

Trinity Valley Community College

Student Satisfaction Survey

Fall 2016

Athens

Registration & Admissions - Assistance of staff

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	402	40.00	
Satisfied	461	45.87	
Neutral	128	12.74	
Dissatisfied	9	0.90	
Very Dissatisfied	5	0.50	
Don't Know - N/A	44		
Total Valid	1005	100.00	
Total	1005	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.32

Response	Frequency	Percent	Graph
Very Satisfied	473	46.92	
Satisfied	406	40.28	
Neutral	109	10.81	
Dissatisfied	14	1.39	
Very Dissatisfied	6	0.60	
Don't Know - N/A	40		
Total Valid	1008	100.00	
Total	1008	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	374	37.33	
Satisfied	426	42.51	
Neutral	176	17.56	
Dissatisfied	19	1.90	
Very Dissatisfied	7	0.70	
Don't Know - N/A	43		
Total Valid	1002	100.00	
Total	1002	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	407	42.05	
Satisfied	368	38.02	
Neutral	156	16.12	
Dissatisfied	29	3.00	
Very Dissatisfied	8	0.83	
<i>Don't Know - N/A</i>	78		
Total Valid	968	100.00	
Total	968	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	388	39.79	
Satisfied	393	40.31	
Neutral	154	15.79	
Dissatisfied	26	2.67	
Very Dissatisfied	14	1.44	
<i>Don't Know - N/A</i>	73		
Total Valid	975	100.00	
Total	975	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	393	39.46	
Satisfied	417	41.87	
Neutral	153	15.36	
Dissatisfied	25	2.51	
Very Dissatisfied	8	0.80	
<i>Don't Know - N/A</i>	53		
Total Valid	996	100.00	
Total	996	100.00	

Registration & Admissions - Online registration process

Mean: 3.96

Response	Frequency	Percent	Graph
Very Satisfied	281	32.98	
Satisfied	305	35.80	
Neutral	227	26.64	
Dissatisfied	29	3.40	
Very Dissatisfied	10	1.17	
<i>Don't Know - N/A</i>	190		
Total Valid	852	100.00	
Total	852	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	381	41.59	
Satisfied	358	39.08	
Neutral	154	16.81	
Dissatisfied	18	1.97	
Very Dissatisfied	5	0.55	
<i>Don't Know - N/A</i>	129		
Total Valid	916	100.00	
Total	916	100.00	

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

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	373	40.81	
Satisfied	346	37.86	
Neutral	174	19.04	
Dissatisfied	15	1.64	
Very Dissatisfied	6	0.66	
<i>Don't Know - N/A</i>	128		
Total Valid	914	100.00	
Total	914	100.00	

Registration & Admissions - Website information

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	342	34.55	
Satisfied	376	37.98	
Neutral	217	21.92	
Dissatisfied	42	4.24	
Very Dissatisfied	13	1.31	
<i>Don't Know - N/A</i>	53		
Total Valid	990	100.00	
Total	990	100.00	

Financial Aid - Assistance of staff

Mean: 4.06

Response	Frequency	Percent	Graph
Very Satisfied	326	38.26	
Satisfied	320	37.56	
Neutral	162	19.01	
Dissatisfied	21	2.46	
Very Dissatisfied	23	2.70	
<i>Don't Know - N/A</i>	191		
Total Valid	852	100.00	
Total	852	100.00	

Financial Aid - Friendliness of staff

Mean: 4.02

Response	Frequency	Percent	Graph
Very Satisfied	331	38.85	
Satisfied	291	34.15	
Neutral	172	20.19	
Dissatisfied	33	3.87	
Very Dissatisfied	25	2.93	
<i>Don't Know - N/A</i>	190		
Total Valid	852	100.00	
Total	852	100.00	

Financial Aid - Knowledge of staff

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	336	39.58	
Satisfied	299	35.22	
Neutral	172	20.26	
Dissatisfied	28	3.30	
Very Dissatisfied	14	1.65	
<i>Don't Know - N/A</i>	191		
Total Valid	849	100.00	
Total	849	100.00	

Financial Aid - Information received is accurate

Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	328	38.41	
Satisfied	311	36.42	
Neutral	177	20.73	
Dissatisfied	22	2.58	
Very Dissatisfied	16	1.87	
<i>Don't Know - N/A</i>	189		
Total Valid	854	100.00	
Total	854	100.00	

Financial Aid - Information presented is understandable

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	315	36.97	
Satisfied	317	37.21	
Neutral	182	21.36	
Dissatisfied	23	2.70	
Very Dissatisfied	15	1.76	
<i>Don't Know - N/A</i>	192		
Total Valid	852	100.00	
Total	852	100.00	

Financial Aid - Financial aid process

Mean: 3.93

Response	Frequency	Percent	Graph
Very Satisfied	288	34.24	
Satisfied	294	34.96	
Neutral	200	23.78	
Dissatisfied	33	3.92	
Very Dissatisfied	26	3.09	
<i>Don't Know - N/A</i>	203		
Total Valid	841	100.00	
Total	841	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.93

Response	Frequency	Percent	Graph
Very Satisfied	268	34.01	
Satisfied	271	34.39	
Neutral	202	25.63	
Dissatisfied	22	2.79	
Very Dissatisfied	25	3.17	
<i>Don't Know - N/A</i>	249		
Total Valid	788	100.00	
Total	788	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 3.90

Response	Frequency	Percent	Graph
Very Satisfied	188	32.08	
Satisfied	180	30.72	
Neutral	197	33.62	
Dissatisfied	11	1.88	
Very Dissatisfied	10	1.71	
<i>Don't Know - N/A</i>	430		
Total Valid	586	100.00	
Total	586	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.97

Response	Frequency	Percent	Graph
Very Satisfied	268	35.08	
Satisfied	257	33.64	
Neutral	203	26.57	
Dissatisfied	18	2.36	
Very Dissatisfied	18	2.36	
<i>Don't Know - N/A</i>	274		
Total Valid	764	100.00	
Total	764	100.00	

Financial Aid - Website information

Mean: 3.96

Response	Frequency	Percent	Graph
Very Satisfied	275	33.21	
Satisfied	297	35.87	
Neutral	214	25.85	
Dissatisfied	28	3.38	
Very Dissatisfied	14	1.69	
<i>Don't Know - N/A</i>	205		
Total Valid	828	100.00	
Total	828	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	371	41.45	
Satisfied	362	40.45	
Neutral	139	15.53	
Dissatisfied	13	1.45	
Very Dissatisfied	10	1.12	
<i>Don't Know - N/A</i>	145		
Total Valid	895	100.00	
Total	895	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	410	45.76	
Satisfied	353	39.40	
Neutral	120	13.39	
Dissatisfied	9	1.00	
Very Dissatisfied	4	0.45	
<i>Don't Know - N/A</i>	143		
Total Valid	896	100.00	
Total	896	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	372	41.61	
Satisfied	354	39.60	
Neutral	147	16.44	
Dissatisfied	13	1.45	
Very Dissatisfied	8	0.89	
<i>Don't Know - N/A</i>	145		
Total Valid	894	100.00	
Total	894	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	341	39.61	
Satisfied	325	37.75	
Neutral	174	20.21	
Dissatisfied	18	2.09	
Very Dissatisfied	3	0.35	
<i>Don't Know - N/A</i>	175		
Total Valid	861	100.00	
Total	861	100.00	

Guidance/Counseling - Student advising process

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	341	39.51	
Satisfied	339	39.28	
Neutral	159	18.42	
Dissatisfied	17	1.97	
Very Dissatisfied	7	0.81	
<i>Don't Know - N/A</i>	173		
Total Valid	863	100.00	
Total	863	100.00	

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

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	348	40.14	
Satisfied	336	38.75	
Neutral	165	19.03	
Dissatisfied	9	1.04	
Very Dissatisfied	9	1.04	
<i>Don't Know - N/A</i>	170		
Total Valid	867	100.00	
Total	867	100.00	

Guidance/Counseling - Website information

Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	321	37.81	
Satisfied	305	35.92	
Neutral	193	22.73	
Dissatisfied	24	2.83	
Very Dissatisfied	6	0.71	
<i>Don't Know - N/A</i>	187		
Total Valid	849	100.00	
Total	849	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	397	43.58	
Satisfied	370	40.61	
Neutral	132	14.49	
Dissatisfied	9	0.99	
Very Dissatisfied	3	0.33	
<i>Don't Know - N/A</i>	123		
Total Valid	911	100.00	
Total	911	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	406	44.32	
Satisfied	349	38.10	
Neutral	136	14.85	
Dissatisfied	17	1.86	
Very Dissatisfied	8	0.87	
<i>Don't Know - N/A</i>	120		
Total Valid	916	100.00	
Total	916	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	387	42.48	
Satisfied	377	41.38	
Neutral	135	14.82	
Dissatisfied	10	1.10	
Very Dissatisfied	2	0.22	
<i>Don't Know - N/A</i>	121		
Total Valid	911	100.00	
Total	911	100.00	

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

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	375	42.04	
Satisfied	348	39.01	
Neutral	141	15.81	
Dissatisfied	23	2.58	
Very Dissatisfied	5	0.56	
<i>Don't Know - N/A</i>	141		
Total Valid	892	100.00	
Total	892	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	335	41.00	
Satisfied	304	37.21	
Neutral	156	19.09	
Dissatisfied	15	1.84	
Very Dissatisfied	7	0.86	
<i>Don't Know - N/A</i>	214		
Total Valid	817	100.00	
Total	817	100.00	

Business Office/Cashier - Website information

Mean: 4.09

Response	Frequency	Percent	Graph
Very Satisfied	311	36.94	
Satisfied	325	38.60	
Neutral	182	21.62	
Dissatisfied	16	1.90	
Very Dissatisfied	8	0.95	
<i>Don't Know - N/A</i>	188		
Total Valid	842	100.00	
Total	842	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	279	41.09	
Satisfied	234	34.46	
Neutral	154	22.68	
Dissatisfied	7	1.03	
Very Dissatisfied	5	0.74	
<i>Don't Know - N/A</i>	340		
Total Valid	679	100.00	
Total	679	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	284	41.52	
Satisfied	238	34.80	
Neutral	148	21.64	
Dissatisfied	9	1.32	
Very Dissatisfied	5	0.73	
<i>Don't Know - N/A</i>	335		
Total Valid	684	100.00	
Total	684	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	272	39.88	
Satisfied	234	34.31	
Neutral	163	23.90	
Dissatisfied	12	1.76	
Very Dissatisfied	1	0.15	
<i>Don't Know - N/A</i>	338		
Total Valid	682	100.00	
Total	682	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	222	35.52	
Satisfied	216	34.56	
Neutral	176	28.16	
Dissatisfied	7	1.12	
Very Dissatisfied	4	0.64	
<i>Don't Know - N/A</i>	390		
Total Valid	625	100.00	
Total	625	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	253	38.57	
Satisfied	210	32.01	
Neutral	175	26.68	
Dissatisfied	12	1.83	
Very Dissatisfied	6	0.91	
<i>Don't Know - N/A</i>	358		
Total Valid	656	100.00	
Total	656	100.00	

Testing Services - Assistance of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	342	40.62	
Satisfied	327	38.84	
Neutral	153	18.17	
Dissatisfied	15	1.78	
Very Dissatisfied	5	0.59	
<i>Don't Know - N/A</i>	189		
Total Valid	842	100.00	
Total	842	100.00	

Testing Services - Friendliness of staff

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	334	39.53	
Satisfied	319	37.75	
Neutral	158	18.70	
Dissatisfied	26	3.08	
Very Dissatisfied	8	0.95	
<i>Don't Know - N/A</i>	186		
Total Valid	845	100.00	
Total	845	100.00	

Testing Services - Knowledge of staff

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	330	39.10	
Satisfied	326	38.63	
Neutral	170	20.14	
Dissatisfied	14	1.66	
Very Dissatisfied	4	0.47	
<i>Don't Know - N/A</i>	189		
Total Valid	844	100.00	
Total	844	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	317	38.24	
Satisfied	303	36.55	
Neutral	174	20.99	
Dissatisfied	27	3.26	
Very Dissatisfied	8	0.97	
<i>Don't Know - N/A</i>	199		
Total Valid	829	100.00	
Total	829	100.00	

Testing Services - Website information

Mean: 4.04

Response	Frequency	Percent	Graph
Very Satisfied	292	36.14	
Satisfied	296	36.63	
Neutral	190	23.51	
Dissatisfied	21	2.60	
Very Dissatisfied	9	1.11	
<i>Don't Know - N/A</i>	220		
Total Valid	808	100.00	
Total	808	100.00	

Instruction - Overall, teachers care about me

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	464	45.00	
Satisfied	403	39.09	
Neutral	141	13.68	
Dissatisfied	15	1.45	
Very Dissatisfied	8	0.78	
<i>Don't Know - N/A</i>	14		
Total Valid	1031	100.00	
Total	1031	100.00	

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

Mean: 4.41

Response	Frequency	Percent	Graph
Very Satisfied	574	55.57	
Satisfied	340	32.91	
Neutral	97	9.39	
Dissatisfied	13	1.26	
Very Dissatisfied	9	0.87	
<i>Don't Know - N/A</i>	12		
Total Valid	1033	100.00	
Total	1033	100.00	

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

Mean: 4.37

Response	Frequency	Percent	Graph
Very Satisfied	549	53.09	
Satisfied	347	33.56	
Neutral	112	10.83	
Dissatisfied	20	1.93	
Very Dissatisfied	6	0.58	
<i>Don't Know - N/A</i>	13		
Total Valid	1034	100.00	
Total	1034	100.00	

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

Mean: 4.32

Response	Frequency	Percent	Graph
Very Satisfied	509	49.37	
Satisfied	369	35.79	
Neutral	129	12.51	
Dissatisfied	17	1.65	
Very Dissatisfied	7	0.68	
<i>Don't Know - N/A</i>	13		
Total Valid	1031	100.00	
Total	1031	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	512	50.20	
Satisfied	360	35.29	
Neutral	125	12.25	
Dissatisfied	16	1.57	
Very Dissatisfied	7	0.69	
<i>Don't Know - N/A</i>	23		
Total Valid	1020	100.00	
Total	1020	100.00	

Overall-Student services routinely assisted me

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	379	41.38	
Satisfied	345	37.66	
Neutral	173	18.89	
Dissatisfied	12	1.31	
Very Dissatisfied	7	0.76	
<i>Don't Know - N/A</i>	123		
Total Valid	916	100.00	
Total	916	100.00	

Overall-Access to technology resources was adequate

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	444	44.62	
Satisfied	400	40.20	
Neutral	139	13.97	
Dissatisfied	8	0.80	
Very Dissatisfied	4	0.40	
<i>Don't Know - N/A</i>	48		
Total Valid	995	100.00	
Total	995	100.00	

Overall-Training in the use of technology was available

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	392	42.15	
Satisfied	344	36.99	
Neutral	175	18.82	
Dissatisfied	15	1.61	
Very Dissatisfied	4	0.43	
<i>Don't Know - N/A</i>	111		
Total Valid	930	100.00	
Total	930	100.00	

Overall-Efficiency receiving services

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	392	40.79	
Satisfied	364	37.88	
Neutral	182	18.94	
Dissatisfied	14	1.46	
Very Dissatisfied	9	0.94	
<i>Don't Know - N/A</i>	77		
Total Valid	961	100.00	
Total	961	100.00	

Overall-Administration is approachable

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	420	42.25	
Satisfied	384	38.63	
Neutral	165	16.60	
Dissatisfied	14	1.41	
Very Dissatisfied	11	1.11	
<i>Don't Know - N/A</i>	46		
Total Valid	994	100.00	
Total	994	100.00	

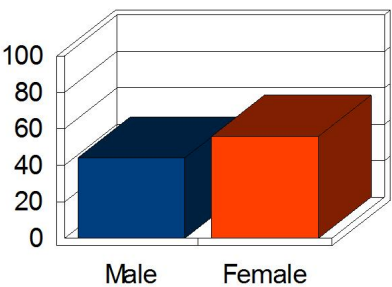
Overall-I feel like TVCC will help me with problems and cares about my issues

