# **Trinity Valley Community College**

# **Student Satisfaction Survey**

#### 2018

### Registration & Admissions - Assistance of staff

Mean: 4.53

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 12        | 70.59   |   |
| Satisfied         | 3         | 17.65   | 1m  |
| Neutral           | 1         | 5.88    | 100   |
| Dissatisfied      | 1         | 5.88    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |   |
| Total             | 17        | 100.00  |   |

### Registration & Admissions - Friendliness of staff

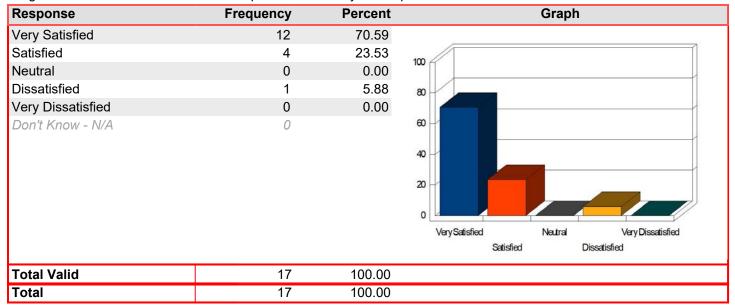
Mean: 4.71

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 12        | 70.59   |   |
| Satisfied         | 5         | 29.41   | -m  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |   |
| Total             | 17        | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 12        | 70.59   |   |
| Satisfied         | 3         | 17.65   | 100   |
| Neutral           | 1         | 5.88    |   |
| Dissatisfied      | 1         | 5.88    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |   |
| Total             | 17        | 100.00  |   |

# Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 70.59   |  |
| Satisfied         | 3         | 17.65   | 100  |
| Neutral           | 1         | 5.88    |  |
| Dissatisfied      | 1         | 5.88    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |



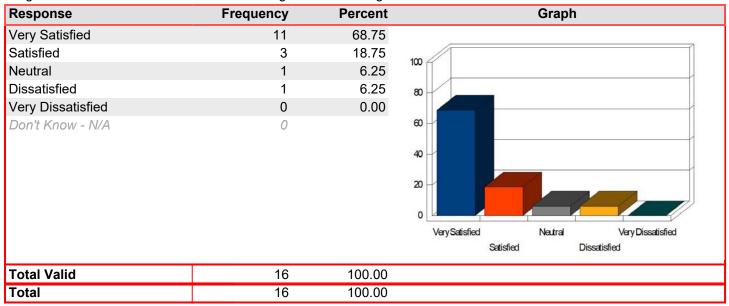
### Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 75.00   |  |
| Satisfied         | 3         | 18.75   | 100  |
| Neutral           | 1         | 6.25    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 11        | 84.62   |   |
| Satisfied         | 2         | 15.38   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |   |
| Total             | 13        | 100.00  |   |

### Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 76.47   |  |
| Satisfied         | 2         | 11.76   | am /   |
| Neutral           | 1         | 5.88    | 100  |
| Dissatisfied      | 1         | 5.88    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |



#### Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 75.00   |  |
| Satisfied         | 3         | 18.75   | ım /   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 1         | 6.25    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

### Financial Aid - Assistance of staff

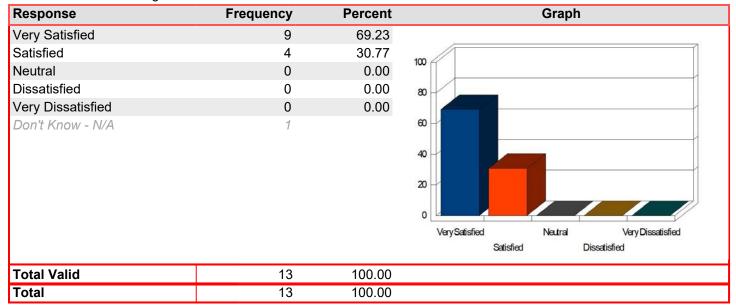
Mean: 4.62

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 69.23   |  |
| Satisfied         | 3         | 23.08   | 100  |
| Neutral           | 1         | 7.69    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |  |
| Total             | 13        | 100.00  |  |

### Financial Aid - Friendliness of staff

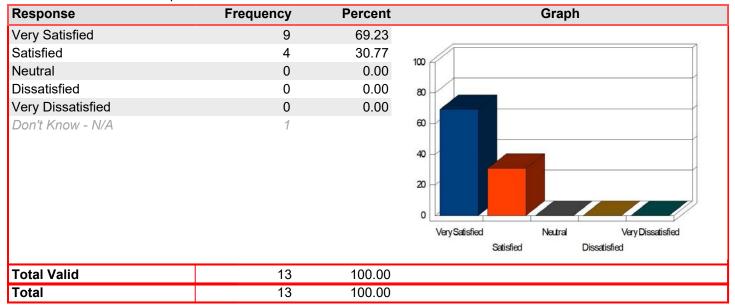
Mean: 4.77

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 76.92   |  |
| Satisfied         | 3         | 23.08   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |  |
| Total             | 13        | 100.00  |  |



