

Trinity Valley Community College

Student Satisfaction Survey

Fall 2015

Athens

Registration & Admissions - Assistance of staff

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	338	37.68	
Satisfied	409	45.60	
Neutral	134	14.94	
Dissatisfied	10	1.11	
Very Dissatisfied	6	0.67	
<i>Don't Know - N/A</i>	21		
Total Valid	897	100.00	
Total	897	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	357	39.71	
Satisfied	396	44.05	
Neutral	117	13.01	
Dissatisfied	19	2.11	
Very Dissatisfied	10	1.11	
<i>Don't Know - N/A</i>	19		
Total Valid	899	100.00	
Total	899	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	327	36.70	
Satisfied	362	40.63	
Neutral	171	19.19	
Dissatisfied	23	2.58	
Very Dissatisfied	8	0.90	
<i>Don't Know - N/A</i>	24		
Total Valid	891	100.00	
Total	891	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.09

Response	Frequency	Percent	Graph
Very Satisfied	326	37.30	
Satisfied	348	39.82	
Neutral	162	18.54	
Dissatisfied	25	2.86	
Very Dissatisfied	13	1.49	
<i>Don't Know - N/A</i>	42		
Total Valid	874	100.00	
Total	874	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	349	39.61	
Satisfied	332	37.68	
Neutral	168	19.07	
Dissatisfied	22	2.50	
Very Dissatisfied	10	1.14	
<i>Don't Know - N/A</i>	39		
Total Valid	881	100.00	
Total	881	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	321	36.27	
Satisfied	383	43.28	
Neutral	154	17.40	
Dissatisfied	18	2.03	
Very Dissatisfied	9	1.02	
<i>Don't Know - N/A</i>	32		
Total Valid	885	100.00	
Total	885	100.00	

Registration & Admissions - Online registration process

Mean: 3.94

Response	Frequency	Percent	Graph
Very Satisfied	232	31.14	
Satisfied	273	36.64	
Neutral	213	28.59	
Dissatisfied	15	2.01	
Very Dissatisfied	12	1.61	
<i>Don't Know - N/A</i>	163		
Total Valid	745	100.00	
Total	745	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	349	41.70	
Satisfied	319	38.11	
Neutral	136	16.25	
Dissatisfied	24	2.87	
Very Dissatisfied	9	1.08	
<i>Don't Know - N/A</i>	73		
Total Valid	837	100.00	
Total	837	100.00	

Registration & Admissions - Advisement during face-to-face registration

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	341	40.50	
Satisfied	296	35.15	
Neutral	167	19.83	
Dissatisfied	26	3.09	
Very Dissatisfied	12	1.43	
<i>Don't Know - N/A</i>	68		
Total Valid	842	100.00	
Total	842	100.00	

Registration & Admissions - Website information

Mean: 3.98

Response	Frequency	Percent	Graph
Very Satisfied	274	31.68	
Satisfied	344	39.77	
Neutral	213	24.62	
Dissatisfied	20	2.31	
Very Dissatisfied	14	1.62	
<i>Don't Know - N/A</i>	44		
Total Valid	865	100.00	
Total	865	100.00	

Financial Aid - Assistance of staff

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	301	39.04	
Satisfied	277	35.93	
Neutral	133	17.25	
Dissatisfied	33	4.28	
Very Dissatisfied	27	3.50	
<i>Don't Know - N/A</i>	136		
Total Valid	771	100.00	
Total	771	100.00	

Financial Aid - Friendliness of staff

Mean: 3.98

Response	Frequency	Percent	Graph
Very Satisfied	300	39.06	
Satisfied	252	32.81	
Neutral	147	19.14	
Dissatisfied	35	4.56	
Very Dissatisfied	34	4.43	
<i>Don't Know - N/A</i>	138		
Total Valid	768	100.00	
Total	768	100.00	

Financial Aid - Knowledge of staff

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	308	40.00	
Satisfied	263	34.16	
Neutral	148	19.22	
Dissatisfied	30	3.90	
Very Dissatisfied	21	2.73	
<i>Don't Know - N/A</i>	136		
Total Valid	770	100.00	
Total	770	100.00	

Financial Aid - Information received is accurate

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	298	38.95	
Satisfied	279	36.47	
Neutral	138	18.04	
Dissatisfied	27	3.53	
Very Dissatisfied	23	3.01	
<i>Don't Know - N/A</i>	142		
Total Valid	765	100.00	
Total	765	100.00	

Financial Aid - Information presented is understandable

Mean: 4.04

Response	Frequency	Percent	Graph
Very Satisfied	288	37.80	
Satisfied	285	37.40	
Neutral	140	18.37	
Dissatisfied	26	3.41	
Very Dissatisfied	23	3.02	
<i>Don't Know - N/A</i>	144		
Total Valid	762	100.00	
Total	762	100.00	

Financial Aid - Financial aid process

Mean: 3.91

Response	Frequency	Percent	Graph
Very Satisfied	269	35.91	
Satisfied	235	31.38	
Neutral	177	23.63	
Dissatisfied	42	5.61	
Very Dissatisfied	26	3.47	
<i>Don't Know - N/A</i>	157		
Total Valid	749	100.00	
Total	749	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.88

Response	Frequency	Percent	Graph
Very Satisfied	252	35.95	
Satisfied	210	29.96	
Neutral	172	24.54	
Dissatisfied	38	5.42	
Very Dissatisfied	29	4.14	
<i>Don't Know - N/A</i>	203		
Total Valid	701	100.00	
Total	701	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 3.86

Response	Frequency	Percent	Graph
Very Satisfied	181	34.35	
Satisfied	134	25.43	
Neutral	182	34.54	
Dissatisfied	16	3.04	
Very Dissatisfied	14	2.66	
<i>Don't Know - N/A</i>	360		
Total Valid	527	100.00	
Total	527	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.88

Response	Frequency	Percent	Graph
Very Satisfied	230	33.77	
Satisfied	219	32.16	
Neutral	180	26.43	
Dissatisfied	27	3.96	
Very Dissatisfied	25	3.67	
<i>Don't Know - N/A</i>	220		
Total Valid	681	100.00	
Total	681	100.00	

Financial Aid - Website information

Mean: 3.89

Response	Frequency	Percent	Graph
Very Satisfied	237	32.24	
Satisfied	250	34.01	
Neutral	202	27.48	
Dissatisfied	24	3.27	
Very Dissatisfied	22	2.99	
<i>Don't Know - N/A</i>	167		
Total Valid	735	100.00	
Total	735	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	341	42.52	
Satisfied	311	38.78	
Neutral	132	16.46	
Dissatisfied	12	1.50	
Very Dissatisfied	6	0.75	
<i>Don't Know - N/A</i>	108		
Total Valid	802	100.00	
Total	802	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	378	47.01	
Satisfied	294	36.57	
Neutral	118	14.68	
Dissatisfied	10	1.24	
Very Dissatisfied	4	0.50	
<i>Don't Know - N/A</i>	105		
Total Valid	804	100.00	
Total	804	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	338	42.25	
Satisfied	297	37.13	
Neutral	140	17.50	
Dissatisfied	18	2.25	
Very Dissatisfied	7	0.88	
<i>Don't Know - N/A</i>	108		
Total Valid	800	100.00	
Total	800	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	324	41.54	
Satisfied	276	35.38	
Neutral	159	20.38	
Dissatisfied	12	1.54	
Very Dissatisfied	9	1.15	
<i>Don't Know - N/A</i>	126		
Total Valid	780	100.00	
Total	780	100.00	

Guidance/Counseling - Student advising process

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	308	39.34	
Satisfied	292	37.29	
Neutral	157	20.05	
Dissatisfied	17	2.17	
Very Dissatisfied	9	1.15	
<i>Don't Know - N/A</i>	127		
Total Valid	783	100.00	
Total	783	100.00	

Guidance/Counseling - Overall, guidance and counseling services meet my needs

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	325	41.04	
Satisfied	305	38.51	
Neutral	136	17.17	
Dissatisfied	16	2.02	
Very Dissatisfied	10	1.26	
<i>Don't Know - N/A</i>	117		
Total Valid	792	100.00	
Total	792	100.00	

Guidance/Counseling - Website information

Mean: 4.01

Response	Frequency	Percent	Graph
Very Satisfied	269	35.63	
Satisfied	266	35.23	
Neutral	194	25.70	
Dissatisfied	13	1.72	
Very Dissatisfied	13	1.72	
<i>Don't Know - N/A</i>	152		
Total Valid	755	100.00	
Total	755	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	331	40.66	
Satisfied	325	39.93	
Neutral	129	15.85	
Dissatisfied	21	2.58	
Very Dissatisfied	8	0.98	
<i>Don't Know - N/A</i>	95		
Total Valid	814	100.00	
Total	814	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	347	42.52	
Satisfied	296	36.27	
Neutral	138	16.91	
Dissatisfied	19	2.33	
Very Dissatisfied	16	1.96	
<i>Don't Know - N/A</i>	94		
Total Valid	816	100.00	
Total	816	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	333	41.16	
Satisfied	315	38.94	
Neutral	139	17.18	
Dissatisfied	14	1.73	
Very Dissatisfied	8	0.99	
<i>Don't Know - N/A</i>	97		
Total Valid	809	100.00	
Total	809	100.00	

Business Office/Cashier - Billing and fee payment process is easy to understand

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	322	40.97	
Satisfied	282	35.88	
Neutral	155	19.72	
Dissatisfied	19	2.42	
Very Dissatisfied	8	1.02	
<i>Don't Know - N/A</i>	120		
Total Valid	786	100.00	
Total	786	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	276	38.33	
Satisfied	255	35.42	
Neutral	159	22.08	
Dissatisfied	22	3.06	
Very Dissatisfied	8	1.11	
<i>Don't Know - N/A</i>	181		
Total Valid	720	100.00	
Total	720	100.00	

Business Office/Cashier - Website information

Mean: 4.02

Response	Frequency	Percent	Graph
Very Satisfied	277	36.74	
Satisfied	257	34.08	
Neutral	188	24.93	
Dissatisfied	20	2.65	
Very Dissatisfied	12	1.59	
<i>Don't Know - N/A</i>	143		
Total Valid	754	100.00	
Total	754	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	254	43.57	
Satisfied	186	31.90	
Neutral	133	22.81	
Dissatisfied	8	1.37	
Very Dissatisfied	2	0.34	
<i>Don't Know - N/A</i>	300		
Total Valid	583	100.00	
Total	583	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	269	45.90	
Satisfied	179	30.55	
Neutral	130	22.18	
Dissatisfied	5	0.85	
Very Dissatisfied	3	0.51	
<i>Don't Know - N/A</i>	300		
Total Valid	586	100.00	
Total	586	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	252	43.08	
Satisfied	187	31.97	
Neutral	136	23.25	
Dissatisfied	8	1.37	
Very Dissatisfied	2	0.34	
<i>Don't Know - N/A</i>	302		
Total Valid	585	100.00	
Total	585	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	216	40.53	
Satisfied	166	31.14	
Neutral	140	26.27	
Dissatisfied	8	1.50	
Very Dissatisfied	3	0.56	
<i>Don't Know - N/A</i>	348		
Total Valid	533	100.00	
Total	533	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 4.09

Response	Frequency	Percent	Graph
Very Satisfied	226	40.57	
Satisfied	172	30.88	
Neutral	148	26.57	
Dissatisfied	5	0.90	
Very Dissatisfied	6	1.08	
<i>Don't Know - N/A</i>	328		
Total Valid	557	100.00	
Total	557	100.00	

Testing Services - Assistance of staff

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	303	41.68	
Satisfied	275	37.83	
Neutral	134	18.43	
Dissatisfied	11	1.51	
Very Dissatisfied	4	0.55	
<i>Don't Know - N/A</i>	172		
Total Valid	727	100.00	
Total	727	100.00	

Testing Services - Friendliness of staff

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	310	42.47	
Satisfied	254	34.79	
Neutral	141	19.32	
Dissatisfied	18	2.47	
Very Dissatisfied	7	0.96	
<i>Don't Know - N/A</i>	170		
Total Valid	730	100.00	
Total	730	100.00	

Testing Services - Knowledge of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	310	42.47	
Satisfied	257	35.21	
Neutral	147	20.14	
Dissatisfied	11	1.51	
Very Dissatisfied	5	0.68	
<i>Don't Know - N/A</i>	171		
Total Valid	730	100.00	
Total	730	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	283	39.69	
Satisfied	257	36.04	
Neutral	149	20.90	
Dissatisfied	18	2.52	
Very Dissatisfied	6	0.84	
<i>Don't Know - N/A</i>	181		
Total Valid	713	100.00	
Total	713	100.00	

Testing Services - Website information

Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	265	38.41	
Satisfied	230	33.33	
Neutral	176	25.51	
Dissatisfied	14	2.03	
Very Dissatisfied	5	0.72	
<i>Don't Know - N/A</i>	205		
Total Valid	690	100.00	
Total	690	100.00	

Instruction - Overall, teachers care about me

Mean: 4.27

Response	Frequency	Percent	Graph
Very Satisfied	449	49.07	
Satisfied	302	33.01	
Neutral	139	15.19	
Dissatisfied	16	1.75	
Very Dissatisfied	9	0.98	
<i>Don't Know - N/A</i>	6		
Total Valid	915	100.00	
Total	915	100.00	

Instruction - First class day syllabus and course material were adequately provided

Mean: 4.44

Response	Frequency	Percent	Graph
Very Satisfied	525	57.44	
Satisfied	288	31.51	
Neutral	86	9.41	
Dissatisfied	11	1.20	
Very Dissatisfied	4	0.44	
<i>Don't Know - N/A</i>	7		
Total Valid	914	100.00	
Total	914	100.00	

Instruction - Instructors were well-prepared and organized on first class day

Mean: 4.39

Response	Frequency	Percent	Graph
Very Satisfied	507	55.47	
Satisfied	289	31.62	
Neutral	97	10.61	
Dissatisfied	13	1.42	
Very Dissatisfied	8	0.88	
<i>Don't Know - N/A</i>	6		
Total Valid	914	100.00	
Total	914	100.00	

Instruction - Faculty and staff are caring and helpful when I need assistance

Mean: 4.35

Response	Frequency	Percent	Graph
Very Satisfied	488	53.51	
Satisfied	284	31.14	
Neutral	117	12.83	
Dissatisfied	13	1.43	
Very Dissatisfied	10	1.10	
<i>Don't Know - N/A</i>	7		
Total Valid	912	100.00	
Total	912	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.36

Response	Frequency	Percent	Graph
Very Satisfied	487	54.11	
Satisfied	276	30.67	
Neutral	120	13.33	
Dissatisfied	11	1.22	
Very Dissatisfied	6	0.67	
<i>Don't Know - N/A</i>	19		
Total Valid	900	100.00	
Total	900	100.00	

Overall - How satisfied are you with student services

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	388	43.02	
Satisfied	362	40.13	
Neutral	128	14.19	
Dissatisfied	17	1.88	
Very Dissatisfied	7	0.78	
<i>Don't Know - N/A</i>	14		
Total Valid	902	100.00	
Total	902	100.00	

Overall - Efficiency receiving services

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	360	40.22	
Satisfied	354	39.55	
Neutral	152	16.98	
Dissatisfied	22	2.46	
Very Dissatisfied	7	0.78	
<i>Don't Know - N/A</i>	21		
Total Valid	895	100.00	
Total	895	100.00	

Overall - Administration is approachable

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	396	43.76	
Satisfied	327	36.13	
Neutral	153	16.91	
Dissatisfied	19	2.10	
Very Dissatisfied	10	1.10	
<i>Don't Know - N/A</i>	13		
Total Valid	905	100.00	
Total	905	100.00	

Overall - I feel like TVCC will help me with problems and cares about my issues.