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	421	41.93	
Satisfied	363	36.16	
Neutral	184	18.33	
Dissatisfied	20	1.99	
Very Dissatisfied	16	1.59	
<i>Don't Know - N/A</i>	39		
Total Valid	1004	100.00	
Total	1004	100.00	

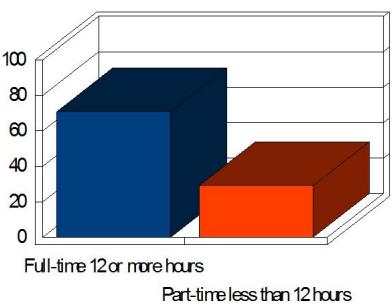
My gender is:

Mean: 1.56

Response	Frequency	Percent	Graph
Male	459	44.09	
Female	582	55.91	
Total Valid	1041	100.00	
Total	1041	100.00	

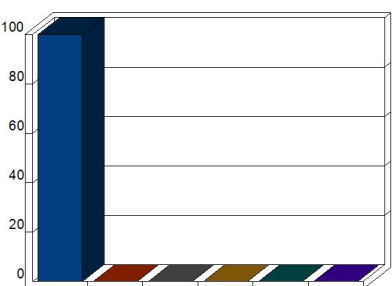
I am enrolled

Mean: 1.29

Response	Frequency	Percent	Graph
Full-time 12 or more hours	718	70.88	
Part-time less than 12 hours	295	29.12	
Total Valid	1013	100.00	
Total	1013	100.00	

I take the majority of my classes

Mean: 1.00

Response	Frequency	Percent	Graph
Athens	1057	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	1057	100.00	
Total	1057	100.00	

My age is:

Mean: 2.29

Response	Frequency	Percent	Graph
Under 18	237	22.77	
18-21	585	56.20	
22-24	62	5.96	
25-30	71	6.82	
31-35	29	2.79	
36-50	40	3.84	
51-64	16	1.54	
65 & over	1	0.10	
Total Valid	1041	100.00	
Total	1041	100.00	

Ethnic Origin

Mean: 1.41

Response	Frequency	Percent	Graph
Not Hispanic or Latino	687	68.15	
Hispanic or Latino	233	23.12	
Unknown	88	8.73	
Total Valid	1008	100.00	
Total	1008	100.00	

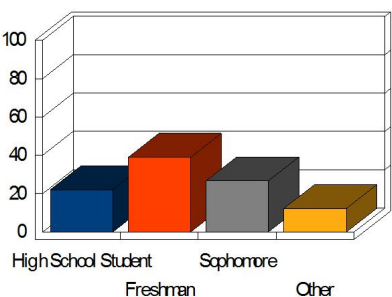
Race

Mean: -

Response	Frequency	Percent	Graph
White	742	76.81	
Black or African American	170	17.60	
Asian	26	2.69	
American Indian or Alaskan Native	42	4.35	
Native Hawaiian or Pacific Islander	17	1.76	
International	37	3.83	
Total Valid	966	100.00	
Total	966	100.00	

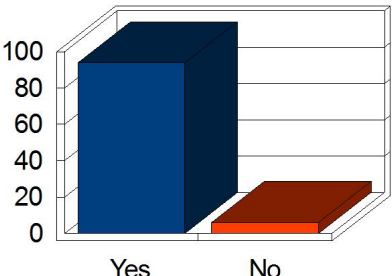
Student Classification:

Mean: 2.29

Response	Frequency	Percent	Graph
High School Student	229	22.13	
Freshman	403	38.94	
Sophomore	276	26.67	
Other	127	12.27	
Total Valid	1035	100.00	
Total	1035	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.06

Response	Frequency	Percent	Graph
Yes	969	93.90	
No	63	6.10	
Total Valid	1032	100.00	
Total	1032	100.00	

Trinity Valley Community College

Student Satisfaction Survey

Fall 2016

Internet Video Other Distance ED Medi

Registration & Admissions - Assistance of staff

Mean: 4.50

Response	Frequency	Percent	Graph
Very Satisfied	21	61.76	
Satisfied	11	32.35	
Neutral	1	2.94	
Dissatisfied	0	0.00	
Very Dissatisfied	1	2.94	
<i>Don't Know - N/A</i>	0		
Total Valid	34	100.00	
Total	34	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.44

Response	Frequency	Percent	Graph
Very Satisfied	21	61.76	
Satisfied	9	26.47	
Neutral	3	8.82	
Dissatisfied	0	0.00	
Very Dissatisfied	1	2.94	
<i>Don't Know - N/A</i>	0		
Total Valid	34	100.00	
Total	34	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.47

Response	Frequency	Percent	Graph
Very Satisfied	21	61.76	
Satisfied	10	29.41	
Neutral	2	5.88	
Dissatisfied	0	0.00	
Very Dissatisfied	1	2.94	
<i>Don't Know - N/A</i>	0		
Total Valid	34	100.00	
Total	34	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.09

Response	Frequency	Percent	Graph
Very Satisfied	18	54.55	
Satisfied	6	18.18	
Neutral	6	18.18	
Dissatisfied	0	0.00	
Very Dissatisfied	3	9.09	
<i>Don't Know - N/A</i>	0		
Total Valid	33	100.00	
Total	33	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.44

Response	Frequency	Percent	Graph
Very Satisfied	19	55.88	
Satisfied	13	38.24	
Neutral	1	2.94	
Dissatisfied	0	0.00	
Very Dissatisfied	1	2.94	
<i>Don't Know - N/A</i>	0		
Total Valid	34	100.00	
Total	34	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.41

Response	Frequency	Percent	Graph
Very Satisfied	20	58.82	
Satisfied	10	29.41	
Neutral	3	8.82	
Dissatisfied	0	0.00	
Very Dissatisfied	1	2.94	
<i>Don't Know - N/A</i>	0		
Total Valid	34	100.00	
Total	34	100.00	

Registration & Admissions - Online registration process

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	14	51.85	
Satisfied	8	29.63	
Neutral	3	11.11	
Dissatisfied	0	0.00	
Very Dissatisfied	2	7.41	
<i>Don't Know - N/A</i>	2		
Total Valid	27	100.00	
Total	27	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.50

Response	Frequency	Percent	Graph
Very Satisfied	22	68.75	
Satisfied	6	18.75	
Neutral	3	9.38	
Dissatisfied	0	0.00	
Very Dissatisfied	1	3.13	
<i>Don't Know - N/A</i>	0		
Total Valid	32	100.00	
Total	32	100.00	

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

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	18	54.55	
Satisfied	8	24.24	
Neutral	5	15.15	
Dissatisfied	1	3.03	
Very Dissatisfied	1	3.03	
<i>Don't Know - N/A</i>	0		
Total Valid	33	100.00	
Total	33	100.00	

Registration & Admissions - Website information

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	20	58.82	
Satisfied	9	26.47	
Neutral	4	11.76	
Dissatisfied	0	0.00	
Very Dissatisfied	1	2.94	
<i>Don't Know - N/A</i>	0		
Total Valid	34	100.00	
Total	34	100.00	

Financial Aid - Assistance of staff

Mean: 4.60

Response	Frequency	Percent	Graph
Very Satisfied	23	76.67	
Satisfied	3	10.00	
Neutral	3	10.00	
Dissatisfied	1	3.33	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	30	100.00	
Total	30	100.00	

Financial Aid - Friendliness of staff

Mean: 4.60

Response	Frequency	Percent	Graph
Very Satisfied	21	70.00	
Satisfied	6	20.00	
Neutral	3	10.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	30	100.00	
Total	30	100.00	

Financial Aid - Knowledge of staff

Mean: 4.63

Response	Frequency	Percent	Graph
Very Satisfied	21	70.00	
Satisfied	7	23.33	
Neutral	2	6.67	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	30	100.00	
Total	30	100.00	

Financial Aid - Information received is accurate

Mean: 4.57

Response	Frequency	Percent	Graph
Very Satisfied	21	70.00	
Satisfied	5	16.67	
Neutral	4	13.33	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	30	100.00	
Total	30	100.00	

Financial Aid - Information presented is understandable

Mean: 4.53

Response	Frequency	Percent	Graph
Very Satisfied	19	63.33	
Satisfied	8	26.67	
Neutral	3	10.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	30	100.00	
Total	30	100.00	

Financial Aid - Financial aid process

Mean: 4.43

Response	Frequency	Percent	Graph
Very Satisfied	20	66.67	
Satisfied	4	13.33	
Neutral	5	16.67	
Dissatisfied	1	3.33	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	30	100.00	
Total	30	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.43

Response	Frequency	Percent	Graph
Very Satisfied	17	73.91	
Satisfied	2	8.70	
Neutral	1	4.35	
Dissatisfied	3	13.04	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	4		
Total Valid	23	100.00	
Total	23	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 4.27

Response	Frequency	Percent	Graph
Very Satisfied	10	66.67	
Satisfied	0	0.00	
Neutral	4	26.67	
Dissatisfied	1	6.67	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	8		
Total Valid	15	100.00	
Total	15	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.43

Response	Frequency	Percent	Graph
Very Satisfied	15	65.22	
Satisfied	3	13.04	
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	

Financial Aid - Website information

Mean: 4.47

Response	Frequency	Percent	Graph
Very Satisfied	19	63.33	
Satisfied	7	23.33	
Neutral	3	10.00	
Dissatisfied	1	3.33	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	30	100.00	
Total	30	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.50

Response	Frequency	Percent	Graph
Very Satisfied	22	68.75	
Satisfied	8	25.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	2	6.25	
<i>Don't Know - N/A</i>	2		
Total Valid	32	100.00	
Total	32	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.50

Response	Frequency	Percent	Graph
Very Satisfied	22	68.75	
Satisfied	8	25.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	2	6.25	
<i>Don't Know - N/A</i>	2		
Total Valid	32	100.00	
Total	32	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.47

Response	Frequency	Percent	Graph
Very Satisfied	21	65.63	
Satisfied	9	28.13	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	2	6.25	
<i>Don't Know - N/A</i>	2		
Total Valid	32	100.00	
Total	32	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.31

Response	Frequency	Percent	Graph
Very Satisfied	20	62.50	
Satisfied	7	21.88	
Neutral	2	6.25	
Dissatisfied	1	3.13	
Very Dissatisfied	2	6.25	
<i>Don't Know - N/A</i>	2		
Total Valid	32	100.00	
Total	32	100.00	

Guidance/Counseling - Student advising process

Mean: 4.34

Response	Frequency	Percent	Graph
Very Satisfied	19	59.38	
Satisfied	9	28.13	
Neutral	2	6.25	
Dissatisfied	0	0.00	
Very Dissatisfied	2	6.25	
<i>Don't Know - N/A</i>	2		
Total Valid	32	100.00	
Total	32	100.00	

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

Mean: 4.34

Response	Frequency	Percent	Graph
Very Satisfied	18	56.25	
Satisfied	11	34.38	
Neutral	1	3.13	
Dissatisfied	0	0.00	
Very Dissatisfied	2	6.25	
<i>Don't Know - N/A</i>	2		
Total Valid	32	100.00	
Total	32	100.00	

Guidance/Counseling - Website information

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	18	56.25	
Satisfied	10	31.25	
Neutral	3	9.38	
Dissatisfied	0	0.00	
Very Dissatisfied	1	3.13	
<i>Don't Know - N/A</i>	2		
Total Valid	32	100.00	
Total	32	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.66

Response	Frequency	Percent	Graph
Very Satisfied	20	68.97	
Satisfied	8	27.59	
Neutral	1	3.45	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	3		
Total Valid	29	100.00	
Total	29	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.59

Response	Frequency	Percent	Graph
Very Satisfied	19	65.52	
Satisfied	9	31.03	
Neutral	0	0.00	
Dissatisfied	1	3.45	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	3		
Total Valid	29	100.00	
Total	29	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.69

Response	Frequency	Percent	Graph
Very Satisfied	21	72.41	
Satisfied	7	24.14	
Neutral	1	3.45	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	3		
Total Valid	29	100.00	
Total	29	100.00	

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

Mean: 4.61

Response	Frequency	Percent	Graph
Very Satisfied	20	71.43	
Satisfied	7	25.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	1	3.57	
<i>Don't Know - N/A</i>	3		
Total Valid	28	100.00	
Total	28	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.68

Response	Frequency	Percent	Graph
Very Satisfied	18	72.00	
Satisfied	6	24.00	
Neutral	1	4.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	3		
Total Valid	25	100.00	
Total	25	100.00	

Business Office/Cashier - Website information

Mean: 4.59

Response	Frequency	Percent	Graph
Very Satisfied	20	68.97	
Satisfied	6	20.69	
Neutral	3	10.34	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	2		
Total Valid	29	100.00	
Total	29	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	5	62.50	
Satisfied	1	12.50	
Neutral	2	25.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	11		
Total Valid	8	100.00	
Total	8	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	4	50.00	
Satisfied	2	25.00	
Neutral	2	25.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	11		
Total Valid	8	100.00	
Total	8	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	4	50.00	
Satisfied	1	12.50	
Neutral	3	37.50	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	11		
Total Valid	8	100.00	
Total	8	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	3	42.86	
Satisfied	1	14.29	
Neutral	3	42.86	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	11		
Total Valid	7	100.00	
Total	7	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	3	42.86	
Satisfied	2	28.57	
Neutral	2	28.57	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	11		
Total Valid	7	100.00	
Total	7	100.00	

Testing Services - Assistance of staff

Mean: 4.62

Response	Frequency	Percent	Graph
Very Satisfied	13	61.90	
Satisfied	8	38.10	
Neutral	0	0.00	
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	

Testing Services - Friendliness of staff

Mean: 4.62

Response	Frequency	Percent	Graph
Very Satisfied	13	61.90	
Satisfied	8	38.10	
Neutral	0	0.00	
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	

Testing Services - Knowledge of staff

Mean: 4.60

Response	Frequency	Percent	Graph
Very Satisfied	12	60.00	
Satisfied	8	40.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	5		
Total Valid	20	100.00	
Total	20	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.52

Response	Frequency	Percent	Graph
Very Satisfied	12	57.14	
Satisfied	8	38.10	
Neutral	1	4.76	
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	

Testing Services - Website information

Mean: 4.57

Response	Frequency	Percent	Graph
Very Satisfied	13	61.90	
Satisfied	7	33.33	
Neutral	1	4.76	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	6		
Total Valid	21	100.00	
Total	21	100.00	

Instruction - Overall, teachers care about me

Mean: 4.41

Response	Frequency	Percent	Graph
Very Satisfied	19	55.88	
Satisfied	10	29.41	
Neutral	5	14.71	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	34	100.00	
Total	34	100.00	

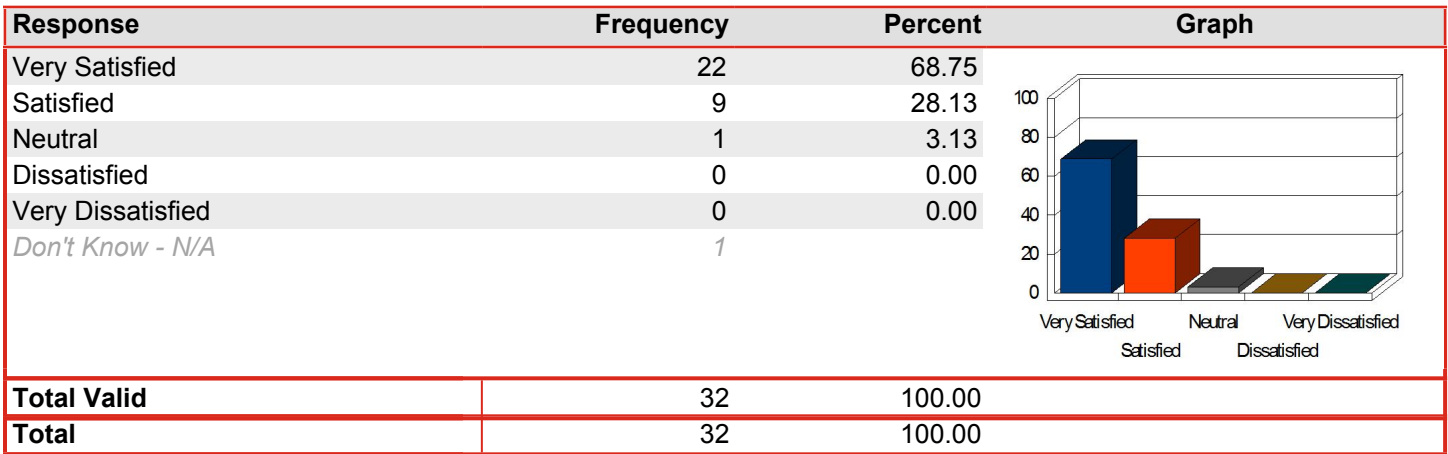
Instruction - First class day syllabus and course material were adequately provided