Financial Aid - Information received is accurate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 69.23   |  |
| Satisfied         | 4         | 30.77   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |  |
| Total             | 13        | 100.00  |  |



Financial Aid - Financial aid process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 8         | 61.54   |  |
| Satisfied         | 3         | 23.08   | -m   |
| Neutral           | 1         | 7.69    | 100  |
| Dissatisfied      | 1         | 7.69    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |  |
| Total             | 13        | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.80

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 8         | 80.00   |  |
| Satisfied         | 2         | 20.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 10        | 100.00  |  |
| Total             | 10        | 100.00  |  |

### Financial Aid - Assistance for Veteran benefits

Mean: 4.60

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 7         | 70.00   |  |
| Satisfied         | 2         | 20.00   | 100  |
| Neutral           | 1         | 10.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 10        | 100.00  |  |
| Total             | 10        | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.78

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 7         | 77.78   |  |
| Satisfied         | 2         | 22.22   | 100  |
| Neutral           | 0         | 0.00    | 100 T  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 9         | 100.00  |  |
| Total             | 9         | 100.00  |  |

#### Financial Aid - Website information

Mean: 4.62

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 69.23   |  |
| Satisfied         | 3         | 23.08   | 100  |
| Neutral           | 1         | 7.69    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |  |
| Total             | 13        | 100.00  |  |

### Guidance/Counseling - Assistance of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 12        | 80.00   |   |
| Satisfied         | 3         | 20.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 15        | 100.00  |   |
| Total             | 15        | 100.00  |   |

# Guidance/Counseling - Friendliness of staff

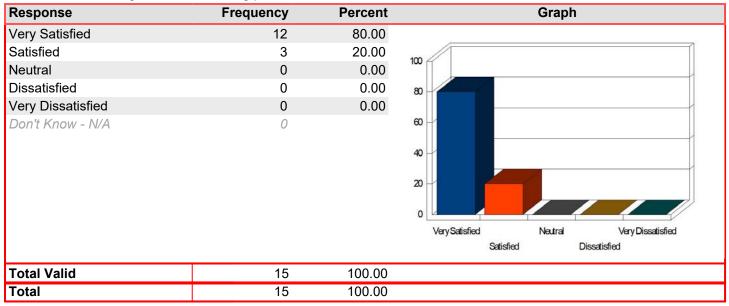
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 12        | 85.71   |   |
| Satisfied         | 2         | 14.29   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 14        | 100.00  |   |
| Total             | 14        | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 12        | 85.71   |   |
| Satisfied         | 2         | 14.29   | 4m  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 14        | 100.00  |   |
| Total             | 14        | 100.00  |   |

# Guidance/Counseling - My problems are resolved effectively

Mean: 4.79

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 11        | 78.57   |  |
| Satisfied         | 3         | 21.43   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 14        | 100.00  |  |
| Total             | 14        | 100.00  |  |



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

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 12        | 80.00   |   |
| Satisfied         | 3         | 20.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 15        | 100.00  |   |
| Total             | 15        | 100.00  |   |

### Guidance/Counseling - Website information

Mean: 4.53

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 11        | 73.33   |   |
| Satisfied         | 2         | 13.33   | 100   |
| Neutral           | 1         | 6.67    |   |
| Dissatisfied      | 1         | 6.67    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 15        | 100.00  |   |
| Total             | 15        | 100.00  |   |

### Business Office/Cashier - Assistance of staff

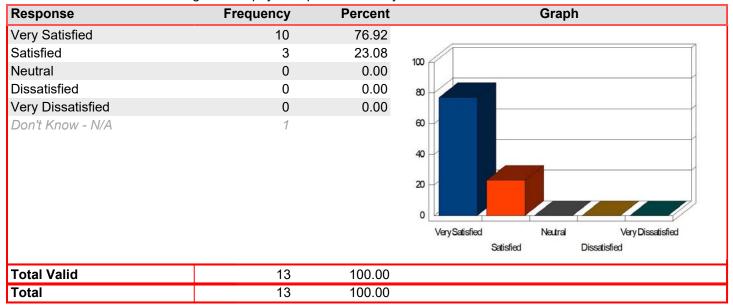
Mean: 4.71

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 71.43   |  |
| Satisfied         | 4         | 28.57   | am /   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 14        | 100.00  |  |
| Total             | 14        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 71.43   |  |
| Satisfied         | 3         | 21.43   | 100  |
| Neutral           | 1         | 7.14    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 14        | 100.00  |  |
| Total             | 14        | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 71.43   |  |
| Satisfied         | 4         | 28.57   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 14        | 100.00  |  |
| Total             | 14        | 100.00  |  |



### Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.91

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 90.91   |  |
| Satisfied         | 1         | 9.09    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 11        | 100.00  |  |
| Total             | 11        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 69.23   |  |
| Satisfied         | 3         | 23.08   | 100  |
| Neutral           | 1         | 7.69    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |  |
| Total             | 13        | 100.00  |  |

Tutoring/CAPS - Assistance of staff

Mean: 4.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 75.00   |  |
| Satisfied         | 2         | 25.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 6         | 75.00   |   |
| Satisfied         | 2         | 25.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |   |
| Total             | 8         | 100.00  |   |

# Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 75.00   |  |
| Satisfied         | 1         | 12.50   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 12.50   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |

Tutoring/CAPS - Documented student disability services

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 75.00   |  |
| Satisfied         | 1         | 12.50   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 12.50   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |

Tutoring/CAPS - Peer tutoring services

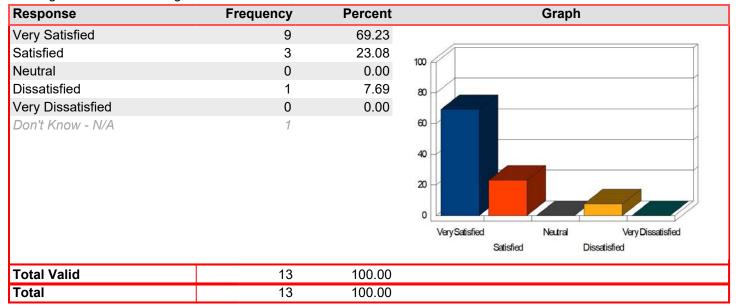
Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 75.00   |  |
| Satisfied         | 1         | 12.50   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 12.50   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 69.23   |  |
| Satisfied         | 4         | 30.77   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |  |
| Total             | 13        | 100.00  |  |

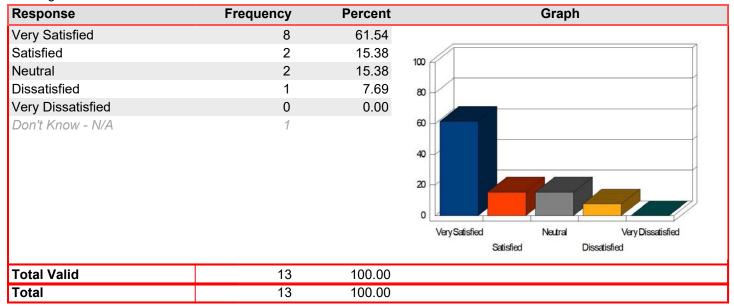
# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 75.00   |  |
| Satisfied         | 2         | 16.67   | 100  |
| Neutral           | 1         | 8.33    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 12        | 100.00  |  |
| Total             | 12        | 100.00  |  |



### Testing Services - Testing Center hours are adequate

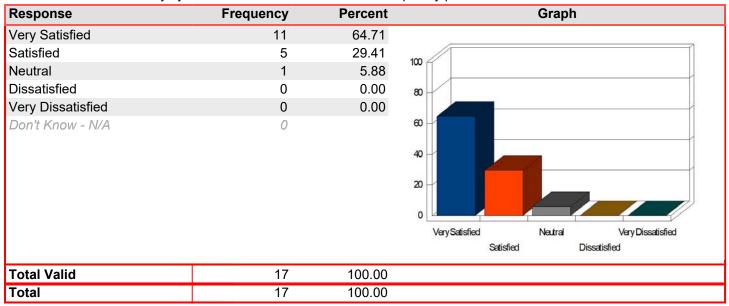
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 8         | 66.67   |  |
| Satisfied         | 2         | 16.67   | 1m   |
| Neutral           | 1         | 8.33    | 100  |
| Dissatisfied      | 1         | 8.33    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 12        | 100.00  |  |
| Total             | 12        | 100.00  |  |



#### Instruction - Overall, teachers care about me

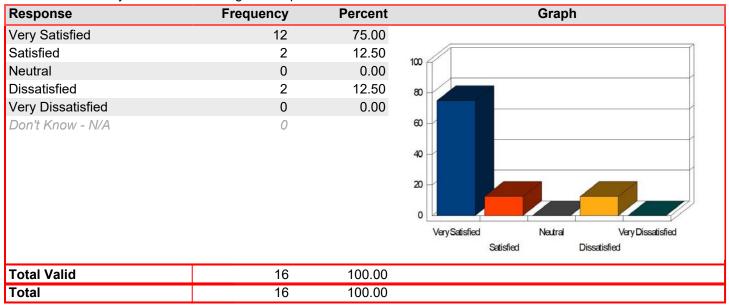
Mean: 4.41

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 11        | 64.71   |  |
| Satisfied         | 4         | 23.53   | 100  |
| Neutral           | 0         | 0.00    | IW [   |
| Dissatisfied      | 2         | 11.76   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 11        | 64.71   |  |
| Satisfied         | 5         | 29.41   | 100  |
| Neutral           | 0         | 0.00    | IW [   |
| Dissatisfied      | 1         | 5.88    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| <b>-</b>          |           | 100.00  |  |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 75.00   |  |
| Satisfied         | 2         | 12.50   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 2         | 12.50   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  | 000,400,0000y  |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

