

Trinity Valley Community College

Student Satisfaction Survey

2017

Athens

Registration & Admissions - Assistance of staff

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	404	42.84	
Satisfied	408	43.27	
Neutral	123	13.04	
Dissatisfied	8	0.85	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	943	100.00	
Total	943	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.35

Response	Frequency	Percent	Graph
Very Satisfied	457	48.31	
Satisfied	377	39.85	
Neutral	98	10.36	
Dissatisfied	14	1.48	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	946	100.00	
Total	946	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	394	41.69	
Satisfied	381	40.32	
Neutral	156	16.51	
Dissatisfied	14	1.48	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	945	100.00	
Total	945	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	411	44.63	
Satisfied	348	37.79	
Neutral	141	15.31	
Dissatisfied	21	2.28	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	2		
Total Valid	921	100.00	
Total	921	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	409	43.98	
Satisfied	356	38.28	
Neutral	142	15.27	
Dissatisfied	23	2.47	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	930	100.00	
Total	930	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	417	44.31	
Satisfied	396	42.08	
Neutral	104	11.05	
Dissatisfied	24	2.55	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	941	100.00	
Total	941	100.00	

Registration & Admissions - Online registration process

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	289	36.31	
Satisfied	285	35.80	
Neutral	198	24.87	
Dissatisfied	24	3.02	
Very Dissatisfied	0	0.00	
Not Applicable	7		
Total Valid	796	100.00	
Total	796	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.32

Response	Frequency	Percent	Graph
Very Satisfied	431	47.78	
Satisfied	339	37.58	
Neutral	120	13.30	
Dissatisfied	12	1.33	
Very Dissatisfied	0	0.00	
Not Applicable	5		
Total Valid	902	100.00	
Total	902	100.00	

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

Mean: 4.31

Response	Frequency	Percent	Graph
Very Satisfied	419	46.97	
Satisfied	343	38.45	
Neutral	120	13.45	
Dissatisfied	10	1.12	
Very Dissatisfied	0	0.00	
Not Applicable	6		
Total Valid	892	100.00	
Total	892	100.00	

Registration & Admissions - Website information

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	359	38.98	
Satisfied	339	36.81	
Neutral	178	19.33	
Dissatisfied	43	4.67	
Very Dissatisfied	2	0.22	
<i>Not Applicable</i>	0		
Total Valid	921	100.00	
Total	921	100.00	

Financial Aid - Assistance of staff

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	356	44.50	
Satisfied	289	36.13	
Neutral	128	16.00	
Dissatisfied	27	3.38	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	7		
Total Valid	800	100.00	
Total	800	100.00	

Financial Aid - Friendliness of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	359	44.82	
Satisfied	261	32.58	
Neutral	143	17.85	
Dissatisfied	37	4.62	
Very Dissatisfied	1	0.12	
<i>Not Applicable</i>	7		
Total Valid	801	100.00	
Total	801	100.00	

Financial Aid - Knowledge of staff

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	368	45.66	
Satisfied	279	34.62	
Neutral	133	16.50	
Dissatisfied	24	2.98	
Very Dissatisfied	2	0.25	
<i>Not Applicable</i>	7		
Total Valid	806	100.00	
Total	806	100.00	

Financial Aid - Information received is accurate

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	358	44.47	
Satisfied	280	34.78	
Neutral	140	17.39	
Dissatisfied	27	3.35	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	7		
Total Valid	805	100.00	
Total	805	100.00	

Financial Aid - Information presented is understandable

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	331	41.22	
Satisfied	301	37.48	
Neutral	142	17.68	
Dissatisfied	29	3.61	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	7		
Total Valid	803	100.00	
Total	803	100.00	

Financial Aid - Financial aid process

Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	305	38.66	
Satisfied	284	35.99	
Neutral	156	19.77	
Dissatisfied	42	5.32	
Very Dissatisfied	2	0.25	
<i>Not Applicable</i>	8		
Total Valid	789	100.00	
Total	789	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	273	37.30	
Satisfied	250	34.15	
Neutral	172	23.50	
Dissatisfied	35	4.78	
Very Dissatisfied	2	0.27	
<i>Not Applicable</i>	13		
Total Valid	732	100.00	
Total	732	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	234	39.59	
Satisfied	165	27.92	
Neutral	178	30.12	
Dissatisfied	14	2.37	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	25		
Total Valid	591	100.00	
Total	591	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	295	40.63	
Satisfied	242	33.33	
Neutral	164	22.59	
Dissatisfied	24	3.31	
Very Dissatisfied	1	0.14	
<i>Not Applicable</i>	13		
Total Valid	726	100.00	
Total	726	100.00	

Financial Aid - Website information

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	289	37.73	
Satisfied	244	31.85	
Neutral	197	25.72	
Dissatisfied	36	4.70	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	766	100.00	
Total	766	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	406	47.93	
Satisfied	304	35.89	
Neutral	121	14.29	
Dissatisfied	16	1.89	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	847	100.00	
Total	847	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.35

Response	Frequency	Percent	Graph
Very Satisfied	433	51.00	
Satisfied	295	34.75	
Neutral	110	12.96	
Dissatisfied	11	1.30	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	5		
Total Valid	849	100.00	
Total	849	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	408	48.11	
Satisfied	285	33.61	
Neutral	138	16.27	
Dissatisfied	17	2.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	5		
Total Valid	848	100.00	
Total	848	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	373	45.38	
Satisfied	284	34.55	
Neutral	147	17.88	
Dissatisfied	18	2.19	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	9		
Total Valid	822	100.00	
Total	822	100.00	

Guidance/Counseling - Student advising process

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	392	47.12	
Satisfied	281	33.77	
Neutral	144	17.31	
Dissatisfied	15	1.80	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	832	100.00	
Total	832	100.00	

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

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	398	47.84	
Satisfied	289	34.74	
Neutral	134	16.11	
Dissatisfied	11	1.32	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	832	100.00	
Total	832	100.00	

Guidance/Counseling - Website information

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	337	41.30	
Satisfied	281	34.44	
Neutral	179	21.94	
Dissatisfied	19	2.33	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	816	100.00	
Total	816	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.32

Response	Frequency	Percent	Graph
Very Satisfied	429	48.09	
Satisfied	327	36.66	
Neutral	125	14.01	
Dissatisfied	11	1.23	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	2		
Total Valid	892	100.00	
Total	892	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	438	49.16	
Satisfied	309	34.68	
Neutral	119	13.36	
Dissatisfied	25	2.81	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	2		
Total Valid	891	100.00	
Total	891	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	429	47.99	
Satisfied	306	34.23	
Neutral	143	16.00	
Dissatisfied	16	1.79	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	2		
Total Valid	894	100.00	
Total	894	100.00	

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

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	404	46.28	
Satisfied	310	35.51	
Neutral	135	15.46	
Dissatisfied	24	2.75	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	873	100.00	
Total	873	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	348	43.94	
Satisfied	264	33.33	
Neutral	158	19.95	
Dissatisfied	22	2.78	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	7		
Total Valid	792	100.00	
Total	792	100.00	

Business Office/Cashier - Website information

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	345	41.52	
Satisfied	291	35.02	
Neutral	172	20.70	
Dissatisfied	23	2.77	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	831	100.00	
Total	831	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	301	45.88	
Satisfied	209	31.86	
Neutral	137	20.88	
Dissatisfied	9	1.37	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	21		
Total Valid	656	100.00	
Total	656	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	311	47.34	
Satisfied	203	30.90	
Neutral	137	20.85	
Dissatisfied	6	0.91	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	21		
Total Valid	657	100.00	
Total	657	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	301	46.02	
Satisfied	201	30.73	
Neutral	142	21.71	
Dissatisfied	10	1.53	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	21		
Total Valid	654	100.00	
Total	654	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	258	42.64	
Satisfied	183	30.25	
Neutral	155	25.62	
Dissatisfied	9	1.49	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	24		
Total Valid	605	100.00	
Total	605	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	277	43.90	
Satisfied	189	29.95	
Neutral	153	24.25	
Dissatisfied	12	1.90	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	21		
Total Valid	631	100.00	
Total	631	100.00	

Testing Services - Assistance of staff

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	361	44.13	
Satisfied	301	36.80	
Neutral	144	17.60	
Dissatisfied	12	1.47	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	9		
Total Valid	818	100.00	
Total	818	100.00	

Testing Services - Friendliness of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	344	42.84	
Satisfied	281	34.99	
Neutral	152	18.93	
Dissatisfied	26	3.24	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	9		
Total Valid	803	100.00	
Total	803	100.00	

Testing Services - Knowledge of staff

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	363	44.43	
Satisfied	274	33.54	
Neutral	163	19.95	
Dissatisfied	16	1.96	
Very Dissatisfied	1	0.12	
<i>Not Applicable</i>	9		
Total Valid	817	100.00	
Total	817	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	326	40.25	
Satisfied	302	37.28	
Neutral	163	20.12	
Dissatisfied	18	2.22	
Very Dissatisfied	1	0.12	
<i>Not Applicable</i>	8		
Total Valid	810	100.00	
Total	810	100.00	

Testing Services - Website information

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	324	41.97	
Satisfied	249	32.25	
Neutral	178	23.06	
Dissatisfied	21	2.72	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	10		
Total Valid	772	100.00	
Total	772	100.00	

Instruction - Overall, teachers care about me

Mean: 4.39

Response	Frequency	Percent	Graph
Very Satisfied	514	53.93	
Satisfied	306	32.11	
Neutral	119	12.49	
Dissatisfied	14	1.47	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	953	100.00	
Total	953	100.00	

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

Mean: 4.51

Response	Frequency	Percent	Graph
Very Satisfied	585	60.62	
Satisfied	296	30.67	
Neutral	76	7.88	
Dissatisfied	8	0.83	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	965	100.00	
Total	965	100.00	

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

Mean: 4.47

Response	Frequency	Percent	Graph
Very Satisfied	571	59.11	
Satisfied	293	30.33	
Neutral	87	9.01	
Dissatisfied	15	1.55	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	966	100.00	
Total	966	100.00	

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

Mean: 4.44

Response	Frequency	Percent	Graph
Very Satisfied	548	56.96	
Satisfied	305	31.70	
Neutral	94	9.77	
Dissatisfied	14	1.46	
Very Dissatisfied	1	0.10	
<i>Not Applicable</i>	0		
Total Valid	962	100.00	
Total	962	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.47

Response	Frequency	Percent	Graph
Very Satisfied	561	58.56	
Satisfied	291	30.38	
Neutral	97	10.13	
Dissatisfied	9	0.94	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	958	100.00	
Total	958	100.00	

Overall - Student services routinely assisted me

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	405	45.71	
Satisfied	306	34.54	
Neutral	164	18.51	
Dissatisfied	11	1.24	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	9		
Total Valid	886	100.00	
Total	886	100.00	

Overall - Access to technology resources was adequate

Mean: 4.37

Response	Frequency	Percent	Graph
Very Satisfied	470	50.32	
Satisfied	348	37.26	
Neutral	106	11.35	
Dissatisfied	10	1.07	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	4		
Total Valid	934	100.00	
Total	934	100.00	

Overall - Training in the use of technology was available

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	398	45.07	
Satisfied	304	34.43	
Neutral	164	18.57	
Dissatisfied	16	1.81	
Very Dissatisfied	1	0.11	
<i>Not Applicable</i>	6		
Total Valid	883	100.00	
Total	883	100.00	

Overall - Efficiency receiving services

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	417	45.52	
Satisfied	338	36.90	
Neutral	145	15.83	
Dissatisfied	16	1.75	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	5		
Total Valid	916	100.00	
Total	916	100.00	

Overall - Administration is approachable

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	458	48.62	
Satisfied	328	34.82	
Neutral	134	14.23	
Dissatisfied	21	2.23	
Very Dissatisfied	1	0.11	
<i>Not Applicable</i>	0		
Total Valid	942	100.00	
Total	942	100.00	

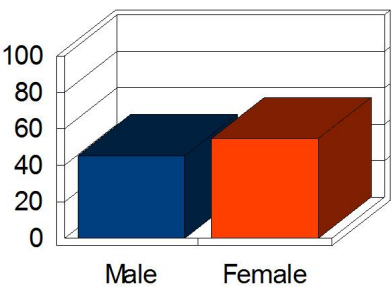
Overall - I feel like TVCC will help me with problems and cares about my issues

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	462	48.99	
Satisfied	296	31.39	
Neutral	169	17.92	
Dissatisfied	15	1.59	
Very Dissatisfied	1	0.11	
<i>Not Applicable</i>	0		
Total Valid	943	100.00	
Total	943	100.00	

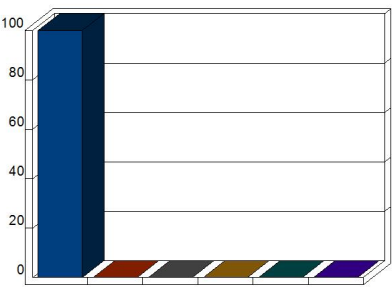
My gender is:

Mean: 1.55

Response	Frequency	Percent	Graph
Male	439	45.26	
Female	531	54.74	
Total Valid	970	100.00	
Total	970	100.00	

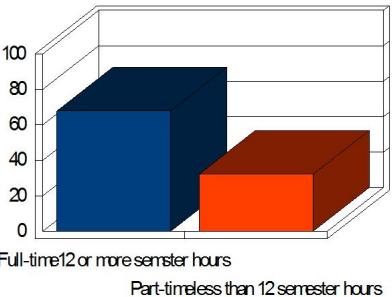
I take the majority of my classes:

Mean: 1.00

Response	Frequency	Percent	Graph
Athens	980	100.00	
Palestin	0	0.00	
Terrell	0	0.00	
Kaufman HSC	0	0.00	
Through Dual Credit	0	0.00	
Internet video or other distance ed. medium	0	0.00	
Total Valid	980	100.00	
Total	980	100.00	

I am enrolled:

Mean: 1.32

Response	Frequency	Percent	Graph
Full-time12 or more semster hours	38	67.86	
Part-timeless than 12 semester hours	18	32.14	
Total Valid	56	100.00	
Total	56	100.00	

My age is:

Mean: 2.44

Response	Frequency	Percent	Graph
Under 18	137	14.05	
18-21	616	63.18	
22-24	61	6.26	
25-30	64	6.56	
31-35	33	3.38	
36-50	42	4.31	
51-64	19	1.95	
65 & over	3	0.31	
Total Valid	975	100.00	
Total	975	100.00	