Mean: 4.61

Response	Frequency	Percent	Graph
Very Satisfied	22	66.67	
Satisfied	10	30.30	
Neutral	0	0.00	
Dissatisfied	1	3.03	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	33	100.00	
Total	33	100.00	

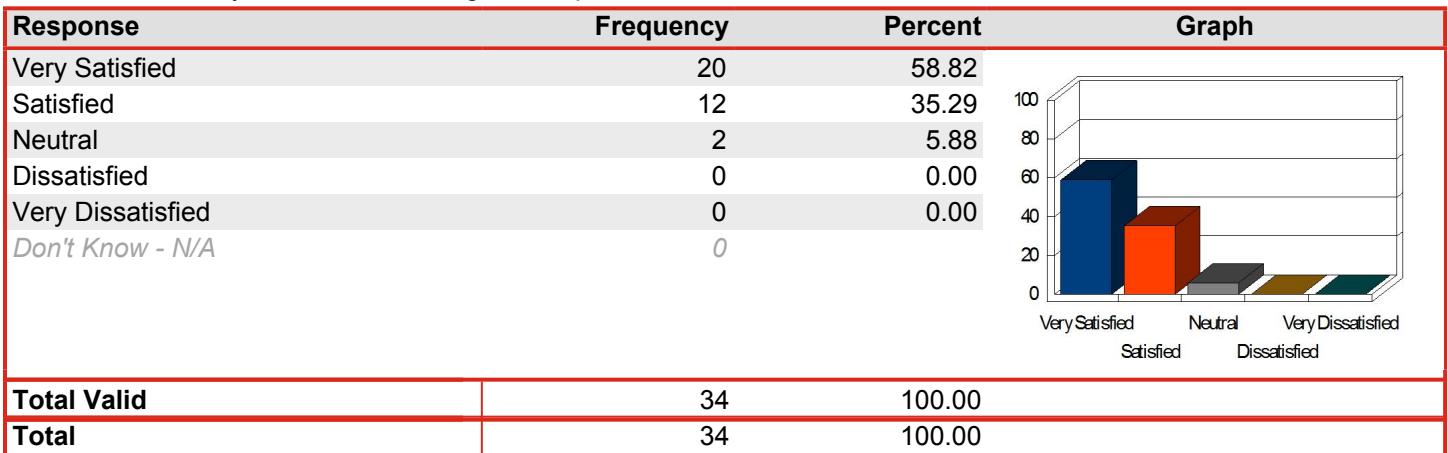
Instruction - Instructors were well-prepared and organized on first class day

Mean: 4.66



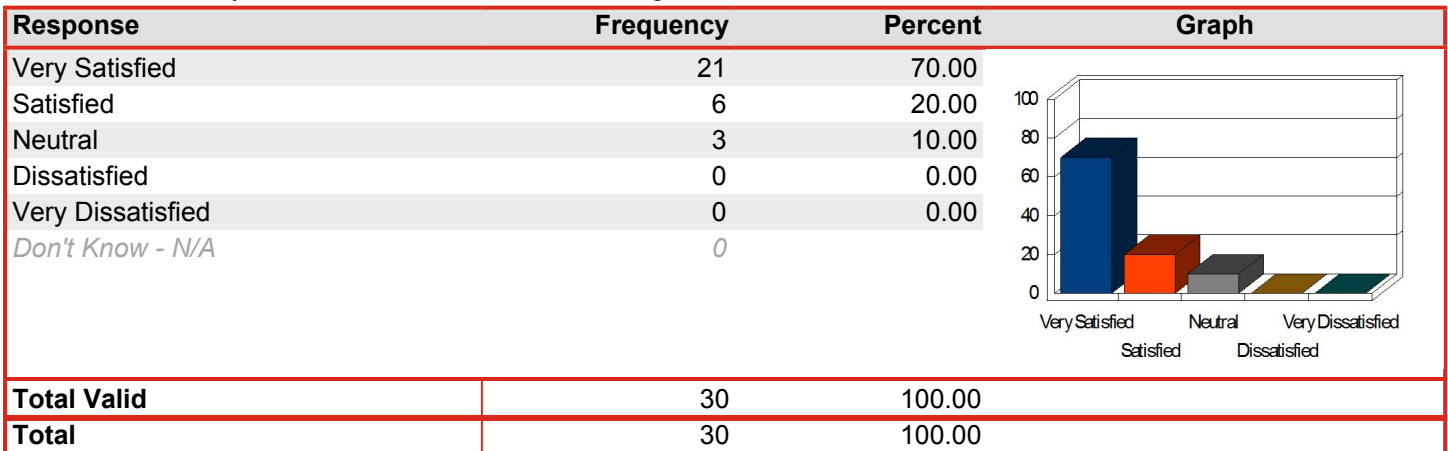
Instruction - Faculty and staff are caring and helpful when I need assistance

Mean: 4.53



Instruction - Faculty are available after class and during office hours

Mean: 4.60



Overall-Student services routinely assisted me

Mean: 4.48

Response	Frequency	Percent	Graph
Very Satisfied	19	65.52	
Satisfied	7	24.14	
Neutral	2	6.90	
Dissatisfied	0	0.00	
Very Dissatisfied	1	3.45	
<i>Don't Know - N/A</i>	1		
Total Valid	29	100.00	
Total	29	100.00	

Overall-Access to technology resources was adequate

Mean: 4.58

Response	Frequency	Percent	Graph
Very Satisfied	19	61.29	
Satisfied	11	35.48	
Neutral	1	3.23	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	31	100.00	
Total	31	100.00	

Overall-Training in the use of technology was available

Mean: 4.39

Response	Frequency	Percent	Graph
Very Satisfied	15	53.57	
Satisfied	9	32.14	
Neutral	4	14.29	
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-Efficiency receiving services

Mean: 4.52

Response	Frequency	Percent	Graph
Very Satisfied	18	62.07	
Satisfied	8	27.59	
Neutral	3	10.34	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	3		
Total Valid	29	100.00	
Total	29	100.00	

Overall-Administration is approachable

Mean: 4.39

Response	Frequency	Percent	Graph
Very Satisfied	18	58.06	
Satisfied	9	29.03	
Neutral	3	9.68	
Dissatisfied	0	0.00	
Very Dissatisfied	1	3.23	
<i>Don't Know - N/A</i>	0		
Total Valid	31	100.00	
Total	31	100.00	

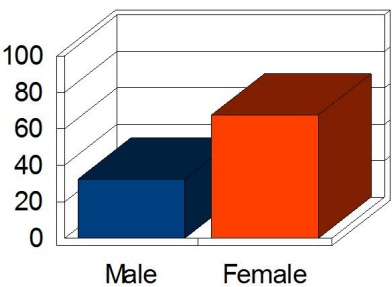
Overall-I feel like TVCC will help me with problems and cares about my issues

Mean: 4.41

Response	Frequency	Percent	Graph
Very Satisfied	19	59.38	
Satisfied	9	28.13	
Neutral	3	9.38	
Dissatisfied	0	0.00	
Very Dissatisfied	1	3.13	
<i>Don't Know - N/A</i>	0		
Total Valid	32	100.00	
Total	32	100.00	

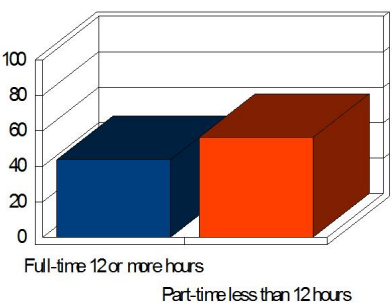
My gender is:

Mean: 1.68

Response	Frequency	Percent	Graph
Male	11	32.35	
Female	23	67.65	
Total Valid	34	100.00	
Total	34	100.00	

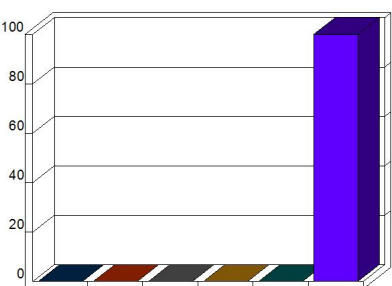
I am enrolled

Mean: 1.56

Response	Frequency	Percent	Graph
Full-time 12 or more hours	14	43.75	
Part-time less than 12 hours	18	56.25	
Total Valid	32	100.00	
Total	32	100.00	

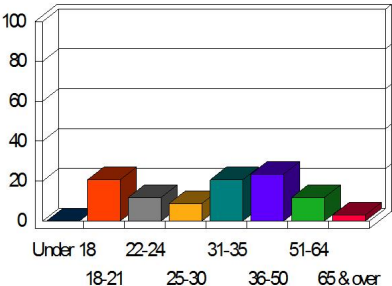
I take the majority of my classes

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	34	100.00	
Total Valid	34	100.00	
Total	34	100.00	

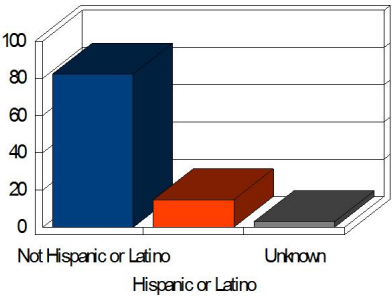
My age is:

Mean: 4.62

Response	Frequency	Percent	Graph
Under 18	0	0.00	
18-21	7	20.59	
22-24	4	11.76	
25-30	3	8.82	
31-35	7	20.59	
36-50	8	23.53	
51-64	4	11.76	
65 & over	1	2.94	
Total Valid	34	100.00	
Total	34	100.00	

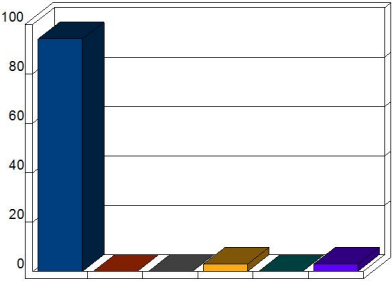
Ethnic Origin

Mean: 1.21

Response	Frequency	Percent	Graph
Not Hispanic or Latino	28	82.35	
Hispanic or Latino	5	14.71	
Unknown	1	2.94	
Total Valid	34	100.00	
Total	34	100.00	

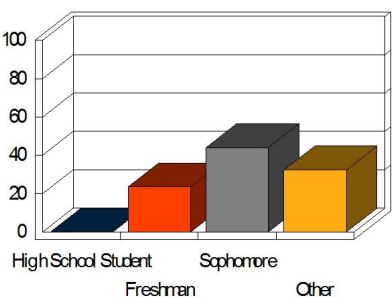
Race

Mean: 1.24

Response	Frequency	Percent	Graph
White	32	94.12	
Black or African American	0	0.00	
Asian	0	0.00	
American Indian or Alaskan Native	1	2.94	
Native Hawaiian or Pacific Islander	0	0.00	
International	1	2.94	
Total Valid	34	100.00	
Total	34	100.00	

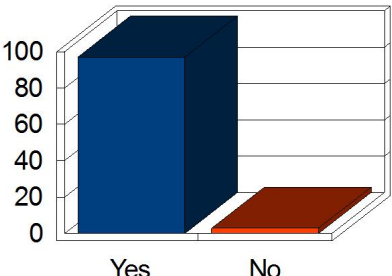
Student Classification:

Mean: 3.09

Response	Frequency	Percent	Graph
High School Student	0	0.00	
Freshman	8	23.53	
Sophomore	15	44.12	
Other	11	32.35	
Total Valid	34	100.00	
Total	34	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.03

Response	Frequency	Percent	Graph
Yes	33	97.06	
No	1	2.94	
Total Valid	34	100.00	
Total	34	100.00	

Trinity Valley Community College

Student Satisfaction Survey

Fall 2016

Kaufman HSC

Registration & Admissions - Assistance of staff

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	73	40.11	
Satisfied	80	43.96	
Neutral	22	12.09	
Dissatisfied	4	2.20	
Very Dissatisfied	3	1.65	
Don't Know - N/A	3		
Total Valid	182	100.00	
Total	182	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	85	46.45	
Satisfied	70	38.25	
Neutral	25	13.66	
Dissatisfied	2	1.09	
Very Dissatisfied	1	0.55	
Don't Know - N/A	3		
Total Valid	183	100.00	
Total	183	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	72	39.56	
Satisfied	82	45.05	
Neutral	21	11.54	
Dissatisfied	5	2.75	
Very Dissatisfied	2	1.10	
Don't Know - N/A	3		
Total Valid	182	100.00	
Total	182	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	81	45.25	
Satisfied	66	36.87	
Neutral	24	13.41	
Dissatisfied	7	3.91	
Very Dissatisfied	1	0.56	
<i>Don't Know - N/A</i>	6		
Total Valid	179	100.00	
Total	179	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.31

Response	Frequency	Percent	Graph
Very Satisfied	91	49.73	
Satisfied	67	36.61	
Neutral	17	9.29	
Dissatisfied	6	3.28	
Very Dissatisfied	2	1.09	
<i>Don't Know - N/A</i>	2		
Total Valid	183	100.00	
Total	183	100.00	

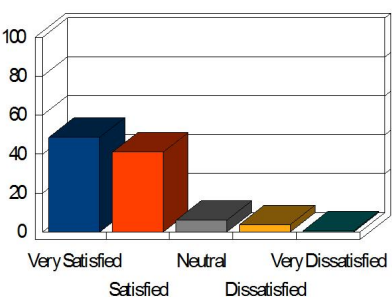
Registration & Admissions - Information I received was understandable

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	79	43.41	
Satisfied	74	40.66	
Neutral	19	10.44	
Dissatisfied	8	4.40	
Very Dissatisfied	2	1.10	
<i>Don't Know - N/A</i>	4		
Total Valid	182	100.00	
Total	182	100.00	

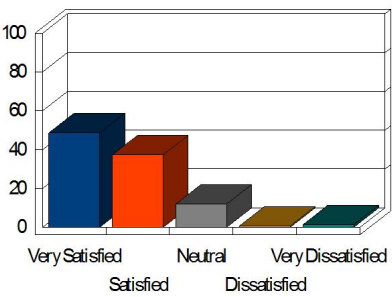
Registration & Admissions - Online registration process

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	89	48.63	
Satisfied	75	40.98	
Neutral	11	6.01	
Dissatisfied	7	3.83	
Very Dissatisfied	1	0.55	
<i>Don't Know - N/A</i>	2		
Total Valid	183	100.00	
Total	183	100.00	

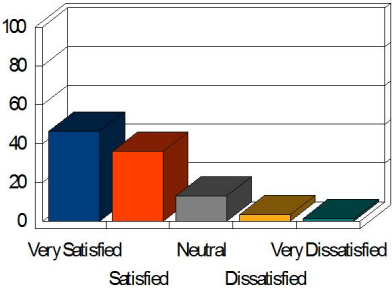
Registration & Admissions - Face-to-Face registration process

Mean: 4.31

Response	Frequency	Percent	Graph
Very Satisfied	73	48.67	
Satisfied	56	37.33	
Neutral	18	12.00	
Dissatisfied	1	0.67	
Very Dissatisfied	2	1.33	
<i>Don't Know - N/A</i>	36		
Total Valid	150	100.00	
Total	150	100.00	