### Overall-Student services routinely assisted me

### Mean: 4.60

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 10        | 66.67   |   |
| Satisfied         | 4         | 26.67   | 100   |
| Neutral           | 1         | 6.67    | , w   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral Very Dissatisfied  Satisfied Dissatisfied |
| Total Valid       | 15        | 100.00  |   |
| Total             | 15        | 100.00  |   |

# Overall-Access to technology resources was adequate

Mean: 4.38

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 62.50   |  |
| Satisfied         | 3         | 18.75   | 100  |
| Neutral           | 2         | 12.50   |  |
| Dissatisfied      | 1         | 6.25    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 9         | 64.29   |   |
| Satisfied         | 4         | 28.57   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 1         | 7.14    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 14        | 100.00  |   |
| Total             | 14        | 100.00  |   |

# Overall-Efficiency receiving services

Mean: 4.56

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 11        | 68.75   |  |
| Satisfied         | 4         | 25.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 6.25    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

### Overall-Administration is approachable

#### Mean: 4.56

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 11        | 68.75   |   |
| Satisfied         | 4         | 25.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 1         | 6.25    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |   |
| Total             | 16        | 100.00  |   |

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

Mean: 4.63

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 11        | 68.75   |   |
| Satisfied         | 4         | 25.00   | 100   |
| Neutral           | 1         | 6.25    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| <b>-</b>          | - 10      | 100.00  |   |
| Total Valid       | 16        | 100.00  |   |
| Total             | 16        | 100.00  |   |

My gender is: Mean: 1.76

| Response    | Frequency | Percent | Graph                                      |
|-------------|-----------|---------|--|
| Male        | 4         | 23.53   |  |
| Female      | 13        | 76.47   | 100<br>80<br>60<br>40<br>20<br>Male Female |
| Total Valid | 17        | 100.00  |  |
| Total       | 17        | 100.00  |  |

I am enrolled Mean: 2.00

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 0         | 0.00    |   |
| Part-time less than 12 hours | 1         | 100.00  | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 1         | 100.00  |   |
| Total                        | 1         | 100.00  |   |

# I take the majority of my classes

### Mean: -

| Response                                   | Frequency | Percent | Graph   |
|--|-----------|---------|---------|
| Athens                                     | 0         | 0.00    | are car |
| Palestine                                  | 0         | 0.00    | 100     |
| Terrell                                    | 0         | 0.00    |         |
| Kaufman HSC                                | 0         | 0.00    | 80      |
| Through Dual Credit                        | 0         | 0.00    |         |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20      |
| Total Valid                                | 0         | 0.00    |         |
| Total                                      | 0         | 0.00    |         |

My age is: Mean: 4.12

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 1         | 5.88    |                             |
| 18-21       | 3         | 17.65   | 100                         |
| 22-24       | 2         | 11.76   |                             |
| 25-30       | 4         | 23.53   | 80                          |
| 31-35       | 1         | 5.88    | 60                          |
| 36-50       | 6         | 35.29   | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 17        | 100.00  |                             |
| Total       | 17        | 100.00  |                             |

Ethnic Origin Mean: 1.00

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 13        | 100.00  |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 0         | 0.00    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 13        | 100.00  |                                |
| Total                  | 13        | 100.00  |                                |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 15        | 88.24   |       |
| Black or African American              | 2         | 11.76   | 100   |
| Asian                                  | 1         | 5.88    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60_   |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 17        | 100.00  |       |
| Total                                  | 17        | 100.00  |       |

Student Classification: Mean: 2.88

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 2         | 11.76   |                               |
| Freshman            | 2         | 11.76   | 400                           |
| Sophomore           | 9         | 52.94   | 100                           |
| Other               | 4         | 23.53   | 80                            |
|                     |           |         | 60 40 20 0                    |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 17        | 100.00  |                               |
| Total               | 17        | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.06

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 16        | 94.12   |        |
| No          | 1         | 5.88    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 00     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         |        |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
|             |           |         |        |
| Total Valid | 17        | 100.00  |        |
| Total       | 17        | 100.00  |        |

# **Trinity Valley Community College**

### **Student Satisfaction Survey**

#### 2018

(Athens,Internet Video Other Distance ED Medium)

