.3%)	27 (8.3%)

** How would you compare the quality of education offered at TCC to other colleges you have attended?	
Better	96 (39.2%)
About the same	133 (54.3%)
Worse	16 (6.5%)
Subtotal	245
I have not attended any other institutions	79
Total	324

** Percentages are based upon the subtotal of those who responded and did not indicate they had "not attended any other institutions".

Please rate the quality of your relationships with people at TCC.				
	Excellent	Good	Poor	Awful
Other students	112 (34.6%)	193 (59.6%)	17 (5.2%)	2 (0.6%)
Instructors	138 (42.6%)	174 (53.7%)	10 (3.1%)	2 (0.6%)
Administrators and staff from TCC offices	106 (32.7%)	185 (57.1%)	28 (8.6%)	5 (1.5%)

Average Response to Scaled Items Comparisons with Prior Year

Item	2019 - 2020 Average (N,SD)	2018 - 2019 Average (N,SD)
How satisfied are you with the overall educational experience you had at TCC? (1 - Very dissatisfied to 4 – Very satisfied)	3.6 (324, 0.68)	3.6 (379, 1.08)
If you could start college again, would you enroll at TCC? (1 – Definitely not to 4 – Definitely yes)	3.5 (324, 0.66)	3.5 (379, 1.06)
Would you recommend TCC to others? (1 – Definitely not to 4 – Definitely yes)	3.7 (324, 0.52)	3.7 (379, 0.87)
How would you characterize the preparation you received at TCC for further study at another college or university? (1 – Poor to 5 – Exceptional)	3.9 (293, 0.84)	3.8 (357, 1.66)
How would you characterize the preparation you received at TCC for your employment in your major field? (1 – Poor to 5 – Exceptional)	3.7 (281, 1.06)	3.6 (329, 1.89)
How would you compare the quality of education offered at TCC to other colleges you have attended? (Of those who indicated prior attendance at another college.) (1 – Worse to 3 – Better)	2.3 (245, 0.59)	2.4 (304, 0.89)

To what extent did your experience at TCC contribute to your knowledge, skills, and personal development in the following areas? (1 – Very little to 4 – Very much)	2019 - 2020 Average (N,SD)	2018 - 2019 Average (N,SD)
Written communication	3.1 (324, 0.90)	3.0 (379, 0.88)
Oral communication	3.0 (324, 0.89)	3.0 (379, 0.94)
Interpersonal interactions	3.0 (324, 0.94)	3.0 (379, 0.91)
Critical thinking	3.2 (324, 0.84)	3.2 (379, 0.81)
Problem solving	3.1 (324, 0.86)	3.2 (379, 0.83)
Quantitative reasoning	3.0 (324, 0.92)	3.0 (379, 0.88)
Teamwork or collaboration	3.0 (324, 0.96)	3.0 (379, 0.90)
Personal responsibility	3.3 (324, 0.86)	3.3 (379, 0.84)
Ethical decision making	3.0 (324, 0.92)	3.1 (379, 0.91)
Diversity awareness	3.0 (324, 1.01)	3.0 (379, 0.97)
Civic responsibility	2.9 (324, 0.97)	2.9 (379, 0.97)

Please rate the quality of your relationships with people at TCC. (1 – Awful to 4 – Excellent)	2019 - 2020 Average (N,SD)	2018 - 2019 Average (N,SD)
Other students	3.3 (324, 0.59)	3.3 (379, 0.60)
Instructors	3.4 (324, 0.58)	3.4 (379, 0.61)
Administrators and staff from TCC offices	3.2 (324, 0.66)	3.2 (379, 0.69)