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

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	71	46.41	
Satisfied	55	35.95	
Neutral	20	13.07	
Dissatisfied	5	3.27	
Very Dissatisfied	2	1.31	
<i>Don't Know - N/A</i>	33		
Total Valid	153	100.00	
Total	153	100.00	

Registration & Admissions - Website information

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	71	39.44	
Satisfied	74	41.11	
Neutral	25	13.89	
Dissatisfied	8	4.44	
Very Dissatisfied	2	1.11	
<i>Don't Know - N/A</i>	4		
Total Valid	180	100.00	
Total	180	100.00	

Financial Aid - Assistance of staff

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	59	39.86	
Satisfied	59	39.86	
Neutral	16	10.81	
Dissatisfied	7	4.73	
Very Dissatisfied	7	4.73	
<i>Don't Know - N/A</i>	37		
Total Valid	148	100.00	
Total	148	100.00	

Financial Aid - Friendliness of staff

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	63	42.86	
Satisfied	54	36.73	
Neutral	19	12.93	
Dissatisfied	7	4.76	
Very Dissatisfied	4	2.72	
<i>Don't Know - N/A</i>	38		
Total Valid	147	100.00	
Total	147	100.00	

Financial Aid - Knowledge of staff

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	58	38.93	
Satisfied	63	42.28	
Neutral	18	12.08	
Dissatisfied	6	4.03	
Very Dissatisfied	4	2.68	
<i>Don't Know - N/A</i>	36		
Total Valid	149	100.00	
Total	149	100.00	

Financial Aid - Information received is accurate

Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	56	37.58	
Satisfied	60	40.27	
Neutral	23	15.44	
Dissatisfied	7	4.70	
Very Dissatisfied	3	2.01	
<i>Don't Know - N/A</i>	36		
Total Valid	149	100.00	
Total	149	100.00	

Financial Aid - Information presented is understandable

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	55	37.16	
Satisfied	57	38.51	
Neutral	24	16.22	
Dissatisfied	10	6.76	
Very Dissatisfied	2	1.35	
<i>Don't Know - N/A</i>	37		
Total Valid	148	100.00	
Total	148	100.00	

Financial Aid - Financial aid process

Mean: 3.98

Response	Frequency	Percent	Graph
Very Satisfied	54	36.49	
Satisfied	54	36.49	
Neutral	27	18.24	
Dissatisfied	9	6.08	
Very Dissatisfied	4	2.70	
<i>Don't Know - N/A</i>	36		
Total Valid	148	100.00	
Total	148	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	55	39.86	
Satisfied	49	35.51	
Neutral	24	17.39	
Dissatisfied	6	4.35	
Very Dissatisfied	4	2.90	
<i>Don't Know - N/A</i>	47		
Total Valid	138	100.00	
Total	138	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 3.93

Response	Frequency	Percent	Graph
Very Satisfied	26	36.62	
Satisfied	16	22.54	
Neutral	27	38.03	
Dissatisfied	2	2.82	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	111		
Total Valid	71	100.00	
Total	71	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.78

Response	Frequency	Percent	Graph
Very Satisfied	36	29.75	
Satisfied	41	33.88	
Neutral	29	23.97	
Dissatisfied	11	9.09	
Very Dissatisfied	4	3.31	
<i>Don't Know - N/A</i>	64		
Total Valid	121	100.00	
Total	121	100.00	

Financial Aid - Website information

Mean: 4.06

Response	Frequency	Percent	Graph
Very Satisfied	52	36.62	
Satisfied	58	40.85	
Neutral	23	16.20	
Dissatisfied	6	4.23	
Very Dissatisfied	3	2.11	
<i>Don't Know - N/A</i>	42		
Total Valid	142	100.00	
Total	142	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.39

Response	Frequency	Percent	Graph
Very Satisfied	94	52.51	
Satisfied	66	36.87	
Neutral	14	7.82	
Dissatisfied	4	2.23	
Very Dissatisfied	1	0.56	
<i>Don't Know - N/A</i>	7		
Total Valid	179	100.00	
Total	179	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.42

Response	Frequency	Percent	Graph
Very Satisfied	98	54.75	
Satisfied	64	35.75	
Neutral	13	7.26	
Dissatisfied	3	1.68	
Very Dissatisfied	1	0.56	
<i>Don't Know - N/A</i>	7		
Total Valid	179	100.00	
Total	179	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.34

Response	Frequency	Percent	Graph
Very Satisfied	88	49.16	
Satisfied	70	39.11	
Neutral	16	8.94	
Dissatisfied	3	1.68	
Very Dissatisfied	2	1.12	
<i>Don't Know - N/A</i>	7		
Total Valid	179	100.00	
Total	179	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	82	47.67	
Satisfied	65	37.79	
Neutral	20	11.63	
Dissatisfied	3	1.74	
Very Dissatisfied	2	1.16	
<i>Don't Know - N/A</i>	14		
Total Valid	172	100.00	
Total	172	100.00	

Guidance/Counseling - Student advising process

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	80	46.51	
Satisfied	65	37.79	
Neutral	20	11.63	
Dissatisfied	5	2.91	
Very Dissatisfied	2	1.16	
<i>Don't Know - N/A</i>	14		
Total Valid	172	100.00	
Total	172	100.00	

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

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	86	48.59	
Satisfied	68	38.42	
Neutral	19	10.73	
Dissatisfied	3	1.69	
Very Dissatisfied	1	0.56	
<i>Don't Know - N/A</i>	9		
Total Valid	177	100.00	
Total	177	100.00	

Guidance/Counseling - Website information

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	71	43.29	
Satisfied	69	42.07	
Neutral	20	12.20	
Dissatisfied	1	0.61	
Very Dissatisfied	3	1.83	
<i>Don't Know - N/A</i>	22		
Total Valid	164	100.00	
Total	164	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	72	43.37	
Satisfied	71	42.77	
Neutral	20	12.05	
Dissatisfied	3	1.81	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	20		
Total Valid	166	100.00	
Total	166	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.31

Response	Frequency	Percent	Graph
Very Satisfied	79	47.31	
Satisfied	66	39.52	
Neutral	18	10.78	
Dissatisfied	3	1.80	
Very Dissatisfied	1	0.60	
<i>Don't Know - N/A</i>	20		
Total Valid	167	100.00	
Total	167	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	75	44.91	
Satisfied	68	40.72	
Neutral	23	13.77	
Dissatisfied	1	0.60	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	19		
Total Valid	167	100.00	
Total	167	100.00	

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

Mean: 4.27

Response	Frequency	Percent	Graph
Very Satisfied	69	42.33	
Satisfied	72	44.17	
Neutral	19	11.66	
Dissatisfied	3	1.84	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	24		
Total Valid	163	100.00	
Total	163	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	66	44.90	
Satisfied	50	34.01	
Neutral	25	17.01	
Dissatisfied	4	2.72	
Very Dissatisfied	2	1.36	
<i>Don't Know - N/A</i>	39		
Total Valid	147	100.00	
Total	147	100.00	

Business Office/Cashier - Website information

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	64	41.29	
Satisfied	59	38.06	
Neutral	30	19.35	
Dissatisfied	2	1.29	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	31		
Total Valid	155	100.00	
Total	155	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 3.87

Response	Frequency	Percent	Graph
Very Satisfied	25	33.33	
Satisfied	22	29.33	
Neutral	23	30.67	
Dissatisfied	3	4.00	
Very Dissatisfied	2	2.67	
<i>Don't Know - N/A</i>	108		
Total Valid	75	100.00	
Total	75	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 3.89

Response	Frequency	Percent	Graph
Very Satisfied	27	35.53	
Satisfied	20	26.32	
Neutral	25	32.89	
Dissatisfied	2	2.63	
Very Dissatisfied	2	2.63	
<i>Don't Know - N/A</i>	107		
Total Valid	76	100.00	
Total	76	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 3.87

Response	Frequency	Percent	Graph
Very Satisfied	25	32.89	
Satisfied	23	30.26	
Neutral	23	30.26	
Dissatisfied	3	3.95	
Very Dissatisfied	2	2.63	
<i>Don't Know - N/A</i>	107		
Total Valid	76	100.00	
Total	76	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 3.91

Response	Frequency	Percent	Graph
Very Satisfied	22	33.33	
Satisfied	21	31.82	
Neutral	20	30.30	
Dissatisfied	1	1.52	
Very Dissatisfied	2	3.03	
<i>Don't Know - N/A</i>	117		
Total Valid	66	100.00	
Total	66	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 3.72

Response	Frequency	Percent	Graph
Very Satisfied	20	27.78	
Satisfied	22	30.56	
Neutral	23	31.94	
Dissatisfied	4	5.56	
Very Dissatisfied	3	4.17	
<i>Don't Know - N/A</i>	111		
Total Valid	72	100.00	
Total	72	100.00	

Testing Services - Assistance of staff

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	48	34.53	
Satisfied	65	46.76	
Neutral	21	15.11	
Dissatisfied	3	2.16	
Very Dissatisfied	2	1.44	
<i>Don't Know - N/A</i>	43		
Total Valid	139	100.00	
Total	139	100.00	

Testing Services - Friendliness of staff

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	55	39.29	
Satisfied	66	47.14	
Neutral	16	11.43	
Dissatisfied	2	1.43	
Very Dissatisfied	1	0.71	
<i>Don't Know - N/A</i>	42		
Total Valid	140	100.00	
Total	140	100.00	

Testing Services - Knowledge of staff

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	52	37.14	
Satisfied	65	46.43	
Neutral	19	13.57	
Dissatisfied	1	0.71	
Very Dissatisfied	3	2.14	
<i>Don't Know - N/A</i>	42		
Total Valid	140	100.00	
Total	140	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	51	37.78	
Satisfied	65	48.15	
Neutral	14	10.37	
Dissatisfied	4	2.96	
Very Dissatisfied	1	0.74	
<i>Don't Know - N/A</i>	47		
Total Valid	135	100.00	
Total	135	100.00	

Testing Services - Website information

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	50	36.50	
Satisfied	66	48.18	
Neutral	18	13.14	
Dissatisfied	2	1.46	
Very Dissatisfied	1	0.73	
<i>Don't Know - N/A</i>	46		
Total Valid	137	100.00	
Total	137	100.00	

Instruction - Overall, teachers care about me

Mean: 3.95

Response	Frequency	Percent	Graph
Very Satisfied	65	34.95	
Satisfied	72	38.71	
Neutral	32	17.20	
Dissatisfied	9	4.84	
Very Dissatisfied	8	4.30	
<i>Don't Know - N/A</i>	0		
Total Valid	186	100.00	
Total	186	100.00	

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

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	84	45.16	
Satisfied	73	39.25	
Neutral	15	8.06	
Dissatisfied	7	3.76	
Very Dissatisfied	7	3.76	
<i>Don't Know - N/A</i>	0		
Total Valid	186	100.00	
Total	186	100.00	

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

Mean: 3.76

Response	Frequency	Percent	Graph
Very Satisfied	61	32.80	
Satisfied	64	34.41	
Neutral	30	16.13	
Dissatisfied	17	9.14	
Very Dissatisfied	14	7.53	
Don't Know - N/A	0		
Total Valid	186	100.00	
Total	186	100.00	

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

Mean: 3.91

Response	Frequency	Percent	Graph
Very Satisfied	69	37.10	
Satisfied	57	30.65	
Neutral	41	22.04	
Dissatisfied	13	6.99	
Very Dissatisfied	6	3.23	
Don't Know - N/A	0		
Total Valid	186	100.00	
Total	186	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	70	38.46	
Satisfied	73	40.11	
Neutral	32	17.58	
Dissatisfied	2	1.10	
Very Dissatisfied	5	2.75	
Don't Know - N/A	3		
Total Valid	182	100.00	
Total	182	100.00	

Overall-Student services routinely assisted me

Mean: 4.01

Response	Frequency	Percent	Graph
Very Satisfied	53	35.81	
Satisfied	55	37.16	
Neutral	30	20.27	
Dissatisfied	8	5.41	
Very Dissatisfied	2	1.35	
<i>Don't Know - N/A</i>	38		
Total Valid	148	100.00	
Total	148	100.00	

Overall-Access to technology resources was adequate

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	65	37.14	
Satisfied	74	42.29	
Neutral	27	15.43	
Dissatisfied	6	3.43	
Very Dissatisfied	3	1.71	
<i>Don't Know - N/A</i>	11		
Total Valid	175	100.00	
Total	175	100.00	

Overall-Training in the use of technology was available

Mean: 4.01

Response	Frequency	Percent	Graph
Very Satisfied	58	36.25	
Satisfied	62	38.75	
Neutral	29	18.13	
Dissatisfied	5	3.13	
Very Dissatisfied	6	3.75	
<i>Don't Know - N/A</i>	26		
Total Valid	160	100.00	
Total	160	100.00	

Overall-Efficiency receiving services

Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	58	35.15	
Satisfied	69	41.82	
Neutral	32	19.39	
Dissatisfied	3	1.82	
Very Dissatisfied	3	1.82	
<i>Don't Know - N/A</i>	21		
Total Valid	165	100.00	
Total	165	100.00	

Overall-Administration is approachable

Mean: 4.02

Response	Frequency	Percent	Graph
Very Satisfied	67	37.64	
Satisfied	64	35.96	
Neutral	35	19.66	
Dissatisfied	7	3.93	
Very Dissatisfied	5	2.81	
<i>Don't Know - N/A</i>	8		
Total Valid	178	100.00	
Total	178	100.00	

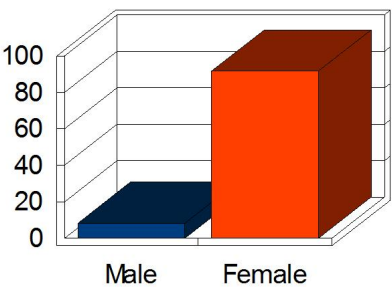
Overall-I feel like TVCC will help me with problems and cares about my issues

Mean: 3.76

Response	Frequency	Percent	Graph
Very Satisfied	57	31.15	
Satisfied	61	33.33	
Neutral	40	21.86	
Dissatisfied	14	7.65	
Very Dissatisfied	11	6.01	
<i>Don't Know - N/A</i>	3		
Total Valid	183	100.00	
Total	183	100.00	

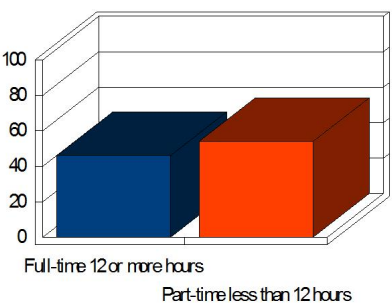
My gender is:

Mean: 1.92

Response	Frequency	Percent	Graph
Male	15	8.29	
Female	166	91.71	
Total Valid	181	100.00	
Total	181	100.00	

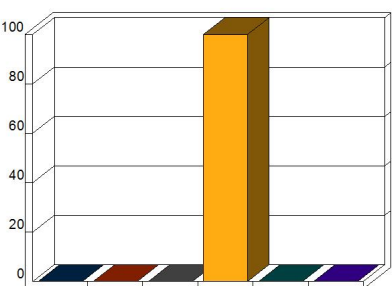
I am enrolled

Mean: 1.54

Response	Frequency	Percent	Graph
Full-time 12 or more hours	81	46.02	
Part-time less than 12 hours	95	53.98	
Total Valid	176	100.00	
Total	176	100.00	

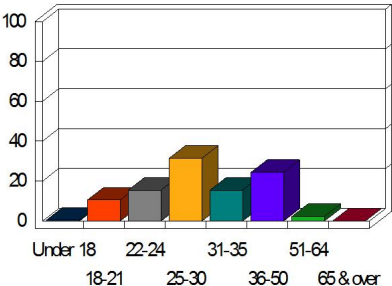
I take the majority of my classes

Mean: 4.00

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestine	0	0.00	
Terrell	0	0.00	
Kaufman HSC	187	100.00	
Through Dual Credit	0	0.00	
Internet Video Other Distance ED	0	0.00	
Medium	0	0.00	
Total Valid	187	100.00	
Total	187	100.00	