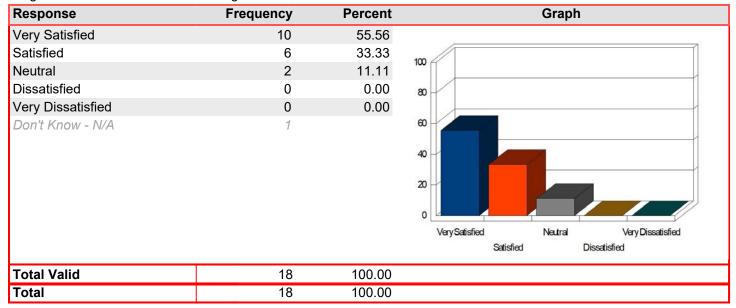
### Registration & Admissions - Assistance of staff

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 55.56   |  |
| Satisfied         | 7         | 38.89   | 100  |
| Neutral           | 1         | 5.56    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 18        | 100.00  |  |
| Total             | 18        | 100.00  |  |

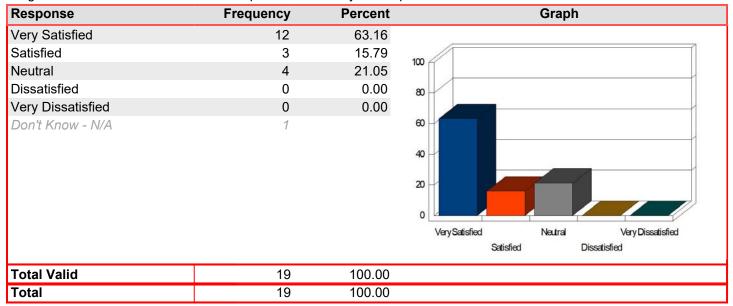
#### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 60.00   |  |
| Satisfied         | 6         | 30.00   | 400  |
| Neutral           | 2         | 10.00   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 20        | 100.00  |  |
| Total             | 20        | 100.00  |  |



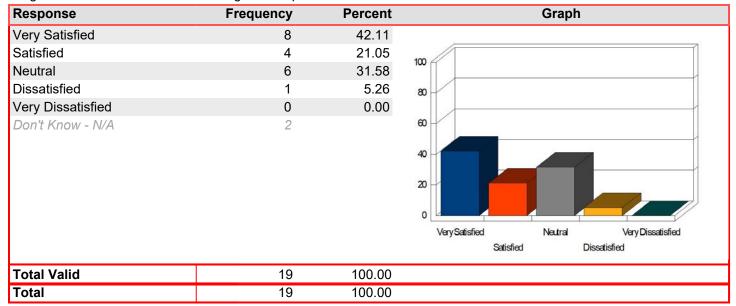
#### Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 60.00   |  |
| Satisfied         | 4         | 20.00   | 4m   |
| Neutral           | 4         | 20.00   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | I         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 20        | 100.00  |  |
| Total             | 20        | 100.00  |  |



### Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 13        | 65.00   |   |
| Satisfied         | 5         | 25.00   | 100   |
| Neutral           | 2         | 10.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 20        | 100.00  |   |
| Total             | 20        | 100.00  |   |



### Registration & Admissions - Face-to-Face registration process

Mean: 4.55

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 65.00   |  |
| Satisfied         | 5         | 25.00   | am /   |
| Neutral           | 2         | 10.00   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 20        | 100.00  |  |
| Total             | 20        | 100.00  |  |

| 2                 | -         |         | <u> </u>   |
|-------------------|-----------|---------|--|
| Response          | Frequency | Percent | Graph  |
| Very Satisfied    | 13        | 65.00   |  |
| Satisfied         | 3         | 15.00   | 100  |
| Neutral           | 4         | 20.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  |           |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                                     |
| Total Valid       | 20        | 100.00  |  |
| Total             | 20        | 100.00  |  |

# Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 9         | 45.00   |   |
| Satisfied         | 7         | 35.00   | 100   |
| Neutral           | 3         | 15.00   |   |
| Dissatisfied      | 1         | 5.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 20        | 100.00  |   |
| Total             | 20        | 100.00  |   |

### Financial Aid - Assistance of staff

Mean: 4.17

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 11        | 61.11   |  |
| Satisfied         | 3         | 16.67   | 100  |
| Neutral           | 1         | 5.56    |  |
| Dissatisfied      | 2         | 11.11   | 80   |
| Very Dissatisfied | 1         | 5.56    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 18        | 100.00  |  |
| Total             | 18        | 100.00  |  |

### Financial Aid - Friendliness of staff

Mean: 4.22

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 50.00   |  |
| Satisfied         | 5         | 27.78   | 100  |
| Neutral           | 3         | 16.67   |  |
| Dissatisfied      | 1         | 5.56    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 18        | 100.00  |  |
| Total             | 18        | 100.00  |  |