Ethnic Origin:

Mean: 1.20

Response	Frequency	Percent	Graph
Not Hispanic or Latino	658	89.28	
Hispanic or Latino	8	1.09	
Unknown	71	9.63	
Total Valid	737	100.00	
Total	737	100.00	

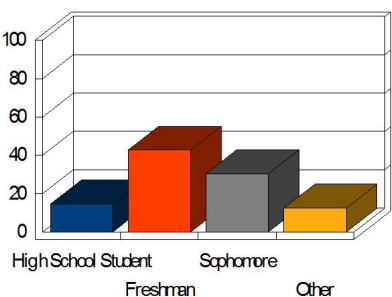
Race:

Mean: -

Response	Frequency	Percent	Graph
White	679	73.97	
Black or African American	207	22.55	
Asian	19	2.07	
American Indian or Alaskan Native	43	4.68	
Native Hawaiian or Pacific Islander	7	0.76	
International	32	3.49	
Total Valid	918	100.00	
Total	918	100.00	

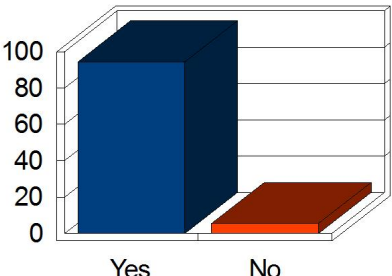
Student Classification:

Mean: 2.41

Response	Frequency	Percent	Graph
High School Student	141	14.57	
Freshman	413	42.67	
Sophomore	294	30.37	
Other	120	12.40	
Total Valid	968	100.00	
Total	968	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.06

Response	Frequency	Percent	Graph
Yes	913	94.42	
No	54	5.58	
Total Valid	967	100.00	
Total	967	100.00	

Trinity Valley Community College

Student Satisfaction Survey

2017

Internet, ITV (Video), Other Distance Education Medium

Registration & Admissions - Assistance of staff

Mean: 4.36

Response	Frequency	Percent	Graph
Very Satisfied	61	51.69	
Satisfied	42	35.59	
Neutral	12	10.17	
Dissatisfied	2	1.69	
Very Dissatisfied	1	0.85	
Not Applicable	1		
Total Valid	118	100.00	
Total	118	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.42

Response	Frequency	Percent	Graph
Very Satisfied	64	54.70	
Satisfied	40	34.19	
Neutral	11	9.40	
Dissatisfied	2	1.71	
Very Dissatisfied	0	0.00	
Not Applicable	1		
Total Valid	117	100.00	
Total	117	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	58	49.15	
Satisfied	44	37.29	
Neutral	13	11.02	
Dissatisfied	3	2.54	
Very Dissatisfied	0	0.00	
Not Applicable	1		
Total Valid	118	100.00	
Total	118	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.39

Response	Frequency	Percent	Graph
Very Satisfied	65	57.02	
Satisfied	33	28.95	
Neutral	12	10.53	
Dissatisfied	4	3.51	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	2		
Total Valid	114	100.00	
Total	114	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.49

Response	Frequency	Percent	Graph
Very Satisfied	71	60.17	
Satisfied	37	31.36	
Neutral	8	6.78	
Dissatisfied	1	0.85	
Very Dissatisfied	1	0.85	
<i>Not Applicable</i>	1		
Total Valid	118	100.00	
Total	118	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.40

Response	Frequency	Percent	Graph
Very Satisfied	66	55.93	
Satisfied	40	33.90	
Neutral	8	6.78	
Dissatisfied	1	0.85	
Very Dissatisfied	3	2.54	
<i>Not Applicable</i>	0		
Total Valid	118	100.00	
Total	118	100.00	

Registration & Admissions - Online registration process

Mean: 4.31

Response	Frequency	Percent	Graph
Very Satisfied	60	57.14	
Satisfied	27	25.71	
Neutral	11	10.48	
Dissatisfied	5	4.76	
Very Dissatisfied	2	1.90	
<i>Not Applicable</i>	12		
Total Valid	105	100.00	
Total	105	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.58

Response	Frequency	Percent	Graph
Very Satisfied	62	62.00	
Satisfied	34	34.00	
Neutral	4	4.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	14		
Total Valid	100	100.00	
Total	100	100.00	

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

Mean: 4.40

Response	Frequency	Percent	Graph
Very Satisfied	59	56.19	
Satisfied	32	30.48	
Neutral	12	11.43	
Dissatisfied	1	0.95	
Very Dissatisfied	1	0.95	
<i>Not Applicable</i>	10		
Total Valid	105	100.00	
Total	105	100.00	

Registration & Admissions - Website information

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	50	43.86	
Satisfied	46	40.35	
Neutral	10	8.77	
Dissatisfied	7	6.14	
Very Dissatisfied	1	0.88	
<i>Not Applicable</i>	3		
Total Valid	114	100.00	
Total	114	100.00	

Financial Aid - Assistance of staff

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	50	55.56	
Satisfied	26	28.89	
Neutral	9	10.00	
Dissatisfied	4	4.44	
Very Dissatisfied	1	1.11	
<i>Not Applicable</i>	19		
Total Valid	90	100.00	
Total	90	100.00	

Financial Aid - Friendliness of staff

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	43	48.31	
Satisfied	28	31.46	
Neutral	13	14.61	
Dissatisfied	2	2.25	
Very Dissatisfied	3	3.37	
<i>Not Applicable</i>	19		
Total Valid	89	100.00	
Total	89	100.00	

Financial Aid - Knowledge of staff

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	46	51.69	
Satisfied	29	32.58	
Neutral	6	6.74	
Dissatisfied	6	6.74	
Very Dissatisfied	2	2.25	
<i>Not Applicable</i>	19		
Total Valid	89	100.00	
Total	89	100.00	

Financial Aid - Information received is accurate

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	51	56.67	
Satisfied	26	28.89	
Neutral	10	11.11	
Dissatisfied	2	2.22	
Very Dissatisfied	1	1.11	
<i>Not Applicable</i>	19		
Total Valid	90	100.00	
Total	90	100.00	

Financial Aid - Information presented is understandable

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	44	49.44	
Satisfied	29	32.58	
Neutral	9	10.11	
Dissatisfied	5	5.62	
Very Dissatisfied	2	2.25	
<i>Not Applicable</i>	19		
Total Valid	89	100.00	
Total	89	100.00	

Financial Aid - Financial aid process

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	46	54.12	
Satisfied	24	28.24	
Neutral	11	12.94	
Dissatisfied	2	2.35	
Very Dissatisfied	2	2.35	
<i>Not Applicable</i>	20		
Total Valid	85	100.00	
Total	85	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	39	50.65	
Satisfied	24	31.17	
Neutral	12	15.58	
Dissatisfied	2	2.60	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	28		
Total Valid	77	100.00	
Total	77	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	25	54.35	
Satisfied	9	19.57	
Neutral	11	23.91	
Dissatisfied	1	2.17	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	50		
Total Valid	46	100.00	
Total	46	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	36	51.43	
Satisfied	17	24.29	
Neutral	14	20.00	
Dissatisfied	2	2.86	
Very Dissatisfied	1	1.43	
<i>Not Applicable</i>	34		
Total Valid	70	100.00	
Total	70	100.00	

Financial Aid - Website information

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	37	48.05	
Satisfied	22	28.57	
Neutral	15	19.48	
Dissatisfied	2	2.60	
Very Dissatisfied	1	1.30	
<i>Not Applicable</i>	26		
Total Valid	77	100.00	
Total	77	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.43

Response	Frequency	Percent	Graph
Very Satisfied	59	57.28	
Satisfied	34	33.01	
Neutral	7	6.80	
Dissatisfied	1	0.97	
Very Dissatisfied	2	1.94	
<i>Not Applicable</i>	11		
Total Valid	103	100.00	
Total	103	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.52

Response	Frequency	Percent	Graph
Very Satisfied	64	62.14	
Satisfied	29	28.16	
Neutral	10	9.71	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	103	100.00	
Total	103	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.44

Response	Frequency	Percent	Graph
Very Satisfied	59	57.28	
Satisfied	34	33.01	
Neutral	7	6.80	
Dissatisfied	2	1.94	
Very Dissatisfied	1	0.97	
<i>Not Applicable</i>	11		
Total Valid	103	100.00	
Total	103	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.44

Response	Frequency	Percent	Graph
Very Satisfied	61	60.40	
Satisfied	27	26.73	
Neutral	10	9.90	
Dissatisfied	2	1.98	
Very Dissatisfied	1	0.99	
<i>Not Applicable</i>	13		
Total Valid	101	100.00	
Total	101	100.00	

Guidance/Counseling - Student advising process

Mean: 4.39

Response	Frequency	Percent	Graph
Very Satisfied	59	57.84	
Satisfied	28	27.45	
Neutral	12	11.76	
Dissatisfied	2	1.96	
Very Dissatisfied	1	0.98	
<i>Not Applicable</i>	12		
Total Valid	102	100.00	
Total	102	100.00	

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

Mean: 4.39

Response	Frequency	Percent	Graph
Very Satisfied	55	54.46	
Satisfied	34	33.66	
Neutral	10	9.90	
Dissatisfied	0	0.00	
Very Dissatisfied	2	1.98	
<i>Not Applicable</i>	13		
Total Valid	101	100.00	
Total	101	100.00	

Guidance/Counseling - Website information

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	49	51.04	
Satisfied	29	30.21	
Neutral	12	12.50	
Dissatisfied	5	5.21	
Very Dissatisfied	1	1.04	
<i>Not Applicable</i>	15		
Total Valid	96	100.00	
Total	96	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.45

Response	Frequency	Percent	Graph
Very Satisfied	56	55.45	
Satisfied	34	33.66	
Neutral	11	10.89	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	12		
Total Valid	101	100.00	
Total	101	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.37

Response	Frequency	Percent	Graph
Very Satisfied	55	53.92	
Satisfied	31	30.39	
Neutral	15	14.71	
Dissatisfied	1	0.98	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	12		
Total Valid	102	100.00	
Total	102	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.42

Response	Frequency	Percent	Graph
Very Satisfied	58	57.43	
Satisfied	29	28.71	
Neutral	12	11.88	
Dissatisfied	2	1.98	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	12		
Total Valid	101	100.00	
Total	101	100.00	

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

Mean: 4.45

Response	Frequency	Percent	Graph
Very Satisfied	59	57.28	
Satisfied	33	32.04	
Neutral	9	8.74	
Dissatisfied	2	1.94	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	103	100.00	
Total	103	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.43

Response	Frequency	Percent	Graph
Very Satisfied	50	59.52	
Satisfied	22	26.19	
Neutral	10	11.90	
Dissatisfied	2	2.38	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	21		
Total Valid	84	100.00	
Total	84	100.00	

Business Office/Cashier - Website information

Mean: 4.37

Response	Frequency	Percent	Graph
Very Satisfied	52	53.06	
Satisfied	33	33.67	
Neutral	10	10.20	
Dissatisfied	3	3.06	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	13		
Total Valid	98	100.00	
Total	98	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	24	51.06	
Satisfied	11	23.40	
Neutral	12	25.53	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	52		
Total Valid	47	100.00	
Total	47	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	25	54.35	
Satisfied	9	19.57	
Neutral	11	23.91	
Dissatisfied	1	2.17	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	52		
Total Valid	46	100.00	
Total	46	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	23	48.94	
Satisfied	12	25.53	
Neutral	11	23.40	
Dissatisfied	1	2.13	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	52		
Total Valid	47	100.00	
Total	47	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	21	52.50	
Satisfied	6	15.00	
Neutral	13	32.50	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	56		
Total Valid	40	100.00	
Total	40	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	21	51.22	
Satisfied	7	17.07	
Neutral	11	26.83	
Dissatisfied	2	4.88	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	55		
Total Valid	41	100.00	
Total	41	100.00	

Testing Services - Assistance of staff

Mean: 4.43

Response	Frequency	Percent	Graph
Very Satisfied	54	56.84	
Satisfied	30	31.58	
Neutral	9	9.47	
Dissatisfied	2	2.11	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	95	100.00	
Total	95	100.00	

Testing Services - Friendliness of staff

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	51	54.26	
Satisfied	27	28.72	
Neutral	10	10.64	
Dissatisfied	5	5.32	
Very Dissatisfied	1	1.06	
<i>Not Applicable</i>	16		
Total Valid	94	100.00	
Total	94	100.00	

Testing Services - Knowledge of staff

Mean: 4.46

Response	Frequency	Percent	Graph
Very Satisfied	53	56.38	
Satisfied	32	34.04	
Neutral	8	8.51	
Dissatisfied	1	1.06	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	16		
Total Valid	94	100.00	
Total	94	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	50	53.76	
Satisfied	23	24.73	
Neutral	17	18.28	
Dissatisfied	3	3.23	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	17		
Total Valid	93	100.00	
Total	93	100.00	

Testing Services - Website information

Mean: 4.39

Response	Frequency	Percent	Graph
Very Satisfied	45	53.57	
Satisfied	28	33.33	
Neutral	10	11.90	
Dissatisfied	1	1.19	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	19		
Total Valid	84	100.00	
Total	84	100.00	

Instruction - Overall, teachers care about me

Mean: 4.32

Response	Frequency	Percent	Graph
Very Satisfied	61	52.59	
Satisfied	34	29.31	
Neutral	18	15.52	
Dissatisfied	3	2.59	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	116	100.00	
Total	116	100.00	

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

Mean: 4.50

Response	Frequency	Percent	Graph
Very Satisfied	72	61.54	
Satisfied	36	30.77	
Neutral	6	5.13	
Dissatisfied	2	1.71	
Very Dissatisfied	1	0.85	
<i>Not Applicable</i>	1		
Total Valid	117	100.00	
Total	117	100.00	

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

Mean: 4.43

Response	Frequency	Percent	Graph
Very Satisfied	67	57.26	
Satisfied	38	32.48	
Neutral	9	7.69	
Dissatisfied	1	0.85	
Very Dissatisfied	2	1.71	
<i>Not Applicable</i>	1		
Total Valid	117	100.00	
Total	117	100.00	