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	377	41.98	
Satisfied	288	32.07	
Neutral	193	21.49	
Dissatisfied	25	2.78	
Very Dissatisfied	15	1.67	
<i>Don't Know - N/A</i>	16		
Total Valid	898	100.00	
Total	898	100.00	

My gender is:

Mean: 1.61

Response	Frequency	Percent	Graph
Male	357	39.40	
Female	549	60.60	
Total Valid	906	100.00	
Total	906	100.00	

I am enrolled

Mean: 1.25

Response	Frequency	Percent	Graph
Full-time 12 or more hours	659	74.97	
Part-time less than 12 hours	220	25.03	
Total Valid	879	100.00	
Total	879	100.00	

I take the majority of my classes

Mean: 1.00

Response	Frequency	Percent	Graph
Athens	923	100.00	
Palestine	0	0.00	
Terrell	0	0.00	
Kaufman HSC	0	0.00	
Through Dual Credit	0	0.00	
Internet Video Other Distance ED	0	0.00	
Medium	0	0.00	
Total Valid	923	100.00	
Total	923	100.00	

My age is:

Mean: 2.40

Response	Frequency	Percent	Graph
Under 18	142	15.69	
18-21	563	62.21	
22-24	65	7.18	
25-30	48	5.30	
31-35	26	2.87	
36-50	44	4.86	
51-64	12	1.33	
65 & over	5	0.55	
Total Valid	905	100.00	
Total	905	100.00	

Ethnic Origin

Mean: 1.37

Response	Frequency	Percent	Graph
Not Hispanic or Latino	613	70.06	
Hispanic or Latino	202	23.09	
Unknown	60	6.86	
Total Valid	875	100.00	
Total	875	100.00	

Race

Mean: -

Response	Frequency	Percent	Graph
White	629	75.42	
Black or African American	177	21.22	
Asian	13	1.56	
American Indian or Alaskan Native	37	4.44	
Native Hawaiian or Pacific Islander	14	1.68	
International	30	3.60	
Total Valid	834	100.00	
Total	834	100.00	

Student Classification:

Mean: 2.38

Response	Frequency	Percent	Graph
High School Student	145	16.09	
Freshman	381	42.29	
Sophomore	267	29.63	
Other	108	11.99	
Total Valid	901	100.00	
Total	901	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.06

Response	Frequency	Percent	Graph
Yes	844	94.30	
No	51	5.70	
Total Valid	895	100.00	
Total	895	100.00	

Comment Category

Mean: -

Response	Frequency	Percent	Graph
REGISTRATION & ADMISSIONS	4	2.88	
FINANCIAL AID	18	12.95	
GUIDANCE/COUNSELING SERVICES	5	3.60	
BUSINESS OFFICE/CASHIER SERVICES	5	3.60	
TUTORING-CARDINAL ACADEMIC PERFORMANCE SERVICES	2	1.44	
TESTING SERVICES	4	2.88	
INSTRUCTION	16	11.51	
OVERALL	49	35.25	
OTHER	52	37.41	
Total Valid	139	100.00	
Total	139	100.00	

Trinity Valley Community College

Student Satisfaction Survey

Fall 2015

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Registration & Admissions - Assistance of staff

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

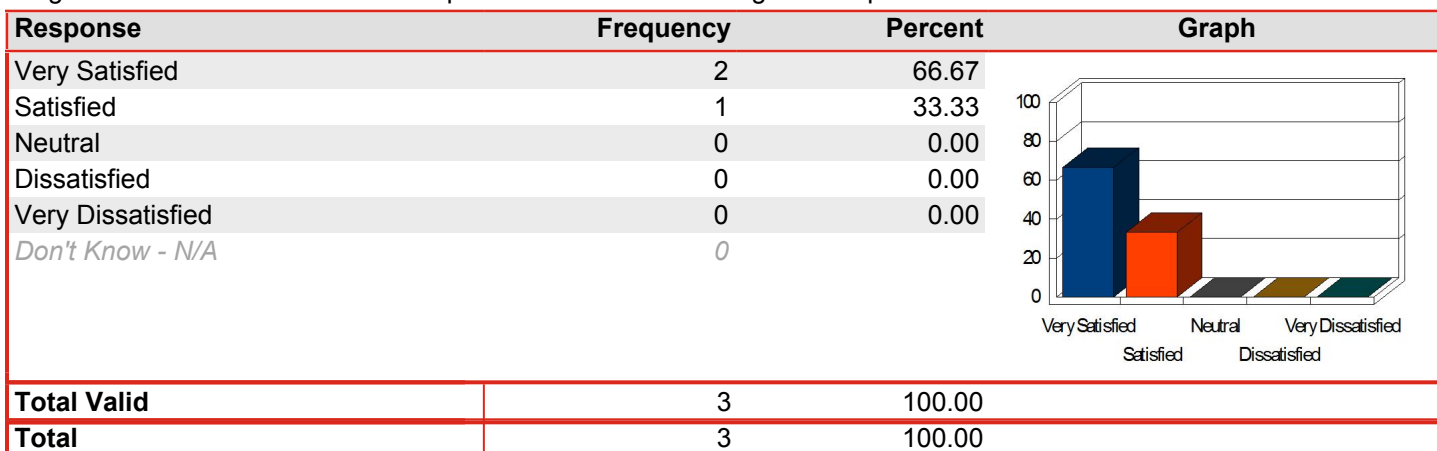
Registration & Admissions - Knowledge of staff

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

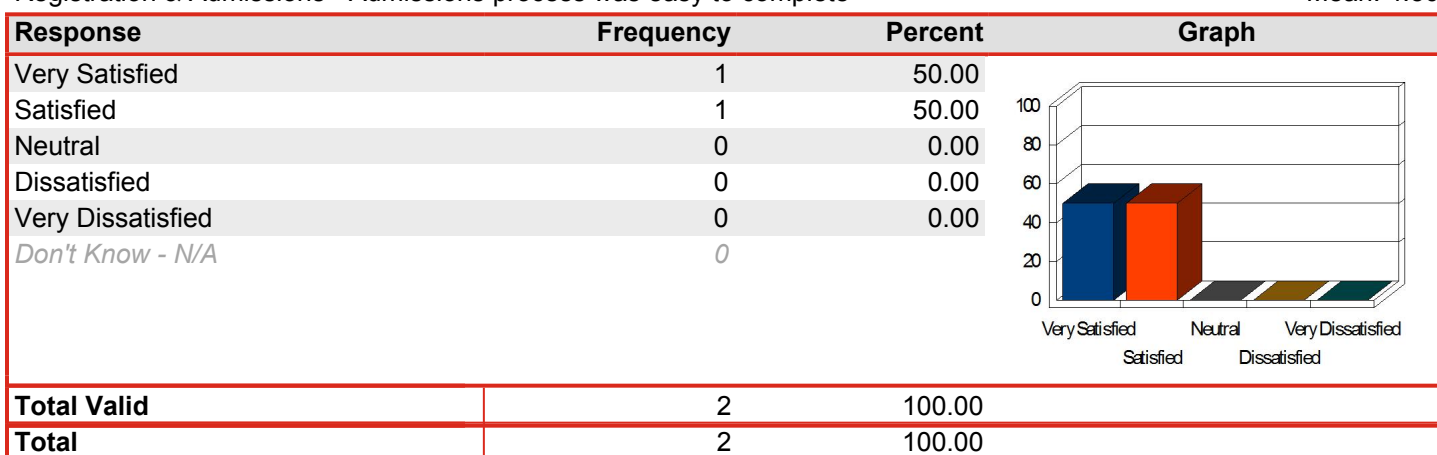
Registration & Admissions - Staff helped me understand the registration process

Mean: 4.67



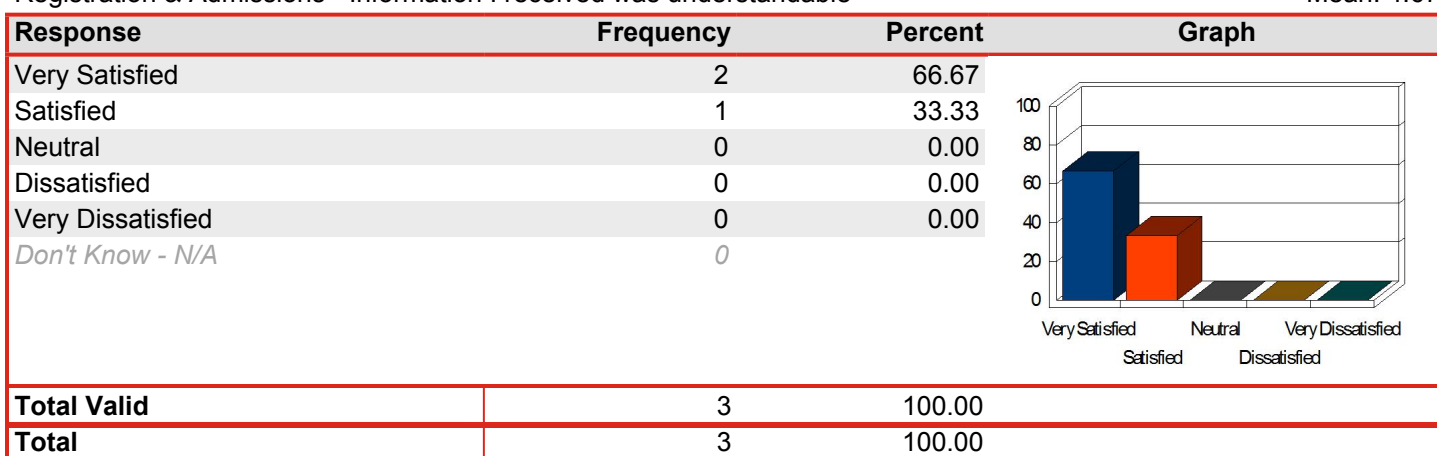
Registration & Admissions - Admissions process was easy to complete

Mean: 4.50



Registration & Admissions - Information I received was understandable

Mean: 4.67



Registration & Admissions - Online registration process

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Registration & Admissions - Advisement during face-to-face registration

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Registration & Admissions - Website information

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Financial Aid - Assistance of staff

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Financial Aid - Friendliness of staff

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Financial Aid - Knowledge of staff

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars (Satisfied, Neutral, Dissatisfied, Very Dissatisfied) are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Financial Aid - Information received is accurate

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars (Satisfied, Neutral, Dissatisfied, Very Dissatisfied) are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Financial Aid - Information presented is understandable

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars (Satisfied, Neutral, Dissatisfied, Very Dissatisfied) are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Financial Aid - Financial aid process

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars (Satisfied, Neutral, Dissatisfied, Very Dissatisfied) are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Financial Aid - Website information

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars (Satisfied, Neutral, Dissatisfied, Very Dissatisfied) are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches approximately 67. The 'Satisfied' bar is orange and reaches approximately 33. The other three bars (Neutral, Dissatisfied, Very Dissatisfied) are very short, representing 0% each.</p>
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Guidance/Counseling - Student advising process

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Guidance/Counseling - Overall, guidance and counseling services meet my needs

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Guidance/Counseling - Website information

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches approximately 67. The 'Satisfied' bar is orange and reaches approximately 33. The other three bars are very short, representing 0% each.</p>
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Business Office/Cashier - Assistance of staff

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Business Office/Cashier - Billing and fee payment process is easy to understand

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	2	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	2	100.00	
Total	2	100.00	

Business Office/Cashier - Website information

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches approximately 67. The 'Satisfied' bar is orange and reaches approximately 33. The other three bars are very short, representing 0% each.</p>
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	1	100.00	
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	1	100.00	
Total	1	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	1	100.00	
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	1	100.00	
Total	1	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	1	100.00	
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	1	100.00	
Total	1	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	1	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	1	100.00	
Total	1	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 5.00

Response	Frequency	Percent	Graph
Very Satisfied	1	100.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 100 mark. The other four bars are very short, representing 0% each.</p>
Satisfied	0	0.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	1	100.00	
Total	1	100.00	

Testing Services - Assistance of staff

Mean: 4.50

Response	Frequency	Percent	Graph
Very Satisfied	1	50.00	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis has five categories: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The 'Very Satisfied' bar is blue and reaches the 50 mark. The 'Satisfied' bar is orange and also reaches the 50 mark. The other three bars are very short, representing 0% each.</p>
Satisfied	1	50.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	2	100.00	
Total	2	100.00	

Testing Services - Friendliness of staff

Mean: 4.50

Response	Frequency	Percent	Graph
Very Satisfied	1	50.00	
Satisfied	1	50.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	2	100.00	
Total	2	100.00	

Testing Services - Knowledge of staff

Mean: 4.50

Response	Frequency	Percent	Graph
Very Satisfied	1	50.00	
Satisfied	1	50.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	2	100.00	
Total	2	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.50

Response	Frequency	Percent	Graph
Very Satisfied	1	50.00	
Satisfied	1	50.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	2	100.00	
Total	2	100.00	

Testing Services - Website information

Mean: 4.50

Response	Frequency	Percent	Graph
Very Satisfied	1	50.00	
Satisfied	1	50.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	2	100.00	
Total	2	100.00	

Instruction - Overall, teachers care about me

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Instruction - First class day syllabus and course material were adequately provided

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Instruction - Instructors were well-prepared and organized on first class day

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Instruction - Faculty and staff are caring and helpful when I need assistance

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Overall - How satisfied are you with student services

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

Overall - Efficiency receiving services

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

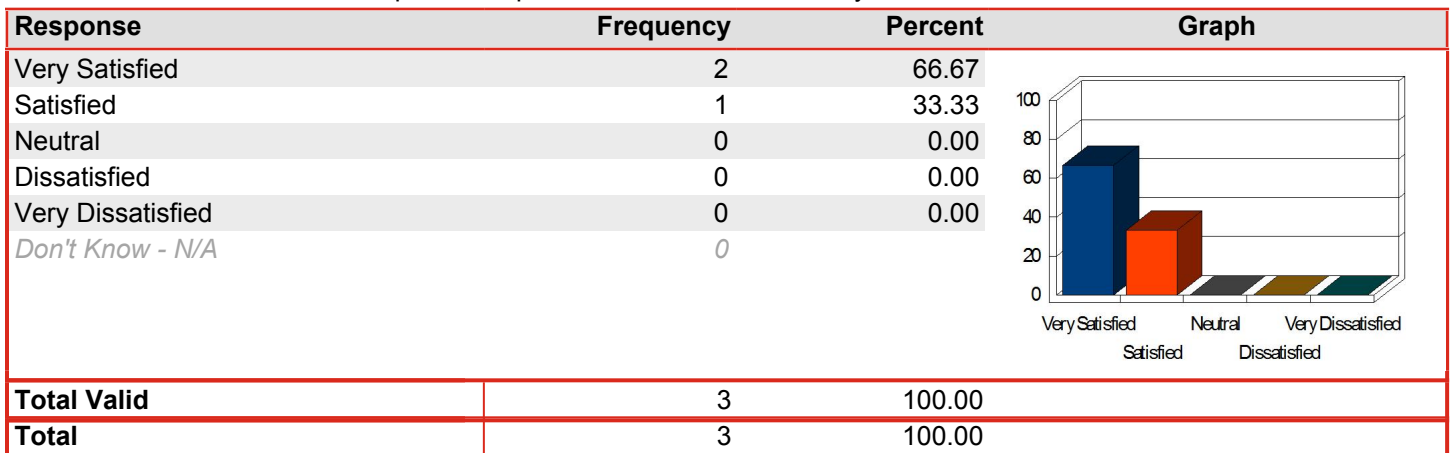
Overall - Administration is approachable