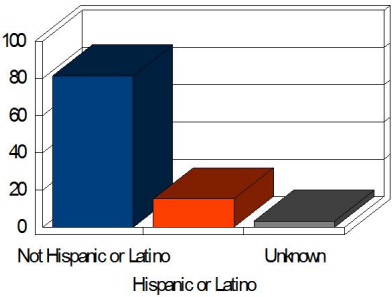
My age is:

Mean: 4.33

Response	Frequency	Percent	Graph
Under 18	1	0.55	
18-21	19	10.50	
22-24	28	15.47	
25-30	57	31.49	
31-35	28	15.47	
36-50	44	24.31	
51-64	4	2.21	
65 & over	0	0.00	
Total Valid	181	100.00	
Total	181	100.00	

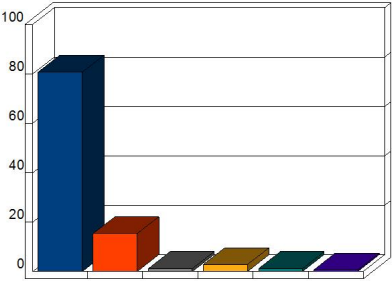
Ethnic Origin

Mean: 1.22

Response	Frequency	Percent	Graph
Not Hispanic or Latino	144	81.36	
Hispanic or Latino	27	15.25	
Unknown	6	3.39	
Total Valid	177	100.00	
Total	177	100.00	

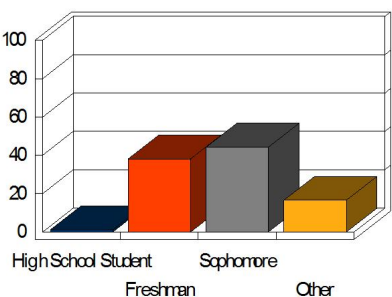
Race

Mean: -

Response	Frequency	Percent	Graph
White	142	80.68	
Black or African American	27	15.34	
Asian	2	1.14	
American Indian or Alaskan Native	5	2.84	
Native Hawaiian or Pacific Islander	2	1.14	
International	1	0.57	
Total Valid	176	100.00	
Total	176	100.00	

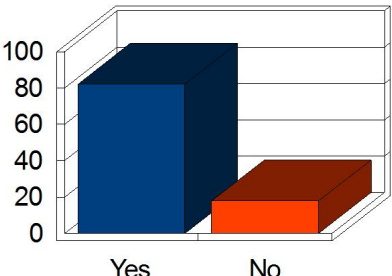
Student Classification:

Mean: 2.76

Response	Frequency	Percent	Graph
High School Student	2	1.10	
Freshman	69	38.12	
Sophomore	80	44.20	
Other	30	16.57	
Total Valid	181	100.00	
Total	181	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.18

Response	Frequency	Percent	Graph
Yes	147	82.12	
No	32	17.88	
Total Valid	179	100.00	
Total	179	100.00	

Trinity Valley Community College

Student Satisfaction Survey

Fall 2016

Palestine

Registration & Admissions - Assistance of staff

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	142	39.78	
Satisfied	164	45.94	
Neutral	42	11.76	
Dissatisfied	6	1.68	
Very Dissatisfied	3	0.84	
<i>Don't Know - N/A</i>	99		
Total Valid	357	100.00	
Total	357	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	163	45.15	
Satisfied	138	38.23	
Neutral	50	13.85	
Dissatisfied	7	1.94	
Very Dissatisfied	3	0.83	
<i>Don't Know - N/A</i>	95		
Total Valid	361	100.00	
Total	361	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	144	40.22	
Satisfied	148	41.34	
Neutral	55	15.36	
Dissatisfied	8	2.23	
Very Dissatisfied	3	0.84	
<i>Don't Know - N/A</i>	98		
Total Valid	358	100.00	
Total	358	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	120	35.71	
Satisfied	134	39.88	
Neutral	66	19.64	
Dissatisfied	12	3.57	
Very Dissatisfied	4	1.19	
<i>Don't Know - N/A</i>	118		
Total Valid	336	100.00	
Total	336	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	119	35.10	
Satisfied	150	44.25	
Neutral	58	17.11	
Dissatisfied	9	2.65	
Very Dissatisfied	3	0.88	
<i>Don't Know - N/A</i>	115		
Total Valid	339	100.00	
Total	339	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	124	35.03	
Satisfied	167	47.18	
Neutral	54	15.25	
Dissatisfied	8	2.26	
Very Dissatisfied	1	0.28	
<i>Don't Know - N/A</i>	101		
Total Valid	354	100.00	
Total	354	100.00	

Registration & Admissions - Online registration process

Mean: 3.87

Response	Frequency	Percent	Graph
Very Satisfied	72	25.99	
Satisfied	114	41.16	
Neutral	78	28.16	
Dissatisfied	10	3.61	
Very Dissatisfied	3	1.08	
<i>Don't Know - N/A</i>	176		
Total Valid	277	100.00	
Total	277	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	137	43.49	
Satisfied	123	39.05	
Neutral	46	14.60	
Dissatisfied	6	1.90	
Very Dissatisfied	3	0.95	
<i>Don't Know - N/A</i>	140		
Total Valid	315	100.00	
Total	315	100.00	

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

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	126	40.26	
Satisfied	125	39.94	
Neutral	47	15.02	
Dissatisfied	12	3.83	
Very Dissatisfied	3	0.96	
<i>Don't Know - N/A</i>	142		
Total Valid	313	100.00	
Total	313	100.00	

Registration & Admissions - Website information

Mean: 3.85

Response	Frequency	Percent	Graph
Very Satisfied	96	27.12	
Satisfied	146	41.24	
Neutral	87	24.58	
Dissatisfied	13	3.67	
Very Dissatisfied	12	3.39	
<i>Don't Know - N/A</i>	101		
Total Valid	354	100.00	
Total	354	100.00	

Financial Aid - Assistance of staff

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	89	39.04	
Satisfied	79	34.65	
Neutral	44	19.30	
Dissatisfied	9	3.95	
Very Dissatisfied	7	3.07	
<i>Don't Know - N/A</i>	222		
Total Valid	228	100.00	
Total	228	100.00	

Financial Aid - Friendliness of staff

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	92	40.35	
Satisfied	88	38.60	
Neutral	33	14.47	
Dissatisfied	4	1.75	
Very Dissatisfied	11	4.82	
<i>Don't Know - N/A</i>	222		
Total Valid	228	100.00	
Total	228	100.00	

Financial Aid - Knowledge of staff

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	95	41.85	
Satisfied	83	36.56	
Neutral	32	14.10	
Dissatisfied	11	4.85	
Very Dissatisfied	6	2.64	
<i>Don't Know - N/A</i>	223		
Total Valid	227	100.00	
Total	227	100.00	

Financial Aid - Information received is accurate

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	89	39.56	
Satisfied	82	36.44	
Neutral	43	19.11	
Dissatisfied	5	2.22	
Very Dissatisfied	6	2.67	
<i>Don't Know - N/A</i>	223		
Total Valid	225	100.00	
Total	225	100.00	

Financial Aid - Information presented is understandable

Mean: 4.06

Response	Frequency	Percent	Graph
Very Satisfied	83	36.40	
Satisfied	93	40.79	
Neutral	41	17.98	
Dissatisfied	5	2.19	
Very Dissatisfied	6	2.63	
<i>Don't Know - N/A</i>	221		
Total Valid	228	100.00	
Total	228	100.00	

Financial Aid - Financial aid process

Mean: 3.87

Response	Frequency	Percent	Graph
Very Satisfied	71	32.27	
Satisfied	85	38.64	
Neutral	41	18.64	
Dissatisfied	10	4.55	
Very Dissatisfied	13	5.91	
<i>Don't Know - N/A</i>	229		
Total Valid	220	100.00	
Total	220	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.84

Response	Frequency	Percent	Graph
Very Satisfied	69	32.70	
Satisfied	72	34.12	
Neutral	48	22.75	
Dissatisfied	11	5.21	
Very Dissatisfied	11	5.21	
<i>Don't Know - N/A</i>	237		
Total Valid	211	100.00	
Total	211	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 3.87

Response	Frequency	Percent	Graph
Very Satisfied	45	30.41	
Satisfied	49	33.11	
Neutral	48	32.43	
Dissatisfied	2	1.35	
Very Dissatisfied	4	2.70	
<i>Don't Know - N/A</i>	294		
Total Valid	148	100.00	
Total	148	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.84

Response	Frequency	Percent	Graph
Very Satisfied	64	31.53	
Satisfied	70	34.48	
Neutral	51	25.12	
Dissatisfied	8	3.94	
Very Dissatisfied	10	4.93	
<i>Don't Know - N/A</i>	246		
Total Valid	203	100.00	
Total	203	100.00	

Financial Aid - Website information

Mean: 3.85

Response	Frequency	Percent	Graph
Very Satisfied	67	29.91	
Satisfied	79	35.27	
Neutral	63	28.13	
Dissatisfied	7	3.13	
Very Dissatisfied	8	3.57	
<i>Don't Know - N/A</i>	224		
Total Valid	224	100.00	
Total	224	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	149	46.71	
Satisfied	123	38.56	
Neutral	41	12.85	
Dissatisfied	4	1.25	
Very Dissatisfied	2	0.63	
<i>Don't Know - N/A</i>	132		
Total Valid	319	100.00	
Total	319	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	160	49.84	
Satisfied	120	37.38	
Neutral	32	9.97	
Dissatisfied	5	1.56	
Very Dissatisfied	4	1.25	
<i>Don't Know - N/A</i>	130		
Total Valid	321	100.00	
Total	321	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	146	45.63	
Satisfied	122	38.13	
Neutral	42	13.13	
Dissatisfied	7	2.19	
Very Dissatisfied	3	0.94	
<i>Don't Know - N/A</i>	130		
Total Valid	320	100.00	
Total	320	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	128	41.42	
Satisfied	130	42.07	
Neutral	45	14.56	
Dissatisfied	2	0.65	
Very Dissatisfied	4	1.29	
<i>Don't Know - N/A</i>	143		
Total Valid	309	100.00	
Total	309	100.00	

Guidance/Counseling - Student advising process

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	120	39.22	
Satisfied	125	40.85	
Neutral	54	17.65	
Dissatisfied	2	0.65	
Very Dissatisfied	5	1.63	
<i>Don't Know - N/A</i>	145		
Total Valid	306	100.00	
Total	306	100.00	

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

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	130	41.80	
Satisfied	130	41.80	
Neutral	43	13.83	
Dissatisfied	4	1.29	
Very Dissatisfied	4	1.29	
<i>Don't Know - N/A</i>	141		
Total Valid	311	100.00	
Total	311	100.00	

Guidance/Counseling - Website information

Mean: 3.97

Response	Frequency	Percent	Graph
Very Satisfied	104	33.88	
Satisfied	119	38.76	
Neutral	65	21.17	
Dissatisfied	9	2.93	
Very Dissatisfied	10	3.26	
<i>Don't Know - N/A</i>	144		
Total Valid	307	100.00	
Total	307	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	132	42.17	
Satisfied	129	41.21	
Neutral	44	14.06	
Dissatisfied	5	1.60	
Very Dissatisfied	3	0.96	
<i>Don't Know - N/A</i>	137		
Total Valid	313	100.00	
Total	313	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	127	40.45	
Satisfied	129	41.08	
Neutral	44	14.01	
Dissatisfied	8	2.55	
Very Dissatisfied	6	1.91	
<i>Don't Know - N/A</i>	136		
Total Valid	314	100.00	
Total	314	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	125	40.06	
Satisfied	127	40.71	
Neutral	51	16.35	
Dissatisfied	5	1.60	
Very Dissatisfied	4	1.28	
<i>Don't Know - N/A</i>	138		
Total Valid	312	100.00	
Total	312	100.00	

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

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	109	37.59	
Satisfied	120	41.38	
Neutral	50	17.24	
Dissatisfied	7	2.41	
Very Dissatisfied	4	1.38	
<i>Don't Know - N/A</i>	160		
Total Valid	290	100.00	
Total	290	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.02

Response	Frequency	Percent	Graph
Very Satisfied	91	36.25	
Satisfied	92	36.65	
Neutral	57	22.71	
Dissatisfied	4	1.59	
Very Dissatisfied	7	2.79	
<i>Don't Know - N/A</i>	200		
Total Valid	251	100.00	
Total	251	100.00	

Business Office/Cashier - Website information

Mean: 3.91

Response	Frequency	Percent	Graph
Very Satisfied	93	32.07	
Satisfied	110	37.93	
Neutral	68	23.45	
Dissatisfied	7	2.41	
Very Dissatisfied	12	4.14	
<i>Don't Know - N/A</i>	159		
Total Valid	290	100.00	
Total	290	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	79	41.58	
Satisfied	62	32.63	
Neutral	42	22.11	
Dissatisfied	5	2.63	
Very Dissatisfied	2	1.05	
<i>Don't Know - N/A</i>	258		
Total Valid	190	100.00	
Total	190	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	79	41.58	
Satisfied	66	34.74	
Neutral	41	21.58	
Dissatisfied	2	1.05	
Very Dissatisfied	2	1.05	
<i>Don't Know - N/A</i>	258		
Total Valid	190	100.00	
Total	190	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	77	40.74	
Satisfied	68	35.98	
Neutral	40	21.16	
Dissatisfied	1	0.53	
Very Dissatisfied	3	1.59	
<i>Don't Know - N/A</i>	258		
Total Valid	189	100.00	
Total	189	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	59	36.42	
Satisfied	54	33.33	
Neutral	48	29.63	
Dissatisfied	0	0.00	
Very Dissatisfied	1	0.62	
<i>Don't Know - N/A</i>	286		
Total Valid	162	100.00	
Total	162	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	66	38.15	
Satisfied	54	31.21	
Neutral	48	27.75	
Dissatisfied	3	1.73	
Very Dissatisfied	2	1.16	
<i>Don't Know - N/A</i>	275		
Total Valid	173	100.00	
Total	173	100.00	

Testing Services - Assistance of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	124	39.62	
Satisfied	126	40.26	
Neutral	59	18.85	
Dissatisfied	1	0.32	
Very Dissatisfied	3	0.96	
<i>Don't Know - N/A</i>	138		
Total Valid	313	100.00	
Total	313	100.00	

Testing Services - Friendliness of staff

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	132	41.90	
Satisfied	126	40.00	
Neutral	52	16.51	
Dissatisfied	1	0.32	
Very Dissatisfied	4	1.27	
<i>Don't Know - N/A</i>	135		
Total Valid	315	100.00	
Total	315	100.00	

Testing Services - Knowledge of staff

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	131	42.12	
Satisfied	118	37.94	
Neutral	57	18.33	
Dissatisfied	3	0.96	
Very Dissatisfied	2	0.64	
<i>Don't Know - N/A</i>	139		
Total Valid	311	100.00	
Total	311	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	122	40.26	
Satisfied	112	36.96	
Neutral	57	18.81	
Dissatisfied	7	2.31	
Very Dissatisfied	5	1.65	
<i>Don't Know - N/A</i>	146		
Total Valid	303	100.00	
Total	303	100.00	

Testing Services - Website information

Mean: 4.01

Response	Frequency	Percent	Graph
Very Satisfied	105	35.35	
Satisfied	112	37.71	
Neutral	65	21.89	
Dissatisfied	8	2.69	
Very Dissatisfied	7	2.36	
<i>Don't Know - N/A</i>	151		
Total Valid	297	100.00	
Total	297	100.00	

Instruction - Overall, teachers care about me

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	223	50.80	
Satisfied	154	35.08	
Neutral	47	10.71	
Dissatisfied	13	2.96	
Very Dissatisfied	2	0.46	
<i>Don't Know - N/A</i>	16		
Total Valid	439	100.00	
Total	439	100.00	

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

Mean: 4.52

Response	Frequency	Percent	Graph
Very Satisfied	264	60.41	
Satisfied	144	32.95	
Neutral	24	5.49	
Dissatisfied	3	0.69	
Very Dissatisfied	2	0.46	
<i>Don't Know - N/A</i>	17		
Total Valid	437	100.00	
Total	437	100.00	