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

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	60	53.57	
Satisfied	30	26.79	
Neutral	17	15.18	
Dissatisfied	4	3.57	
Very Dissatisfied	1	0.89	
<i>Not Applicable</i>	3		
Total Valid	112	100.00	
Total	112	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.36

Response	Frequency	Percent	Graph
Very Satisfied	64	57.66	
Satisfied	27	24.32	
Neutral	17	15.32	
Dissatisfied	2	1.80	
Very Dissatisfied	1	0.90	
<i>Not Applicable</i>	4		
Total Valid	111	100.00	
Total	111	100.00	

Overall - Student services routinely assisted me

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	50	49.50	
Satisfied	31	30.69	
Neutral	18	17.82	
Dissatisfied	2	1.98	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	12		
Total Valid	101	100.00	
Total	101	100.00	

Overall - Access to technology resources was adequate

Mean: 4.34

Response	Frequency	Percent	Graph
Very Satisfied	54	50.94	
Satisfied	37	34.91	
Neutral	13	12.26	
Dissatisfied	1	0.94	
Very Dissatisfied	1	0.94	
<i>Not Applicable</i>	8		
Total Valid	106	100.00	
Total	106	100.00	

Overall - Training in the use of technology was available

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	50	47.62	
Satisfied	29	27.62	
Neutral	24	22.86	
Dissatisfied	1	0.95	
Very Dissatisfied	1	0.95	
<i>Not Applicable</i>	11		
Total Valid	105	100.00	
Total	105	100.00	

Overall - Efficiency receiving services

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	51	45.13	
Satisfied	38	33.63	
Neutral	21	18.58	
Dissatisfied	2	1.77	
Very Dissatisfied	1	0.88	
<i>Not Applicable</i>	5		
Total Valid	113	100.00	
Total	113	100.00	

Overall - Administration is approachable

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	57	50.44	
Satisfied	35	30.97	
Neutral	18	15.93	
Dissatisfied	2	1.77	
Very Dissatisfied	1	0.88	
<i>Not Applicable</i>	5		
Total Valid	113	100.00	
Total	113	100.00	

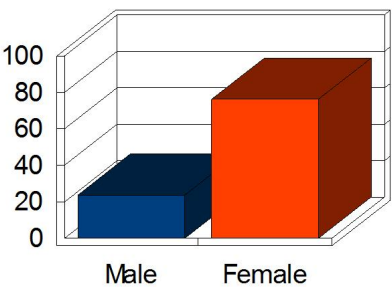
Overall - I feel like TVCC will help me with problems and cares about my issues

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	54	46.55	
Satisfied	38	32.76	
Neutral	20	17.24	
Dissatisfied	3	2.59	
Very Dissatisfied	1	0.86	
<i>Not Applicable</i>	2		
Total Valid	116	100.00	
Total	116	100.00	

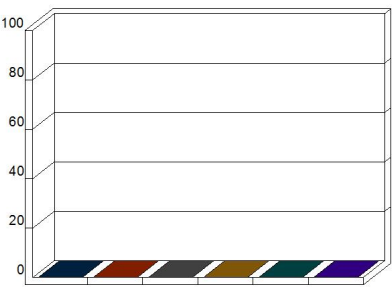
My gender is:

Mean: 1.76

Response	Frequency	Percent	Graph
Male	28	23.73	
Female	90	76.27	
Total Valid	118	100.00	
Total	118	100.00	

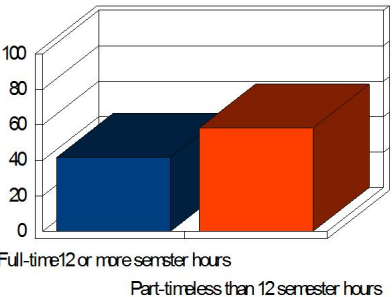
I take the majority of my classes:

Mean: -

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestin	0	0.00	
Terrell	0	0.00	
Kaufman HSC	0	0.00	
Through Dual Credit	0	0.00	
Internet video or other distance ed. medium	0	0.00	
Total Valid	0	0.00	
Total	0	0.00	

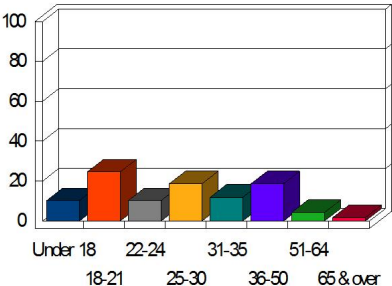
I am enrolled:

Mean: 1.58

Response	Frequency	Percent	Graph
Full-time12 or more semster hours	33	41.77	
Part-timeless than 12 semester hours	46	58.23	
Total Valid	79	100.00	
Total	79	100.00	

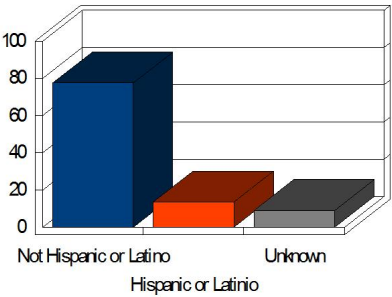
My age is:

Mean: 3.79

Response	Frequency	Percent	Graph
Under 18	12	10.17	
18-21	29	24.58	
22-24	12	10.17	
25-30	22	18.64	
31-35	14	11.86	
36-50	22	18.64	
51-64	5	4.24	
65 & over	2	1.69	
Total Valid	118	100.00	
Total	118	100.00	

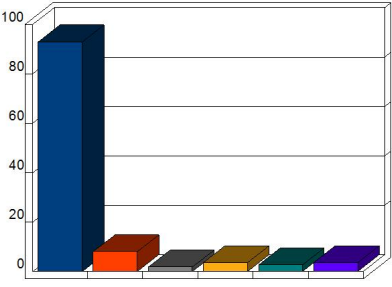
Ethnic Origin:

Mean: 1.32

Response	Frequency	Percent	Graph
Not Hispanic or Latino	86	77.48	
Hispanic or Latino	15	13.51	
Unknown	10	9.01	
Total Valid	111	100.00	
Total	111	100.00	

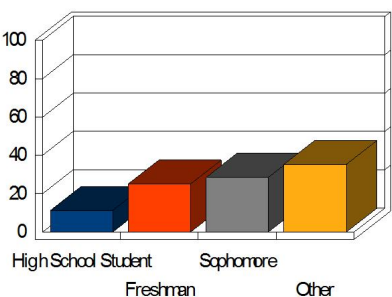
Race:

Mean: -

Response	Frequency	Percent	Graph
White	105	92.92	
Black or African American	9	7.96	
Asian	2	1.77	
American Indian or Alaskan Native	4	3.54	
Native Hawaiian or Pacific Islander	3	2.65	
International	4	3.54	
Total Valid	113	100.00	
Total	113	100.00	

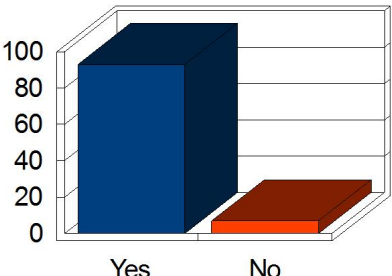
Student Classification:

Mean: 2.88

Response	Frequency	Percent	Graph
High School Student	13	11.21	
Freshman	29	25.00	
Sophomore	33	28.45	
Other	41	35.34	
Total Valid	116	100.00	
Total	116	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.07

Response	Frequency	Percent	Graph
Yes	107	93.04	
No	8	6.96	
Total Valid	115	100.00	
Total	115	100.00	

Trinity Valley Community College

Student Satisfaction Survey

2017

Kaufman HSC

Registration & Admissions - Assistance of staff

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	60	40.82	
Satisfied	65	44.22	
Neutral	21	14.29	
Dissatisfied	1	0.68	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	147	100.00	
Total	147	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.32

Response	Frequency	Percent	Graph
Very Satisfied	72	47.37	
Satisfied	59	38.82	
Neutral	18	11.84	
Dissatisfied	3	1.97	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	152	100.00	
Total	152	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	62	41.33	
Satisfied	55	36.67	
Neutral	29	19.33	
Dissatisfied	4	2.67	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	150	100.00	
Total	150	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	67	45.27	
Satisfied	49	33.11	
Neutral	31	20.95	
Dissatisfied	1	0.68	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	148	100.00	
Total	148	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	76	49.67	
Satisfied	53	34.64	
Neutral	22	14.38	
Dissatisfied	2	1.31	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	153	100.00	
Total	153	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	69	46.00	
Satisfied	50	33.33	
Neutral	30	20.00	
Dissatisfied	1	0.67	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	150	100.00	
Total	150	100.00	

Registration & Admissions - Online registration process

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	61	43.57	
Satisfied	54	38.57	
Neutral	21	15.00	
Dissatisfied	4	2.86	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	140	100.00	
Total	140	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	65	47.45	
Satisfied	45	32.85	
Neutral	24	17.52	
Dissatisfied	3	2.19	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	137	100.00	
Total	137	100.00	

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

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	68	48.92	
Satisfied	42	30.22	
Neutral	25	17.99	
Dissatisfied	4	2.88	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	139	100.00	
Total	139	100.00	

Registration & Admissions - Website information

Mean: 3.99

Response	Frequency	Percent	Graph
Very Satisfied	53	35.81	
Satisfied	52	35.14	
Neutral	32	21.62	
Dissatisfied	11	7.43	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	148	100.00	
Total	148	100.00	

Financial Aid - Assistance of staff

Mean: 4.06

Response	Frequency	Percent	Graph
Very Satisfied	49	39.84	
Satisfied	40	32.52	
Neutral	26	21.14	
Dissatisfied	8	6.50	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	123	100.00	
Total	123	100.00	

Financial Aid - Friendliness of staff

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	53	42.40	
Satisfied	41	32.80	
Neutral	23	18.40	
Dissatisfied	8	6.40	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	125	100.00	
Total	125	100.00	

Financial Aid - Knowledge of staff

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	53	44.54	
Satisfied	34	28.57	
Neutral	27	22.69	
Dissatisfied	5	4.20	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	119	100.00	
Total	119	100.00	

Financial Aid - Information received is accurate

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	52	42.62	
Satisfied	40	32.79	
Neutral	20	16.39	
Dissatisfied	10	8.20	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	122	100.00	
Total	122	100.00	

Financial Aid - Information presented is understandable

Mean: 4.02

Response	Frequency	Percent	Graph
Very Satisfied	47	37.60	
Satisfied	42	33.60	
Neutral	28	22.40	
Dissatisfied	8	6.40	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	125	100.00	
Total	125	100.00	

Financial Aid - Financial aid process

Mean: 3.97

Response	Frequency	Percent	Graph
Very Satisfied	43	35.83	
Satisfied	39	32.50	
Neutral	29	24.17	
Dissatisfied	9	7.50	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	120	100.00	
Total	120	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.09

Response	Frequency	Percent	Graph
Very Satisfied	44	39.64	
Satisfied	37	33.33	
Neutral	26	23.42	
Dissatisfied	4	3.60	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	111	100.00	
Total	111	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	31	46.27	
Satisfied	13	19.40	
Neutral	22	32.84	
Dissatisfied	1	1.49	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	67	100.00	
Total	67	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.01

Response	Frequency	Percent	Graph
Very Satisfied	40	38.10	
Satisfied	30	28.57	
Neutral	31	29.52	
Dissatisfied	4	3.81	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	105	100.00	
Total	105	100.00	

Financial Aid - Website information

Mean: 3.93

Response	Frequency	Percent	Graph
Very Satisfied	40	35.09	
Satisfied	36	31.58	
Neutral	28	24.56	
Dissatisfied	10	8.77	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	114	100.00	
Total	114	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	67	47.52	
Satisfied	55	39.01	
Neutral	17	12.06	
Dissatisfied	2	1.42	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	141	100.00	
Total	141	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.35

Response	Frequency	Percent	Graph
Very Satisfied	68	48.23	
Satisfied	55	39.01	
Neutral	17	12.06	
Dissatisfied	1	0.71	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	141	100.00	
Total	141	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.34

Response	Frequency	Percent	Graph
Very Satisfied	73	51.41	
Satisfied	47	33.10	
Neutral	19	13.38	
Dissatisfied	3	2.11	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	142	100.00	
Total	142	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	67	48.55	
Satisfied	48	34.78	
Neutral	19	13.77	
Dissatisfied	4	2.90	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	138	100.00	
Total	138	100.00	

Guidance/Counseling - Student advising process

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	64	46.04	
Satisfied	50	35.97	
Neutral	21	15.11	
Dissatisfied	4	2.88	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	139	100.00	
Total	139	100.00	

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

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	69	50.00	
Satisfied	50	36.23	
Neutral	14	10.14	
Dissatisfied	5	3.62	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	138	100.00	
Total	138	100.00	

Guidance/Counseling - Website information

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	54	40.91	
Satisfied	47	35.61	
Neutral	27	20.45	
Dissatisfied	4	3.03	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	132	100.00	
Total	132	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	53	37.59	
Satisfied	62	43.97	
Neutral	22	15.60	
Dissatisfied	4	2.84	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	141	100.00	
Total	141	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	55	38.73	
Satisfied	63	44.37	
Neutral	21	14.79	
Dissatisfied	3	2.11	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	142	100.00	
Total	142	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	54	38.30	
Satisfied	60	42.55	
Neutral	23	16.31	
Dissatisfied	4	2.84	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	141	100.00	
Total	141	100.00	

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

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	55	39.57	
Satisfied	59	42.45	
Neutral	21	15.11	
Dissatisfied	4	2.88	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	139	100.00	
Total	139	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	53	41.09	
Satisfied	51	39.53	
Neutral	24	18.60	
Dissatisfied	1	0.78	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	129	100.00	
Total	129	100.00	

Business Office/Cashier - Website information

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	51	38.06	
Satisfied	56	41.79	
Neutral	23	17.16	
Dissatisfied	4	2.99	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	134	100.00	
Total	134	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 3.68

Response	Frequency	Percent	Graph
Very Satisfied	19	25.33	
Satisfied	20	26.67	
Neutral	29	38.67	
Dissatisfied	7	9.33	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	75	100.00	
Total	75	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 3.81

Response	Frequency	Percent	Graph
Very Satisfied	20	27.40	
Satisfied	22	30.14	
Neutral	28	38.36	
Dissatisfied	3	4.11	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	73	100.00	
Total	73	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 3.78