Mean: 4.67

Response	Frequency	Percent	Graph
Very Satisfied	2	66.67	
Satisfied	1	33.33	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	3	100.00	
Total	3	100.00	

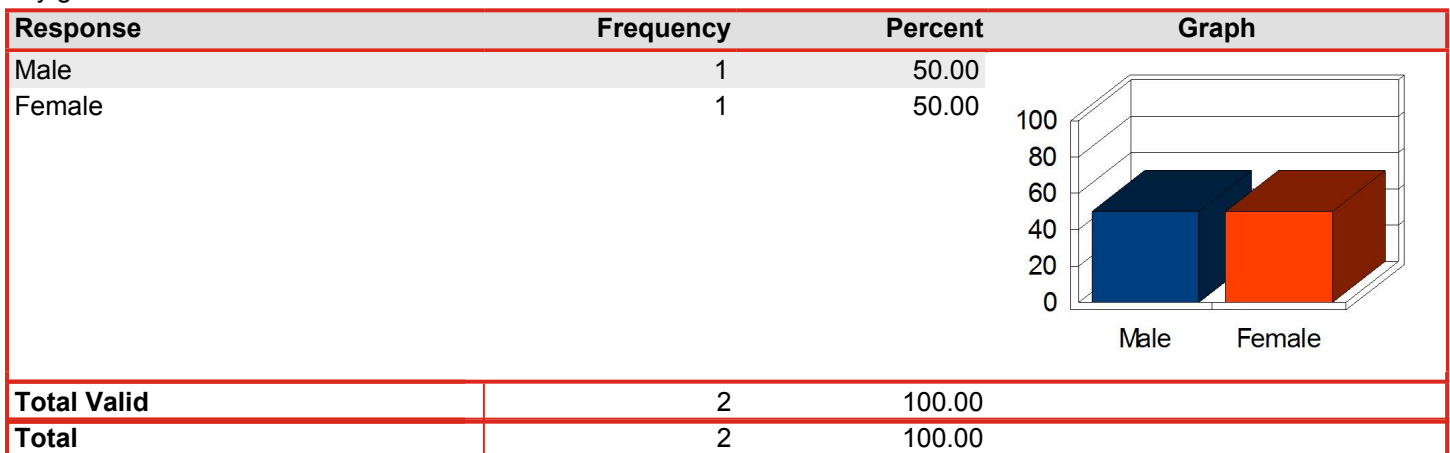
Overall - I feel like TVCC will help me with problems and cares about my issues.

Mean: 4.67



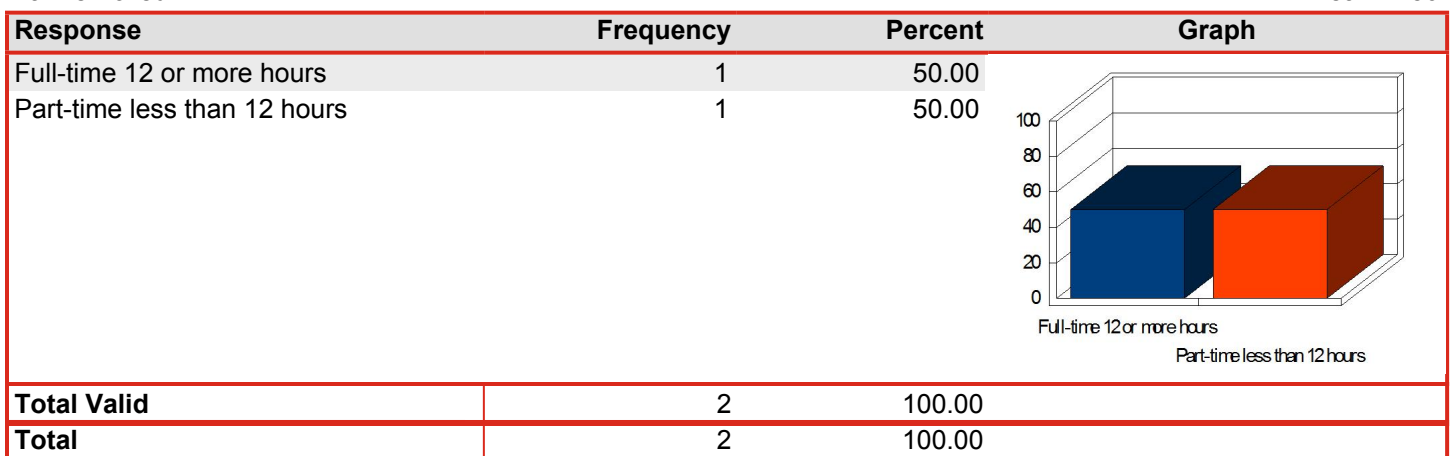
My gender is:

Mean: 1.50



I am enrolled

Mean: 1.50



I take the majority of my classes

Mean: -

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestine	0	0.00	
Terrell	0	0.00	
Kaufman HSC	0	0.00	
Through Dual Credit	0	0.00	
Internet Video Other Distance ED	0	0.00	
Medium	0	0.00	
Total Valid	0	0.00	
Total	0	0.00	

My age is:

Mean: 6.50

Response	Frequency	Percent	Graph
Under 18	0	0.00	
18-21	0	0.00	
22-24	0	0.00	
25-30	0	0.00	
31-35	0	0.00	
36-50	1	50.00	
51-64	1	50.00	
65 & over	0	0.00	
Total Valid	2	100.00	
Total	2	100.00	

Ethnic Origin

Mean: 1.00

Response	Frequency	Percent	Graph
Not Hispanic or Latino	1	100.00	
Hispanic or Latino	0	0.00	
Unknown	0	0.00	
Total Valid	1	100.00	
Total	1	100.00	

Race

Mean: 1.00

Response	Frequency	Percent	Graph
White	2	100.00	
Black or African American	0	0.00	
Asian	0	0.00	
American Indian or Alaskan Native	0	0.00	
Native Hawaiian or Pacific Islander	0	0.00	
International	0	0.00	
Total Valid	2	100.00	
Total	2	100.00	

Student Classification:

Mean: 3.00

Response	Frequency	Percent	Graph
High School Student	0	0.00	
Freshman	1	50.00	
Sophomore	0	0.00	
Other	1	50.00	
Total Valid	2	100.00	
Total	2	100.00	

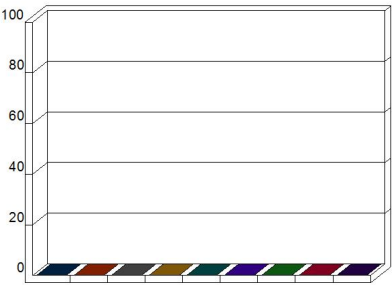
Would you recommend TVCC to a Friend?

Mean: 1.00

Response	Frequency	Percent	Graph
Yes	2	100.00	
No	0	0.00	
Total Valid	2	100.00	
Total	2	100.00	

Comment Category

Mean: -

Response	Frequency	Percent	Graph
REGISTRATION & ADMISSIONS	0	0.00	
FINANCIAL AID	0	0.00	
GUIDANCE/COUNSELING SERVICES	0	0.00	
BUSINESS OFFICE/CASHIER SERVICES	0	0.00	
TUTORING-CARDINAL ACADEMIC PERFORMANCE SERVICES	0	0.00	
TESTING SERVICES	0	0.00	
INSTRUCTION	0	0.00	
OVERALL	0	0.00	
OTHER	0	0.00	
Total Valid	0	0.00	
Total	0	0.00	

Trinity Valley Community College

Student Satisfaction Survey

Fall 2015

Internet Video Other Distance ED Medi

Registration & Admissions - Assistance of staff

Mean: 4.41

Response	Frequency	Percent	Graph
Very Satisfied	32	50.79	
Satisfied	26	41.27	
Neutral	4	6.35	
Dissatisfied	1	1.59	
Very Dissatisfied	0	0.00	
Don't Know - N/A	2		
Total Valid	63	100.00	
Total	63	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.35

Response	Frequency	Percent	Graph
Very Satisfied	30	48.39	
Satisfied	25	40.32	
Neutral	6	9.68	
Dissatisfied	1	1.61	
Very Dissatisfied	0	0.00	
Don't Know - N/A	2		
Total Valid	62	100.00	
Total	62	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.44

Response	Frequency	Percent	Graph
Very Satisfied	32	51.61	
Satisfied	25	40.32	
Neutral	5	8.06	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
Don't Know - N/A	2		
Total Valid	62	100.00	
Total	62	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	31	50.82	
Satisfied	18	29.51	
Neutral	10	16.39	
Dissatisfied	2	3.28	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	3		
Total Valid	61	100.00	
Total	61	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	34	53.97	
Satisfied	18	28.57	
Neutral	8	12.70	
Dissatisfied	1	1.59	
Very Dissatisfied	2	3.17	
<i>Don't Know - N/A</i>	1		
Total Valid	63	100.00	
Total	63	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.43

Response	Frequency	Percent	Graph
Very Satisfied	35	55.56	
Satisfied	20	31.75	
Neutral	8	12.70	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	63	100.00	
Total	63	100.00	

Registration & Admissions - Online registration process

Mean: 4.36

Response	Frequency	Percent	Graph
Very Satisfied	28	50.91	
Satisfied	20	36.36	
Neutral	6	10.91	
Dissatisfied	1	1.82	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	7		
Total Valid	55	100.00	
Total	55	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	26	50.98	
Satisfied	19	37.25	
Neutral	3	5.88	
Dissatisfied	3	5.88	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	7		
Total Valid	51	100.00	
Total	51	100.00	

Registration & Admissions - Advisement during face-to-face registration

Mean: 4.27

Response	Frequency	Percent	Graph
Very Satisfied	25	49.02	
Satisfied	19	37.25	
Neutral	4	7.84	
Dissatisfied	2	3.92	
Very Dissatisfied	1	1.96	
<i>Don't Know - N/A</i>	7		
Total Valid	51	100.00	
Total	51	100.00	

Registration & Admissions - Website information

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	29	46.03	
Satisfied	25	39.68	
Neutral	7	11.11	
Dissatisfied	2	3.17	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	63	100.00	
Total	63	100.00	

Financial Aid - Assistance of staff

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	24	50.00	
Satisfied	19	39.58	
Neutral	4	8.33	
Dissatisfied	1	2.08	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	10		
Total Valid	48	100.00	
Total	48	100.00	

Financial Aid - Friendliness of staff

Mean: 4.40

Response	Frequency	Percent	Graph
Very Satisfied	25	52.08	
Satisfied	19	39.58	
Neutral	2	4.17	
Dissatisfied	2	4.17	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	10		
Total Valid	48	100.00	
Total	48	100.00	

Financial Aid - Knowledge of staff

Mean: 4.39

Response	Frequency	Percent	Graph
Very Satisfied	26	53.06	
Satisfied	17	34.69	
Neutral	5	10.20	
Dissatisfied	1	2.04	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	10		
Total Valid	49	100.00	
Total	49	100.00	

Financial Aid - Information received is accurate

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	29	58.00	
Satisfied	15	30.00	
Neutral	3	6.00	
Dissatisfied	2	4.00	
Very Dissatisfied	1	2.00	
<i>Don't Know - N/A</i>	10		
Total Valid	50	100.00	
Total	50	100.00	

Financial Aid - Information presented is understandable

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	26	52.00	
Satisfied	17	34.00	
Neutral	3	6.00	
Dissatisfied	4	8.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	10		
Total Valid	50	100.00	
Total	50	100.00	

Financial Aid - Financial aid process

Mean: 4.45

Response	Frequency	Percent	Graph
Very Satisfied	28	57.14	
Satisfied	17	34.69	
Neutral	2	4.08	
Dissatisfied	2	4.08	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	10		
Total Valid	49	100.00	
Total	49	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	21	53.85	
Satisfied	12	30.77	
Neutral	6	15.38	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	14		
Total Valid	39	100.00	
Total	39	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 4.45

Response	Frequency	Percent	Graph
Very Satisfied	17	58.62	
Satisfied	8	27.59	
Neutral	4	13.79	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	18		
Total Valid	29	100.00	
Total	29	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	21	51.22	
Satisfied	11	26.83	
Neutral	6	14.63	
Dissatisfied	3	7.32	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	15		
Total Valid	41	100.00	
Total	41	100.00	

Financial Aid - Website information

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	21	44.68	
Satisfied	19	40.43	
Neutral	7	14.89	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	10		
Total Valid	47	100.00	
Total	47	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	24	50.00	
Satisfied	18	37.50	
Neutral	6	12.50	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	6		
Total Valid	48	100.00	
Total	48	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.48

Response	Frequency	Percent	Graph
Very Satisfied	27	56.25	
Satisfied	17	35.42	
Neutral	4	8.33	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	6		
Total Valid	48	100.00	
Total	48	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	23	47.92	
Satisfied	20	41.67	
Neutral	5	10.42	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	6		
Total Valid	48	100.00	
Total	48	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	22	47.83	
Satisfied	16	34.78	
Neutral	7	15.22	
Dissatisfied	1	2.17	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	7		
Total Valid	46	100.00	
Total	46	100.00	

Guidance/Counseling - Student advising process

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	22	45.83	
Satisfied	18	37.50	
Neutral	6	12.50	
Dissatisfied	2	4.17	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	6		
Total Valid	48	100.00	
Total	48	100.00	

Guidance/Counseling - Overall, guidance and counseling services meet my needs

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	23	47.92	
Satisfied	20	41.67	
Neutral	5	10.42	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	6		
Total Valid	48	100.00	
Total	48	100.00	

Guidance/Counseling - Website information

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	16	35.56	
Satisfied	21	46.67	
Neutral	7	15.56	
Dissatisfied	1	2.22	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	8		
Total Valid	45	100.00	
Total	45	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.36

Response	Frequency	Percent	Graph
Very Satisfied	24	43.64	
Satisfied	27	49.09	
Neutral	4	7.27	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	3		
Total Valid	55	100.00	
Total	55	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	26	46.43	
Satisfied	22	39.29	
Neutral	5	8.93	
Dissatisfied	2	3.57	
Very Dissatisfied	1	1.79	
<i>Don't Know - N/A</i>	3		
Total Valid	56	100.00	
Total	56	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.36

Response	Frequency	Percent	Graph
Very Satisfied	26	46.43	
Satisfied	24	42.86	
Neutral	6	10.71	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	3		
Total Valid	56	100.00	
Total	56	100.00	