# Financial Aid - Knowledge of staff

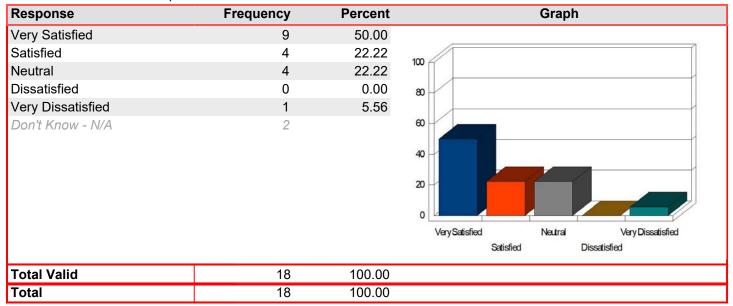
### Mean: 3.89

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 50.00   |  |
| Satisfied         | 4         | 22.22   | 100  |
| Neutral           | 1         | 5.56    |  |
| Dissatisfied      | 2         | 11.11   | 80   |
| Very Dissatisfied | 2         | 11.11   |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 18        | 100.00  |  |
| Total             | 18        | 100.00  |  |

### Financial Aid - Information received is accurate

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 9         | 50.00   |   |
| Satisfied         | 3         | 16.67   | 100   |
| Neutral           | 4         | 22.22   |   |
| Dissatisfied      | 1         | 5.56    | 80  |
| Very Dissatisfied | 1         | 5.56    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 18        | 100.00  |   |
| Total             | 18        | 100.00  |   |



Financial Aid - Financial aid process

Mean: 3.61

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 9         | 50.00   |   |
| Satisfied         | 1         | 5.56    | 100   |
| Neutral           | 3         | 16.67   |   |
| Dissatisfied      | 2         | 11.11   | 80  |
| Very Dissatisfied | 3         | 16.67   |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 18        | 100.00  |   |
| Total             | 18        | 100.00  |   |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.06

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 8         | 47.06   |   |
| Satisfied         | 3         | 17.65   | 100   |
| Neutral           | 5         | 29.41   |   |
| Dissatisfied      | 1         | 5.88    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 3         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |   |
| Total             | 17        | 100.00  |   |

### Financial Aid - Assistance for Veteran benefits

Mean: 3.73

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 6         | 40.00   |   |
| Satisfied         | 1         | 6.67    | 100   |
| Neutral           | 7         | 46.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 6.67    |   |
| Don't Know - N/A  | 5         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 15        | 100.00  |   |
| Total             | 15        | 100.00  |   |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.06

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 7         | 41.18   |  |
| Satisfied         | 4         | 23.53   | 100  |
| Neutral           | 6         | 35.29   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |

### Financial Aid - Website information

Mean: 4.35

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 11        | 64.71   |  |
| Satisfied         | 2         | 11.76   | 100  |
| Neutral           | 3         | 17.65   |  |
| Dissatisfied      | 1         | 5.88    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |

# Guidance/Counseling - Assistance of staff

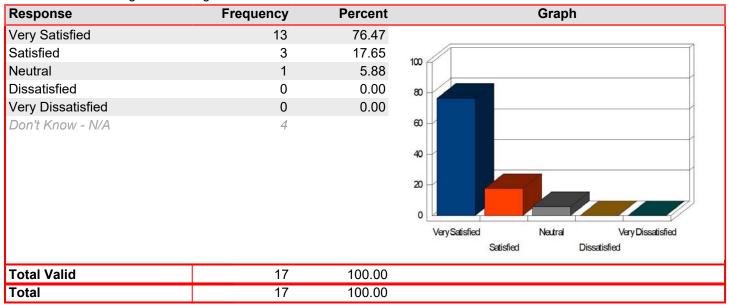
Mean: 4.76

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 82.35   |  |
| Satisfied         | 2         | 11.76   | 100  |
| Neutral           | 1         | 5.88    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

Mean: 4.76

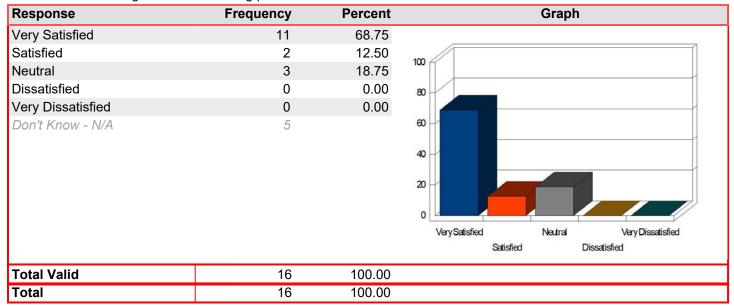
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 82.35   |  |
| Satisfied         | 2         | 11.76   | 100  |
| Neutral           | 1         | 5.88    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |



# Guidance/Counseling - My problems are resolved effectively

Mean: 4.47

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 70.59   |  |
| Satisfied         | 2         | 11.76   | 100  |
| Neutral           | 2         | 11.76   |  |
| Dissatisfied      | 1         | 5.88    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |



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

Mean: 4.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 81.25   |  |
| Satisfied         | 2         | 12.50   | 100  |
| Neutral           | 1         | 6.25    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Tatal Walle       | 40        | 400.00  | 20,773,0774,31   |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

# Guidance/Counseling - Website information

Mean: 4.31

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 10        | 62.50   |   |
| Satisfied         | 2         | 12.50   | 100   |
| Neutral           | 3         | 18.75   |   |
| Dissatisfied      | 1         | 6.25    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 5         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |   |
| Total             | 16        | 100.00  |   |

# Business Office/Cashier - Assistance of staff

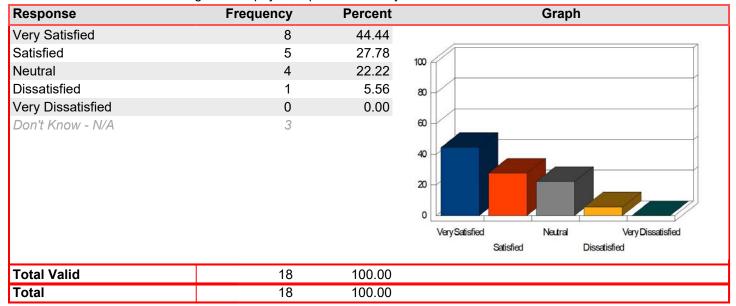
Mean: 4.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 10        | 55.56   |   |
| Satisfied         | 7         | 38.89   | 100   |
| Neutral           | 1         | 5.56    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 3         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 18        | 100.00  |   |
| Total             | 18        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 50.00   |  |
| Satisfied         | 7         | 38.89   | 100  |
| Neutral           | 1         | 5.56    |  |
| Dissatisfied      | 1         | 5.56    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 18        | 100.00  |  |
| Total             | 18        | 100.00  |  |

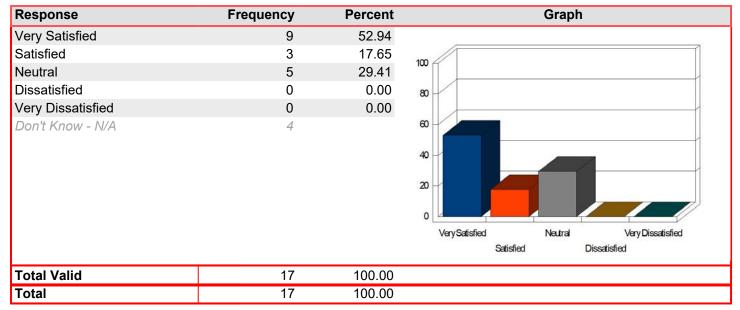
# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 8         | 44.44   |  |
| Satisfied         | 8         | 44.44   | 100  |
| Neutral           | 2         | 11.11   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 18        | 100.00  |  |
| Total             | 18        | 100.00  |  |



# Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 50.00   |  |
| Satisfied         | 4         | 22.22   | 100  |
| Neutral           | 3         | 16.67   |  |
| Dissatisfied      | 1         | 5.56    | 80   |
| Very Dissatisfied | 1         | 5.56    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 18        | 100.00  |  |
| Total             | 18        | 100.00  |  |



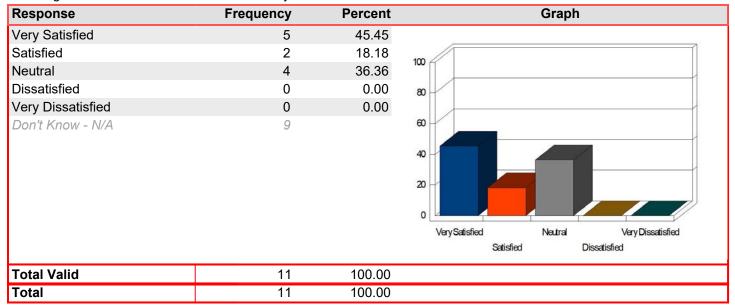
Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 54.55   |  |
| Satisfied         | 2         | 18.18   | 100  |
| Neutral           | 3         | 27.27   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 9         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 11        | 100.00  |  |
| Total             | 11        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 54.55   |  |
| Satisfied         | 2         | 18.18   | 100  |
| Neutral           | 3         | 27.27   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 9         |         | Very Satisfied Neutral Very Dissatisfied  Satisfied Dissatisfied |
| Total Valid       | 11        | 100.00  |  |
| Total             | 11        | 100.00  |  |

Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 7         | 63.64   |  |
| Satisfied         | 1         | 9.09    | 100  |
| Neutral           | 3         | 27.27   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 9         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 11        | 100.00  |  |
| Total             | 11        | 100.00  |  |