Response	Frequency	Percent	Graph
Very Satisfied	20	27.40	
Satisfied	22	30.14	
Neutral	26	35.62	
Dissatisfied	5	6.85	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	73	100.00	
Total	73	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 3.81

Response	Frequency	Percent	Graph
Very Satisfied	19	27.14	
Satisfied	21	30.00	
Neutral	28	40.00	
Dissatisfied	2	2.86	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	70	100.00	
Total	70	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 3.82

Response	Frequency	Percent	Graph
Very Satisfied	21	29.58	
Satisfied	20	28.17	
Neutral	26	36.62	
Dissatisfied	4	5.63	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	71	100.00	
Total	71	100.00	

Testing Services - Assistance of staff

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	36	35.29	
Satisfied	37	36.27	
Neutral	27	26.47	
Dissatisfied	2	1.96	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	102	100.00	
Total	102	100.00	

Testing Services - Friendliness of staff

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	37	35.24	
Satisfied	37	35.24	
Neutral	28	26.67	
Dissatisfied	3	2.86	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	105	100.00	
Total	105	100.00	

Testing Services - Knowledge of staff

Mean: 3.94

Response	Frequency	Percent	Graph
Very Satisfied	36	33.64	
Satisfied	36	33.64	
Neutral	28	26.17	
Dissatisfied	7	6.54	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	107	100.00	
Total	107	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.06

Response	Frequency	Percent	Graph
Very Satisfied	36	34.62	
Satisfied	40	38.46	
Neutral	26	25.00	
Dissatisfied	2	1.92	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	104	100.00	
Total	104	100.00	

Testing Services - Website information

Mean: 4.01

Response	Frequency	Percent	Graph
Very Satisfied	36	34.62	
Satisfied	37	35.58	
Neutral	27	25.96	
Dissatisfied	4	3.85	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	104	100.00	
Total	104	100.00	

Instruction - Overall, teachers care about me

Mean: 3.98

Response	Frequency	Percent	Graph
Very Satisfied	52	34.90	
Satisfied	54	36.24	
Neutral	31	20.81	
Dissatisfied	12	8.05	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	149	100.00	
Total	149	100.00	

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

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	65	43.05	
Satisfied	60	39.74	
Neutral	18	11.92	
Dissatisfied	8	5.30	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	151	100.00	
Total	151	100.00	

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

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	57	39.04	
Satisfied	54	36.99	
Neutral	25	17.12	
Dissatisfied	10	6.85	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	146	100.00	
Total	146	100.00	

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

Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	56	38.10	
Satisfied	56	38.10	
Neutral	24	16.33	
Dissatisfied	11	7.48	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	147	100.00	
Total	147	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	64	42.67	
Satisfied	52	34.67	
Neutral	25	16.67	
Dissatisfied	9	6.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	150	100.00	
Total	150	100.00	

Overall - Student services routinely assisted me

Mean: 4.01

Response	Frequency	Percent	Graph
Very Satisfied	43	34.40	
Satisfied	44	35.20	
Neutral	34	27.20	
Dissatisfied	4	3.20	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	125	100.00	
Total	125	100.00	

Overall - Access to technology resources was adequate

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	51	36.96	
Satisfied	51	36.96	
Neutral	32	23.19	
Dissatisfied	4	2.90	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	138	100.00	
Total	138	100.00	

Overall - Training in the use of technology was available

Mean: 3.98

Response	Frequency	Percent	Graph
Very Satisfied	45	34.35	
Satisfied	43	32.82	
Neutral	38	29.01	
Dissatisfied	5	3.82	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	131	100.00	
Total	131	100.00	

Overall - Efficiency receiving services

Mean: 4.02

Response	Frequency	Percent	Graph
Very Satisfied	46	35.38	
Satisfied	44	33.85	
Neutral	36	27.69	
Dissatisfied	4	3.08	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	130	100.00	
Total	130	100.00	

Overall - Administration is approachable

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	53	37.06	
Satisfied	56	39.16	
Neutral	30	20.98	
Dissatisfied	4	2.80	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	143	100.00	
Total	143	100.00	

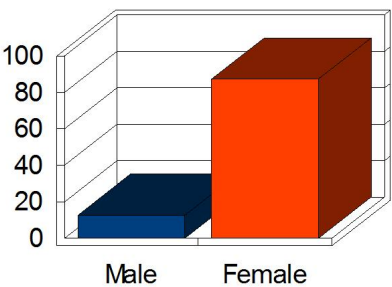
Overall - I feel like TVCC will help me with problems and cares about my issues

Mean: 3.89

Response	Frequency	Percent	Graph
Very Satisfied	44	31.21	
Satisfied	45	31.91	
Neutral	44	31.21	
Dissatisfied	8	5.67	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	141	100.00	
Total	141	100.00	

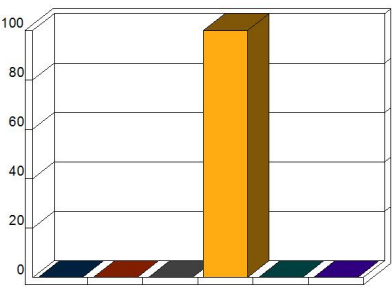
My gender is:

Mean: 1.87

Response	Frequency	Percent	Graph
Male	20	12.66	
Female	138	87.34	
Total Valid	158	100.00	
Total	158	100.00	

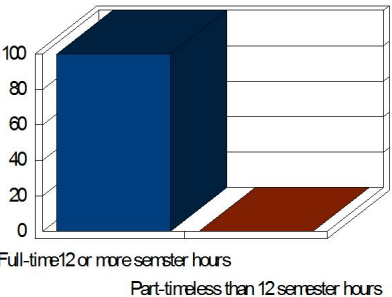
I take the majority of my classes:

Mean: 4.00

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestin	0	0.00	
Terrell	0	0.00	
Kaufman HSC	158	100.00	
Through Dual Credit	0	0.00	
Internet video or other distance ed. medium	0	0.00	
Total Valid	158	100.00	
Total	158	100.00	

I am enrolled:

Mean: 1.00

Response	Frequency	Percent	Graph
Full-time12 or more semster hours	1	100.00	
Part-timeless than 12 semester hours	0	0.00	
Total Valid	1	100.00	
Total	1	100.00	

My age is:

Mean: 4.28

Response	Frequency	Percent	Graph
Under 18	0	0.00	
18-21	22	14.10	
22-24	26	16.67	
25-30	37	23.72	
31-35	29	18.59	
36-50	41	26.28	
51-64	1	0.64	
65 & over	0	0.00	
Total Valid	156	100.00	
Total	156	100.00	

Ethnic Origin:

Mean: 1.26

Response	Frequency	Percent	Graph
Not Hispanic or Latino	113	86.92	
Hispanic or Latino	0	0.00	
Unknown	17	13.08	
Total Valid	130	100.00	
Total	130	100.00	

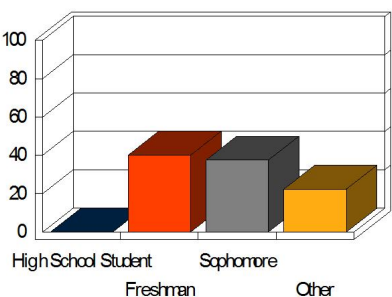
Race:

Mean: -

Response	Frequency	Percent	Graph
White	110	75.86	
Black or African American	30	20.69	
Asian	1	0.69	
American Indian or Alaskan Native	4	2.76	
Native Hawaiian or Pacific Islander	0	0.00	
International	4	2.76	
Total Valid	145	100.00	
Total	145	100.00	

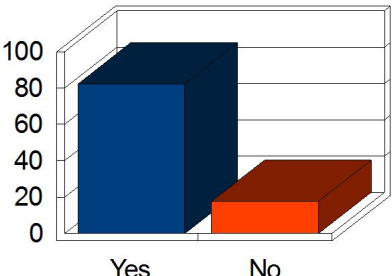
Student Classification:

Mean: 2.82

Response	Frequency	Percent	Graph
High School Student	0	0.00	
Freshman	61	40.13	
Sophomore	57	37.50	
Other	34	22.37	
Total Valid	152	100.00	
Total	152	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.18

Response	Frequency	Percent	Graph
Yes	125	82.24	
No	27	17.76	
Total Valid	152	100.00	
Total	152	100.00	

Trinity Valley Community College

Student Satisfaction Survey

2017

No Campus Selected

Registration & Admissions - Assistance of staff

Mean: 4.27

Response	Frequency	Percent	Graph
Very Satisfied	23	38.98	
Satisfied	29	49.15	
Neutral	7	11.86	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	59	100.00	
Total	59	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.32

Response	Frequency	Percent	Graph
Very Satisfied	27	45.76	
Satisfied	24	40.68	
Neutral	8	13.56	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	59	100.00	
Total	59	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	21	36.21	
Satisfied	26	44.83	
Neutral	11	18.97	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	58	100.00	
Total	58	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	21	36.21	
Satisfied	24	41.38	
Neutral	13	22.41	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	58	100.00	
Total	58	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	22	39.29	
Satisfied	28	50.00	
Neutral	6	10.71	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	56	100.00	
Total	56	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	23	39.66	
Satisfied	24	41.38	
Neutral	11	18.97	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	58	100.00	
Total	58	100.00	

Registration & Admissions - Online registration process

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	19	37.25	
Satisfied	22	43.14	
Neutral	10	19.61	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	51	100.00	
Total	51	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	20	37.74	
Satisfied	23	43.40	
Neutral	9	16.98	
Dissatisfied	1	1.89	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	53	100.00	
Total	53	100.00	

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

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	21	38.89	
Satisfied	19	35.19	
Neutral	13	24.07	
Dissatisfied	1	1.85	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	54	100.00	
Total	54	100.00	

Registration & Admissions - Website information

Mean: 4.02

Response	Frequency	Percent	Graph
Very Satisfied	18	32.14	
Satisfied	22	39.29	
Neutral	15	26.79	
Dissatisfied	1	1.79	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	56	100.00	
Total	56	100.00	

Financial Aid - Assistance of staff

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	17	45.95	
Satisfied	15	40.54	
Neutral	4	10.81	
Dissatisfied	1	2.70	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	37	100.00	
Total	37	100.00	

Financial Aid - Friendliness of staff

Mean: 4.37

Response	Frequency	Percent	Graph
Very Satisfied	20	52.63	
Satisfied	13	34.21	
Neutral	4	10.53	
Dissatisfied	1	2.63	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	38	100.00	
Total	38	100.00	

Financial Aid - Knowledge of staff

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	15	40.54	
Satisfied	15	40.54	
Neutral	7	18.92	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	37	100.00	
Total	37	100.00	

Financial Aid - Information received is accurate

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	18	47.37	
Satisfied	14	36.84	
Neutral	4	10.53	
Dissatisfied	2	5.26	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	38	100.00	
Total	38	100.00	

Financial Aid - Information presented is understandable

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	16	42.11	
Satisfied	14	36.84	
Neutral	8	21.05	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	38	100.00	
Total	38	100.00	

Financial Aid - Financial aid process

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	17	44.74	
Satisfied	12	31.58	
Neutral	8	21.05	
Dissatisfied	1	2.63	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	38	100.00	
Total	38	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	14	37.84	
Satisfied	15	40.54	
Neutral	7	18.92	
Dissatisfied	1	2.70	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	37	100.00	
Total	37	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	13	39.39	
Satisfied	11	33.33	
Neutral	9	27.27	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	4		
Total Valid	33	100.00	
Total	33	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	14	40.00	
Satisfied	12	34.29	
Neutral	8	22.86	
Dissatisfied	1	2.86	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	35	100.00	
Total	35	100.00	

Financial Aid - Website information

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	16	42.11	
Satisfied	13	34.21	
Neutral	8	21.05	
Dissatisfied	1	2.63	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	38	100.00	
Total	38	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	17	36.17	
Satisfied	23	48.94	
Neutral	7	14.89	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	47	100.00	
Total	47	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	22	45.83	
Satisfied	20	41.67	
Neutral	6	12.50	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	48	100.00	
Total	48	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.27

Response	Frequency	Percent	Graph
Very Satisfied	20	41.67	
Satisfied	21	43.75	
Neutral	7	14.58	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	48	100.00	
Total	48	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	22	47.83	
Satisfied	17	36.96	
Neutral	7	15.22	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	2		
Total Valid	46	100.00	
Total	46	100.00	

Guidance/Counseling - Student advising process

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	18	40.00	
Satisfied	18	40.00	
Neutral	9	20.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	45	100.00	
Total	45	100.00	

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

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	20	43.48	
Satisfied	18	39.13	
Neutral	8	17.39	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	46	100.00	
Total	46	100.00	

Guidance/Counseling - Website information

Mean: 4.04

Response	Frequency	Percent	Graph
Very Satisfied	16	34.78	
Satisfied	19	41.30	
Neutral	8	17.39	
Dissatisfied	3	6.52	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	46	100.00	
Total	46	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	21	45.65	
Satisfied	16	34.78	
Neutral	8	17.39	
Dissatisfied	1	2.17	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	46	100.00	
Total	46	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	19	41.30	
Satisfied	19	41.30	
Neutral	7	15.22	
Dissatisfied	1	2.17	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	46	100.00	
Total	46	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	17	37.78	
Satisfied	19	42.22	
Neutral	8	17.78	
Dissatisfied	1	2.22	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	45	100.00	
Total	45	100.00	

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

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	16	36.36	
Satisfied	21	47.73	
Neutral	6	13.64	
Dissatisfied	1	2.27	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	44	100.00	
Total	44	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	17	39.53	
Satisfied	16	37.21	
Neutral	8	18.60	
Dissatisfied	2	4.65	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	43	100.00	
Total	43	100.00	

Business Office/Cashier - Website information

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	17	36.96	
Satisfied	22	47.83	
Neutral	6	13.04	
Dissatisfied	1	2.17	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	46	100.00	
Total	46	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.34

Response	Frequency	Percent	Graph
Very Satisfied	15	51.72	
Satisfied	9	31.03	
Neutral	5	17.24	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	29	100.00	
Total	29	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	12	41.38	
Satisfied	12	41.38	
Neutral	5	17.24	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	29	100.00	
Total	29	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 4.38