Name one person at TCC who has made a positive impact on you.*		
Aaron Inlow	Aaron Kennedy	Aimee Francois
Amber Chase	Amy Price	Andrew England
Andy Taylor	Angela Elmore	Anne Cross
Anne Fischer	Anthony O'Connor	Arthur Benson
Ashley Jabs	Becky Hankins	Bethanie Frank
Betty Clark	Brad Sullivan	Brena Bellovich
Bud Turman	Carla Hinkle	Carolyn Conley
Catherine Campbell	Chandra Carpenter	Charles Mansfield
Charlotte Uzzel	Chelsea Denizot	Cheryl Bates
Chief Downs	Christopher Beswick	Christopher Perkins
Cristina Umezawa	Cynthia Rich	Daniel Decker
Darin Combs	David Paige	Davona Cox
Debbie Deibert	Diane Potts	Donna Thurman
Dorothy Moaliitele	Emily Quinn	Eric Butson
Erin Rappleye	Evelyn Henry	Faith Williams
Gary Wescott	Gay Phillips	Glenna Cooper
Heather Wilburn	Heidi Rigert	Hussien Khattab
James Jackson	James Lamb	Janice O'Meilie
Jeff Holt	Jeff Stuckey	Jennifer Champion
Jennifer Dillard	Jenny Fields	Joanne Tayrien
Joy Betz	Julie Hall	Julie Luscomb
Julie Porterfield	Justin Yates	Kara Ryan-Johnson
Kassey Steele	Katherine Moore	Kathleen Kuckens
Kathy Bracy	Kathy Daily	Kelly Brasfield
Ken Wood	Kevin Clayton	Kim Gustin
Knox Brown	Kristen Marangoni	Kristin Matthews
Kristin McAlister	Landon Schurtz	Laura Cowan
Lee Perry	Leigh Gulley	Leighann Aynes
Linda Hoyt	Lisa Gerow	Lisa Haldeman
Marilyn Goff	Mark Frank	Mary Broyles
Mary Clare Mansfield	Mary Larson	Matt Edwards
Matt Smith	Matt Wise	Melanie Heffington
Melinda Bennett	Melissa Masse	Micah Garvin
Michael McRuiz	Michael Moore	Michael Speck
Miguel Da Corte	Moe Elashi	Mona Easterling
Nash McQuarters	Natalie Robinson	Paddy Swiney

**Names were transcribed responses and may be misspelled.*

Continued - Name one person at TCC who has made a positive impact on you.*		
Patricia Trusty	Patrick Thornton	Reid Bennett
Rhoda Smietanski	Rhonda Davis	Rich Fox
Rima Taliaferro	Rita Boggs	Rita Carbuhn
Roberto Maduro	Robin Mayo	Ross Faith
Ruby Marshall	Ryan Stilson	Sandra Smith
Sandy Smith	Sarah Krueger	Sarah Whitney
Serena Staires	Sharolyn Wallace	Shelby Calkins
Shelly Huggard	Sloan Davis	Stella Harrison
Stephanie Youngblood	Susan O'Neal	Susanne Pickering
Sydnee Pockrus	Sylvia Muse	Tanya Twombly
Terri Frazee	Terri Graves	Terry Daniels
Tiffany Engel	Tim Degeer	Tina Coker-Boyd
Tina Pena	Tiney Holyfield	Tommy Crall
Tony Alonso	Tony O'Connor	Tracy Jackson
Vickie Robison	Virginia Cannon	Vivian Clark-Adams
Wendy Eddy		

**Names were transcribed responses and maybe misspelled.*

Please share any additional comments you have concerning your most recent experience as a student at TCC.
General comments of a positive nature (30)*
I love the community here!
TCC was an excellent preparation for OSU. If I had went straight to OSU, I would have been extremely overwhelmed. OSU has massive classes, and a huge campus to navigate. TCC helped me slowly get used to the college experience after coming straight out of high school. I loved having small, personal classes. TCC was still extremely anxiety inducing in comparison to high school, but was nowhere near as bad as OSU. I wish I had looked into whether or not TCC offered a Disability service for people with diagnosed anxiety. I had that at OSU and having doubled test times and being in a small, quiet room with only a few people definitely helped improve my grades. I wish I had looked into it at TCC as well because it could have helped improve my grades. I learned to socialize and work as a team in the labs at TCC. TCC helped me learn personal responsibility and agenda keeping. It also helped me get used to having to travel between buildings in a set time. Overall, it was perfect for preparing me for OSU and I enjoyed it.
Thank you
Thank you for providing an excellent community college experience!
Thank you!
Definitely is worth coming back to if you need to take another class at TCC.
Had a good experience. Great place to start college.
Having online classes available was the major reason I was able to finish my college degree and work full time. I would not have been able to finish college without them. Thank you!
"I am a firm believer that we can always get better and grow together and to continue to strive to achieve the goals we set before us as students, professors, communities, and beyond. Thank you for your time."
I am grateful for the opportunity to learn at TCC and have definitely recommend to others. I loved most of my classes and how you could choose to do online as well.
I am infinitely grateful for the financial aid that Tulsa Community College provided to me. I was able to prove myself that my financial situation did not define who I was. I was able to start a registered nursing program! Affordable and with a great reputation! I am so, so thankful.
I had a good experience at TCC
I love that TCC has a smaller student/teacher ratio. This allows for a better learning environment and gives students the confidence to learn better and ask questions without feeling inferior.
I loved TCC. I felt like I was offered opportunity after opportunity. It gave me a passion for wanting to work in higher education when my degree is completed.
I really enjoyed my last semester at TCC even with the pandemic it was great!
I think anyone right out of high school should start their higher education journey at TCC.
It was certainly a better experience than osu
I've been having a great experience at TCC.
I've experienced some highs and lows at TCC over the years but the last year of my time there was an experience I will never forget. It taught me resilience.
Most recently, I am grateful to the use of the wifi hotspot. The phone line to my house is damaged and so I have not been able to get it repaired, because I have not gotten permission from my mom (it's her house).
TCC is an excellent institution and I am glad I attended. I have recommended your school to many people.
TCC is an excellent school and provides a good foundation for moving forward in your education and career.
TCC is the best college yet.
TCC provided me an excellent education