Business Office/Cashier - Billing and fee payment process is easy to understand

Mean: 4.34

Response	Frequency	Percent	Graph
Very Satisfied	26	46.43	
Satisfied	23	41.07	
Neutral	7	12.50	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	2		
Total Valid	56	100.00	
Total	56	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.48

Response	Frequency	Percent	Graph
Very Satisfied	21	50.00	
Satisfied	20	47.62	
Neutral	1	2.38	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	12		
Total Valid	42	100.00	
Total	42	100.00	

Business Office/Cashier - Website information

Mean: 4.34

Response	Frequency	Percent	Graph
Very Satisfied	20	40.00	
Satisfied	27	54.00	
Neutral	3	6.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	5		
Total Valid	50	100.00	
Total	50	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	7	36.84	
Satisfied	6	31.58	
Neutral	6	31.58	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	19		
Total Valid	19	100.00	
Total	19	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	7	36.84	
Satisfied	6	31.58	
Neutral	6	31.58	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	19		
Total Valid	19	100.00	
Total	19	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	6	31.58	
Satisfied	7	36.84	
Neutral	6	31.58	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	19		
Total Valid	19	100.00	
Total	19	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 3.65

Response	Frequency	Percent	Graph
Very Satisfied	3	17.65	
Satisfied	6	35.29	
Neutral	7	41.18	
Dissatisfied	1	5.88	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	20		
Total Valid	17	100.00	
Total	17	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 3.88

Response	Frequency	Percent	Graph
Very Satisfied	5	29.41	
Satisfied	6	35.29	
Neutral	5	29.41	
Dissatisfied	1	5.88	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	19		
Total Valid	17	100.00	
Total	17	100.00	

Testing Services - Assistance of staff

Mean: 4.40

Response	Frequency	Percent	Graph
Very Satisfied	29	58.00	
Satisfied	13	26.00	
Neutral	7	14.00	
Dissatisfied	1	2.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	7		
Total Valid	50	100.00	
Total	50	100.00	

Testing Services - Friendliness of staff

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	28	56.00	
Satisfied	14	28.00	
Neutral	7	14.00	
Dissatisfied	1	2.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	7		
Total Valid	50	100.00	
Total	50	100.00	

Testing Services - Knowledge of staff

Mean: 4.45

Response	Frequency	Percent	Graph
Very Satisfied	31	60.78	
Satisfied	12	23.53	
Neutral	8	15.69	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	6		
Total Valid	51	100.00	
Total	51	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	27	54.00	
Satisfied	12	24.00	
Neutral	10	20.00	
Dissatisfied	1	2.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	7		
Total Valid	50	100.00	
Total	50	100.00	

Testing Services - Website information

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	21	45.65	
Satisfied	14	30.43	
Neutral	11	23.91	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	10		
Total Valid	46	100.00	
Total	46	100.00	

Instruction - Overall, teachers care about me

Mean: 4.48

Response	Frequency	Percent	Graph
Very Satisfied	41	65.08	
Satisfied	14	22.22	
Neutral	5	7.94	
Dissatisfied	3	4.76	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	63	100.00	
Total	63	100.00	

Instruction - First class day syllabus and course material were adequately provided

Mean: 4.62

Response	Frequency	Percent	Graph
Very Satisfied	42	66.67	
Satisfied	18	28.57	
Neutral	3	4.76	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	63	100.00	
Total	63	100.00	

Instruction - Instructors were well-prepared and organized on first class day

Mean: 4.53

Response	Frequency	Percent	Graph
Very Satisfied	39	62.90	
Satisfied	18	29.03	
Neutral	4	6.45	
Dissatisfied	1	1.61	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	62	100.00	
Total	62	100.00	

Instruction - Faculty and staff are caring and helpful when I need assistance

Mean: 4.50

Response	Frequency	Percent	Graph
Very Satisfied	39	62.90	
Satisfied	17	27.42	
Neutral	4	6.45	
Dissatisfied	2	3.23	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	62	100.00	
Total	62	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.57

Response	Frequency	Percent	Graph
Very Satisfied	39	65.00	
Satisfied	17	28.33	
Neutral	3	5.00	
Dissatisfied	1	1.67	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	60	100.00	
Total	60	100.00	

Overall - How satisfied are you with student services

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	25	39.68	
Satisfied	31	49.21	
Neutral	7	11.11	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	63	100.00	
Total	63	100.00	

Overall - Efficiency receiving services

Mean: 4.27

Response	Frequency	Percent	Graph
Very Satisfied	24	38.71	
Satisfied	31	50.00	
Neutral	7	11.29	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	2		
Total Valid	62	100.00	
Total	62	100.00	

Overall - Administration is approachable

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	26	43.33	
Satisfied	28	46.67	
Neutral	4	6.67	
Dissatisfied	2	3.33	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	2		
Total Valid	60	100.00	
Total	60	100.00	

Overall - I feel like TVCC will help me with problems and cares about my issues.

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	25	40.98	
Satisfied	26	42.62	
Neutral	6	9.84	
Dissatisfied	3	4.92	
Very Dissatisfied	1	1.64	
<i>Don't Know - N/A</i>	2		
Total Valid	61	100.00	
Total	61	100.00	

My gender is:

Mean: 1.74

Response	Frequency	Percent	Graph
Male	17	25.76	
Female	49	74.24	
Total Valid	66	100.00	
Total	66	100.00	

I am enrolled

Mean: 1.58

Response	Frequency	Percent	Graph
Full-time 12 or more hours	27	41.54	
Part-time less than 12 hours	38	58.46	
Total Valid	65	100.00	
Total	65	100.00	

I take the majority of my classes

Mean: 6.00

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestine	0	0.00	
Terrell	0	0.00	
Kaufman HSC	0	0.00	
Through Dual Credit	0	0.00	
Internet Video Other Distance ED Medium	67	100.00	
Total Valid	67	100.00	
Total	67	100.00	

My age is:

Mean: 4.09

Response	Frequency	Percent	Graph
Under 18	3	4.48	
18-21	18	26.87	
22-24	7	10.45	
25-30	11	16.42	
31-35	6	8.96	
36-50	15	22.39	
51-64	6	8.96	
65 & over	1	1.49	
Total Valid	67	100.00	
Total	67	100.00	

Ethnic Origin

Mean: 1.13

Response	Frequency	Percent	Graph
Not Hispanic or Latino	59	92.19	
Hispanic or Latino	2	3.13	
Unknown	3	4.69	
Total Valid	64	100.00	
Total	64	100.00	

Race

Mean: -

Response	Frequency	Percent	Graph
White	57	87.69	
Black or African American	6	9.23	
Asian	2	3.08	
American Indian or Alaskan Native	0	0.00	
Native Hawaiian or Pacific Islander	1	1.54	
International	0	0.00	
Total Valid	65	100.00	
Total	65	100.00	

Student Classification:

Mean: 2.78

Response	Frequency	Percent	Graph
High School Student	6	9.38	
Freshman	19	29.69	
Sophomore	22	34.38	
Other	17	26.56	
Total Valid	64	100.00	
Total	64	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.00

Response	Frequency	Percent	Graph
Yes	66	100.00	
No	0	0.00	
Total Valid	66	100.00	
Total	66	100.00	

Response	Frequency	Percent	Graph
REGISTRATION & ADMISSIONS	1	8.33	
FINANCIAL AID	1	8.33	
GUIDANCE/COUNSELING SERVICES	0	0.00	
BUSINESS OFFICE/CASHIER SERVICES	0	0.00	
TUTORING-CARDINAL ACADEMIC PERFORMANCE SERVICES	0	0.00	
TESTING SERVICES	0	0.00	
INSTRUCTION	2	16.67	
OVERALL	6	50.00	
OTHER	2	16.67	
Total Valid	12	100.00	
Total	12	100.00	

Trinity Valley Community College

Student Satisfaction Survey

Fall 2015

Kaufman HSC

Registration & Admissions - Assistance of staff

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	10	35.71	
Satisfied	15	53.57	
Neutral	3	10.71	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	28	100.00	
Total	28	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	10	34.48	
Satisfied	10	34.48	
Neutral	9	31.03	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	29	100.00	
Total	29	100.00	

Registration & Admissions - Knowledge of staff

Mean: 3.93

Response	Frequency	Percent	Graph
Very Satisfied	8	28.57	
Satisfied	10	35.71	
Neutral	10	35.71	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	28	100.00	
Total	28	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	9	34.62	
Satisfied	13	50.00	
Neutral	4	15.38	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	2		
Total Valid	26	100.00	
Total	26	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	12	44.44	
Satisfied	9	33.33	
Neutral	5	18.52	
Dissatisfied	1	3.70	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	27	100.00	
Total	27	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	10	35.71	
Satisfied	11	39.29	
Neutral	7	25.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	28	100.00	
Total	28	100.00	

Registration & Admissions - Online registration process

Mean: 3.83

Response	Frequency	Percent	Graph
Very Satisfied	9	39.13	
Satisfied	6	26.09	
Neutral	5	21.74	
Dissatisfied	1	4.35	
Very Dissatisfied	2	8.70	
<i>Don't Know - N/A</i>	5		
Total Valid	23	100.00	
Total	23	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.04

Response	Frequency	Percent	Graph
Very Satisfied	8	29.63	
Satisfied	13	48.15	
Neutral	5	18.52	
Dissatisfied	1	3.70	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	27	100.00	
Total	27	100.00	

Registration & Admissions - Advisement during face-to-face registration

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	11	42.31	
Satisfied	9	34.62	
Neutral	6	23.08	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	2		
Total Valid	26	100.00	
Total	26	100.00	

Registration & Admissions - Website information

Mean: 3.71

Response	Frequency	Percent	Graph
Very Satisfied	6	21.43	
Satisfied	12	42.86	
Neutral	6	21.43	
Dissatisfied	4	14.29	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	28	100.00	
Total	28	100.00	

Financial Aid - Assistance of staff

Mean: 3.78

Response	Frequency	Percent	Graph
Very Satisfied	6	33.33	
Satisfied	5	27.78	
Neutral	5	27.78	
Dissatisfied	1	5.56	
Very Dissatisfied	1	5.56	
<i>Don't Know - N/A</i>	8		
Total Valid	18	100.00	
Total	18	100.00	

Financial Aid - Friendliness of staff

Mean: 3.78

Response	Frequency	Percent	Graph
Very Satisfied	3	16.67	
Satisfied	10	55.56	
Neutral	4	22.22	
Dissatisfied	0	0.00	
Very Dissatisfied	1	5.56	
<i>Don't Know - N/A</i>	8		
Total Valid	18	100.00	
Total	18	100.00	

Financial Aid - Knowledge of staff

Mean: 3.67

Response	Frequency	Percent	Graph
Very Satisfied	4	22.22	
Satisfied	6	33.33	
Neutral	7	38.89	
Dissatisfied	0	0.00	
Very Dissatisfied	1	5.56	
<i>Don't Know - N/A</i>	8		
Total Valid	18	100.00	
Total	18	100.00	

Financial Aid - Information received is accurate

Mean: 3.56

Response	Frequency	Percent	Graph
Very Satisfied	4	22.22	
Satisfied	7	38.89	
Neutral	4	22.22	
Dissatisfied	1	5.56	
Very Dissatisfied	2	11.11	
<i>Don't Know - N/A</i>	8		
Total Valid	18	100.00	
Total	18	100.00	

Financial Aid - Information presented is understandable

Mean: 3.44

Response	Frequency	Percent	Graph
Very Satisfied	2	11.11	
Satisfied	8	44.44	
Neutral	5	27.78	
Dissatisfied	2	11.11	
Very Dissatisfied	1	5.56	
<i>Don't Know - N/A</i>	8		
Total Valid	18	100.00	
Total	18	100.00	

Financial Aid - Financial aid process

Mean: 3.44

Response	Frequency	Percent	Graph
Very Satisfied	3	16.67	
Satisfied	6	33.33	
Neutral	7	38.89	
Dissatisfied	0	0.00	
Very Dissatisfied	2	11.11	
<i>Don't Know - N/A</i>	8		
Total Valid	18	100.00	
Total	18	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.73

Response	Frequency	Percent	Graph
Very Satisfied	3	20.00	
Satisfied	7	46.67	
Neutral	4	26.67	
Dissatisfied	0	0.00	
Very Dissatisfied	1	6.67	
<i>Don't Know - N/A</i>	10		
Total Valid	15	100.00	
Total	15	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	3	37.50	
Satisfied	3	37.50	
Neutral	2	25.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	16		
Total Valid	8	100.00	
Total	8	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.38

Response	Frequency	Percent	Graph
Very Satisfied	2	15.38	
Satisfied	5	38.46	
Neutral	4	30.77	
Dissatisfied	0	0.00	
Very Dissatisfied	2	15.38	
<i>Don't Know - N/A</i>	12		
Total Valid	13	100.00	
Total	13	100.00	

Financial Aid - Website information

Mean: 3.63

Response	Frequency	Percent	Graph
Very Satisfied	3	18.75	
Satisfied	5	31.25	
Neutral	7	43.75	
Dissatisfied	1	6.25	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	10		
Total Valid	16	100.00	
Total	16	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.32

Response	Frequency	Percent	Graph
Very Satisfied	11	50.00	
Satisfied	7	31.82	
Neutral	4	18.18	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	5		
Total Valid	22	100.00	
Total	22	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	12	52.17	
Satisfied	6	26.09	
Neutral	5	21.74	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	5		
Total Valid	23	100.00	
Total	23	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	9	40.91	
Satisfied	7	31.82	
Neutral	6	27.27	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	5		
Total Valid	22	100.00	
Total	22	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	8	38.10	
Satisfied	6	28.57	
Neutral	7	33.33	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	5		
Total Valid	21	100.00	
Total	21	100.00	

Guidance/Counseling - Student advising process

Mean: 4.09

Response	Frequency	Percent	Graph
Very Satisfied	8	36.36	
Satisfied	8	36.36	
Neutral	6	27.27	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	5		
Total Valid	22	100.00	
Total	22	100.00	

Guidance/Counseling - Overall, guidance and counseling services meet my needs

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	10	45.45	
Satisfied	7	31.82	
Neutral	5	22.73	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	5		
Total Valid	22	100.00	
Total	22	100.00	

Guidance/Counseling - Website information

Mean: 3.90

Response	Frequency	Percent	Graph
Very Satisfied	6	30.00	
Satisfied	7	35.00	
Neutral	6	30.00	
Dissatisfied	1	5.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	6		
Total Valid	20	100.00	
Total	20	100.00	

Business Office/Cashier - Assistance of staff

Mean: 3.85

Response	Frequency	Percent	Graph
Very Satisfied	8	29.63	
Satisfied	8	29.63	
Neutral	10	37.04	
Dissatisfied	1	3.70	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	27	100.00	
Total	27	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 3.73

Response	Frequency	Percent	Graph
Very Satisfied	7	26.92	
Satisfied	9	34.62	
Neutral	8	30.77	
Dissatisfied	0	0.00	
Very Dissatisfied	2	7.69	
<i>Don't Know - N/A</i>	1		
Total Valid	26	100.00	
Total	26	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 3.74

Response	Frequency	Percent	Graph
Very Satisfied	7	25.93	
Satisfied	6	22.22	
Neutral	14	51.85	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	27	100.00	
Total	27	100.00	