Response	Frequency	Percent	Graph
Very Satisfied	15	51.72	
Satisfied	10	34.48	
Neutral	4	13.79	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	29	100.00	
Total	29	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	13	44.83	
Satisfied	10	34.48	
Neutral	5	17.24	
Dissatisfied	1	3.45	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	29	100.00	
Total	29	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 4.32

Response	Frequency	Percent	Graph
Very Satisfied	13	46.43	
Satisfied	11	39.29	
Neutral	4	14.29	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	28	100.00	
Total	28	100.00	

Testing Services - Assistance of staff

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	19	42.22	
Satisfied	20	44.44	
Neutral	6	13.33	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	45	100.00	
Total	45	100.00	

Testing Services - Friendliness of staff

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	20	44.44	
Satisfied	19	42.22	
Neutral	5	11.11	
Dissatisfied	1	2.22	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	45	100.00	
Total	45	100.00	

Testing Services - Knowledge of staff

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	21	46.67	
Satisfied	16	35.56	
Neutral	8	17.78	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	45	100.00	
Total	45	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	17	39.53	
Satisfied	18	41.86	
Neutral	7	16.28	
Dissatisfied	1	2.33	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	43	100.00	
Total	43	100.00	

Testing Services - Website information

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	17	38.64	
Satisfied	16	36.36	
Neutral	11	25.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	44	100.00	
Total	44	100.00	

Instruction - Overall, teachers care about me

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	26	47.27	
Satisfied	19	34.55	
Neutral	6	10.91	
Dissatisfied	3	5.45	
Very Dissatisfied	1	1.82	
<i>Not Applicable</i>	0		
Total Valid	55	100.00	
Total	55	100.00	

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

Mean: 4.41

Response	Frequency	Percent	Graph
Very Satisfied	30	55.56	
Satisfied	17	31.48	
Neutral	6	11.11	
Dissatisfied	1	1.85	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	54	100.00	
Total	54	100.00	

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

Mean: 4.43

Response	Frequency	Percent	Graph
Very Satisfied	30	55.56	
Satisfied	17	31.48	
Neutral	7	12.96	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	54	100.00	
Total	54	100.00	

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

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	24	44.44	
Satisfied	21	38.89	
Neutral	6	11.11	
Dissatisfied	2	3.70	
Very Dissatisfied	1	1.85	
<i>Not Applicable</i>	0		
Total Valid	54	100.00	
Total	54	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	24	43.64	
Satisfied	25	45.45	
Neutral	5	9.09	
Dissatisfied	0	0.00	
Very Dissatisfied	1	1.82	
<i>Not Applicable</i>	0		
Total Valid	55	100.00	
Total	55	100.00	

Overall - Student services routinely assisted me

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	17	36.17	
Satisfied	24	51.06	
Neutral	6	12.77	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	47	100.00	
Total	47	100.00	

Overall - Access to technology resources was adequate

Mean: 4.31

Response	Frequency	Percent	Graph
Very Satisfied	21	41.18	
Satisfied	25	49.02	
Neutral	5	9.80	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	51	100.00	
Total	51	100.00	

Overall - Training in the use of technology was available

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	19	39.58	
Satisfied	25	52.08	
Neutral	3	6.25	
Dissatisfied	1	2.08	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	48	100.00	
Total	48	100.00	

Overall - Efficiency receiving services

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	20	40.00	
Satisfied	24	48.00	
Neutral	6	12.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	50	100.00	
Total	50	100.00	

Overall - Administration is approachable

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	18	34.62	
Satisfied	25	48.08	
Neutral	9	17.31	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	52	100.00	
Total	52	100.00	

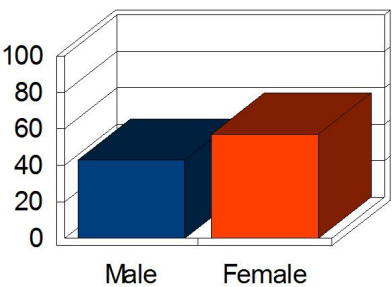
Overall - I feel like TVCC will help me with problems and cares about my issues

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	20	38.46	
Satisfied	25	48.08	
Neutral	6	11.54	
Dissatisfied	1	1.92	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	52	100.00	
Total	52	100.00	

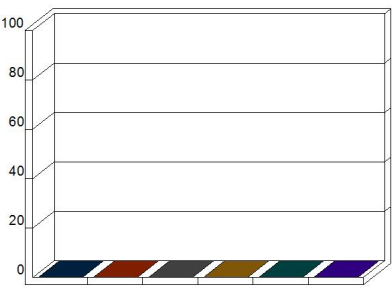
My gender is:

Mean: 1.57

Response	Frequency	Percent	Graph
Male	6	42.86	
Female	8	57.14	
Total Valid	14	100.00	
Total	14	100.00	

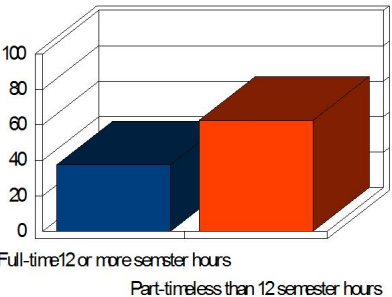
I take the majority of my classes:

Mean: -

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestin	0	0.00	
Terrell	0	0.00	
Kaufman HSC	0	0.00	
Through Dual Credit	0	0.00	
Internet video or other distance ed. medium	0	0.00	
Total Valid	0	0.00	
Total	0	0.00	

I am enrolled:

Mean: 1.63

Response	Frequency	Percent	Graph
Full-time12 or more semster hours	3	37.50	
Part-timeless than 12 semester hours	5	62.50	
Total Valid	8	100.00	
Total	8	100.00	

My age is:

Mean: 3.07

Response	Frequency	Percent	Graph
Under 18	1	7.14	
18-21	7	50.00	
22-24	0	0.00	
25-30	3	21.43	
31-35	2	14.29	
36-50	1	7.14	
51-64	0	0.00	
65 & over	0	0.00	
Total Valid	14	100.00	
Total	14	100.00	

Ethnic Origin:

Mean: 1.00

Response	Frequency	Percent	Graph
Not Hispanic or Latino	11	100.00	
Hispanic or Latino	0	0.00	
Unknown	0	0.00	
Total Valid	11	100.00	
Total	11	100.00	

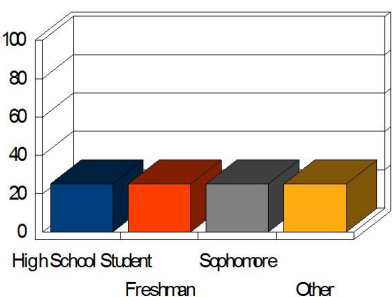
Race:

Mean: 1.23

Response	Frequency	Percent	Graph
White	10	76.92	
Black or African American	3	23.08	
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	13	100.00	
Total	13	100.00	

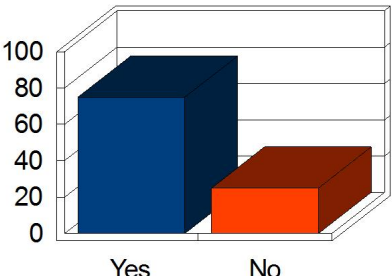
Student Classification:

Mean: 2.50

Response	Frequency	Percent	Graph
High School Student	1	25.00	
Freshman	1	25.00	
Sophomore	1	25.00	
Other	1	25.00	
Total Valid	4	100.00	
Total	4	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.25

Response	Frequency	Percent	Graph
Yes	3	75.00	
No	1	25.00	
Total Valid	4	100.00	
Total	4	100.00	

Trinity Valley Community College

Student Satisfaction Survey

2017

Palestine

Registration & Admissions - Assistance of staff

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	106	39.55	
Satisfied	115	42.91	
Neutral	42	15.67	
Dissatisfied	5	1.87	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	268	100.00	
Total	268	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	105	38.32	
Satisfied	107	39.05	
Neutral	57	20.80	
Dissatisfied	5	1.82	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	274	100.00	
Total	274	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	111	41.26	
Satisfied	103	38.29	
Neutral	47	17.47	
Dissatisfied	8	2.97	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	269	100.00	
Total	269	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	92	36.65	
Satisfied	96	38.25	
Neutral	53	21.12	
Dissatisfied	10	3.98	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	251	100.00	
Total	251	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	94	37.30	
Satisfied	107	42.46	
Neutral	44	17.46	
Dissatisfied	7	2.78	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	252	100.00	
Total	252	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	99	38.22	
Satisfied	110	42.47	
Neutral	44	16.99	
Dissatisfied	6	2.32	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	259	100.00	
Total	259	100.00	

Registration & Admissions - Online registration process

Mean: 3.94

Response	Frequency	Percent	Graph
Very Satisfied	56	28.87	
Satisfied	76	39.18	
Neutral	56	28.87	
Dissatisfied	6	3.09	
Very Dissatisfied	0	0.00	
Not Applicable	4		
Total Valid	194	100.00	
Total	194	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	101	41.39	
Satisfied	95	38.93	
Neutral	41	16.80	
Dissatisfied	7	2.87	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	244	100.00	
Total	244	100.00	

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

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	94	39.50	
Satisfied	92	38.66	
Neutral	49	20.59	
Dissatisfied	3	1.26	
Very Dissatisfied	0	0.00	
Not Applicable	1		
Total Valid	238	100.00	
Total	238	100.00	

Registration & Admissions - Website information

Mean: 3.99

Response	Frequency	Percent	Graph
Very Satisfied	86	33.33	
Satisfied	95	36.82	
Neutral	65	25.19	
Dissatisfied	12	4.65	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	258	100.00	
Total	258	100.00	

Financial Aid - Assistance of staff

Mean: 3.93

Response	Frequency	Percent	Graph
Very Satisfied	59	32.60	
Satisfied	66	36.46	
Neutral	40	22.10	
Dissatisfied	16	8.84	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	181	100.00	
Total	181	100.00	

Financial Aid - Friendliness of staff

Mean: 4.04

Response	Frequency	Percent	Graph
Very Satisfied	69	37.91	
Satisfied	65	35.71	
Neutral	34	18.68	
Dissatisfied	14	7.69	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	182	100.00	
Total	182	100.00	

Financial Aid - Knowledge of staff

Mean: 3.97

Response	Frequency	Percent	Graph
Very Satisfied	61	33.15	
Satisfied	68	36.96	
Neutral	44	23.91	
Dissatisfied	11	5.98	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	184	100.00	
Total	184	100.00	

Financial Aid - Information received is accurate

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	62	34.25	
Satisfied	69	38.12	
Neutral	38	20.99	
Dissatisfied	12	6.63	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	181	100.00	
Total	181	100.00	

Financial Aid - Information presented is understandable

Mean: 3.93

Response	Frequency	Percent	Graph
Very Satisfied	53	29.61	
Satisfied	72	40.22	
Neutral	42	23.46	
Dissatisfied	12	6.70	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	179	100.00	
Total	179	100.00	

Financial Aid - Financial aid process

Mean: 3.88

Response	Frequency	Percent	Graph
Very Satisfied	50	29.41	
Satisfied	63	37.06	
Neutral	44	25.88	
Dissatisfied	13	7.65	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	170	100.00	
Total	170	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.81

Response	Frequency	Percent	Graph
Very Satisfied	35	22.58	
Satisfied	65	41.94	
Neutral	45	29.03	
Dissatisfied	10	6.45	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	4		
Total Valid	155	100.00	
Total	155	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 3.74

Response	Frequency	Percent	Graph
Very Satisfied	28	25.69	
Satisfied	30	27.52	
Neutral	47	43.12	
Dissatisfied	3	2.75	
Very Dissatisfied	1	0.92	
<i>Not Applicable</i>	9		
Total Valid	109	100.00	
Total	109	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.74

Response	Frequency	Percent	Graph
Very Satisfied	39	24.84	
Satisfied	50	31.85	
Neutral	56	35.67	
Dissatisfied	12	7.64	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	5		
Total Valid	157	100.00	
Total	157	100.00	

Financial Aid - Website information

Mean: 3.90

Response	Frequency	Percent	Graph
Very Satisfied	48	28.07	
Satisfied	64	37.43	
Neutral	53	30.99	
Dissatisfied	6	3.51	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	171	100.00	
Total	171	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	104	44.64	
Satisfied	95	40.77	
Neutral	31	13.30	
Dissatisfied	3	1.29	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	233	100.00	
Total	233	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.32

Response	Frequency	Percent	Graph
Very Satisfied	106	45.30	
Satisfied	99	42.31	
Neutral	27	11.54	
Dissatisfied	2	0.85	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	234	100.00	
Total	234	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	94	40.34	
Satisfied	101	43.35	
Neutral	36	15.45	
Dissatisfied	2	0.86	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	233	100.00	
Total	233	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	89	39.38	
Satisfied	92	40.71	
Neutral	42	18.58	
Dissatisfied	3	1.33	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	226	100.00	
Total	226	100.00	

Guidance/Counseling - Student advising process

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	89	38.86	
Satisfied	96	41.92	
Neutral	43	18.78	
Dissatisfied	1	0.44	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	229	100.00	
Total	229	100.00	

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

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	98	42.24	
Satisfied	94	40.52	
Neutral	37	15.95	
Dissatisfied	3	1.29	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	232	100.00	
Total	232	100.00	

Guidance/Counseling - Website information

Mean: 4.09

Response	Frequency	Percent	Graph
Very Satisfied	82	37.27	
Satisfied	79	35.91	
Neutral	55	25.00	
Dissatisfied	4	1.82	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	220	100.00	
Total	220	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	84	36.68	
Satisfied	102	44.54	
Neutral	41	17.90	
Dissatisfied	2	0.87	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	2		
Total Valid	229	100.00	
Total	229	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	88	38.77	
Satisfied	98	43.17	
Neutral	38	16.74	
Dissatisfied	3	1.32	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	2		
Total Valid	227	100.00	
Total	227	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	86	38.05	
Satisfied	92	40.71	
Neutral	45	19.91	
Dissatisfied	3	1.33	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	2		
Total Valid	226	100.00	
Total	226	100.00	

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

Mean: 4.09

Response	Frequency	Percent	Graph
Very Satisfied	73	34.60	
Satisfied	87	41.23	
Neutral	47	22.27	
Dissatisfied	4	1.90	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	2		
Total Valid	211	100.00	
Total	211	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 3.99