**Comments were transcribed as written.*

General comments of a positive nature (continued)*
TCC was a very good experience. The professors were great and I felt like the smaller environment really helped the students get a better understanding of the curriculum. The campuses were always very clean and safe. I would recommend TCC to anyone looking to go to college and save money while they're at it.
TCC was great. Its classes are very easy but the professors do a great job teaching. I feel that it's a great place for HS students to start college education.
The education I received at TCC was a great value and I encourage all others in the area to start at TCC before moving on to a 4-year university.
The environment to encourage students to help each other.
Tulsa Community College is a wonderful school to have around, and it provides a fantastic opportunity for people born and raised in the area, such as myself. I am quite proud of my associates degree and am looking forward to continuing my education. I greatly appreciate the resources that TCC made available to me!
You guys are great. If I could start all over again, I'd go back to TCC

**Comments were transcribed as written.*

General comments of a negative nature (1)*

TCC is a fine school. Everyone that works there is trying to make it the best experience for the students. No complaints about staff. My only complaint is that I had to walk by "empower her" posters over and over at the southeast campus. There weren't any seminars for men. I just don't think TCC needs to stoop too low to match the liberal college students of the west coast. That is what gains those colleges negative attention and notoriety. TCC is doing JUST fine the way it is without trying to "raise awareness" or keep up with major universities and their student's protests.

**Comments were transcribed as written.*

Comments concerning faculty and staff of a positive nature (9)*
All of my professors were great
Darin Combs is very much an intellectual, and the best lecturer I have ever heard. Combs makes one extract information from his lectures, rather than fill empty vessels with information. The man knows everything about European history and introduces students to excellent scholars that I did not get to enjoy until after the 16-week courses ended, scholars that I very much appreciate, and that withstands the test of time. Furthermore, Patrick Thornton went out of his way to help me, a year after I had taken the man's course on material not relevant to the Political Science course I took of his, no questions asked. If that is not real dedication to the duty of an educator, imparting knowledge at a moment's notice, then I do not know what is.
I wanted to give a special thanks to Susan Hoggard. She was very helpful when it came to a few hiccups I had encountered. When I went to school the degree program I was taking was being updated and a few teachers had left the school as well. This meant some of my required classes weren't being offered. She worked diligently to find teachers when she could and help me find alternative classes that would work for me. I wanted to thank her as well as my academic advisors for their knowledge and help as well.
It was a great college and the classes were awesome. The instructors were almost always more than willing to help and the staff were super helpful and welcoming.
My Comp 2 teacher was the TRUTH!!!
TCC is an amazing institution and the majority of the faculty truly care about their students.
The employees where very nice
The variety of class times and professors per each class were exceptional. I am honestly more impressed with the instructors at TCC than I am at NSU BA.
Though COVID 19 made spring semester hard, they did their absolute best to switch to remote learning. Many teachers and staff adjusted what they were used to and still instructed to their best.