Business Office/Cashier - Billing and fee payment process is easy to understand

Mean: 3.91

Response	Frequency	Percent	Graph
Very Satisfied	7	30.43	
Satisfied	9	39.13	
Neutral	6	26.09	
Dissatisfied	0	0.00	
Very Dissatisfied	1	4.35	
<i>Don't Know - N/A</i>	4		
Total Valid	23	100.00	
Total	23	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 3.84

Response	Frequency	Percent	Graph
Very Satisfied	3	15.79	
Satisfied	10	52.63	
Neutral	6	31.58	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	5		
Total Valid	19	100.00	
Total	19	100.00	

Business Office/Cashier - Website information

Mean: 3.68

Response	Frequency	Percent	Graph
Very Satisfied	5	26.32	
Satisfied	5	26.32	
Neutral	7	36.84	
Dissatisfied	2	10.53	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	7		
Total Valid	19	100.00	
Total	19	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	5	38.46	
Satisfied	4	30.77	
Neutral	4	30.77	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	13		
Total Valid	13	100.00	
Total	13	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	5	38.46	
Satisfied	4	30.77	
Neutral	4	30.77	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	13		
Total Valid	13	100.00	
Total	13	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	5	41.67	
Satisfied	3	25.00	
Neutral	4	33.33	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	13		
Total Valid	12	100.00	
Total	12	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 3.80

Response	Frequency	Percent	Graph
Very Satisfied	2	20.00	
Satisfied	4	40.00	
Neutral	4	40.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	14		
Total Valid	10	100.00	
Total	10	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 3.92

Response	Frequency	Percent	Graph
Very Satisfied	4	33.33	
Satisfied	3	25.00	
Neutral	5	41.67	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	14		
Total Valid	12	100.00	
Total	12	100.00	

Testing Services - Assistance of staff

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	7	31.82	
Satisfied	9	40.91	
Neutral	6	27.27	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	5		
Total Valid	22	100.00	
Total	22	100.00	

Testing Services - Friendliness of staff

Mean: 4.09

Response	Frequency	Percent	Graph
Very Satisfied	7	31.82	
Satisfied	10	45.45	
Neutral	5	22.73	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	5		
Total Valid	22	100.00	
Total	22	100.00	

Testing Services - Knowledge of staff

Mean: 3.95

Response	Frequency	Percent	Graph
Very Satisfied	6	28.57	
Satisfied	9	42.86	
Neutral	5	23.81	
Dissatisfied	1	4.76	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	6		
Total Valid	21	100.00	
Total	21	100.00	

Testing Services - Testing Center hours are adequate

Mean: 3.85

Response	Frequency	Percent	Graph
Very Satisfied	5	25.00	
Satisfied	9	45.00	
Neutral	5	25.00	
Dissatisfied	0	0.00	
Very Dissatisfied	1	5.00	
<i>Don't Know - N/A</i>	7		
Total Valid	20	100.00	
Total	20	100.00	

Testing Services - Website information

Mean: 3.80

Response	Frequency	Percent	Graph
Very Satisfied	5	25.00	
Satisfied	7	35.00	
Neutral	7	35.00	
Dissatisfied	1	5.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	7		
Total Valid	20	100.00	
Total	20	100.00	

Instruction - Overall, teachers care about me

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	12	41.38	
Satisfied	11	37.93	
Neutral	5	17.24	
Dissatisfied	1	3.45	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	29	100.00	
Total	29	100.00	

Instruction - First class day syllabus and course material were adequately provided

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	10	35.71	
Satisfied	15	53.57	
Neutral	3	10.71	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	28	100.00	
Total	28	100.00	

Instruction - Instructors were well-prepared and organized on first class day

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	13	44.83	
Satisfied	14	48.28	
Neutral	2	6.90	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	29	100.00	
Total	29	100.00	

Instruction - Faculty and staff are caring and helpful when I need assistance

Mean: 4.45

Response	Frequency	Percent	Graph
Very Satisfied	15	51.72	
Satisfied	12	41.38	
Neutral	2	6.90	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	29	100.00	
Total	29	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.32

Response	Frequency	Percent	Graph
Very Satisfied	12	42.86	
Satisfied	13	46.43	
Neutral	3	10.71	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	28	100.00	
Total	28	100.00	

Overall - How satisfied are you with student services

Mean: 3.96

Response	Frequency	Percent	Graph
Very Satisfied	7	25.00	
Satisfied	14	50.00	
Neutral	6	21.43	
Dissatisfied	1	3.57	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	28	100.00	
Total	28	100.00	

Overall - Efficiency receiving services

Mean: 3.89

Response	Frequency	Percent	Graph
Very Satisfied	8	28.57	
Satisfied	10	35.71	
Neutral	9	32.14	
Dissatisfied	1	3.57	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	28	100.00	
Total	28	100.00	

Overall - Administration is approachable

Mean: 3.96

Response	Frequency	Percent	Graph
Very Satisfied	8	28.57	
Satisfied	13	46.43	
Neutral	5	17.86	
Dissatisfied	2	7.14	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	28	100.00	
Total	28	100.00	

Overall - I feel like TVCC will help me with problems and cares about my issues.

Mean: 3.82

Response	Frequency	Percent	Graph
Very Satisfied	8	28.57	
Satisfied	10	35.71	
Neutral	8	28.57	
Dissatisfied	1	3.57	
Very Dissatisfied	1	3.57	
<i>Don't Know - N/A</i>	1		
Total Valid	28	100.00	
Total	28	100.00	

My gender is:

Mean: 1.56

Response	Frequency	Percent	Graph
Male	12	44.44	
Female	15	55.56	
Total Valid	27	100.00	
Total	27	100.00	

I am enrolled

Mean: 1.54

Response	Frequency	Percent	Graph
Full-time 12 or more hours	12	46.15	
Part-time less than 12 hours	14	53.85	
Total Valid	26	100.00	
Total	26	100.00	

I take the majority of my classes

Mean: 4.00

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestine	0	0.00	
Terrell	0	0.00	
Kaufman HSC	29	100.00	
Through Dual Credit	0	0.00	
Internet Video Other Distance ED	0	0.00	
Medium	0	0.00	
Total Valid	29	100.00	
Total	29	100.00	

My age is:

Mean: 3.22

Response	Frequency	Percent	Graph
Under 18	2	7.41	
18-21	11	40.74	
22-24	4	14.81	
25-30	3	11.11	
31-35	4	14.81	
36-50	2	7.41	
51-64	1	3.70	
65 & over	0	0.00	
Total Valid	27	100.00	
Total	27	100.00	

Ethnic Origin

Mean: 1.15

Response	Frequency	Percent	Graph
Not Hispanic or Latino	22	84.62	
Hispanic or Latino	4	15.38	
Unknown	0	0.00	
Total Valid	26	100.00	
Total	26	100.00	

Race

Mean: 1.32

Response	Frequency	Percent	Graph
White	20	80.00	
Black or African American	3	12.00	
Asian	1	4.00	
American Indian or Alaskan Native	1	4.00	
Native Hawaiian or Pacific Islander	0	0.00	
International	0	0.00	
Total Valid	25	100.00	
Total	25	100.00	

Student Classification:

Mean: 2.61

Response	Frequency	Percent	Graph
High School Student	4	14.29	
Freshman	11	39.29	
Sophomore	5	17.86	
Other	8	28.57	
Total Valid	28	100.00	
Total	28	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.12

Response	Frequency	Percent	Graph
Yes	23	88.46	
No	3	11.54	
Total Valid	26	100.00	
Total	26	100.00	

Response	Frequency	Percent	Graph
REGISTRATION & ADMISSIONS	0	0.00	
FINANCIAL AID	0	0.00	
GUIDANCE/COUNSELING SERVICES	0	0.00	
BUSINESS OFFICE/CASHIER SERVICES	0	0.00	
TUTORING-CARDINAL ACADEMIC PERFORMANCE SERVICES	0	0.00	
TESTING SERVICES	0	0.00	
INSTRUCTION	1	10.00	
OVERALL	1	10.00	
OTHER	8	80.00	
Total Valid	10	100.00	
Total	10	100.00	

Trinity Valley Community College

Student Satisfaction Survey

Fall 2015

Palestine

Registration & Admissions - Assistance of staff

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	93	41.33	
Satisfied	95	42.22	
Neutral	29	12.89	
Dissatisfied	5	2.22	
Very Dissatisfied	3	1.33	
<i>Don't Know - N/A</i>	9		
Total Valid	225	100.00	
Total	225	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	106	46.70	
Satisfied	82	36.12	
Neutral	33	14.54	
Dissatisfied	4	1.76	
Very Dissatisfied	2	0.88	
<i>Don't Know - N/A</i>	7		
Total Valid	227	100.00	
Total	227	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	85	37.78	
Satisfied	82	36.44	
Neutral	46	20.44	
Dissatisfied	9	4.00	
Very Dissatisfied	3	1.33	
<i>Don't Know - N/A</i>	9		
Total Valid	225	100.00	
Total	225	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	92	42.99	
Satisfied	72	33.64	
Neutral	36	16.82	
Dissatisfied	10	4.67	
Very Dissatisfied	4	1.87	
<i>Don't Know - N/A</i>	17		
Total Valid	214	100.00	
Total	214	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	95	43.78	
Satisfied	78	35.94	
Neutral	35	16.13	
Dissatisfied	7	3.23	
Very Dissatisfied	2	0.92	
<i>Don't Know - N/A</i>	15		
Total Valid	217	100.00	
Total	217	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	87	39.55	
Satisfied	88	40.00	
Neutral	34	15.45	
Dissatisfied	6	2.73	
Very Dissatisfied	5	2.27	
<i>Don't Know - N/A</i>	13		
Total Valid	220	100.00	
Total	220	100.00	

Registration & Admissions - Online registration process

Mean: 3.91

Response	Frequency	Percent	Graph
Very Satisfied	61	36.97	
Satisfied	47	28.48	
Neutral	43	26.06	
Dissatisfied	9	5.45	
Very Dissatisfied	5	3.03	
<i>Don't Know - N/A</i>	63		
Total Valid	165	100.00	
Total	165	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	98	48.76	
Satisfied	70	34.83	
Neutral	25	12.44	
Dissatisfied	4	1.99	
Very Dissatisfied	4	1.99	
<i>Don't Know - N/A</i>	29		
Total Valid	201	100.00	
Total	201	100.00	

Registration & Admissions - Advisement during face-to-face registration

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	95	47.26	
Satisfied	58	28.86	
Neutral	37	18.41	
Dissatisfied	6	2.99	
Very Dissatisfied	5	2.49	
<i>Don't Know - N/A</i>	28		
Total Valid	201	100.00	
Total	201	100.00	

Registration & Admissions - Website information

Mean: 3.98

Response	Frequency	Percent	Graph
Very Satisfied	79	37.62	
Satisfied	67	31.90	
Neutral	52	24.76	
Dissatisfied	5	2.38	
Very Dissatisfied	7	3.33	
<i>Don't Know - N/A</i>	20		
Total Valid	210	100.00	
Total	210	100.00	

Financial Aid - Assistance of staff

Mean: 3.91

Response	Frequency	Percent	Graph
Very Satisfied	58	33.53	
Satisfied	67	38.73	
Neutral	29	16.76	
Dissatisfied	12	6.94	
Very Dissatisfied	7	4.05	
<i>Don't Know - N/A</i>	53		
Total Valid	173	100.00	
Total	173	100.00	

Financial Aid - Friendliness of staff

Mean: 3.98

Response	Frequency	Percent	Graph
Very Satisfied	66	38.15	
Satisfied	60	34.68	
Neutral	31	17.92	
Dissatisfied	10	5.78	
Very Dissatisfied	6	3.47	
<i>Don't Know - N/A</i>	53		
Total Valid	173	100.00	
Total	173	100.00	

Financial Aid - Knowledge of staff

Mean: 3.93

Response	Frequency	Percent	Graph
Very Satisfied	60	34.48	
Satisfied	62	35.63	
Neutral	36	20.69	
Dissatisfied	11	6.32	
Very Dissatisfied	5	2.87	
<i>Don't Know - N/A</i>	52		
Total Valid	174	100.00	
Total	174	100.00	

Financial Aid - Information received is accurate

Mean: 4.01

Response	Frequency	Percent	Graph
Very Satisfied	65	37.36	
Satisfied	62	35.63	
Neutral	36	20.69	
Dissatisfied	6	3.45	
Very Dissatisfied	5	2.87	
<i>Don't Know - N/A</i>	52		
Total Valid	174	100.00	
Total	174	100.00	

Financial Aid - Information presented is understandable

Mean: 3.94

Response	Frequency	Percent	Graph
Very Satisfied	59	34.30	
Satisfied	59	34.30	
Neutral	42	24.42	
Dissatisfied	8	4.65	
Very Dissatisfied	4	2.33	
<i>Don't Know - N/A</i>	52		
Total Valid	172	100.00	
Total	172	100.00	

Financial Aid - Financial aid process

Mean: 3.86

Response	Frequency	Percent	Graph
Very Satisfied	58	34.73	
Satisfied	51	30.54	
Neutral	41	24.55	
Dissatisfied	11	6.59	
Very Dissatisfied	6	3.59	
<i>Don't Know - N/A</i>	59		
Total Valid	167	100.00	
Total	167	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.90

Response	Frequency	Percent	Graph
Very Satisfied	48	32.88	
Satisfied	55	37.67	
Neutral	29	19.86	
Dissatisfied	8	5.48	
Very Dissatisfied	6	4.11	
<i>Don't Know - N/A</i>	76		
Total Valid	146	100.00	
Total	146	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 3.75

Response	Frequency	Percent	Graph
Very Satisfied	25	26.88	
Satisfied	29	31.18	
Neutral	34	36.56	
Dissatisfied	1	1.08	
Very Dissatisfied	4	4.30	
<i>Don't Know - N/A</i>	124		
Total Valid	93	100.00	
Total	93	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.79

Response	Frequency	Percent	Graph
Very Satisfied	39	28.47	
Satisfied	45	32.85	
Neutral	44	32.12	
Dissatisfied	3	2.19	
Very Dissatisfied	6	4.38	
<i>Don't Know - N/A</i>	86		
Total Valid	137	100.00	
Total	137	100.00	

Financial Aid - Website information

Mean: 3.86

Response	Frequency	Percent	Graph
Very Satisfied	52	33.77	
Satisfied	44	28.57	
Neutral	47	30.52	
Dissatisfied	6	3.90	
Very Dissatisfied	5	3.25	
<i>Don't Know - N/A</i>	68		
Total Valid	154	100.00	
Total	154	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	89	46.35	
Satisfied	75	39.06	
Neutral	25	13.02	
Dissatisfied	1	0.52	
Very Dissatisfied	2	1.04	
<i>Don't Know - N/A</i>	37		
Total Valid	192	100.00	
Total	192	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.35

Response	Frequency	Percent	Graph
Very Satisfied	99	51.03	
Satisfied	67	34.54	
Neutral	26	13.40	
Dissatisfied	0	0.00	
Very Dissatisfied	2	1.03	
<i>Don't Know - N/A</i>	35		
Total Valid	194	100.00	
Total	194	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	83	43.01	
Satisfied	72	37.31	
Neutral	32	16.58	
Dissatisfied	4	2.07	
Very Dissatisfied	2	1.04	
<i>Don't Know - N/A</i>	36		
Total Valid	193	100.00	
Total	193	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	84	45.41	
Satisfied	68	36.76	
Neutral	28	15.14	
Dissatisfied	3	1.62	
Very Dissatisfied	2	1.08	
<i>Don't Know - N/A</i>	42		
Total Valid	185	100.00	
Total	185	100.00	