Response	Frequency	Percent	Graph
Very Satisfied	63	34.05	
Satisfied	69	37.30	
Neutral	42	22.70	
Dissatisfied	11	5.95	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	4		
Total Valid	185	100.00	
Total	185	100.00	

Business Office/Cashier - Website information

Mean: 4.09

Response	Frequency	Percent	Graph
Very Satisfied	71	34.98	
Satisfied	83	40.89	
Neutral	46	22.66	
Dissatisfied	3	1.48	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	2		
Total Valid	203	100.00	
Total	203	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 3.99

Response	Frequency	Percent	Graph
Very Satisfied	47	32.19	
Satisfied	50	34.25	
Neutral	49	33.56	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	146	100.00	
Total	146	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	46	31.72	
Satisfied	55	37.93	
Neutral	42	28.97	
Dissatisfied	2	1.38	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	145	100.00	
Total	145	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 3.99

Response	Frequency	Percent	Graph
Very Satisfied	46	31.51	
Satisfied	52	35.62	
Neutral	48	32.88	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	146	100.00	
Total	146	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 3.94

Response	Frequency	Percent	Graph
Very Satisfied	36	30.00	
Satisfied	42	35.00	
Neutral	41	34.17	
Dissatisfied	1	0.83	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	120	100.00	
Total	120	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 3.93

Response	Frequency	Percent	Graph
Very Satisfied	42	31.34	
Satisfied	44	32.84	
Neutral	45	33.58	
Dissatisfied	3	2.24	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	134	100.00	
Total	134	100.00	

Testing Services - Assistance of staff

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	88	39.64	
Satisfied	88	39.64	
Neutral	43	19.37	
Dissatisfied	3	1.35	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	3		
Total Valid	222	100.00	
Total	222	100.00	

Testing Services - Friendliness of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	88	39.82	
Satisfied	88	39.82	
Neutral	40	18.10	
Dissatisfied	5	2.26	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	4		
Total Valid	221	100.00	
Total	221	100.00	

Testing Services - Knowledge of staff

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	85	38.81	
Satisfied	85	38.81	
Neutral	48	21.92	
Dissatisfied	1	0.46	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	4		
Total Valid	219	100.00	
Total	219	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	79	36.07	
Satisfied	94	42.92	
Neutral	42	19.18	
Dissatisfied	4	1.83	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	4		
Total Valid	219	100.00	
Total	219	100.00	

Testing Services - Website information

Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	71	34.30	
Satisfied	82	39.61	
Neutral	52	25.12	
Dissatisfied	2	0.97	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	2		
Total Valid	207	100.00	
Total	207	100.00	

Instruction - Overall, teachers care about me

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	137	46.92	
Satisfied	104	35.62	
Neutral	46	15.75	
Dissatisfied	5	1.71	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	292	100.00	
Total	292	100.00	

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

Mean: 4.48

Response	Frequency	Percent	Graph
Very Satisfied	160	54.79	
Satisfied	112	38.36	
Neutral	19	6.51	
Dissatisfied	1	0.34	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	292	100.00	
Total	292	100.00	

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

Mean: 4.44

Response	Frequency	Percent	Graph
Very Satisfied	162	55.67	
Satisfied	99	34.02	
Neutral	25	8.59	
Dissatisfied	5	1.72	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	291	100.00	
Total	291	100.00	

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

Mean: 4.37

Response	Frequency	Percent	Graph
Very Satisfied	145	50.17	
Satisfied	108	37.37	
Neutral	33	11.42	
Dissatisfied	3	1.04	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	289	100.00	
Total	289	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.35

Response	Frequency	Percent	Graph
Very Satisfied	149	51.92	
Satisfied	94	32.75	
Neutral	40	13.94	
Dissatisfied	4	1.39	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	287	100.00	
Total	287	100.00	

Overall - Student services routinely assisted me

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	87	34.66	
Satisfied	105	41.83	
Neutral	56	22.31	
Dissatisfied	3	1.20	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	251	100.00	
Total	251	100.00	

Overall - Access to technology resources was adequate

Mean: 4.25

Response	Frequency	Percent	Graph
Very Satisfied	113	40.79	
Satisfied	121	43.68	
Neutral	41	14.80	
Dissatisfied	2	0.72	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	277	100.00	
Total	277	100.00	

Overall - Training in the use of technology was available

Mean: 4.10

Response	Frequency	Percent	Graph
Very Satisfied	87	34.80	
Satisfied	106	42.40	
Neutral	53	21.20	
Dissatisfied	4	1.60	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	250	100.00	
Total	250	100.00	

Overall - Efficiency receiving services

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	103	38.72	
Satisfied	101	37.97	
Neutral	59	22.18	
Dissatisfied	3	1.13	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	266	100.00	
Total	266	100.00	

Overall - Administration is approachable

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	107	39.78	
Satisfied	109	40.52	
Neutral	51	18.96	
Dissatisfied	2	0.74	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	269	100.00	
Total	269	100.00	

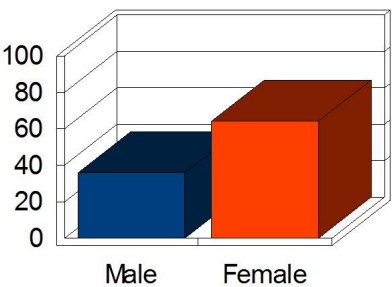
Overall - I feel like TVCC will help me with problems and cares about my issues

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	111	39.64	
Satisfied	114	40.71	
Neutral	46	16.43	
Dissatisfied	9	3.21	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	280	100.00	
Total	280	100.00	

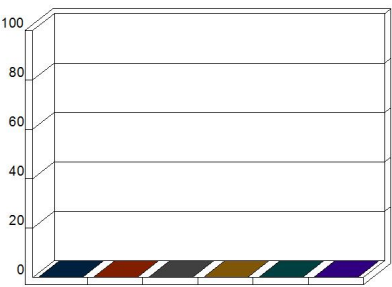
My gender is:

Mean: 1.64

Response	Frequency	Percent	Graph
Male	107	35.79	
Female	192	64.21	
Total Valid	299	100.00	
Total	299	100.00	

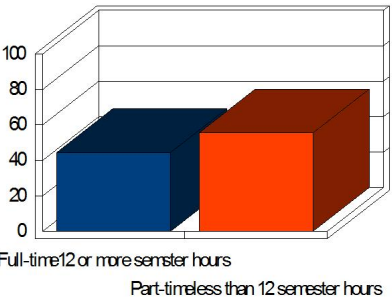
I take the majority of my classes:

Mean: -

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestin	0	0.00	
Terrell	0	0.00	
Kaufman HSC	0	0.00	
Through Dual Credit	0	0.00	
Internet video or other distance ed. medium	0	0.00	
Total Valid	0	0.00	
Total	0	0.00	

I am enrolled:

Mean: 1.56

Response	Frequency	Percent	Graph
Full-time12 or more semster hours	8	44.44	
Part-timeless than 12 semester hours	10	55.56	
Total Valid	18	100.00	
Total	18	100.00	

My age is:

Mean: 2.46

Response	Frequency	Percent	Graph
Under 18	116	38.93	
18-21	87	29.19	
22-24	25	8.39	
25-30	23	7.72	
31-35	17	5.70	
36-50	22	7.38	
51-64	6	2.01	
65 & over	2	0.67	
Total Valid	298	100.00	
Total	298	100.00	

Ethnic Origin:

Mean: 1.21

Response	Frequency	Percent	Graph
Not Hispanic or Latino	215	88.84	
Hispanic or Latino	2	0.83	
Unknown	25	10.33	
Total Valid	242	100.00	
Total	242	100.00	

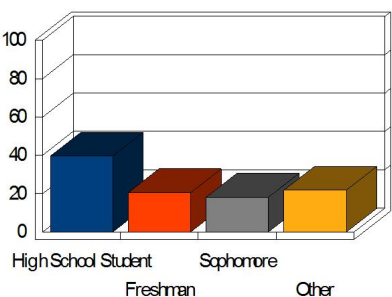
Race:

Mean: -

Response	Frequency	Percent	Graph
White	207	73.93	
Black or African American	59	21.07	
Asian	10	3.57	
American Indian or Alaskan Native	9	3.21	
Native Hawaiian or Pacific Islander	2	0.71	
International	13	4.64	
Total Valid	280	100.00	
Total	280	100.00	

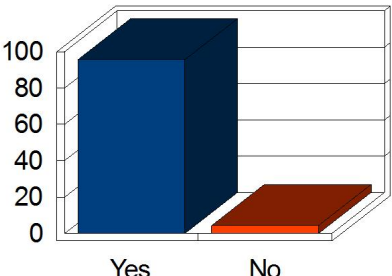
Student Classification:

Mean: 2.22

Response	Frequency	Percent	Graph
High School Student	116	39.59	
Freshman	60	20.48	
Sophomore	53	18.09	
Other	64	21.84	
Total Valid	293	100.00	
Total	293	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.04

Response	Frequency	Percent	Graph
Yes	284	95.62	
No	13	4.38	
Total Valid	297	100.00	
Total	297	100.00	

Trinity Valley Community College

Student Satisfaction Survey

2017

Terrell

Registration & Admissions - Assistance of staff

Mean: 4.37

Response	Frequency	Percent	Graph
Very Satisfied	228	48.61	
Satisfied	190	40.51	
Neutral	49	10.45	
Dissatisfied	2	0.43	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	469	100.00	
Total	469	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.40

Response	Frequency	Percent	Graph
Very Satisfied	241	50.95	
Satisfied	182	38.48	
Neutral	46	9.73	
Dissatisfied	4	0.85	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	473	100.00	
Total	473	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	214	45.63	
Satisfied	181	38.59	
Neutral	68	14.50	
Dissatisfied	6	1.28	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	469	100.00	
Total	469	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	224	48.07	
Satisfied	167	35.84	
Neutral	63	13.52	
Dissatisfied	12	2.58	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	466	100.00	
Total	466	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 4.37

Response	Frequency	Percent	Graph
Very Satisfied	235	50.32	
Satisfied	176	37.69	
Neutral	50	10.71	
Dissatisfied	6	1.28	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	467	100.00	
Total	467	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.36

Response	Frequency	Percent	Graph
Very Satisfied	228	48.31	
Satisfied	194	41.10	
Neutral	40	8.47	
Dissatisfied	10	2.12	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	472	100.00	
Total	472	100.00	

Registration & Admissions - Online registration process

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	151	37.94	
Satisfied	130	32.66	
Neutral	103	25.88	
Dissatisfied	14	3.52	
Very Dissatisfied	0	0.00	
Not Applicable	6		
Total Valid	398	100.00	
Total	398	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.44

Response	Frequency	Percent	Graph
Very Satisfied	254	55.22	
Satisfied	160	34.78	
Neutral	40	8.70	
Dissatisfied	6	1.30	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	460	100.00	
Total	460	100.00	

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

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	230	50.11	
Satisfied	164	35.73	
Neutral	53	11.55	
Dissatisfied	12	2.61	
Very Dissatisfied	0	0.00	
Not Applicable	0		
Total Valid	459	100.00	
Total	459	100.00	

Registration & Admissions - Website information

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	165	35.87	
Satisfied	177	38.48	
Neutral	96	20.87	
Dissatisfied	21	4.57	
Very Dissatisfied	1	0.22	
<i>Not Applicable</i>	0		
Total Valid	460	100.00	
Total	460	100.00	

Financial Aid - Assistance of staff

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	167	44.41	
Satisfied	127	33.78	
Neutral	67	17.82	
Dissatisfied	15	3.99	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	12		
Total Valid	376	100.00	
Total	376	100.00	

Financial Aid - Friendliness of staff

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	166	44.03	
Satisfied	130	34.48	
Neutral	62	16.45	
Dissatisfied	19	5.04	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	377	100.00	
Total	377	100.00	

Financial Aid - Knowledge of staff

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	171	45.00	
Satisfied	139	36.58	
Neutral	60	15.79	
Dissatisfied	10	2.63	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	380	100.00	
Total	380	100.00	

Financial Aid - Information received is accurate

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	168	43.98	
Satisfied	143	37.43	
Neutral	54	14.14	
Dissatisfied	17	4.45	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	382	100.00	
Total	382	100.00	

Financial Aid - Information presented is understandable

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	158	41.80	
Satisfied	134	35.45	
Neutral	71	18.78	
Dissatisfied	15	3.97	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	378	100.00	
Total	378	100.00	

Financial Aid - Financial aid process

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	155	42.82	
Satisfied	105	29.01	
Neutral	78	21.55	
Dissatisfied	24	6.63	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	362	100.00	
Total	362	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.02

Response	Frequency	Percent	Graph
Very Satisfied	132	40.00	
Satisfied	88	26.67	
Neutral	96	29.09	
Dissatisfied	14	4.24	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	14		
Total Valid	330	100.00	
Total	330	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 3.88

Response	Frequency	Percent	Graph
Very Satisfied	82	35.96	
Satisfied	45	19.74	
Neutral	93	40.79	
Dissatisfied	8	3.51	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	29		
Total Valid	228	100.00	
Total	228	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.99

Response	Frequency	Percent	Graph
Very Satisfied	119	38.64	
Satisfied	80	25.97	
Neutral	96	31.17	
Dissatisfied	13	4.22	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	18		
Total Valid	308	100.00	
Total	308	100.00	

Financial Aid - Website information

Mean: 3.96

Response	Frequency	Percent	Graph
Very Satisfied	126	34.43	
Satisfied	118	32.24	
Neutral	106	28.96	
Dissatisfied	15	4.10	
Very Dissatisfied	1	0.27	
<i>Not Applicable</i>	11		
Total Valid	366	100.00	
Total	366	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.31

Response	Frequency	Percent	Graph
Very Satisfied	196	46.67	
Satisfied	167	39.76	
Neutral	49	11.67	
Dissatisfied	8	1.90	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	420	100.00	
Total	420	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.39

Response	Frequency	Percent	Graph
Very Satisfied	209	49.41	
Satisfied	174	41.13	
Neutral	35	8.27	
Dissatisfied	4	0.95	
Very Dissatisfied	1	0.24	
<i>Not Applicable</i>	6		
Total Valid	423	100.00	
Total	423	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	199	47.72	
Satisfied	163	39.09	
Neutral	48	11.51	
Dissatisfied	7	1.68	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	417	100.00	
Total	417	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	186	45.37	
Satisfied	160	39.02	
Neutral	56	13.66	
Dissatisfied	7	1.71	
Very Dissatisfied	1	0.24	
<i>Not Applicable</i>	7		
Total Valid	410	100.00	
Total	410	100.00	