**Comments were transcribed as written.*

Comments concerning faculty and staff of a negative nature (8)*
A few instructors interrupted my focus in the study by being prejudice and I hope that will improve.
Instructors were terrible
The lady that works in the book store (West Campus) is very rude and unhelpful, as well as some of the advisors at West Campus that would put you down and leave you thinking you don't have a chance at something, instead of encouraging.
The basic classes weren't that great due to the instructors. I felt they didn't care as much. Not all, but some basically made us teach ourselves.
XXXX was the absolute worst teacher. When we asked for clarification about something her response was that she had done it that way for 20 years and she wasn't going to change her teaching pattern. If someone spoke out she would get infuriated and treat the whole class horribly. One girl asked what our test was going to cover and she got so mad that she walked out of class and did not return. I told her that I wanted to join another program in addition to the HIM program and she locked me out of being able to enroll in the next semesters classes. Also no one will hire us when we graduate. They expect 3-5 years experience in medical coding but no one will hire us to give us experience. For the HIM part there are only minimal jobs in this area and none of the require a degree and it does not help your chances for employment. This was a complete waste of 3 years and a bunch of money!!
XXXX- teacher unwilling to help
Need some experience staff in science lab. They were helpful though but not extra ordinary.
My physics 1 class was awful. The professor was a misogynistic jerk who told the class "he was not a teacher he will not teach physics. He's a professor he will profess it." Then proceeded to get defensive if questions were asked and threaten to deduct points based on genuine grading questions. It was a hostile learning environment that brought me to tears every lecture.

**Comments were transcribed as written.*

Comments concerning student services of a positive nature (5)*
Attending TCC was a great experience, and I'm so grateful for Tulsa Achieves! Thank you all!
I felt safe knowing there was always an officer around thank you for that.
I only needed 1 class and Ms. Suzanne, was very helpful and encouraging.
I really enjoyed my time as a TCC student. I enjoyed all the college groups and functions that went on around campus. I felt very active in Student Music Association and Chi Alpha. I am going to miss being a TCC student. It was some of the best years of my life. Thank you!
Tulsa Achieves is an incredible opportunity. Thank you so much for making it possible.

**Comments were transcribed as written.*

Comments concerning student services of a negative nature (12)*
A meeting with the professors should be necessary to discuss students who have to hold down jobs to provide for themselves while in school and they happen to need more outside opportunities to complete assignments. When professors get upset at the students for having to work more and they don't give outside class time to complete projects it seems unreasonable.
Being assigned 1 advisor, because you get different information from different advisors
Those who work during the day cannot participate in school clubs so that's unfair. I've had various issues with the advisors.
The most frustrating reoccurring experience at TCC was some of the staff in the Student Advisement office. Most of the time they didn't help at all and just provided the basic knowledge that I had already come to them with. One major time when dealing with one of the ladies there, I was unaware of a requirement that needed to be completed to get into classes for my actual degree, after she had looked at the degree several times, she still failed to inform me that I was missing part of the requirements. Even more so she was talking more towards a total different degree that I had once looked into. It was a waist of time and resources.
The financial aid/academic advising office needs a lot of work. I never got the same answer twice and because the individuals there honestly had no idea what they were talking about, that messed up my education timeline goals.
Some of the people in the financial aid office should be nicer when people are confused or just have questions about their accounts.
Some advisors push what they want more than trying to help figure out what you want. I have an assigned advisor but always went to someone else like Dalton at West Campus.
I will say, my last few months of dealing with enrolling for graduation and having to meet with the councilors to figure out problems were awful. I was constantly told to go to one person and then another looking for answers to a problem which caused me to graduate an entire semester after my peers despite not having to take any classes for that semester. It went through the stretch of Christmas break and I honestly didn't even know I was able to graduate until I got an email many months later that I was to walk the following month.
I was graduated with the wrong major and when i took the issue to academic advisors, they were not concerned with trying to fix the issue. Very dissatisfied.
I think the course council that they give could be a lot better.
I think that TCC should invest more in the career service. Although TCC is a community college, which is a step for university, I think that the career service should help student to prepare for the internship or thinking about their future employers.
I am a veteran and always on the go. I was not made aware that i needed toncome in to see a counselor to apply for graduation. This should have been completed Fall 2019.

**Comments were transcribed as written.*

Comments concerning programs or instruction of a positive nature (6)*

Classes were easily relatable to current situations.