Guidance/Counseling - Student advising process

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	80	43.96	
Satisfied	67	36.81	
Neutral	31	17.03	
Dissatisfied	2	1.10	
Very Dissatisfied	2	1.10	
<i>Don't Know - N/A</i>	44		
Total Valid	182	100.00	
Total	182	100.00	

Guidance/Counseling - Overall, guidance and counseling services meet my needs

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	83	43.68	
Satisfied	74	38.95	
Neutral	28	14.74	
Dissatisfied	3	1.58	
Very Dissatisfied	2	1.05	
<i>Don't Know - N/A</i>	37		
Total Valid	190	100.00	
Total	190	100.00	

Guidance/Counseling - Website information

Mean: 4.02

Response	Frequency	Percent	Graph
Very Satisfied	71	40.34	
Satisfied	51	28.98	
Neutral	45	25.57	
Dissatisfied	5	2.84	
Very Dissatisfied	4	2.27	
<i>Don't Know - N/A</i>	48		
Total Valid	176	100.00	
Total	176	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	95	45.24	
Satisfied	75	35.71	
Neutral	33	15.71	
Dissatisfied	3	1.43	
Very Dissatisfied	4	1.90	
<i>Don't Know - N/A</i>	21		
Total Valid	210	100.00	
Total	210	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	97	46.19	
Satisfied	73	34.76	
Neutral	31	14.76	
Dissatisfied	5	2.38	
Very Dissatisfied	4	1.90	
<i>Don't Know - N/A</i>	21		
Total Valid	210	100.00	
Total	210	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	99	47.37	
Satisfied	69	33.01	
Neutral	35	16.75	
Dissatisfied	3	1.44	
Very Dissatisfied	3	1.44	
<i>Don't Know - N/A</i>	22		
Total Valid	209	100.00	
Total	209	100.00	

Business Office/Cashier - Billing and fee payment process is easy to understand

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	89	44.72	
Satisfied	67	33.67	
Neutral	32	16.08	
Dissatisfied	7	3.52	
Very Dissatisfied	4	2.01	
<i>Don't Know - N/A</i>	31		
Total Valid	199	100.00	
Total	199	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.06

Response	Frequency	Percent	Graph
Very Satisfied	69	41.07	
Satisfied	52	30.95	
Neutral	38	22.62	
Dissatisfied	6	3.57	
Very Dissatisfied	3	1.79	
<i>Don't Know - N/A</i>	57		
Total Valid	168	100.00	
Total	168	100.00	

Business Office/Cashier - Website information

Mean: 4.04

Response	Frequency	Percent	Graph
Very Satisfied	78	42.39	
Satisfied	47	25.54	
Neutral	51	27.72	
Dissatisfied	4	2.17	
Very Dissatisfied	4	2.17	
<i>Don't Know - N/A</i>	43		
Total Valid	184	100.00	
Total	184	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 3.98

Response	Frequency	Percent	Graph
Very Satisfied	38	35.19	
Satisfied	35	32.41	
Neutral	32	29.63	
Dissatisfied	1	0.93	
Very Dissatisfied	2	1.85	
<i>Don't Know - N/A</i>	110		
Total Valid	108	100.00	
Total	108	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	40	37.38	
Satisfied	36	33.64	
Neutral	28	26.17	
Dissatisfied	0	0.00	
Very Dissatisfied	3	2.80	
<i>Don't Know - N/A</i>	110		
Total Valid	107	100.00	
Total	107	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 3.99

Response	Frequency	Percent	Graph
Very Satisfied	40	37.38	
Satisfied	34	31.78	
Neutral	29	27.10	
Dissatisfied	0	0.00	
Very Dissatisfied	4	3.74	
<i>Don't Know - N/A</i>	110		
Total Valid	107	100.00	
Total	107	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 3.82

Response	Frequency	Percent	Graph
Very Satisfied	28	29.47	
Satisfied	31	32.63	
Neutral	31	32.63	
Dissatisfied	1	1.05	
Very Dissatisfied	4	4.21	
<i>Don't Know - N/A</i>	121		
Total Valid	95	100.00	
Total	95	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 3.79

Response	Frequency	Percent	Graph
Very Satisfied	31	30.69	
Satisfied	29	28.71	
Neutral	33	32.67	
Dissatisfied	5	4.95	
Very Dissatisfied	3	2.97	
<i>Don't Know - N/A</i>	116		
Total Valid	101	100.00	
Total	101	100.00	

Testing Services - Assistance of staff

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	86	45.74	
Satisfied	71	37.77	
Neutral	26	13.83	
Dissatisfied	2	1.06	
Very Dissatisfied	3	1.60	
<i>Don't Know - N/A</i>	44		
Total Valid	188	100.00	
Total	188	100.00	

Testing Services - Friendliness of staff

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	88	46.81	
Satisfied	67	35.64	
Neutral	26	13.83	
Dissatisfied	4	2.13	
Very Dissatisfied	3	1.60	
<i>Don't Know - N/A</i>	44		
Total Valid	188	100.00	
Total	188	100.00	

Testing Services - Knowledge of staff

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	83	44.39	
Satisfied	70	37.43	
Neutral	28	14.97	
Dissatisfied	3	1.60	
Very Dissatisfied	3	1.60	
<i>Don't Know - N/A</i>	45		
Total Valid	187	100.00	
Total	187	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	80	43.48	
Satisfied	69	37.50	
Neutral	28	15.22	
Dissatisfied	4	2.17	
Very Dissatisfied	3	1.63	
<i>Don't Know - N/A</i>	48		
Total Valid	184	100.00	
Total	184	100.00	

Testing Services - Website information

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	76	43.68	
Satisfied	53	30.46	
Neutral	37	21.26	
Dissatisfied	5	2.87	
Very Dissatisfied	3	1.72	
<i>Don't Know - N/A</i>	55		
Total Valid	174	100.00	
Total	174	100.00	

Instruction - Overall, teachers care about me

Mean: 4.42

Response	Frequency	Percent	Graph
Very Satisfied	131	56.71	
Satisfied	71	30.74	
Neutral	25	10.82	
Dissatisfied	2	0.87	
Very Dissatisfied	2	0.87	
<i>Don't Know - N/A</i>	1		
Total Valid	231	100.00	
Total	231	100.00	

Instruction - First class day syllabus and course material were adequately provided

Mean: 4.57

Response	Frequency	Percent	Graph
Very Satisfied	156	67.24	
Satisfied	59	25.43	
Neutral	13	5.60	
Dissatisfied	1	0.43	
Very Dissatisfied	3	1.29	
<i>Don't Know - N/A</i>	0		
Total Valid	232	100.00	
Total	232	100.00	

Instruction - Instructors were well-prepared and organized on first class day

Mean: 4.56

Response	Frequency	Percent	Graph
Very Satisfied	151	65.65	
Satisfied	62	26.96	
Neutral	13	5.65	
Dissatisfied	2	0.87	
Very Dissatisfied	2	0.87	
<i>Don't Know - N/A</i>	1		
Total Valid	230	100.00	
Total	230	100.00	

Instruction - Faculty and staff are caring and helpful when I need assistance

Mean: 4.44

Response	Frequency	Percent	Graph
Very Satisfied	138	59.74	
Satisfied	66	28.57	
Neutral	21	9.09	
Dissatisfied	3	1.30	
Very Dissatisfied	3	1.30	
<i>Don't Know - N/A</i>	1		
Total Valid	231	100.00	
Total	231	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.42

Response	Frequency	Percent	Graph
Very Satisfied	131	57.21	
Satisfied	69	30.13	
Neutral	25	10.92	
Dissatisfied	2	0.87	
Very Dissatisfied	2	0.87	
<i>Don't Know - N/A</i>	3		
Total Valid	229	100.00	
Total	229	100.00	

Overall - How satisfied are you with student services

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	95	41.67	
Satisfied	98	42.98	
Neutral	29	12.72	
Dissatisfied	4	1.75	
Very Dissatisfied	2	0.88	
<i>Don't Know - N/A</i>	4		
Total Valid	228	100.00	
Total	228	100.00	

Overall - Efficiency receiving services

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	93	41.33	
Satisfied	97	43.11	
Neutral	31	13.78	
Dissatisfied	1	0.44	
Very Dissatisfied	3	1.33	
<i>Don't Know - N/A</i>	6		
Total Valid	225	100.00	
Total	225	100.00	

Overall - Administration is approachable

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	99	43.23	
Satisfied	93	40.61	
Neutral	32	13.97	
Dissatisfied	3	1.31	
Very Dissatisfied	2	0.87	
<i>Don't Know - N/A</i>	3		
Total Valid	229	100.00	
Total	229	100.00	

Overall - I feel like TVCC will help me with problems and cares about my issues.

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	98	42.61	
Satisfied	72	31.30	
Neutral	51	22.17	
Dissatisfied	3	1.30	
Very Dissatisfied	6	2.61	
<i>Don't Know - N/A</i>	3		
Total Valid	230	100.00	
Total	230	100.00	

My gender is:

Mean: 1.71

Response	Frequency	Percent	Graph
Male	68	29.44	
Female	163	70.56	
Total Valid	231	100.00	
Total	231	100.00	

I am enrolled

Mean: 1.51

Response	Frequency	Percent	Graph
Full-time 12 or more hours	112	48.91	
Part-time less than 12 hours	117	51.09	
Total Valid	229	100.00	
Total	229	100.00	

I take the majority of my classes

Mean: 2.00

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestine	234	100.00	
Terrell	0	0.00	
Kaufman HSC	0	0.00	
Through Dual Credit	0	0.00	
Internet Video Other Distance ED	0	0.00	
Medium	0	0.00	
Total Valid	234	100.00	
Total	234	100.00	

My age is:

Mean: 2.82

Response	Frequency	Percent	Graph
Under 18	43	18.53	
18-21	97	41.81	
22-24	24	10.34	
25-30	24	10.34	
31-35	16	6.90	
36-50	26	11.21	
51-64	2	0.86	
65 & over	0	0.00	
Total Valid	232	100.00	
Total	232	100.00	

Ethnic Origin

Mean: 1.32

Response	Frequency	Percent	Graph
Not Hispanic or Latino	177	77.63	
Hispanic or Latino	29	12.72	
Unknown	22	9.65	
Total Valid	228	100.00	
Total	228	100.00	

Race

Mean: -

Response	Frequency	Percent	Graph
White	174	80.93	
Black or African American	33	15.35	
Asian	3	1.40	
American Indian or Alaskan Native	8	3.72	
Native Hawaiian or Pacific Islander	1	0.47	
International	6	2.79	
Total Valid	215	100.00	
Total	215	100.00	

Student Classification:

Mean: 2.45

Response	Frequency	Percent	Graph
High School Student	50	21.74	
Freshman	75	32.61	
Sophomore	56	24.35	
Other	49	21.30	
Total Valid	230	100.00	
Total	230	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.04

Response	Frequency	Percent	Graph
Yes	220	96.07	
No	9	3.93	
Total Valid	229	100.00	
Total	229	100.00	

Response	Frequency	Percent	Graph
REGISTRATION & ADMISSIONS	1	1.85	
FINANCIAL AID	5	9.26	
GUIDANCE/COUNSELING SERVICES	5	9.26	
BUSINESS OFFICE/CASHIER SERVICES	0	0.00	
TUTORING-CARDINAL ACADEMIC PERFORMANCE SERVICES	0	0.00	
TESTING SERVICES	0	0.00	
INSTRUCTION	10	18.52	
OVERALL	18	33.33	
OTHER	15	27.78	
Total Valid	54	100.00	
Total	54	100.00	

Trinity Valley Community College

Student Satisfaction Survey

Fall 2015

Terrell

Registration & Admissions - Assistance of staff

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	235	41.67	
Satisfied	252	44.68	
Neutral	69	12.23	
Dissatisfied	5	0.89	
Very Dissatisfied	3	0.53	
<i>Don't Know - N/A</i>	4		
Total Valid	564	100.00	
Total	564	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.32

Response	Frequency	Percent	Graph
Very Satisfied	268	47.35	
Satisfied	224	39.58	
Neutral	66	11.66	
Dissatisfied	5	0.88	
Very Dissatisfied	3	0.53	
<i>Don't Know - N/A</i>	3		
Total Valid	566	100.00	
Total	566	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	239	42.30	
Satisfied	222	39.29	
Neutral	91	16.11	
Dissatisfied	13	2.30	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	3		
Total Valid	565	100.00	
Total	565	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	233	41.98	
Satisfied	203	36.58	
Neutral	97	17.48	
Dissatisfied	16	2.88	
Very Dissatisfied	6	1.08	
<i>Don't Know - N/A</i>	13		
Total Valid	555	100.00	
Total	555	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	241	43.19	
Satisfied	225	40.32	
Neutral	78	13.98	
Dissatisfied	11	1.97	
Very Dissatisfied	3	0.54	
<i>Don't Know - N/A</i>	9		
Total Valid	558	100.00	
Total	558	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	231	41.03	
Satisfied	230	40.85	
Neutral	83	14.74	
Dissatisfied	19	3.37	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	5		
Total Valid	563	100.00	
Total	563	100.00	

Registration & Admissions - Online registration process

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	167	37.11	
Satisfied	136	30.22	
Neutral	131	29.11	
Dissatisfied	13	2.89	
Very Dissatisfied	3	0.67	
<i>Don't Know - N/A</i>	108		
Total Valid	450	100.00	
Total	450	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	259	47.96	
Satisfied	192	35.56	
Neutral	75	13.89	
Dissatisfied	12	2.22	
Very Dissatisfied	2	0.37	
<i>Don't Know - N/A</i>	25		
Total Valid	540	100.00	
Total	540	100.00	

Registration & Admissions - Advisement during face-to-face registration

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	248	45.93	
Satisfied	187	34.63	
Neutral	75	13.89	
Dissatisfied	24	4.44	
Very Dissatisfied	6	1.11	
<i>Don't Know - N/A</i>	25		
Total Valid	540	100.00	
Total	540	100.00	

Registration & Admissions - Website information

Mean: 3.97

Response	Frequency	Percent	Graph
Very Satisfied	168	30.94	
Satisfied	221	40.70	
Neutral	127	23.39	
Dissatisfied	24	4.42	
Very Dissatisfied	3	0.55	
<i>Don't Know - N/A</i>	20		
Total Valid	543	100.00	
Total	543	100.00	

Financial Aid - Assistance of staff

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	193	43.86	
Satisfied	155	35.23	
Neutral	73	16.59	
Dissatisfied	15	3.41	
Very Dissatisfied	4	0.91	
<i>Don't Know - N/A</i>	115		
Total Valid	440	100.00	
Total	440	100.00	

Financial Aid - Friendliness of staff

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	195	44.22	
Satisfied	139	31.52	
Neutral	89	20.18	
Dissatisfied	14	3.17	
Very Dissatisfied	4	0.91	
<i>Don't Know - N/A</i>	115		
Total Valid	441	100.00	
Total	441	100.00	