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

Mean: 4.47

Response	Frequency	Percent	Graph
Very Satisfied	256	58.45	
Satisfied	146	33.33	
Neutral	27	6.16	
Dissatisfied	6	1.37	
Very Dissatisfied	3	0.68	
<i>Don't Know - N/A</i>	16		
Total Valid	438	100.00	
Total	438	100.00	

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

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	237	54.48	
Satisfied	146	33.56	
Neutral	36	8.28	
Dissatisfied	11	2.53	
Very Dissatisfied	5	1.15	
<i>Don't Know - N/A</i>	20		
Total Valid	435	100.00	
Total	435	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.39

Response	Frequency	Percent	Graph
Very Satisfied	235	54.91	
Satisfied	138	32.24	
Neutral	47	10.98	
Dissatisfied	3	0.70	
Very Dissatisfied	5	1.17	
<i>Don't Know - N/A</i>	25		
Total Valid	428	100.00	
Total	428	100.00	

Overall-Student services routinely assisted me

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	135	38.57	
Satisfied	138	39.43	
Neutral	67	19.14	
Dissatisfied	6	1.71	
Very Dissatisfied	4	1.14	
<i>Don't Know - N/A</i>	101		
Total Valid	350	100.00	
Total	350	100.00	

Overall-Access to technology resources was adequate

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	168	42.97	
Satisfied	165	42.20	
Neutral	45	11.51	
Dissatisfied	7	1.79	
Very Dissatisfied	6	1.53	
<i>Don't Know - N/A</i>	60		
Total Valid	391	100.00	
Total	391	100.00	

Overall-Training in the use of technology was available

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	137	38.16	
Satisfied	136	37.88	
Neutral	71	19.78	
Dissatisfied	6	1.67	
Very Dissatisfied	9	2.51	
<i>Don't Know - N/A</i>	91		
Total Valid	359	100.00	
Total	359	100.00	

Overall-Efficiency receiving services

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	142	37.27	
Satisfied	152	39.90	
Neutral	77	20.21	
Dissatisfied	4	1.05	
Very Dissatisfied	6	1.57	
<i>Don't Know - N/A</i>	73		
Total Valid	381	100.00	
Total	381	100.00	

Overall-Administration is approachable

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	163	41.79	
Satisfied	155	39.74	
Neutral	60	15.38	
Dissatisfied	5	1.28	
Very Dissatisfied	7	1.79	
<i>Don't Know - N/A</i>	64		
Total Valid	390	100.00	
Total	390	100.00	

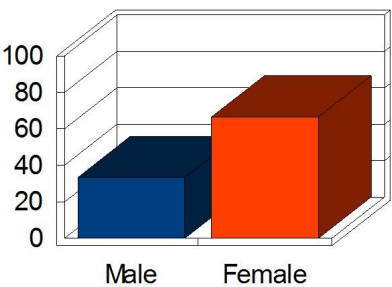
Overall-I feel like TVCC will help me with problems and cares about my issues

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	163	40.55	
Satisfied	151	37.56	
Neutral	65	16.17	
Dissatisfied	12	2.99	
Very Dissatisfied	11	2.74	
<i>Don't Know - N/A</i>	52		
Total Valid	402	100.00	
Total	402	100.00	

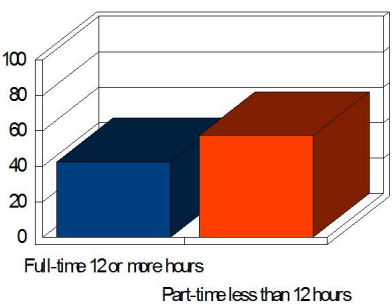
My gender is:

Mean: 1.67

Response	Frequency	Percent	Graph
Male	151	33.41	
Female	301	66.59	
Total Valid	452	100.00	
Total	452	100.00	

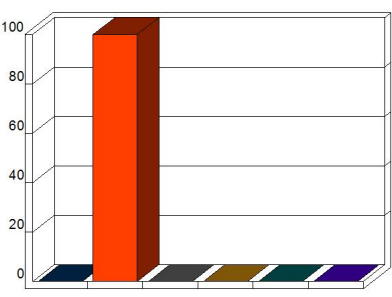
I am enrolled

Mean: 1.57

Response	Frequency	Percent	Graph
Full-time 12 or more hours	188	42.53	
Part-time less than 12 hours	254	57.47	
Total Valid	442	100.00	
Total	442	100.00	

I take the majority of my classes

Mean: 2.00

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestine	457	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	457	100.00	
Total	457	100.00	

My age is:

Mean: 2.13

Response	Frequency	Percent	Graph
Under 18	221	49.00	
18-21	128	28.38	
22-24	20	4.43	
25-30	23	5.10	
31-35	28	6.21	
36-50	26	5.76	
51-64	3	0.67	
65 & over	2	0.44	
Total Valid	451	100.00	
Total	451	100.00	

Ethnic Origin

Mean: 1.36

Response	Frequency	Percent	Graph
Not Hispanic or Latino	313	70.02	
Hispanic or Latino	108	24.16	
Unknown	26	5.82	
Total Valid	447	100.00	
Total	447	100.00	

Race

Mean: -

Response	Frequency	Percent	Graph
White	297	71.74	
Black or African American	72	17.39	
Asian	9	2.17	
American Indian or Alaskan Native	38	9.18	
Native Hawaiian or Pacific Islander	4	0.97	
International	20	4.83	
Total Valid	414	100.00	
Total	414	100.00	

Student Classification:

Mean: 1.86

Response	Frequency	Percent	Graph
High School Student	234	52.47	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis lists four categories: High School Student, Freshman, Sophomore, and Other. The bars are colored blue, orange, grey, and yellow respectively. The heights of the bars correspond to the percentages: High School Student is approximately 52.5%, Freshman is approximately 20.9%, Sophomore is approximately 15.3%, and Other is approximately 11.4%.</p>
Freshman	93	20.85	
Sophomore	68	15.25	
Other	51	11.43	
Total Valid	446	100.00	
Total	446	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.04

Response	Frequency	Percent	Graph
Yes	428	96.18	<p>A 3D bar chart with a vertical axis from 0 to 100. The horizontal axis lists two categories: Yes and No. The bars are colored blue and orange respectively. The heights of the bars correspond to the percentages: Yes is approximately 96.2% and No is approximately 3.8%.</p>
No	17	3.82	
Total Valid	445	100.00	
Total	445	100.00	

Trinity Valley Community College

Student Satisfaction Survey

Fall 2016

Terrell

Registration & Admissions - Assistance of staff

Mean: 4.34

Response	Frequency	Percent	Graph
Very Satisfied	277	47.03	
Satisfied	246	41.77	
Neutral	59	10.02	
Dissatisfied	6	1.02	
Very Dissatisfied	1	0.17	
Don't Know - N/A	0		
Total Valid	589	100.00	
Total	589	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.35

Response	Frequency	Percent	Graph
Very Satisfied	277	47.03	
Satisfied	246	41.77	
Neutral	60	10.19	
Dissatisfied	5	0.85	
Very Dissatisfied	1	0.17	
Don't Know - N/A	0		
Total Valid	589	100.00	
Total	589	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	242	41.51	
Satisfied	239	40.99	
Neutral	94	16.12	
Dissatisfied	6	1.03	
Very Dissatisfied	2	0.34	
Don't Know - N/A	3		
Total Valid	583	100.00	
Total	583	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	267	46.11	
Satisfied	228	39.38	
Neutral	71	12.26	
Dissatisfied	11	1.90	
Very Dissatisfied	2	0.35	
<i>Don't Know - N/A</i>	6		
Total Valid	579	100.00	
Total	579	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.34

Response	Frequency	Percent	Graph
Very Satisfied	289	49.49	
Satisfied	216	36.99	
Neutral	69	11.82	
Dissatisfied	9	1.54	
Very Dissatisfied	1	0.17	
<i>Don't Know - N/A</i>	4		
Total Valid	584	100.00	
Total	584	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	259	44.12	
Satisfied	240	40.89	
Neutral	81	13.80	
Dissatisfied	6	1.02	
Very Dissatisfied	1	0.17	
<i>Don't Know - N/A</i>	1		
Total Valid	587	100.00	
Total	587	100.00	

Registration & Admissions - Online registration process

Mean: 4.01

Response	Frequency	Percent	Graph
Very Satisfied	153	34.15	
Satisfied	159	35.49	
Neutral	124	27.68	
Dissatisfied	12	2.68	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	135		
Total Valid	448	100.00	
Total	448	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	291	51.14	
Satisfied	217	38.14	
Neutral	50	8.79	
Dissatisfied	8	1.41	
Very Dissatisfied	3	0.53	
<i>Don't Know - N/A</i>	18		
Total Valid	569	100.00	
Total	569	100.00	

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

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	262	46.37	
Satisfied	207	36.64	
Neutral	79	13.98	
Dissatisfied	14	2.48	
Very Dissatisfied	3	0.53	
<i>Don't Know - N/A</i>	21		
Total Valid	565	100.00	
Total	565	100.00	

Registration & Admissions - Website information

Mean: 3.93

Response	Frequency	Percent	Graph
Very Satisfied	176	30.72	
Satisfied	221	38.57	
Neutral	144	25.13	
Dissatisfied	24	4.19	
Very Dissatisfied	8	1.40	
<i>Don't Know - N/A</i>	12		
Total Valid	573	100.00	
Total	573	100.00	

Financial Aid - Assistance of staff

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	209	45.14	
Satisfied	139	30.02	
Neutral	98	21.17	
Dissatisfied	13	2.81	
Very Dissatisfied	4	0.86	
<i>Don't Know - N/A</i>	117		
Total Valid	463	100.00	
Total	463	100.00	

Financial Aid - Friendliness of staff

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	203	43.75	
Satisfied	144	31.03	
Neutral	90	19.40	
Dissatisfied	22	4.74	
Very Dissatisfied	5	1.08	
<i>Don't Know - N/A</i>	116		
Total Valid	464	100.00	
Total	464	100.00	

Financial Aid - Knowledge of staff

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	200	43.48	
Satisfied	160	34.78	
Neutral	87	18.91	
Dissatisfied	10	2.17	
Very Dissatisfied	3	0.65	
<i>Don't Know - N/A</i>	117		
Total Valid	460	100.00	
Total	460	100.00	

Financial Aid - Information received is accurate

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	200	43.20	
Satisfied	171	36.93	
Neutral	79	17.06	
Dissatisfied	7	1.51	
Very Dissatisfied	6	1.30	
<i>Don't Know - N/A</i>	115		
Total Valid	463	100.00	
Total	463	100.00	

Financial Aid - Information presented is understandable

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	186	40.00	
Satisfied	181	38.92	
Neutral	87	18.71	
Dissatisfied	7	1.51	
Very Dissatisfied	4	0.86	
<i>Don't Know - N/A</i>	114		
Total Valid	465	100.00	
Total	465	100.00	

Financial Aid - Financial aid process

Mean: 4.01

Response	Frequency	Percent	Graph
Very Satisfied	180	39.47	
Satisfied	142	31.14	
Neutral	101	22.15	
Dissatisfied	25	5.48	
Very Dissatisfied	8	1.75	
<i>Don't Know - N/A</i>	123		
Total Valid	456	100.00	
Total	456	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.95

Response	Frequency	Percent	Graph
Very Satisfied	152	35.51	
Satisfied	140	32.71	
Neutral	110	25.70	
Dissatisfied	16	3.74	
Very Dissatisfied	10	2.34	
<i>Don't Know - N/A</i>	152		
Total Valid	428	100.00	
Total	428	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 3.89

Response	Frequency	Percent	Graph
Very Satisfied	93	32.75	
Satisfied	77	27.11	
Neutral	109	38.38	
Dissatisfied	1	0.35	
Very Dissatisfied	4	1.41	
<i>Don't Know - N/A</i>	285		
Total Valid	284	100.00	
Total	284	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.99

Response	Frequency	Percent	Graph
Very Satisfied	156	38.33	
Satisfied	122	29.98	
Neutral	105	25.80	
Dissatisfied	16	3.93	
Very Dissatisfied	8	1.97	
<i>Don't Know - N/A</i>	170		
Total Valid	407	100.00	
Total	407	100.00	

Financial Aid - Website information

Mean: 3.97

Response	Frequency	Percent	Graph
Very Satisfied	157	34.89	
Satisfied	154	34.22	
Neutral	116	25.78	
Dissatisfied	16	3.56	
Very Dissatisfied	7	1.56	
<i>Don't Know - N/A</i>	129		
Total Valid	450	100.00	
Total	450	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.31

Response	Frequency	Percent	Graph
Very Satisfied	253	47.56	
Satisfied	204	38.35	
Neutral	64	12.03	
Dissatisfied	9	1.69	
Very Dissatisfied	2	0.38	
<i>Don't Know - N/A</i>	49		
Total Valid	532	100.00	
Total	532	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	270	50.37	
Satisfied	187	34.89	
Neutral	67	12.50	
Dissatisfied	11	2.05	
Very Dissatisfied	1	0.19	
<i>Don't Know - N/A</i>	47		
Total Valid	536	100.00	
Total	536	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	251	46.83	
Satisfied	202	37.69	
Neutral	74	13.81	
Dissatisfied	8	1.49	
Very Dissatisfied	1	0.19	
<i>Don't Know - N/A</i>	47		
Total Valid	536	100.00	
Total	536	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	224	42.91	
Satisfied	204	39.08	
Neutral	81	15.52	
Dissatisfied	10	1.92	
Very Dissatisfied	3	0.57	
<i>Don't Know - N/A</i>	59		
Total Valid	522	100.00	
Total	522	100.00	

Guidance/Counseling - Student advising process

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	226	43.55	
Satisfied	194	37.38	
Neutral	80	15.41	
Dissatisfied	14	2.70	
Very Dissatisfied	5	0.96	
<i>Don't Know - N/A</i>	63		
Total Valid	519	100.00	
Total	519	100.00	

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

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	250	47.08	
Satisfied	194	36.53	
Neutral	73	13.75	
Dissatisfied	12	2.26	
Very Dissatisfied	2	0.38	
<i>Don't Know - N/A</i>	50		
Total Valid	531	100.00	
Total	531	100.00	

Guidance/Counseling - Website information

Mean: 4.06

Response	Frequency	Percent	Graph
Very Satisfied	187	37.40	
Satisfied	176	35.20	
Neutral	121	24.20	
Dissatisfied	13	2.60	
Very Dissatisfied	3	0.60	
<i>Don't Know - N/A</i>	80		
Total Valid	500	100.00	
Total	500	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.27

Response	Frequency	Percent	Graph
Very Satisfied	245	44.63	
Satisfied	217	39.53	
Neutral	77	14.03	
Dissatisfied	8	1.46	
Very Dissatisfied	2	0.36	
<i>Don't Know - N/A</i>	35		
Total Valid	549	100.00	
Total	549	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	239	43.61	
Satisfied	206	37.59	
Neutral	86	15.69	
Dissatisfied	12	2.19	
Very Dissatisfied	5	0.91	
<i>Don't Know - N/A</i>	36		
Total Valid	548	100.00	
Total	548	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	232	42.49	
Satisfied	213	39.01	
Neutral	93	17.03	
Dissatisfied	7	1.28	
Very Dissatisfied	1	0.18	
<i>Don't Know - N/A</i>	36		
Total Valid	546	100.00	
Total	546	100.00	

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

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	232	43.04	
Satisfied	217	40.26	
Neutral	83	15.40	
Dissatisfied	5	0.93	
Very Dissatisfied	2	0.37	
<i>Don't Know - N/A</i>	45		
Total Valid	539	100.00	
Total	539	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	176	39.91	
Satisfied	152	34.47	
Neutral	103	23.36	
Dissatisfied	8	1.81	
Very Dissatisfied	2	0.45	
<i>Don't Know - N/A</i>	138		
Total Valid	441	100.00	
Total	441	100.00	