I am a graduate of the interior design program and I really would be so sad to see such a affordable program with many amazing instructors be terminated. I don't know the exact status of it now but it really is something special!

Nursing Program is amazing! I feel prepared for my job.

Solid education for the money. Great choice for anyone in the Tulsa area. A resource that should be used more often.

TCC's Dental Hygiene program is EXTREMELY difficult, but even through the pandemic I felt confident and ready to step into the real world.

The Spanish program is amazing and the professors really know how to teach the material and keep it interesting and relevant!

**Comments were transcribed as written.*

Comments concerning programs or instruction of a negative nature (13)*
Would suggest having students begin clinical rotations earlier in the program.
The quality of teachers varied significantly
The nursing program needs a reboot. Nursing faculty should have formal education and continued professional development in teaching. I was always frustrated with the lack of skills demonstrated by some of my nursing professors, but since moving over to NSU, the difference is more fully apparent. I know some of the nursing faculty at TCC have dedicated themselves to teaching, and those people shine! But it is also clear that several of the staff have just settled in to retire or enjoy an academic schedule or whatever it is they are there to do (clearer not into teaching though), and I think they're in the majority.
Some of the classes are pointless, I have to take a class over what I do everyday in my classroom. You should be able to take a written letter from my director which is an OU professor that I have been thru the training and am already doing the things in my classroom
Overall the program was great except the fact that I did not have the option to take quizzes and tests online for math and accounting. Proctured or webcam would have been so helpful to a person working 8-5 with 2 kids at home. The testing hours (8-6) did not work for me at all and caused stress on multiple occassions. I think later and earlier hours during week or more testing centers open on weekends is a must if you want to appeal to people in my situation.
Over the years TCC has been a fine experience for general ed classes. However, The program I was in did not prepare me for the field I studied for.
One thing that I would suggest is making sure students are actually reading the content because for me when transferring to OU, that was the hardest thing coming in and having tons of readings to do back to back to back.
I have yet to get my degree because if the 1 class.. college algebra
I feel the radiography program needs a little more prep towards the registry state exam.
HITC need more instructors asap
Curriculum for CVT was a little out of date
Concentrate the focus on how the student can actually find a job and less on things like computer or identifying the different systems. If a person hasn't used a computer, Windows, etc in the last ten years then maybe this isn't the job for them. You can skip that class completely
I don't like that you have to hunt for every assignment and try and remember where I saw it at . It's very frustrating. It's been a constant battle. My daughter goes to a different college and it's so much more organized.

**Comments were transcribed as written.*

Comments of miscellaneous nature (1)*

My only advice is to allow those graduating with multiple degrees to have them announced and listed during commencement. The students have worked hard and deserve recognition for the degrees they have earned.

**Comments were transcribed as written.*

Appendix

Credentials Awarded 2019-2020			
Associate of Arts (AA)	Awarded	Responded	Rate
Art	17	4	23.5%
Communication	1		
Criminal Justice	47	4	8.5%
Deaf Education	2	1	50.0%
English	19	2	10.5%
Enterprise Dev Gen Studies AA	25	2	8.0%
Film Emphasis	1		
French	1		
History	21	5	23.8%
Interpreter Education	3		
Japanese	5		
Liberal Arts	308	36	11.7%
Mass Comm: Strategic Comm	1		
Mass Comm: Electronic/Broadcast	9	1	11.1%
Music	7	1	14.3%
Native American Emphasis	1		
Paralegal Studies	8	2	25.0%
Political Science	7	1	14.3%
Pre-Education: Elementary	31	5	16.1%
Psychology	109	6	5.5%
Services to the Deaf	2	1	50.0%
Sociology	11	2	18.2%
Spanish	12	2	16.7%
Theatre	11	2	18.2%
Art	17	4	23.5%
Communication	1		
Associate of Sciences (AS)	Awarded	Responded	Rate
Accounting	10	2	20.0%
Allied Health	1		
Biology	66	15	22.7%
Biotechnology	13	1	7.7%
Business Administration	305	28	9.2%
Chemistry	8	1	12.5%
Child and Family Services	2		
Child Dev Non Teach Cert Trnsf	3	1	33.3%