Guidance/Counseling - Student advising process

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	190	46.00	
Satisfied	154	37.29	
Neutral	62	15.01	
Dissatisfied	7	1.69	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	7		
Total Valid	413	100.00	
Total	413	100.00	

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

Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	192	46.15	
Satisfied	158	37.98	
Neutral	56	13.46	
Dissatisfied	10	2.40	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	7		
Total Valid	416	100.00	
Total	416	100.00	

Guidance/Counseling - Website information

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	159	38.78	
Satisfied	156	38.05	
Neutral	83	20.24	
Dissatisfied	11	2.68	
Very Dissatisfied	1	0.24	
<i>Not Applicable</i>	6		
Total Valid	410	100.00	
Total	410	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	180	40.45	
Satisfied	195	43.82	
Neutral	66	14.83	
Dissatisfied	4	0.90	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	4		
Total Valid	445	100.00	
Total	445	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	182	41.27	
Satisfied	183	41.50	
Neutral	66	14.97	
Dissatisfied	10	2.27	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	4		
Total Valid	441	100.00	
Total	441	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	176	39.64	
Satisfied	193	43.47	
Neutral	67	15.09	
Dissatisfied	8	1.80	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	4		
Total Valid	444	100.00	
Total	444	100.00	

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

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	193	44.47	
Satisfied	167	38.48	
Neutral	70	16.13	
Dissatisfied	4	0.92	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	434	100.00	
Total	434	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	149	40.16	
Satisfied	131	35.31	
Neutral	88	23.72	
Dissatisfied	3	0.81	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	8		
Total Valid	371	100.00	
Total	371	100.00	

Business Office/Cashier - Website information

Mean: 4.06

Response	Frequency	Percent	Graph
Very Satisfied	146	35.10	
Satisfied	158	37.98	
Neutral	101	24.28	
Dissatisfied	11	2.64	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	9		
Total Valid	416	100.00	
Total	416	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	108	40.30	
Satisfied	92	34.33	
Neutral	64	23.88	
Dissatisfied	4	1.49	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	26		
Total Valid	268	100.00	
Total	268	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	115	42.28	
Satisfied	90	33.09	
Neutral	65	23.90	
Dissatisfied	2	0.74	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	25		
Total Valid	272	100.00	
Total	272	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	109	40.37	
Satisfied	93	34.44	
Neutral	66	24.44	
Dissatisfied	2	0.74	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	26		
Total Valid	270	100.00	
Total	270	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 4.01

Response	Frequency	Percent	Graph
Very Satisfied	84	35.00	
Satisfied	77	32.08	
Neutral	76	31.67	
Dissatisfied	3	1.25	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	30		
Total Valid	240	100.00	
Total	240	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 4.05

Response	Frequency	Percent	Graph
Very Satisfied	101	39.00	
Satisfied	80	30.89	
Neutral	69	26.64	
Dissatisfied	9	3.47	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	27		
Total Valid	259	100.00	
Total	259	100.00	

Testing Services - Assistance of staff

Mean: 4.34

Response	Frequency	Percent	Graph
Very Satisfied	185	49.20	
Satisfied	135	35.90	
Neutral	54	14.36	
Dissatisfied	2	0.53	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	376	100.00	
Total	376	100.00	

Testing Services - Friendliness of staff

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	186	49.34	
Satisfied	133	35.28	
Neutral	54	14.32	
Dissatisfied	4	1.06	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	377	100.00	
Total	377	100.00	

Testing Services - Knowledge of staff

Mean: 4.33

Response	Frequency	Percent	Graph
Very Satisfied	186	49.34	
Satisfied	132	35.01	
Neutral	58	15.38	
Dissatisfied	1	0.27	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	377	100.00	
Total	377	100.00	

Testing Services - Testing Center hours are adequate

Mean: 4.29

Response	Frequency	Percent	Graph
Very Satisfied	174	46.65	
Satisfied	141	37.80	
Neutral	50	13.40	
Dissatisfied	8	2.14	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	373	100.00	
Total	373	100.00	

Testing Services - Website information

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	157	43.01	
Satisfied	121	33.15	
Neutral	80	21.92	
Dissatisfied	7	1.92	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	365	100.00	
Total	365	100.00	

Instruction - Overall, teachers care about me

Mean: 4.40

Response	Frequency	Percent	Graph
Very Satisfied	261	55.18	
Satisfied	148	31.29	
Neutral	55	11.63	
Dissatisfied	8	1.69	
Very Dissatisfied	1	0.21	
<i>Not Applicable</i>	0		
Total Valid	473	100.00	
Total	473	100.00	

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

Mean: 4.57

Response	Frequency	Percent	Graph
Very Satisfied	303	63.66	
Satisfied	145	30.46	
Neutral	24	5.04	
Dissatisfied	4	0.84	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	476	100.00	
Total	476	100.00	

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

Mean: 4.54

Response	Frequency	Percent	Graph
Very Satisfied	298	62.61	
Satisfied	140	29.41	
Neutral	36	7.56	
Dissatisfied	2	0.42	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	476	100.00	
Total	476	100.00	

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

Mean: 4.47

Response	Frequency	Percent	Graph
Very Satisfied	275	58.26	
Satisfied	151	31.99	
Neutral	42	8.90	
Dissatisfied	3	0.64	
Very Dissatisfied	1	0.21	
<i>Not Applicable</i>	0		
Total Valid	472	100.00	
Total	472	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.44

Response	Frequency	Percent	Graph
Very Satisfied	269	57.85	
Satisfied	138	29.68	
Neutral	50	10.75	
Dissatisfied	8	1.72	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	465	100.00	
Total	465	100.00	

Overall - Student services routinely assisted me

Mean: 4.27

Response	Frequency	Percent	Graph
Very Satisfied	195	47.45	
Satisfied	138	33.58	
Neutral	74	18.00	
Dissatisfied	4	0.97	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	7		
Total Valid	411	100.00	
Total	411	100.00	

Overall - Access to technology resources was adequate

Mean: 4.35

Response	Frequency	Percent	Graph
Very Satisfied	222	49.12	
Satisfied	171	37.83	
Neutral	54	11.95	
Dissatisfied	5	1.11	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	452	100.00	
Total	452	100.00	

Overall - Training in the use of technology was available

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	181	44.36	
Satisfied	133	32.60	
Neutral	82	20.10	
Dissatisfied	11	2.70	
Very Dissatisfied	1	0.25	
<i>Not Applicable</i>	7		
Total Valid	408	100.00	
Total	408	100.00	

Overall - Efficiency receiving services

Mean: 4.24

Response	Frequency	Percent	Graph
Very Satisfied	194	43.99	
Satisfied	168	38.10	
Neutral	72	16.33	
Dissatisfied	6	1.36	
Very Dissatisfied	1	0.23	
<i>Not Applicable</i>	3		
Total Valid	441	100.00	
Total	441	100.00	

Overall - Administration is approachable

Mean: 4.32

Response	Frequency	Percent	Graph
Very Satisfied	221	47.63	
Satisfied	173	37.28	
Neutral	66	14.22	
Dissatisfied	4	0.86	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	464	100.00	
Total	464	100.00	

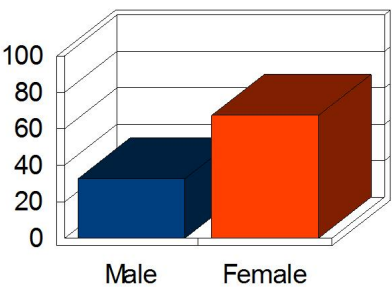
Overall - I feel like TVCC will help me with problems and cares about my issues

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	202	44.01	
Satisfied	160	34.86	
Neutral	88	19.17	
Dissatisfied	8	1.74	
Very Dissatisfied	1	0.22	
<i>Not Applicable</i>	1		
Total Valid	459	100.00	
Total	459	100.00	

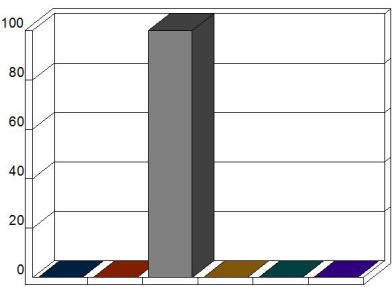
My gender is:

Mean: 1.67

Response	Frequency	Percent	Graph
Male	156	32.64	
Female	322	67.36	
Total Valid	478	100.00	
Total	478	100.00	

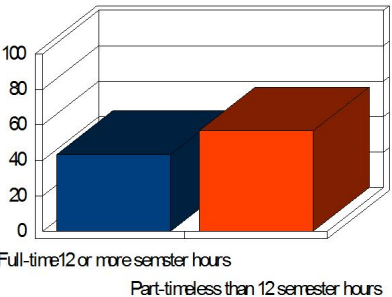
I take the majority of my classes:

Mean: 3.00

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestin	0	0.00	
Terrell	481	100.00	
Kaufman HSC	0	0.00	
Through Dual Credit	0	0.00	
Internet video or other distance ed. medium	0	0.00	
Total Valid	481	100.00	
Total	481	100.00	

I am enrolled:

Mean: 1.57

Response	Frequency	Percent	Graph
Full-time12 or more semster hours	26	43.33	
Part-timeless than 12 semester hours	34	56.67	
Total Valid	60	100.00	
Total	60	100.00	

My age is:

Mean: 2.83

Response	Frequency	Percent	Graph
Under 18	25	5.21	
18-21	281	58.54	
22-24	54	11.25	
25-30	49	10.21	
31-35	22	4.58	
36-50	38	7.92	
51-64	11	2.29	
65 & over	0	0.00	
Total Valid	480	100.00	
Total	480	100.00	

Ethnic Origin:

Mean: 1.16

Response	Frequency	Percent	Graph
Not Hispanic or Latino	312	90.17	
Hispanic or Latino	12	3.47	
Unknown	22	6.36	
Total Valid	346	100.00	
Total	346	100.00	

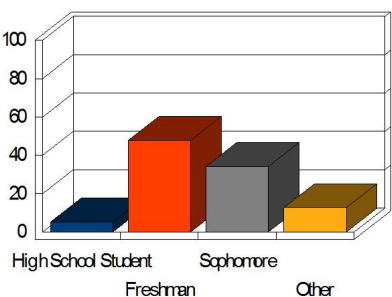
Race:

Mean: -

Response	Frequency	Percent	Graph
White	362	83.03	
Black or African American	53	12.16	
Asian	7	1.61	
American Indian or Alaskan Native	14	3.21	
Native Hawaiian or Pacific Islander	4	0.92	
International	20	4.59	
Total Valid	436	100.00	
Total	436	100.00	

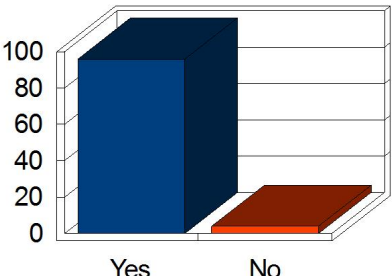
Student Classification:

Mean: 2.55

Response	Frequency	Percent	Graph
High School Student	24	5.19	
Freshman	221	47.84	
Sophomore	158	34.20	
Other	59	12.77	
Total Valid	462	100.00	
Total	462	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.04

Response	Frequency	Percent	Graph
Yes	458	96.02	
No	19	3.98	
Total Valid	477	100.00	
Total	477	100.00	

Trinity Valley Community College

Student Satisfaction Survey

2017

Through Dual Credit

Registration & Admissions - Assistance of staff

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	25	37.31	
Satisfied	32	47.76	
Neutral	9	13.43	
Dissatisfied	1	1.49	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	10		
Total Valid	67	100.00	
Total	67	100.00	

Registration & Admissions - Friendliness of staff

Mean: 4.27

Response	Frequency	Percent	Graph
Very Satisfied	31	44.29	
Satisfied	28	40.00	
Neutral	10	14.29	
Dissatisfied	1	1.43	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	9		
Total Valid	70	100.00	
Total	70	100.00	

Registration & Admissions - Knowledge of staff

Mean: 4.30

Response	Frequency	Percent	Graph
Very Satisfied	30	45.45	
Satisfied	26	39.39	
Neutral	10	15.15	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	66	100.00	
Total	66	100.00	

Registration & Admissions - Staff helped me understand the registration process

Mean: 3.95

Response	Frequency	Percent	Graph
Very Satisfied	17	28.33	
Satisfied	25	41.67	
Neutral	16	26.67	
Dissatisfied	2	3.33	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	10		
Total Valid	60	100.00	
Total	60	100.00	

Registration & Admissions - Admissions process was easy to complete

Mean: 3.94

Response	Frequency	Percent	Graph
Very Satisfied	19	27.94	
Satisfied	28	41.18	
Neutral	19	27.94	
Dissatisfied	2	2.94	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	4		
Total Valid	68	100.00	
Total	68	100.00	

Registration & Admissions - Information I received was understandable

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	23	30.67	
Satisfied	30	40.00	
Neutral	21	28.00	
Dissatisfied	1	1.33	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	75	100.00	
Total	75	100.00	

Registration & Admissions - Online registration process

Mean: 3.86

Response	Frequency	Percent	Graph
Very Satisfied	15	26.79	
Satisfied	21	37.50	
Neutral	18	32.14	
Dissatisfied	1	1.79	
Very Dissatisfied	1	1.79	
Not Applicable	2		
Total Valid	56	100.00	
Total	56	100.00	

Registration & Admissions - Face-to-Face registration process

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	16	30.77	
Satisfied	20	38.46	
Neutral	16	30.77	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
Not Applicable	13		
Total Valid	52	100.00	
Total	52	100.00	

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

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	18	36.73	
Satisfied	18	36.73	
Neutral	12	24.49	
Dissatisfied	1	2.04	
Very Dissatisfied	0	0.00	
Not Applicable	16		
Total Valid	49	100.00	
Total	49	100.00	

Registration & Admissions - Website information

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	30	38.96	
Satisfied	28	36.36	
Neutral	18	23.38	
Dissatisfied	0	0.00	
Very Dissatisfied	1	1.30	
<i>Not Applicable</i>	0		
Total Valid	77	100.00	
Total	77	100.00	