Financial Aid - Knowledge of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	188	43.12	
Satisfied	152	34.86	
Neutral	85	19.50	
Dissatisfied	6	1.38	
Very Dissatisfied	5	1.15	
<i>Don't Know - N/A</i>	117		
Total Valid	436	100.00	
Total	436	100.00	

Financial Aid - Information received is accurate

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	193	44.27	
Satisfied	159	36.47	
Neutral	81	18.58	
Dissatisfied	2	0.46	
Very Dissatisfied	1	0.23	
<i>Don't Know - N/A</i>	118		
Total Valid	436	100.00	
Total	436	100.00	

Financial Aid - Information presented is understandable

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	169	38.41	
Satisfied	172	39.09	
Neutral	86	19.55	
Dissatisfied	12	2.73	
Very Dissatisfied	1	0.23	
<i>Don't Know - N/A</i>	116		
Total Valid	440	100.00	
Total	440	100.00	

Financial Aid - Financial aid process

Mean: 3.99

Response	Frequency	Percent	Graph
Very Satisfied	159	37.06	
Satisfied	139	32.40	
Neutral	105	24.48	
Dissatisfied	20	4.66	
Very Dissatisfied	6	1.40	
<i>Don't Know - N/A</i>	125		
Total Valid	429	100.00	
Total	429	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	145	37.28	
Satisfied	133	34.19	
Neutral	93	23.91	
Dissatisfied	12	3.08	
Very Dissatisfied	6	1.54	
<i>Don't Know - N/A</i>	164		
Total Valid	389	100.00	
Total	389	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 3.91

Response	Frequency	Percent	Graph
Very Satisfied	86	32.82	
Satisfied	71	27.10	
Neutral	102	38.93	
Dissatisfied	1	0.38	
Very Dissatisfied	2	0.76	
<i>Don't Know - N/A</i>	273		
Total Valid	262	100.00	
Total	262	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.04

Response	Frequency	Percent	Graph
Very Satisfied	151	40.37	
Satisfied	111	29.68	
Neutral	94	25.13	
Dissatisfied	13	3.48	
Very Dissatisfied	5	1.34	
<i>Don't Know - N/A</i>	176		
Total Valid	374	100.00	
Total	374	100.00	

Financial Aid - Website information

Mean: 3.99

Response	Frequency	Percent	Graph
Very Satisfied	135	33.25	
Satisfied	152	37.44	
Neutral	102	25.12	
Dissatisfied	12	2.96	
Very Dissatisfied	5	1.23	
<i>Don't Know - N/A</i>	142		
Total Valid	406	100.00	
Total	406	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.27

Response	Frequency	Percent	Graph
Very Satisfied	236	45.65	
Satisfied	199	38.49	
Neutral	70	13.54	
Dissatisfied	9	1.74	
Very Dissatisfied	3	0.58	
<i>Don't Know - N/A</i>	49		
Total Valid	517	100.00	
Total	517	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.31

Response	Frequency	Percent	Graph
Very Satisfied	249	48.35	
Satisfied	195	37.86	
Neutral	57	11.07	
Dissatisfied	11	2.14	
Very Dissatisfied	3	0.58	
<i>Don't Know - N/A</i>	51		
Total Valid	515	100.00	
Total	515	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	235	45.54	
Satisfied	198	38.37	
Neutral	67	12.98	
Dissatisfied	13	2.52	
Very Dissatisfied	3	0.58	
<i>Don't Know - N/A</i>	48		
Total Valid	516	100.00	
Total	516	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	221	43.94	
Satisfied	187	37.18	
Neutral	79	15.71	
Dissatisfied	11	2.19	
Very Dissatisfied	5	0.99	
<i>Don't Know - N/A</i>	61		
Total Valid	503	100.00	
Total	503	100.00	

Guidance/Counseling - Student advising process

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	216	43.29	
Satisfied	184	36.87	
Neutral	79	15.83	
Dissatisfied	15	3.01	
Very Dissatisfied	5	1.00	
<i>Don't Know - N/A</i>	63		
Total Valid	499	100.00	
Total	499	100.00	

Guidance/Counseling - Overall, guidance and counseling services meet my needs

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	230	45.19	
Satisfied	192	37.72	
Neutral	69	13.56	
Dissatisfied	14	2.75	
Very Dissatisfied	4	0.79	
<i>Don't Know - N/A</i>	54		
Total Valid	509	100.00	
Total	509	100.00	

Guidance/Counseling - Website information

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	182	38.16	
Satisfied	171	35.85	
Neutral	116	24.32	
Dissatisfied	8	1.68	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	81		
Total Valid	477	100.00	
Total	477	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	217	42.22	
Satisfied	212	41.25	
Neutral	74	14.40	
Dissatisfied	7	1.36	
Very Dissatisfied	4	0.78	
<i>Don't Know - N/A</i>	50		
Total Valid	514	100.00	
Total	514	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	230	44.66	
Satisfied	198	38.45	
Neutral	76	14.76	
Dissatisfied	6	1.17	
Very Dissatisfied	5	0.97	
<i>Don't Know - N/A</i>	50		
Total Valid	515	100.00	
Total	515	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	223	43.81	
Satisfied	195	38.31	
Neutral	83	16.31	
Dissatisfied	5	0.98	
Very Dissatisfied	3	0.59	
<i>Don't Know - N/A</i>	54		
Total Valid	509	100.00	
Total	509	100.00	

Business Office/Cashier - Billing and fee payment process is easy to understand

Mean: 4.27

Response	Frequency	Percent	Graph
Very Satisfied	227	45.95	
Satisfied	182	36.84	
Neutral	78	15.79	
Dissatisfied	4	0.81	
Very Dissatisfied	3	0.61	
<i>Don't Know - N/A</i>	67		
Total Valid	494	100.00	
Total	494	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	177	41.84	
Satisfied	161	38.06	
Neutral	77	18.20	
Dissatisfied	4	0.95	
Very Dissatisfied	4	0.95	
<i>Don't Know - N/A</i>	136		
Total Valid	423	100.00	
Total	423	100.00	

Business Office/Cashier - Website information

Mean: 4.09

Response	Frequency	Percent	Graph
Very Satisfied	176	37.77	
Satisfied	173	37.12	
Neutral	105	22.53	
Dissatisfied	7	1.50	
Very Dissatisfied	5	1.07	
<i>Don't Know - N/A</i>	92		
Total Valid	466	100.00	
Total	466	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	139	44.13	
Satisfied	104	33.02	
Neutral	68	21.59	
Dissatisfied	2	0.63	
Very Dissatisfied	2	0.63	
<i>Don't Know - N/A</i>	228		
Total Valid	315	100.00	
Total	315	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	144	45.57	
Satisfied	105	33.23	
Neutral	65	20.57	
Dissatisfied	2	0.63	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	227		
Total Valid	316	100.00	
Total	316	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	145	45.74	
Satisfied	100	31.55	
Neutral	66	20.82	
Dissatisfied	4	1.26	
Very Dissatisfied	2	0.63	
<i>Don't Know - N/A</i>	228		
Total Valid	317	100.00	
Total	317	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 4.09

Response	Frequency	Percent	Graph
Very Satisfied	104	38.95	
Satisfied	84	31.46	
Neutral	78	29.21	
Dissatisfied	1	0.37	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	267		
Total Valid	267	100.00	
Total	267	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	129	42.57	
Satisfied	92	30.36	
Neutral	76	25.08	
Dissatisfied	3	0.99	
Very Dissatisfied	3	0.99	
<i>Don't Know - N/A</i>	238		
Total Valid	303	100.00	
Total	303	100.00	

Testing Services - Assistance of staff

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	181	42.00	
Satisfied	172	39.91	
Neutral	75	17.40	
Dissatisfied	2	0.46	
Very Dissatisfied	1	0.23	
<i>Don't Know - N/A</i>	123		
Total Valid	431	100.00	
Total	431	100.00	

Testing Services - Friendliness of staff

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	192	44.24	
Satisfied	166	38.25	
Neutral	74	17.05	
Dissatisfied	1	0.23	
Very Dissatisfied	1	0.23	
<i>Don't Know - N/A</i>	120		
Total Valid	434	100.00	
Total	434	100.00	

Testing Services - Knowledge of staff

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	190	44.39	
Satisfied	158	36.92	
Neutral	76	17.76	
Dissatisfied	3	0.70	
Very Dissatisfied	1	0.23	
<i>Don't Know - N/A</i>	126		
Total Valid	428	100.00	
Total	428	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	167	39.76	
Satisfied	155	36.90	
Neutral	84	20.00	
Dissatisfied	12	2.86	
Very Dissatisfied	2	0.48	
<i>Don't Know - N/A</i>	131		
Total Valid	420	100.00	
Total	420	100.00	

Testing Services - Website information

Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	143	35.40	
Satisfied	155	38.37	
Neutral	97	24.01	
Dissatisfied	8	1.98	
Very Dissatisfied	1	0.25	
<i>Don't Know - N/A</i>	147		
Total Valid	404	100.00	
Total	404	100.00	

Instruction - Overall, teachers care about me

Mean: 4.37

Response	Frequency	Percent	Graph
Very Satisfied	296	52.30	
Satisfied	196	34.63	
Neutral	64	11.31	
Dissatisfied	6	1.06	
Very Dissatisfied	4	0.71	
<i>Don't Know - N/A</i>	1		
Total Valid	566	100.00	
Total	566	100.00	

Instruction - First class day syllabus and course material were adequately provided

Mean: 4.54

Response	Frequency	Percent	Graph
Very Satisfied	356	62.68	
Satisfied	169	29.75	
Neutral	40	7.04	
Dissatisfied	0	0.00	
Very Dissatisfied	3	0.53	
<i>Don't Know - N/A</i>	1		
Total Valid	568	100.00	
Total	568	100.00	

Instruction - Instructors were well-prepared and organized on first class day

Mean: 4.51

Response	Frequency	Percent	Graph
Very Satisfied	340	59.96	
Satisfied	181	31.92	
Neutral	41	7.23	
Dissatisfied	3	0.53	
Very Dissatisfied	2	0.35	
<i>Don't Know - N/A</i>	1		
Total Valid	567	100.00	
Total	567	100.00	

Instruction - Faculty and staff are caring and helpful when I need assistance

Mean: 4.43

Response	Frequency	Percent	Graph
Very Satisfied	321	56.81	
Satisfied	173	30.62	
Neutral	66	11.68	
Dissatisfied	4	0.71	
Very Dissatisfied	1	0.18	
<i>Don't Know - N/A</i>	2		
Total Valid	565	100.00	
Total	565	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.42

Response	Frequency	Percent	Graph
Very Satisfied	308	55.70	
Satisfied	177	32.01	
Neutral	63	11.39	
Dissatisfied	3	0.54	
Very Dissatisfied	2	0.36	
<i>Don't Know - N/A</i>	12		
Total Valid	553	100.00	
Total	553	100.00	

Overall - How satisfied are you with student services

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	265	46.99	
Satisfied	218	38.65	
Neutral	71	12.59	
Dissatisfied	6	1.06	
Very Dissatisfied	4	0.71	
<i>Don't Know - N/A</i>	1		
Total Valid	564	100.00	
Total	564	100.00	

Overall - Efficiency receiving services

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	248	44.44	
Satisfied	233	41.76	
Neutral	69	12.37	
Dissatisfied	4	0.72	
Very Dissatisfied	4	0.72	
<i>Don't Know - N/A</i>	6		
Total Valid	558	100.00	
Total	558	100.00	

Overall - Administration is approachable

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	268	47.94	
Satisfied	217	38.82	
Neutral	64	11.45	
Dissatisfied	8	1.43	
Very Dissatisfied	2	0.36	
<i>Don't Know - N/A</i>	6		
Total Valid	559	100.00	
Total	559	100.00	

Overall - I feel like TVCC will help me with problems and cares about my issues.

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	261	46.77	
Satisfied	182	32.62	
Neutral	96	17.20	
Dissatisfied	15	2.69	
Very Dissatisfied	4	0.72	
<i>Don't Know - N/A</i>	8		
Total Valid	558	100.00	
Total	558	100.00	

My gender is:

Mean: 1.68

Response	Frequency	Percent	Graph
Male	180	32.26	
Female	378	67.74	
Total Valid	558	100.00	
Total	558	100.00	

I am enrolled

Mean: 1.44

Response	Frequency	Percent	Graph
Full-time 12 or more hours	305	55.96	
Part-time less than 12 hours	240	44.04	
Total Valid	545	100.00	
Total	545	100.00	

I take the majority of my classes

Mean: 3.00

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestine	0	0.00	
Terrell	570	100.00	
Kaufman HSC	0	0.00	
Through Dual Credit	0	0.00	
Internet Video Other Distance ED	0	0.00	
Medium	0	0.00	
Total Valid	570	100.00	
Total	570	100.00	

My age is:

Mean: 2.84

Response	Frequency	Percent	Graph
Under 18	42	7.50	
18-21	322	57.50	
22-24	51	9.11	
25-30	52	9.29	
31-35	30	5.36	
36-50	50	8.93	
51-64	12	2.14	
65 & over	1	0.18	
Total Valid	560	100.00	
Total	560	100.00	

Ethnic Origin

Mean: 1.35

Response	Frequency	Percent	Graph
Not Hispanic or Latino	381	69.65	
Hispanic or Latino	139	25.41	
Unknown	27	4.94	
Total Valid	547	100.00	
Total	547	100.00	

Race

Mean: -

Response	Frequency	Percent	Graph
White	415	81.69	
Black or African American	67	13.19	
Asian	7	1.38	
American Indian or Alaskan Native	25	4.92	
Native Hawaiian or Pacific Islander	5	0.98	
International	15	2.95	
Total Valid	508	100.00	
Total	508	100.00	

Student Classification:

Mean: 2.58

Response	Frequency	Percent	Graph
High School Student	42	7.69	
Freshman	240	43.96	
Sophomore	170	31.14	
Other	94	17.22	
Total Valid	546	100.00	
Total	546	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.04

Response	Frequency	Percent	Graph
Yes	530	95.84	
No	23	4.16	
Total Valid	553	100.00	
Total	553	100.00	

Response	Frequency	Percent	Graph
REGISTRATION & ADMISSIONS	4	4.71	
FINANCIAL AID	8	9.41	
GUIDANCE/COUNSELING SERVICES	7	8.24	
BUSINESS OFFICE/CASHIER SERVICES	0	0.00	
TUTORING-CARDINAL ACADEMIC PERFORMANCE SERVICES	0	0.00	
TESTING SERVICES	3	3.53	
INSTRUCTION	19	22.35	
OVERALL	30	35.29	
OTHER	14	16.47	
Total Valid	85	100.00	
Total	85	100.00	

Trinity Valley Community College

Student Satisfaction Survey

Fall 2015

Through Dual Credit

Registration & Admissions - Assistance of staff

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	18	25.71	
Satisfied	43	61.43	
Neutral	8	11.43	
Dissatisfied	1	1.43	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	16		
Total Valid	70	100.00	
Total	70	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	24	33.33	
Satisfied	42	58.33	
Neutral	5	6.94	
Dissatisfied	1	1.39	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	15		
Total Valid	72	100.00	
Total	72	100.00	

Registration & Admissions - Knowledge of staff

Mean: 3.97

Response	Frequency	Percent	Graph
Very Satisfied	16	22.22	
Satisfied	42	58.33	
Neutral	11	15.28	
Dissatisfied	2	2.78	
Very Dissatisfied	1	1.39	
<i>Don't Know - N/A</i>	17		
Total Valid	72	100.00	
Total	72	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 3.81