AS (Continued)	Awarded	Responded	Rate
Chld Dev Teach Cert Transfer	25	4	16.0%
Computer Engineering	10	1	10.0%
Computer Information Systems	59	4	6.8%
Dietetics	1		
Early Childhood Education_NSU	9	1	11.1%
Electrical Engineering	9		
Electrical Engineering Tech	4	1	25.0%
Engineering	5		
Enterprise Development AS	307	39	12.7%
Environ Sci/Natural Resources	11	1	9.1%
Geology	3	1	33.3%
Health & Human Perf & Phys Ed	4		
Health and Human Performance	2		
International Business	4		
Management	3		
Management Information Systems	3		
Marketing	18	3	16.7%
Mathematics	36	5	13.9%
Mechanical Engineering	57	7	12.3%
Nutritional Sciences	9	1	11.1%
Physical Education	3	1	33.3%
Physics	10	1	10.0%
Pre_Pharmacy	8		
Pre_Social Work	22	6	27.3%
Pre-Dentist/Medicine/Optomety	33	4	12.1%
Pre-Medical Imaging	12	1	8.3%
Pre-Nursing	213	32	15.0%
Pre-Occupational Therapy	2	2	100.0%
Pre-Physical Therapy	6		
Pre-Veterinary Medicine	9	1	11.1%

Associate of Applied Sciences (AAS)	Awarded	Responded	Rate
Accounting Software App Spec	4		
Accounting Specialist	6	1	16.7%
Administrative Careers	3	1	33.3%
Air Traffic Control	7	1	14.3%
Aviation Management	4	1	25.0%
Biomedical Equipment Tech	1		
Business	2	1	50.0%
Cardiovascular Technology	11	4	36.4%
Dental Hygiene	14	5	35.7%
Diagnostic Medical Sonography	9	3	33.3%
Digital Media	14	4	28.6%
Drafting & Design Technology	8	1	12.5%
Early Childhood	15	2	13.3%
Electrical Substation Tech	2		
Electronics Technologist	5	2	40.0%
Family Studies	1		
Fire/Emergency Medical Svcs	16	1	6.3%
Health Information Technology	14	5	35.7%
Healthcare Business Operations	1		
Healthcare Specialist/Paramedic	9		
Human Resources	12		
Human Services	6	1	16.7%
Infant Toddler	2		
Information Technology	14	1	7.1%
Interior Design	10	3	30.0%
Management	9	1	11.1%
Manufacturing Engineering Tech	2		
Marketing	6		
Medical Laboratory Technician	19	2	10.5%
Networking & Cloud Computing	6		
Nursing	178	20	11.2%
Occupational Therapy Assistant	12	3	25.0%
Paralegal	5		
Physical Therapist Assistant	26	1	3.8%
Professional Pilot	3	1	33.3%
Programming	4	1	25.0%
Radiography	27	2	7.4%

AAS (continued)	Awarded	Responded	Rate
Respiratory Care	27	1	3.7%
Systems Support Technician	3		
Veterinary Technology	1		
Web Development	1		
Website Management	2	1	50.0%

Certificate of Achievement (CER)	Awarded	Responded	Rate
Accounting Assistant	2		
Accounting Software Specialist	2		
Accounting Specialist	3	1	33.3%
Advanced Firefighter	1		
Aircraft Dispatch	4	1	25.0%
Biomedical Equipment Tech	1		
Biotechnology	10		
Business	2		
Business Computer User	103	7	6.8%
Child Develop Cert Mastery	59	10	16.9%
Coding Reimbursement	16	5	31.3%
Digital Media	3		
Direct Support Professional	3		
Drafting & Design Eng Tech	8	1	12.5%
Early Childhood Cert Mastery	1		
Electrical Substation Tech	2		
Electronics Technician	5	2	40.0%
Fire/Emergency Medical Svcs	1		
French	1		
Geographic Info Systems	3	1	33.3%
Human Resources	5	1	20.0%
Income Tax & Softwa Specialist	6	1	16.7%
Interpreter Education	2		
Japanese	1		
Landscape Specialist	7		
Med Lab Tech: Phlebotomy	22	3	13.6%
Networking & Cloud Computing	1		
Payroll Administration Spec	8	1	12.5%
Pharmacy Technology	18		
Programming	1		
Project Management	5		
Quality Technology	1		
School Age Cert of Mastery	1		
Spanish	2	1	50.0%
Spanish Interpreting Skills	4		
Spanish Translating Skills	4	1	25.0%
Web Development	1		