Financial Aid - Assistance of staff

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	11	44.00	
Satisfied	6	24.00	
Neutral	8	32.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	17		
Total Valid	25	100.00	
Total	25	100.00	

Financial Aid - Friendliness of staff

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	12	48.00	
Satisfied	6	24.00	
Neutral	7	28.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	17		
Total Valid	25	100.00	
Total	25	100.00	

Financial Aid - Knowledge of staff

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	10	40.00	
Satisfied	8	32.00	
Neutral	7	28.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	17		
Total Valid	25	100.00	
Total	25	100.00	

Financial Aid - Information received is accurate

Mean: 4.22

Response	Frequency	Percent	Graph
Very Satisfied	11	40.74	
Satisfied	11	40.74	
Neutral	5	18.52	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	16		
Total Valid	27	100.00	
Total	27	100.00	

Financial Aid - Information presented is understandable

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	10	37.04	
Satisfied	12	44.44	
Neutral	5	18.52	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	16		
Total Valid	27	100.00	
Total	27	100.00	

Financial Aid - Financial aid process

Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	9	36.00	
Satisfied	10	40.00	
Neutral	6	24.00	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	17		
Total Valid	25	100.00	
Total	25	100.00	

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.17

Response	Frequency	Percent	Graph
Very Satisfied	10	43.48	
Satisfied	7	30.43	
Neutral	6	26.09	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	17		
Total Valid	23	100.00	
Total	23	100.00	

Financial Aid - Assistance for Veteran benefits

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	7	36.84	
Satisfied	5	26.32	
Neutral	7	36.84	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	19		
Total Valid	19	100.00	
Total	19	100.00	

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	11	42.31	
Satisfied	9	34.62	
Neutral	5	19.23	
Dissatisfied	1	3.85	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	17		
Total Valid	26	100.00	
Total	26	100.00	

Financial Aid - Website information

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	13	41.94	
Satisfied	13	41.94	
Neutral	5	16.13	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	14		
Total Valid	31	100.00	
Total	31	100.00	

Guidance/Counseling - Assistance of staff

Mean: 4.35

Response	Frequency	Percent	Graph
Very Satisfied	29	53.70	
Satisfied	16	29.63	
Neutral	8	14.81	
Dissatisfied	1	1.85	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	13		
Total Valid	54	100.00	
Total	54	100.00	

Guidance/Counseling - Friendliness of staff

Mean: 4.36

Response	Frequency	Percent	Graph
Very Satisfied	29	52.73	
Satisfied	19	34.55	
Neutral	5	9.09	
Dissatisfied	2	3.64	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	13		
Total Valid	55	100.00	
Total	55	100.00	

Guidance/Counseling - Knowledge of staff

Mean: 4.31

Response	Frequency	Percent	Graph
Very Satisfied	27	50.00	
Satisfied	19	35.19	
Neutral	6	11.11	
Dissatisfied	2	3.70	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	14		
Total Valid	54	100.00	
Total	54	100.00	

Guidance/Counseling - My problems are resolved effectively

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	23	41.82	
Satisfied	22	40.00	
Neutral	8	14.55	
Dissatisfied	2	3.64	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	12		
Total Valid	55	100.00	
Total	55	100.00	

Guidance/Counseling - Student advising process

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	24	44.44	
Satisfied	18	33.33	
Neutral	11	20.37	
Dissatisfied	1	1.85	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	13		
Total Valid	54	100.00	
Total	54	100.00	

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

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	24	45.28	
Satisfied	18	33.96	
Neutral	9	16.98	
Dissatisfied	2	3.77	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	13		
Total Valid	53	100.00	
Total	53	100.00	

Guidance/Counseling - Website information

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	23	42.59	
Satisfied	20	37.04	
Neutral	9	16.67	
Dissatisfied	2	3.70	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	54	100.00	
Total	54	100.00	

Business Office/Cashier - Assistance of staff

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	19	41.30	
Satisfied	20	43.48	
Neutral	7	15.22	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	13		
Total Valid	46	100.00	
Total	46	100.00	

Business Office/Cashier - Friendliness of staff

Mean: 4.26

Response	Frequency	Percent	Graph
Very Satisfied	19	40.43	
Satisfied	21	44.68	
Neutral	7	14.89	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	13		
Total Valid	47	100.00	
Total	47	100.00	

Business Office/Cashier - Knowledge of staff

Mean: 4.20

Response	Frequency	Percent	Graph
Very Satisfied	18	39.13	
Satisfied	19	41.30	
Neutral	9	19.57	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	13		
Total Valid	46	100.00	
Total	46	100.00	

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

Mean: 4.16

Response	Frequency	Percent	Graph
Very Satisfied	18	40.91	
Satisfied	16	36.36	
Neutral	9	20.45	
Dissatisfied	1	2.27	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	44	100.00	
Total	44	100.00	

Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	10	27.03	
Satisfied	17	45.95	
Neutral	10	27.03	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	37	100.00	
Total	37	100.00	

Business Office/Cashier - Website information

Mean: 4.14

Response	Frequency	Percent	Graph
Very Satisfied	21	42.86	
Satisfied	16	32.65	
Neutral	10	20.41	
Dissatisfied	2	4.08	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	10		
Total Valid	49	100.00	
Total	49	100.00	

Tutoring/CAPS - Assistance of staff

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	12	38.71	
Satisfied	10	32.26	
Neutral	7	22.58	
Dissatisfied	2	6.45	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	31	100.00	
Total	31	100.00	

Tutoring/CAPS - Friendliness of staff

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	12	36.36	
Satisfied	10	30.30	
Neutral	10	30.30	
Dissatisfied	1	3.03	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	33	100.00	
Total	33	100.00	

Tutoring/CAPS - Knowledge of staff

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	12	37.50	
Satisfied	11	34.38	
Neutral	7	21.88	
Dissatisfied	2	6.25	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	32	100.00	
Total	32	100.00	

Tutoring/CAPS - Documented student disability services

Mean: 3.93

Response	Frequency	Percent	Graph
Very Satisfied	8	27.59	
Satisfied	12	41.38	
Neutral	8	27.59	
Dissatisfied	1	3.45	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	29	100.00	
Total	29	100.00	

Tutoring/CAPS - Peer tutoring services

Mean: 3.97

Response	Frequency	Percent	Graph
Very Satisfied	9	30.00	
Satisfied	11	36.67	
Neutral	10	33.33	
Dissatisfied	0	0.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	30	100.00	
Total	30	100.00	

Testing Services - Assistance of staff

Mean: 4.00

Response	Frequency	Percent	Graph
Very Satisfied	15	29.41	
Satisfied	22	43.14	
Neutral	13	25.49	
Dissatisfied	1	1.96	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	51	100.00	
Total	51	100.00	

Testing Services - Friendliness of staff

Mean: 4.06

Response	Frequency	Percent	Graph
Very Satisfied	17	33.33	
Satisfied	21	41.18	
Neutral	12	23.53	
Dissatisfied	1	1.96	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	51	100.00	
Total	51	100.00	

Testing Services - Knowledge of staff

Mean: 4.06

Response	Frequency	Percent	Graph
Very Satisfied	18	37.50	
Satisfied	16	33.33	
Neutral	13	27.08	
Dissatisfied	1	2.08	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	16		
Total Valid	48	100.00	
Total	48	100.00	

Testing Services - Testing Center hours are adequate

Mean: 3.96

Response	Frequency	Percent	Graph
Very Satisfied	16	32.00	
Satisfied	18	36.00	
Neutral	14	28.00	
Dissatisfied	2	4.00	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	15		
Total Valid	50	100.00	
Total	50	100.00	

Testing Services - Website information

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	23	41.82	
Satisfied	17	30.91	
Neutral	14	25.45	
Dissatisfied	1	1.82	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	12		
Total Valid	55	100.00	
Total	55	100.00	

Instruction - Overall, teachers care about me

Mean: 4.23

Response	Frequency	Percent	Graph
Very Satisfied	43	44.79	
Satisfied	34	35.42	
Neutral	17	17.71	
Dissatisfied	2	2.08	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	96	100.00	
Total	96	100.00	

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

Mean: 4.47

Response	Frequency	Percent	Graph
Very Satisfied	59	62.11	
Satisfied	26	27.37	
Neutral	6	6.32	
Dissatisfied	4	4.21	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	0		
Total Valid	95	100.00	
Total	95	100.00	

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

Mean: 4.43

Response	Frequency	Percent	Graph
Very Satisfied	54	57.45	
Satisfied	30	31.91	
Neutral	6	6.38	
Dissatisfied	4	4.26	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	94	100.00	
Total	94	100.00	

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

Mean: 4.36

Response	Frequency	Percent	Graph
Very Satisfied	46	52.27	
Satisfied	30	34.09	
Neutral	10	11.36	
Dissatisfied	2	2.27	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	4		
Total Valid	88	100.00	
Total	88	100.00	

Instruction - Faculty are available after class and during office hours

Mean: 4.35

Response	Frequency	Percent	Graph
Very Satisfied	46	54.12	
Satisfied	25	29.41	
Neutral	12	14.12	
Dissatisfied	2	2.35	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	5		
Total Valid	85	100.00	
Total	85	100.00	

Overall - Student services routinely assisted me

Mean: 4.08

Response	Frequency	Percent	Graph
Very Satisfied	30	40.54	
Satisfied	23	31.08	
Neutral	18	24.32	
Dissatisfied	3	4.05	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	11		
Total Valid	74	100.00	
Total	74	100.00	

Overall - Access to technology resources was adequate

Mean: 4.21

Response	Frequency	Percent	Graph
Very Satisfied	40	47.06	
Satisfied	27	31.76	
Neutral	14	16.47	
Dissatisfied	4	4.71	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	4		
Total Valid	85	100.00	
Total	85	100.00	

Overall - Training in the use of technology was available

Mean: 4.04

Response	Frequency	Percent	Graph
Very Satisfied	29	40.85	
Satisfied	21	29.58	
Neutral	16	22.54	
Dissatisfied	5	7.04	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	12		
Total Valid	71	100.00	
Total	71	100.00	

Overall - Efficiency receiving services

Mean: 4.13

Response	Frequency	Percent	Graph
Very Satisfied	35	42.17	
Satisfied	27	32.53	
Neutral	18	21.69	
Dissatisfied	3	3.61	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	6		
Total Valid	83	100.00	
Total	83	100.00	

Overall - Administration is approachable

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	34	40.96	
Satisfied	29	34.94	
Neutral	16	19.28	
Dissatisfied	3	3.61	
Very Dissatisfied	1	1.20	
<i>Not Applicable</i>	5		
Total Valid	83	100.00	
Total	83	100.00	

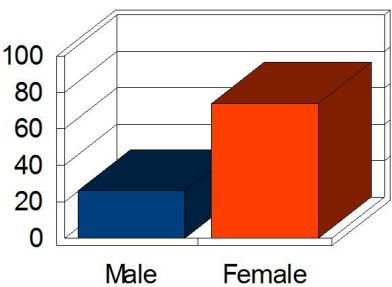
Overall - I feel like TVCC will help me with problems and cares about my issues

Mean: 4.11

Response	Frequency	Percent	Graph
Very Satisfied	39	43.33	
Satisfied	27	30.00	
Neutral	19	21.11	
Dissatisfied	5	5.56	
Very Dissatisfied	0	0.00	
<i>Not Applicable</i>	1		
Total Valid	90	100.00	
Total	90	100.00	

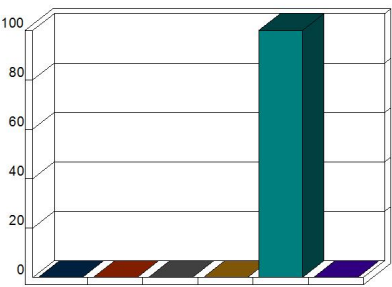
My gender is:

Mean: 1.74

Response	Frequency	Percent	Graph
Male	26	26.00	
Female	74	74.00	
Total Valid	100	100.00	
Total	100	100.00	

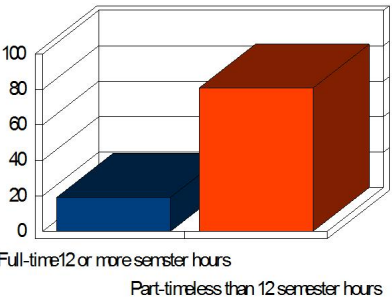
I take the majority of my classes:

Mean: 5.00

Response	Frequency	Percent	Graph
Athens	0	0.00	
Palestin	0	0.00	
Terrell	0	0.00	
Kaufman HSC	0	0.00	
Through Dual Credit	102	100.00	
Internet video or other distance ed. medium	0	0.00	
Total Valid	102	100.00	
Total	102	100.00	

I am enrolled:

Mean: 1.81

Response	Frequency	Percent	Graph
Full-time12 or more semster hours	5	19.23	
Part-timeless than 12 semester hours	21	80.77	
Total Valid	26	100.00	
Total	26	100.00	

My age is:

Mean: 1.04

Response	Frequency	Percent	Graph
Under 18	98	96.08	
18-21	4	3.92	
22-24	0	0.00	
25-30	0	0.00	
31-35	0	0.00	
36-50	0	0.00	
51-64	0	0.00	
65 & over	0	0.00	
Total Valid	102	100.00	
Total	102	100.00	

Ethnic Origin:

Mean: 1.21

Response	Frequency	Percent	Graph
Not Hispanic or Latino	65	86.67	
Hispanic or Latino	4	5.33	
Unknown	6	8.00	
Total Valid	75	100.00	
Total	75	100.00	

Race:

Mean: -

Response	Frequency	Percent	Graph
White	58	66.67	
Black or African American	19	21.84	
Asian	4	4.60	
American Indian or Alaskan Native	12	13.79	
Native Hawaiian or Pacific Islander	3	3.45	
International	8	9.20	
Total Valid	87	100.00	
Total	87	100.00	

Student Classification:

Mean: 1.10

Response	Frequency	Percent	Graph
High School Student	97	95.10	
Freshman	0	0.00	
Sophomore	5	4.90	
Other	0	0.00	
Total Valid	102	100.00	
Total	102	100.00	

Would you recommend TVCC to a Friend?

Mean: 1.09

Response	Frequency	Percent	Graph
Yes	92	91.09	
No	9	8.91	
Total Valid	101	100.00	
Total	101	100.00	