Business Office/Cashier - Website information

Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	182	36.33	
Satisfied	186	37.13	
Neutral	122	24.35	
Dissatisfied	6	1.20	
Very Dissatisfied	5	1.00	
<i>Don't Know - N/A</i>	80		
Total Valid	501	100.00	
Total	501	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	128	40.89	
Satisfied	97	30.99	
Neutral	84	26.84	
Dissatisfied	3	0.96	
Very Dissatisfied	1	0.32	
<i>Don't Know - N/A</i>	255		
Total Valid	313	100.00	
Total	313	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	130	41.53	
Satisfied	89	28.43	
Neutral	93	29.71	
Dissatisfied	0	0.00	
Very Dissatisfied	1	0.32	
<i>Don't Know - N/A</i>	255		
Total Valid	313	100.00	
Total	313	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	122	39.10	
Satisfied	96	30.77	
Neutral	90	28.85	
Dissatisfied	3	0.96	
Very Dissatisfied	1	0.32	
<i>Don't Know - N/A</i>	255		
Total Valid	312	100.00	
Total	312	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	98	35.13	
Satisfied	87	31.18	
Neutral	91	32.62	
Dissatisfied	1	0.36	
Very Dissatisfied	2	0.72	
<i>Don't Know - N/A</i>	286		
Total Valid	279	100.00	
Total	279	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	113	37.54	
Satisfied	93	30.90	
Neutral	89	29.57	
Dissatisfied	2	0.66	
Very Dissatisfied	4	1.33	
<i>Don't Know - N/A</i>	267		
Total Valid	301	100.00	
Total	301	100.00	

Testing Services - Assistance of staff

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	188	42.92	
Satisfied	169	38.58	
Neutral	79	18.04	
Dissatisfied	1	0.23	
Very Dissatisfied	1	0.23	
<i>Don't Know - N/A</i>	137		
Total Valid	438	100.00	
Total	438	100.00	

Testing Services - Friendliness of staff

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	185	41.95	
Satisfied	173	39.23	
Neutral	79	17.91	
Dissatisfied	4	0.91	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	136		
Total Valid	441	100.00	
Total	441	100.00	

Testing Services - Knowledge of staff

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	188	42.73	
Satisfied	165	37.50	
Neutral	81	18.41	
Dissatisfied	5	1.14	
Very Dissatisfied	1	0.23	
<i>Don't Know - N/A</i>	136		
Total Valid	440	100.00	
Total	440	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	178	40.45	
Satisfied	154	35.00	
Neutral	91	20.68	
Dissatisfied	10	2.27	
Very Dissatisfied	7	1.59	
<i>Don't Know - N/A</i>	136		
Total Valid	440	100.00	
Total	440	100.00	

Testing Services - Website information

Mean: 4.04

Response	Frequency	Percent	Graph
Very Satisfied	150	35.63	
Satisfied	154	36.58	
Neutral	105	24.94	
Dissatisfied	7	1.66	
Very Dissatisfied	5	1.19	
<i>Don't Know - N/A</i>	155		
Total Valid	421	100.00	
Total	421	100.00	

Instruction - Overall, teachers care about me

Mean: 4.42

Response	Frequency	Percent	Graph
Very Satisfied	312	53.61	
Satisfied	209	35.91	
Neutral	55	9.45	
Dissatisfied	5	0.86	
Very Dissatisfied	1	0.17	
<i>Don't Know - N/A</i>	2		
Total Valid	582	100.00	
Total	582	100.00	

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

Mean: 4.59

Response	Frequency	Percent	Graph
Very Satisfied	380	64.96	
Satisfied	177	30.26	
Neutral	23	3.93	
Dissatisfied	5	0.85	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	585	100.00	
Total	585	100.00	

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

Mean: 4.56

Response	Frequency	Percent	Graph
Very Satisfied	372	63.59	
Satisfied	176	30.09	
Neutral	31	5.30	
Dissatisfied	6	1.03	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	1		
Total Valid	585	100.00	
Total	585	100.00	

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

Mean: 4.51

Response	Frequency	Percent	Graph
Very Satisfied	356	61.27	
Satisfied	172	29.60	
Neutral	45	7.75	
Dissatisfied	7	1.20	
Very Dissatisfied	1	0.17	
<i>Don't Know - N/A</i>	2		
Total Valid	581	100.00	
Total	581	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.48

Response	Frequency	Percent	Graph
Very Satisfied	337	59.02	
Satisfied	176	30.82	
Neutral	52	9.11	
Dissatisfied	5	0.88	
Very Dissatisfied	1	0.18	
<i>Don't Know - N/A</i>	11		
Total Valid	571	100.00	
Total	571	100.00	

Overall-Student services routinely assisted me

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	225	43.52	
Satisfied	196	37.91	
Neutral	93	17.99	
Dissatisfied	3	0.58	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	65		
Total Valid	517	100.00	
Total	517	100.00	

Overall-Access to technology resources was adequate

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	252	45.24	
Satisfied	232	41.65	
Neutral	61	10.95	
Dissatisfied	10	1.80	
Very Dissatisfied	2	0.36	
<i>Don't Know - N/A</i>	25		
Total Valid	557	100.00	
Total	557	100.00	

Overall-Training in the use of technology was available

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	219	42.03	
Satisfied	198	38.00	
Neutral	96	18.43	
Dissatisfied	4	0.77	
Very Dissatisfied	4	0.77	
<i>Don't Know - N/A</i>	59		
Total Valid	521	100.00	
Total	521	100.00	

Overall-Efficiency receiving services

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	223	40.77	
Satisfied	227	41.50	
Neutral	92	16.82	
Dissatisfied	5	0.91	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	34		
Total Valid	547	100.00	
Total	547	100.00	

Overall-Administration is approachable

Mean: 4.27

Response	Frequency	Percent	Graph
Very Satisfied	252	44.21	
Satisfied	228	40.00	
Neutral	86	15.09	
Dissatisfied	2	0.35	
Very Dissatisfied	2	0.35	
<i>Don't Know - N/A</i>	16		
Total Valid	570	100.00	
Total	570	100.00	

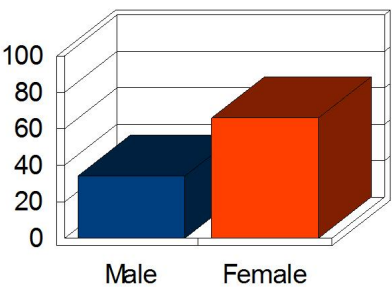
Overall-I feel like TVCC will help me with problems and cares about my issues

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	255	44.43	
Satisfied	204	35.54	
Neutral	106	18.47	
Dissatisfied	2	0.35	
Very Dissatisfied	7	1.22	
<i>Don't Know - N/A</i>	12		
Total Valid	574	100.00	
Total	574	100.00	

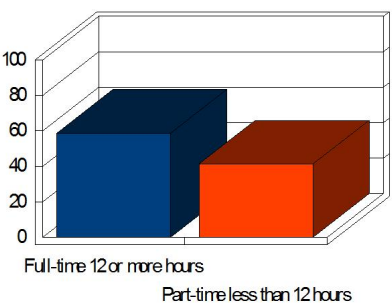
My gender is:

Mean: 1.66

Response	Frequency	Percent	Graph
Male	195	34.09	
Female	377	65.91	
Total Valid	572	100.00	
Total	572	100.00	

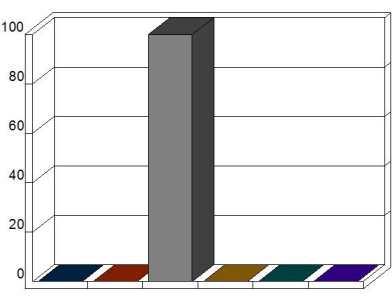
I am enrolled

Mean: 1.41

Response	Frequency	Percent	Graph
Full-time 12 or more hours	325	58.66	
Part-time less than 12 hours	229	41.34	
Total Valid	554	100.00	
Total	554	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	589	100.00	
Kaufman HSC	0	0.00	
Through Dual Credit	0	0.00	
Internet Video Other Distance ED Medium	0	0.00	
Total Valid	589	100.00	
Total	589	100.00	

My age is:

Mean: 2.81

Response	Frequency	Percent	Graph
Under 18	19	3.33	
18-21	360	63.05	
22-24	48	8.41	
25-30	61	10.68	
31-35	35	6.13	
36-50	36	6.30	
51-64	12	2.10	
65 & over	0	0.00	
Total Valid	571	100.00	
Total	571	100.00	

Ethnic Origin

Mean: 1.41

Response	Frequency	Percent	Graph
Not Hispanic or Latino	366	64.78	
Hispanic or Latino	167	29.56	
Unknown	32	5.66	
Total Valid	565	100.00	
Total	565	100.00	

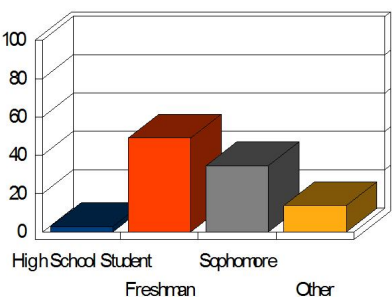
Race

Mean: -

Response	Frequency	Percent	Graph
White	428	83.76	
Black or African American	61	11.94	
Asian	9	1.76	
American Indian or Alaskan Native	24	4.70	
Native Hawaiian or Pacific Islander	0	0.00	
International	16	3.13	
Total Valid	511	100.00	
Total	511	100.00	

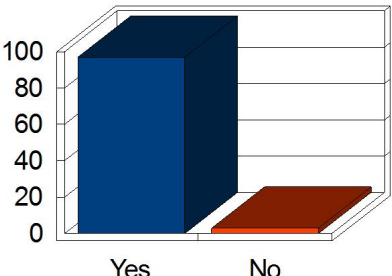
Student Classification:

Mean: 2.59

Response	Frequency	Percent	Graph
High School Student	16	2.82	
Freshman	278	48.94	
Sophomore	196	34.51	
Other	78	13.73	
Total Valid	568	100.00	
Total	568	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.03

Response	Frequency	Percent	Graph
Yes	549	97.00	
No	17	3.00	
Total Valid	566	100.00	
Total	566	100.00	

Trinity Valley Community College

Student Satisfaction Survey

Fall 2016

Through Dual Credit

Registration & Admissions - Assistance of staff

Mean: 4.60

Response	Frequency	Percent	Graph
Very Satisfied	3	60.00	
Satisfied	2	40.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	5	100.00	
Total	5	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.60

Response	Frequency	Percent	Graph
Very Satisfied	3	60.00	
Satisfied	2	40.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	5	100.00	
Total	5	100.00	

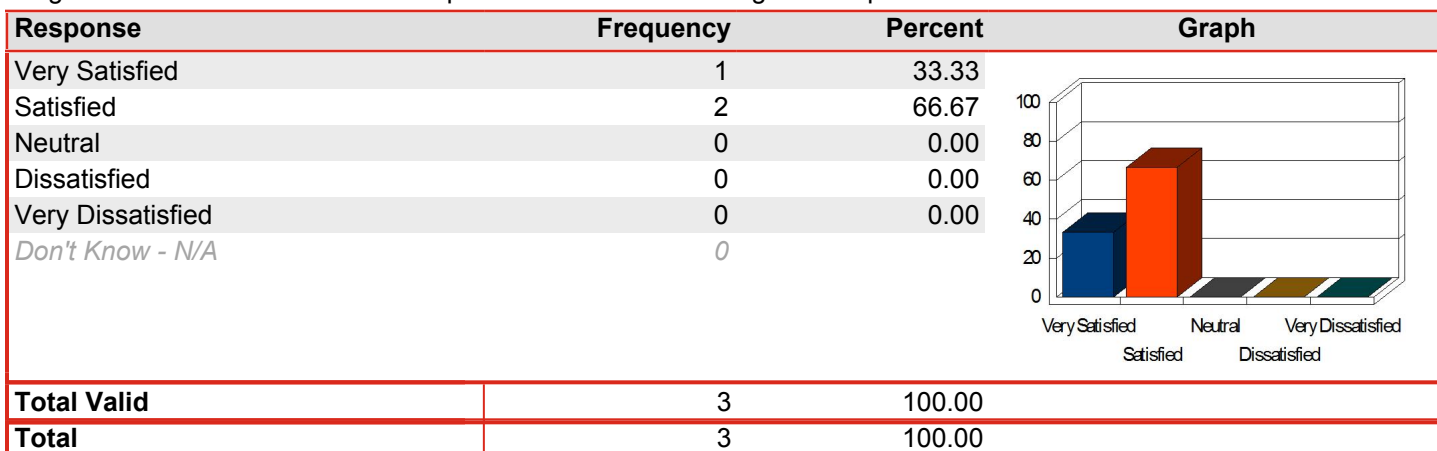
Registration & Admissions - Knowledge of staff

Mean: 4.60

Response	Frequency	Percent	Graph
Very Satisfied	3	60.00	
Satisfied	2	40.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	5	100.00	
Total	5	100.00	

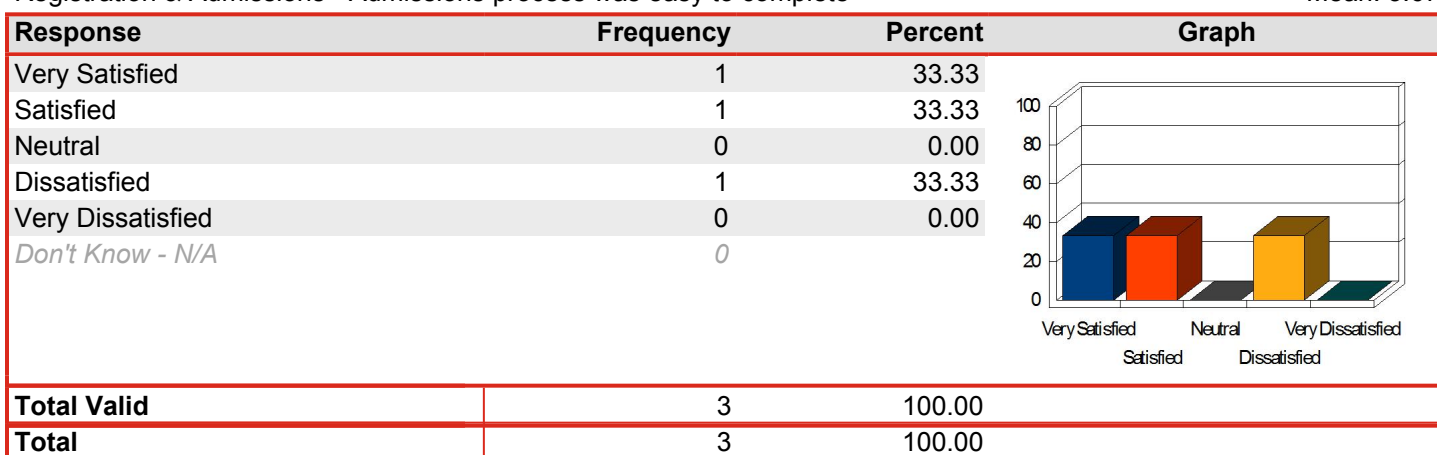
Registration & Admissions - Staff helped me understand the registration process