Response	Frequency	Percent	Graph
Very Satisfied	12	20.34	
Satisfied	28	47.46	
Neutral	15	25.42	
Dissatisfied	4	6.78	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	24		
Total Valid	59	100.00	
Total	59	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 3.95

Response	Frequency	Percent	Graph
Very Satisfied	16	25.00	
Satisfied	32	50.00	
Neutral	14	21.88	
Dissatisfied	1	1.56	
Very Dissatisfied	1	1.56	
<i>Don't Know - N/A</i>	23		
Total Valid	64	100.00	
Total	64	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.01

Response	Frequency	Percent	Graph
Very Satisfied	17	23.61	
Satisfied	42	58.33	
Neutral	11	15.28	
Dissatisfied	1	1.39	
Very Dissatisfied	1	1.39	
<i>Don't Know - N/A</i>	19		
Total Valid	72	100.00	
Total	72	100.00	

Registration & Admissions - Online registration process

Mean: 3.93

Response	Frequency	Percent	Graph
Very Satisfied	15	25.00	
Satisfied	27	45.00	
Neutral	17	28.33	
Dissatisfied	1	1.67	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	27		
Total Valid	60	100.00	
Total	60	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 3.87

Response	Frequency	Percent	Graph
Very Satisfied	11	23.40	
Satisfied	21	44.68	
Neutral	13	27.66	
Dissatisfied	2	4.26	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	31		
Total Valid	47	100.00	
Total	47	100.00	

Registration & Admissions - Advisement during face-to-face registration

Mean: 3.91

Response	Frequency	Percent	Graph
Very Satisfied	12	25.53	
Satisfied	21	44.68	
Neutral	12	25.53	
Dissatisfied	2	4.26	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	31		
Total Valid	47	100.00	
Total	47	100.00	

Registration & Admissions - Website information

Mean: 3.92

Response	Frequency	Percent	Graph
Very Satisfied	19	25.68	
Satisfied	33	44.59	
Neutral	19	25.68	
Dissatisfied	3	4.05	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	15		
Total Valid	74	100.00	
Total	74	100.00	

Financial Aid - Assistance of staff

Mean: 3.95

Response	Frequency	Percent	Graph
Very Satisfied	6	30.00	
Satisfied	7	35.00	
Neutral	7	35.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	51		
Total Valid	20	100.00	
Total	20	100.00	

Financial Aid - Friendliness of staff

Mean: 3.91

Response	Frequency	Percent	Graph
Very Satisfied	5	22.73	
Satisfied	10	45.45	
Neutral	7	31.82	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	49		
Total Valid	22	100.00	
Total	22	100.00	

Financial Aid - Knowledge of staff

Mean: 3.73

Response	Frequency	Percent	Graph
Very Satisfied	5	22.73	
Satisfied	6	27.27	
Neutral	11	50.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	48		
Total Valid	22	100.00	
Total	22	100.00	

Financial Aid - Information received is accurate

Mean: 3.95

Response	Frequency	Percent	Graph
Very Satisfied	5	25.00	
Satisfied	10	50.00	
Neutral	4	20.00	
Dissatisfied	1	5.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	51		
Total Valid	20	100.00	
Total	20	100.00	

Financial Aid - Information presented is understandable

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	6	30.00	
Satisfied	8	40.00	
Neutral	6	30.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	49		
Total Valid	20	100.00	
Total	20	100.00	

Financial Aid - Financial aid process

Mean: 3.83

Response	Frequency	Percent	Graph
Very Satisfied	6	33.33	
Satisfied	4	22.22	
Neutral	7	38.89	
Dissatisfied	1	5.56	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	50		
Total Valid	18	100.00	
Total	18	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.78

Response	Frequency	Percent	Graph
Very Satisfied	5	27.78	
Satisfied	5	27.78	
Neutral	7	38.89	
Dissatisfied	1	5.56	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	50		
Total Valid	18	100.00	
Total	18	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 3.59

Response	Frequency	Percent	Graph
Very Satisfied	3	17.65	
Satisfied	4	23.53	
Neutral	10	58.82	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	50		
Total Valid	17	100.00	
Total	17	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.88

Response	Frequency	Percent	Graph
Very Satisfied	4	23.53	
Satisfied	8	47.06	
Neutral	4	23.53	
Dissatisfied	1	5.88	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	50		
Total Valid	17	100.00	
Total	17	100.00	

Financial Aid - Website information

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	9	45.00	
Satisfied	6	30.00	
Neutral	5	25.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	46		
Total Valid	20	100.00	
Total	20	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	13	29.55	
Satisfied	25	56.82	
Neutral	6	13.64	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	30		
Total Valid	44	100.00	
Total	44	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	17	38.64	
Satisfied	22	50.00	
Neutral	4	9.09	
Dissatisfied	1	2.27	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	30		
Total Valid	44	100.00	
Total	44	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	10	22.73	
Satisfied	27	61.36	
Neutral	6	13.64	
Dissatisfied	1	2.27	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	30		
Total Valid	44	100.00	
Total	44	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	12	27.91	
Satisfied	19	44.19	
Neutral	12	27.91	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	34		
Total Valid	43	100.00	
Total	43	100.00	

Guidance/Counseling - Student advising process

Mean: 4.02

Response	Frequency	Percent	Graph
Very Satisfied	12	27.27	
Satisfied	21	47.73	
Neutral	11	25.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	33		
Total Valid	44	100.00	
Total	44	100.00	

Guidance/Counseling - Overall, guidance and counseling services meet my needs

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	15	34.88	
Satisfied	22	51.16	
Neutral	5	11.63	
Dissatisfied	1	2.33	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	33		
Total Valid	43	100.00	
Total	43	100.00	

Guidance/Counseling - Website information

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	15	34.09	
Satisfied	20	45.45	
Neutral	8	18.18	
Dissatisfied	1	2.27	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	33		
Total Valid	44	100.00	
Total	44	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	12	28.57	
Satisfied	23	54.76	
Neutral	7	16.67	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	33		
Total Valid	42	100.00	
Total	42	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	13	30.23	
Satisfied	23	53.49	
Neutral	7	16.28	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	33		
Total Valid	43	100.00	
Total	43	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	10	25.00	
Satisfied	21	52.50	
Neutral	9	22.50	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	33		
Total Valid	40	100.00	
Total	40	100.00	

Business Office/Cashier - Billing and fee payment process is easy to understand

Mean: 3.97

Response	Frequency	Percent	Graph
Very Satisfied	10	27.78	
Satisfied	16	44.44	
Neutral	9	25.00	
Dissatisfied	1	2.78	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	41		
Total Valid	36	100.00	
Total	36	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 3.96

Response	Frequency	Percent	Graph
Very Satisfied	9	32.14	
Satisfied	9	32.14	
Neutral	10	35.71	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	42		
Total Valid	28	100.00	
Total	28	100.00	

Business Office/Cashier - Website information

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	9	26.47	
Satisfied	17	50.00	
Neutral	8	23.53	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	40		
Total Valid	34	100.00	
Total	34	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	5	19.23	
Satisfied	16	61.54	
Neutral	5	19.23	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	43		
Total Valid	26	100.00	
Total	26	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	5	19.23	
Satisfied	16	61.54	
Neutral	5	19.23	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	43		
Total Valid	26	100.00	
Total	26	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 3.92

Response	Frequency	Percent	Graph
Very Satisfied	4	15.38	
Satisfied	16	61.54	
Neutral	6	23.08	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	43		
Total Valid	26	100.00	
Total	26	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 3.65

Response	Frequency	Percent	Graph
Very Satisfied	1	5.00	
Satisfied	11	55.00	
Neutral	8	40.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	49		
Total Valid	20	100.00	
Total	20	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 3.88

Response	Frequency	Percent	Graph
Very Satisfied	6	25.00	
Satisfied	10	41.67	
Neutral	7	29.17	
Dissatisfied	1	4.17	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	43		
Total Valid	24	100.00	
Total	24	100.00	

Testing Services - Assistance of staff

Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	17	30.36	
Satisfied	27	48.21	
Neutral	11	19.64	
Dissatisfied	1	1.79	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	25		
Total Valid	56	100.00	
Total	56	100.00	

Testing Services - Friendliness of staff

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	17	30.36	
Satisfied	29	51.79	
Neutral	9	16.07	
Dissatisfied	1	1.79	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	25		
Total Valid	56	100.00	
Total	56	100.00	

Testing Services - Knowledge of staff

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	16	28.57	
Satisfied	29	51.79	
Neutral	9	16.07	
Dissatisfied	2	3.57	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	25		
Total Valid	56	100.00	
Total	56	100.00	

Testing Services - Testing Center hours are adequate

Mean: 3.94

Response	Frequency	Percent	Graph
Very Satisfied	14	26.92	
Satisfied	23	44.23	
Neutral	14	26.92	
Dissatisfied	0	0.00	
Very Dissatisfied	1	1.92	
<i>Don't Know - N/A</i>	27		
Total Valid	52	100.00	
Total	52	100.00	

Testing Services - Website information

Mean: 3.91

Response	Frequency	Percent	Graph
Very Satisfied	12	22.22	
Satisfied	26	48.15	
Neutral	15	27.78	
Dissatisfied	1	1.85	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	26		
Total Valid	54	100.00	
Total	54	100.00	

Instruction - Overall, teachers care about me

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	38	43.68	
Satisfied	35	40.23	
Neutral	12	13.79	
Dissatisfied	2	2.30	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	2		
Total Valid	87	100.00	
Total	87	100.00	

Instruction - First class day syllabus and course material were adequately provided

Mean: 4.54

Response	Frequency	Percent	Graph
Very Satisfied	48	56.47	
Satisfied	35	41.18	
Neutral	2	2.35	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	4		
Total Valid	85	100.00	
Total	85	100.00	

Instruction - Instructors were well-prepared and organized on first class day

Mean: 4.48

Response	Frequency	Percent	Graph
Very Satisfied	50	58.82	
Satisfied	27	31.76	
Neutral	7	8.24	
Dissatisfied	1	1.18	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	2		
Total Valid	85	100.00	
Total	85	100.00	

Instruction - Faculty and staff are caring and helpful when I need assistance

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	43	50.00	
Satisfied	36	41.86	
Neutral	4	4.65	
Dissatisfied	3	3.49	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	2		
Total Valid	86	100.00	
Total	86	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	28	38.36	
Satisfied	34	46.58	
Neutral	11	15.07	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	12		
Total Valid	73	100.00	
Total	73	100.00	

Overall - How satisfied are you with student services

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	28	35.00	
Satisfied	36	45.00	
Neutral	14	17.50	
Dissatisfied	2	2.50	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	8		
Total Valid	80	100.00	
Total	80	100.00	

Overall - Efficiency receiving services

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	27	36.99	
Satisfied	32	43.84	
Neutral	13	17.81	
Dissatisfied	1	1.37	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	12		
Total Valid	73	100.00	
Total	73	100.00	

Overall - Administration is approachable

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	26	35.14	
Satisfied	36	48.65	
Neutral	11	14.86	
Dissatisfied	1	1.35	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	11		
Total Valid	74	100.00	
Total	74	100.00	

Overall - I feel like TVCC will help me with problems and cares about my issues.

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	27	35.53	
Satisfied	37	48.68	
Neutral	11	14.47	
Dissatisfied	1	1.32	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	12		
Total Valid	76	100.00	
Total	76	100.00	

My gender is:

Mean: 1.56

Response	Frequency	Percent	Graph
Male	40	43.96	
Female	51	56.04	
Total Valid	91	100.00	
Total	91	100.00	

I am enrolled

Mean: 1.85

Response	Frequency	Percent	Graph
Full-time 12 or more hours	13	14.77	
Part-time less than 12 hours	75	85.23	
Total Valid	88	100.00	
Total	88	100.00	

I take the majority of my classes

Mean: 5.00

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestine	0	0.00	
Terrell	0	0.00	
Kaufman HSC	0	0.00	
Through Dual Credit	91	100.00	
Internet Video Other Distance ED	0	0.00	
Medium	0	0.00	
Total Valid	91	100.00	
Total	91	100.00	

My age is:

Mean: 1.11

Response	Frequency	Percent	Graph
Under 18	85	95.51	
18-21	2	2.25	
22-24	0	0.00	
25-30	1	1.12	
31-35	0	0.00	
36-50	1	1.12	
51-64	0	0.00	
65 & over	0	0.00	
Total Valid	89	100.00	
Total	89	100.00	

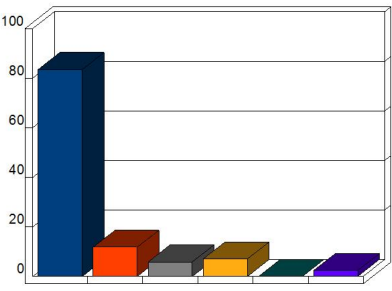
Ethnic Origin

Mean: 1.18

Response	Frequency	Percent	Graph
Not Hispanic or Latino	73	83.91	
Hispanic or Latino	12	13.79	
Unknown	2	2.30	
Total Valid	87	100.00	
Total	87	100.00	

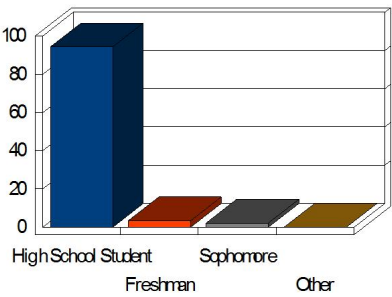
Race

Mean: -

Response	Frequency	Percent	Graph
White	71	83.53	
Black or African American	10	11.76	
Asian	5	5.88	
American Indian or Alaskan Native	6	7.06	
Native Hawaiian or Pacific Islander	0	0.00	
International	2	2.35	
Total Valid	85	100.00	
Total	85	100.00	

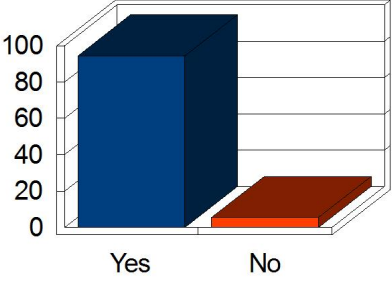
Student Classification:

Mean: 1.08

Response	Frequency	Percent	Graph
High School Student	85	94.44	
Freshman	3	3.33	
Sophomore	2	2.22	
Other	0	0.00	
Total Valid	90	100.00	
Total	90	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.06

Response	Frequency	Percent	Graph
Yes	85	94.44	
No	5	5.56	
Total Valid	90	100.00	
Total	90	100.00	

Response	Frequency	Percent	Graph
REGISTRATION & ADMISSIONS	0	0.00	
FINANCIAL AID	1	7.14	
GUIDANCE/COUNSELING SERVICES	0	0.00	
BUSINESS OFFICE/CASHIER SERVICES	0	0.00	
TUTORING-CARDINAL ACADEMIC PERFORMANCE SERVICES	0	0.00	
TESTING SERVICES	0	0.00	
INSTRUCTION	5	35.71	
OVERALL	4	28.57	
OTHER	4	28.57	
Total Valid	14	100.00	
Total	14	100.00	