Mean: 4.33



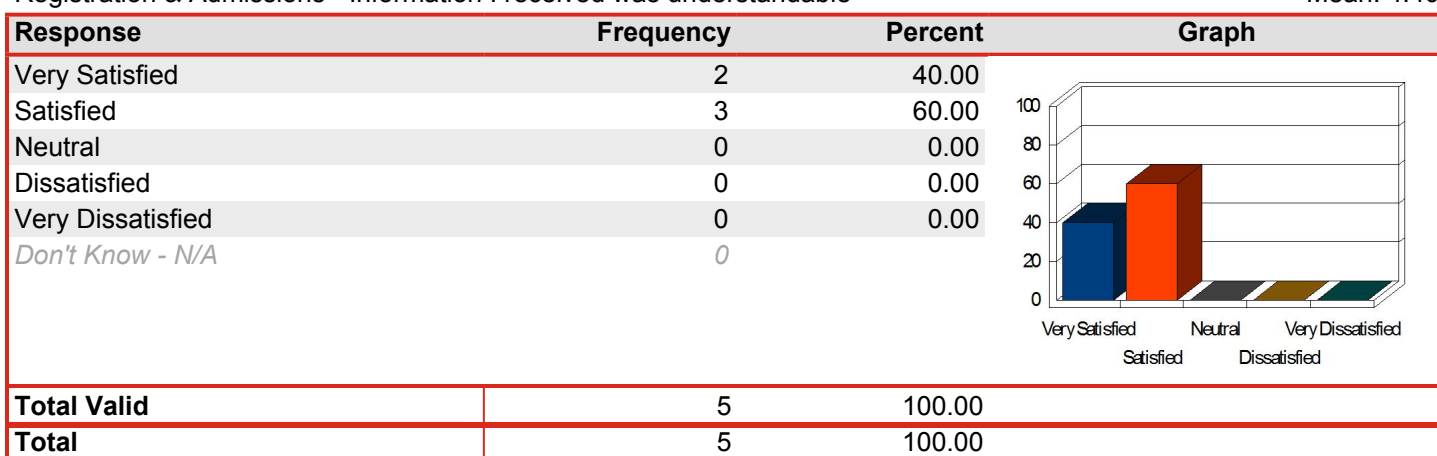
Registration & Admissions - Admissions process was easy to complete

Mean: 3.67



Registration & Admissions - Information I received was understandable

Mean: 4.40



Registration & Admissions - Online registration process

Mean: 3.80

Response	Frequency	Percent	Graph
Very Satisfied	2	40.00	
Satisfied	1	20.00	
Neutral	1	20.00	
Dissatisfied	1	20.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	5	100.00	
Total	5	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	1	33.33	
Satisfied	2	66.67	
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 - Advisement during face-to-face registration

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	1	33.33	
Satisfied	2	66.67	
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 - Website information

Mean: 4.50

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

Financial Aid - Assistance of staff

Mean: 4.00

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

Financial Aid - Friendliness of staff

Mean: 4.00

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

Financial Aid - Knowledge of staff

Mean: 4.00

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

Financial Aid - Information received is accurate

Mean: 4.00

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

Financial Aid - Information presented is understandable

Mean: 4.00

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

Financial Aid - Financial aid process

Mean: 4.00

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

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: -

Response	Frequency	Percent	Graph
Very Satisfied	0	0.00	
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	0	0.00	
Total	0	0.00	

Financial Aid - Assistance for Veteran benefits

Mean: -

Response	Frequency	Percent	Graph
Very Satisfied	0	0.00	
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	0	0.00	
Total	0	0.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: -

Response	Frequency	Percent	Graph
Very Satisfied	0	0.00	
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	0	0.00	
Total	0	0.00	

Financial Aid - Website information

Mean: 4.00

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

Guidance/Counseling - Assistance of staff

Mean: 4.00

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

Guidance/Counseling - Friendliness of staff

Mean: 4.00

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

Guidance/Counseling - Knowledge of staff

Mean: 4.00

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

Guidance/Counseling - My problems are resolved effectively

Mean: 4.00

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

Guidance/Counseling - Student advising process

Mean: 4.00

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

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

Mean: 4.00

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

Guidance/Counseling - Website information

Mean: 4.00

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

Business Office/Cashier - Assistance of staff

Mean: 4.50

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

Business Office/Cashier - Friendliness of staff

Mean: 4.50

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

Business Office/Cashier - Knowledge of staff

Mean: 4.50

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

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

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	1	33.33	
Satisfied	2	66.67	
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 receiving Pell and loan resources

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	0	0.00	
Satisfied	3	100.00	
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 - Website information

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	0	0.00	
Satisfied	3	100.00	
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: 3.00

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

Tutoring/CAPS - Friendliness of staff

Mean: 3.00

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

Tutoring/CAPS - Knowledge of staff

Mean: 3.00

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

Tutoring/CAPS - Documented student disability services

Mean: -

Response	Frequency	Percent	Graph
Very Satisfied	0	0.00	
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	0	0.00	
Total	0	0.00	

Tutoring/CAPS - Peer tutoring services

Mean: 3.00

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

Testing Services - Assistance of staff

Mean: 3.50

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

Testing Services - Friendliness of staff

Mean: 3.50

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

Testing Services - Knowledge of staff

Mean: 3.50

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

Testing Services - Testing Center hours are adequate

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>	0		
Total Valid	1	100.00	
Total	1	100.00	

Testing Services - Website information

Mean: -

Response	Frequency	Percent	Graph
Very Satisfied	0	0.00	
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	0	0.00	
Total	0	0.00	

Instruction - Overall, teachers care about me

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	3	60.00	
Satisfied	1	20.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	1	20.00	
<i>Don't Know - N/A</i>	0		
Total Valid	5	100.00	
Total	5	100.00	

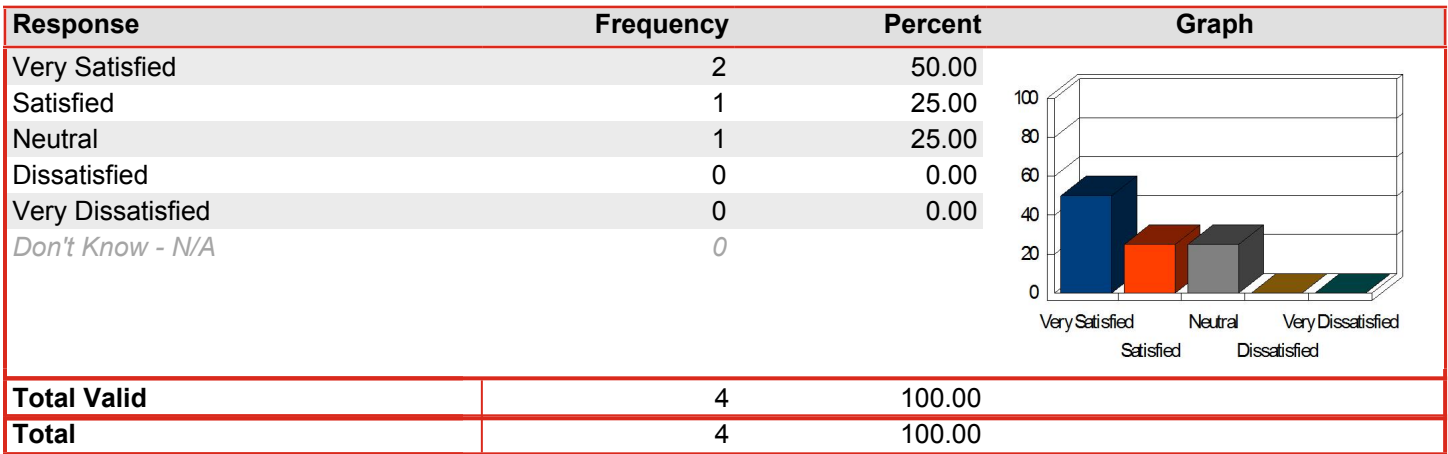
Instruction - First class day syllabus and course material were adequately provided

Mean: 4.40

Response	Frequency	Percent	Graph
Very Satisfied	2	40.00	
Satisfied	3	60.00	
Neutral	0	0.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	0		
Total Valid	5	100.00	
Total	5	100.00	

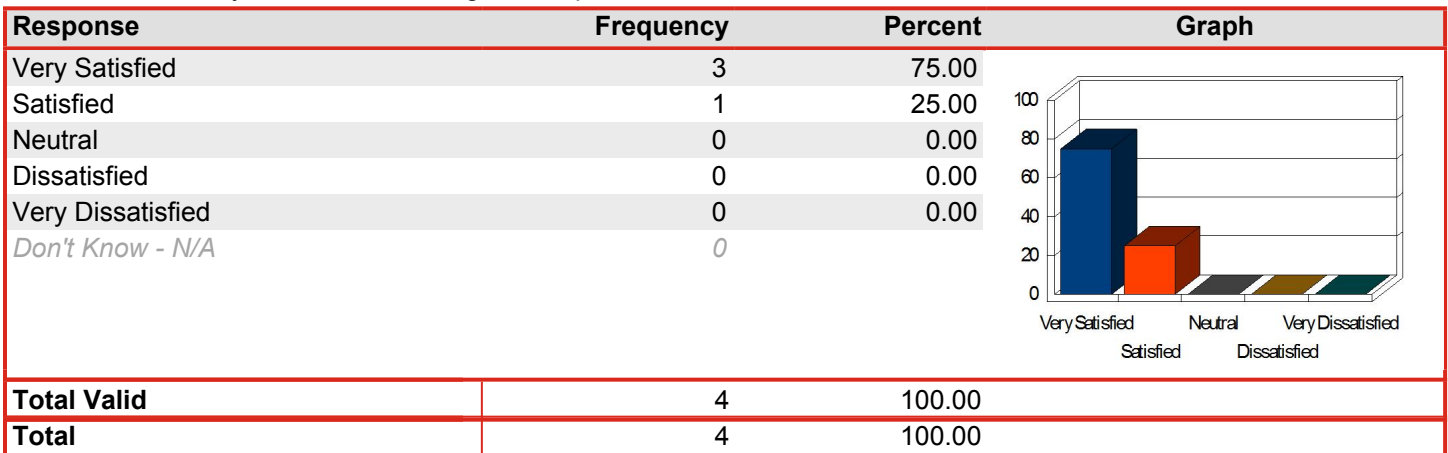
Instruction - Instructors were well-prepared and organized on first class day

Mean: 4.25



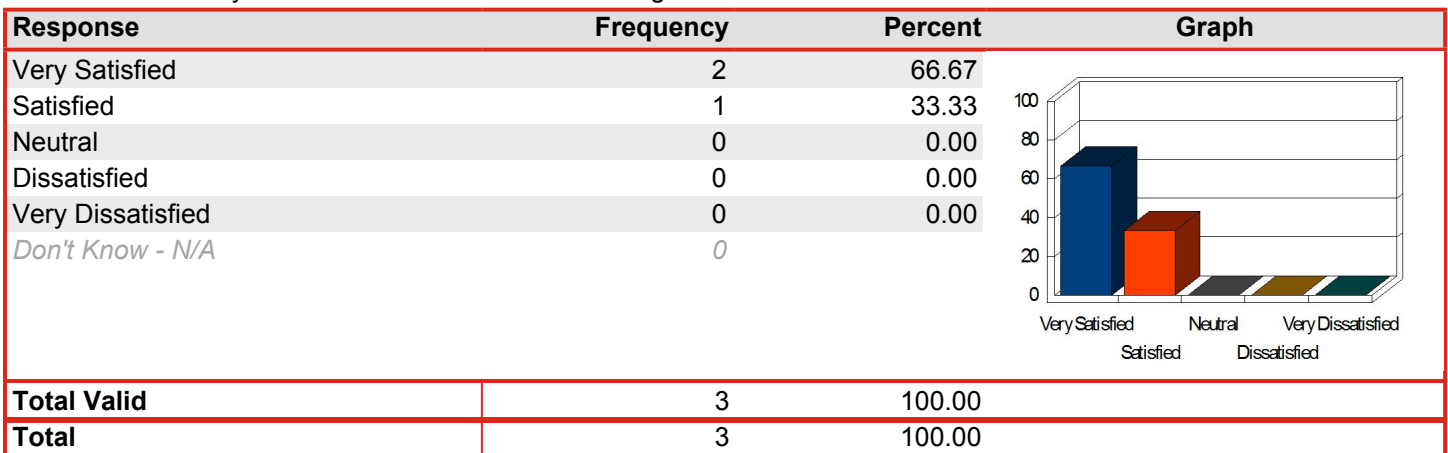
Instruction - Faculty and staff are caring and helpful when I need assistance

Mean: 4.75



Instruction - Faculty are available after class and during office hours

Mean: 4.67



Overall-Student services routinely assisted me

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>	0		
Total Valid	2	100.00	
Total	2	100.00	

Overall-Access to technology resources was adequate

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-Training in the use of technology was available

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>	0		
Total Valid	2	100.00	
Total	2	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: 4.00

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

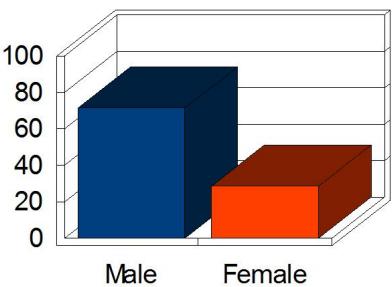
Overall-I feel like TVCC will help me with problems and cares about my issues

Mean: 3.50

Response	Frequency	Percent	Graph
Very Satisfied	2	50.00	
Satisfied	0	0.00	
Neutral	1	25.00	
Dissatisfied	0	0.00	
Very Dissatisfied	1	25.00	
<i>Don't Know - N/A</i>	0		
Total Valid	4	100.00	
Total	4	100.00	

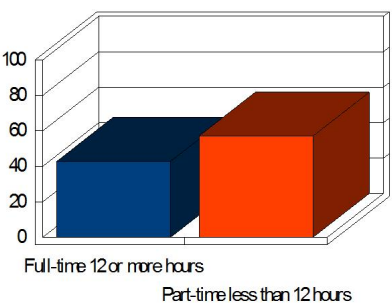
My gender is:

Mean: 1.29

Response	Frequency	Percent	Graph
Male	5	71.43	
Female	2	28.57	
Total Valid	7	100.00	
Total	7	100.00	

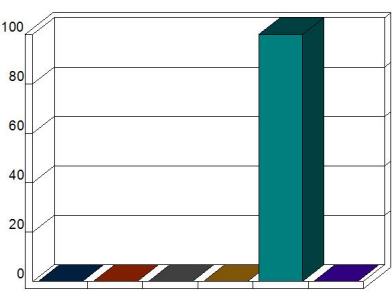
I am enrolled

Mean: 1.57

Response	Frequency	Percent	Graph
Full-time 12 or more hours	3	42.86	
Part-time less than 12 hours	4	57.14	
Total Valid	7	100.00	
Total	7	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	7	100.00	
Internet Video Other Distance ED Medium	0	0.00	
Total Valid	7	100.00	
Total	7	100.00	

My age is:

Mean: 1.86

Response	Frequency	Percent	Graph
Under 18	5	71.43	
18-21	1	14.29	
22-24	0	0.00	
25-30	0	0.00	
31-35	0	0.00	
36-50	1	14.29	
51-64	0	0.00	
65 & over	0	0.00	
Total Valid	7	100.00	
Total	7	100.00	

Ethnic Origin

Mean: 1.57

Response	Frequency	Percent	Graph
Not Hispanic or Latino	4	57.14	
Hispanic or Latino	2	28.57	
Unknown	1	14.29	
Total Valid	7	100.00	
Total	7	100.00	

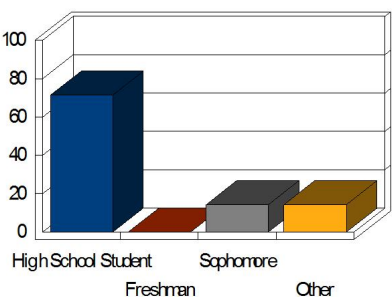
Race

Mean: 1.00

Response	Frequency	Percent	Graph
White	6	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	6	100.00	
Total	6	100.00	

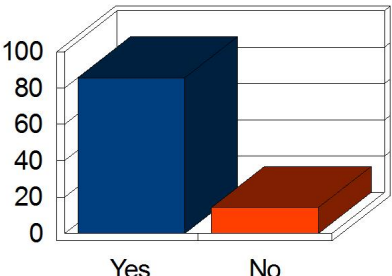
Student Classification:

Mean: 1.71

Response	Frequency	Percent	Graph
High School Student	5	71.43	
Freshman	0	0.00	
Sophomore	1	14.29	
Other	1	14.29	
Total Valid	7	100.00	
Total	7	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.14

Response	Frequency	Percent	Graph
Yes	6	85.71	
No	1	14.29	
Total Valid	7	100.00	
Total	7	100.00	