Tutoring/CAPS - Peer tutoring services

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 7         | 63.64   |  |
| Satisfied         | 1         | 9.09    | 100  |
| Neutral           | 3         | 27.27   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 9         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                                     |
|                   |           |         | Calona Dissalona   |
| Total Valid       | 11        | 100.00  |  |
| Total             | 11        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 8         | 50.00   |  |
| Satisfied         | 6         | 37.50   | 100  |
| Neutral           | 1         | 6.25    |  |
| Dissatisfied      | 1         | 6.25    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

# Testing Services - Friendliness of staff

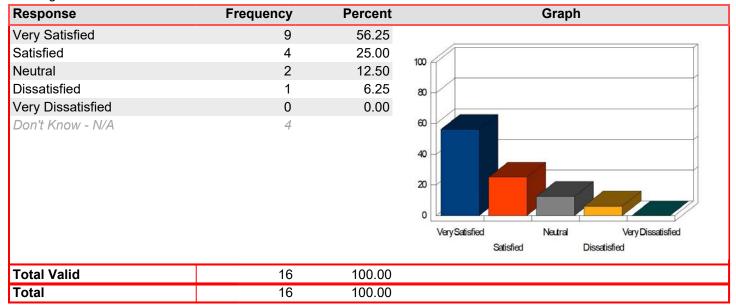
Mean: 3.94

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 31.25   |  |
| Satisfied         | 7         | 43.75   | 100  |
| Neutral           | 3         | 18.75   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 6.25    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 8         | 50.00   |  |
| Satisfied         | 6         | 37.50   | 100  |
| Neutral           | 2         | 12.50   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

# Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 8         | 50.00   |  |
| Satisfied         | 6         | 37.50   | 100  |
| Neutral           | 2         | 12.50   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |



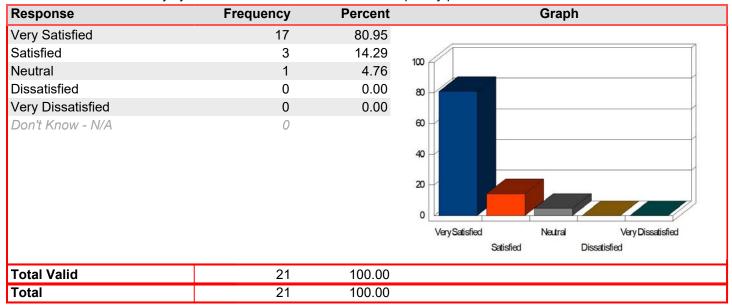
Instruction - Overall, teachers care about me

Mean: 4.62

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 14        | 66.67   |   |
| Satisfied         | 6         | 28.57   | 100   |
| Neutral           | 1         | 4.76    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |   |
| Total             | 21        | 100.00  |   |

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

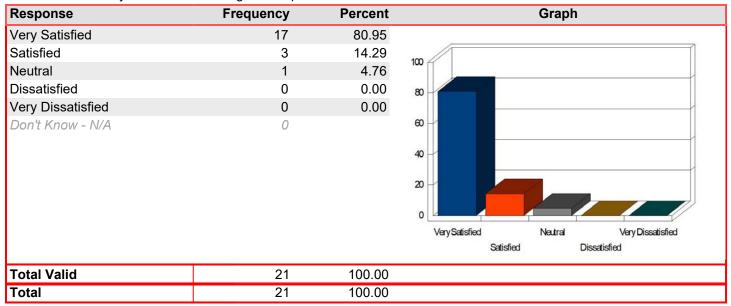
Mean: 4.76



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

Mean: 4.62

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 66.67   |  |
| Satisfied         | 6         | 28.57   | 100  |
| Neutral           | 1         | 4.76    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |  |
| Total             | 21        | 100.00  |  |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 76.19   |  |
| Satisfied         | 3         | 14.29   | 100  |
| Neutral           | 2         | 9.52    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |  |
| Total             | 21        | 100.00  |  |

# Overall-Student services routinely assisted me

Mean: 4.47

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 63.16   |  |
| Satisfied         | 4         | 21.05   | 100  |
| Neutral           | 3         | 15.79   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 19        | 100.00  |  |
| Total             | 19        | 100.00  |  |

# Overall-Access to technology resources was adequate

Mean: 4.57

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 61.90   |  |
| Satisfied         | 7         | 33.33   | 100  |
| Neutral           | 1         | 4.76    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |  |
| Total             | 21        | 100.00  |  |

# Overall-Training in the use of technology was available

Mean: 4.40

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 12        | 60.00   |   |
| Satisfied         | 4         | 20.00   | 100   |
| Neutral           | 4         | 20.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 20        | 100.00  |   |
| Total             | 20        | 100.00  |   |

# Overall-Efficiency receiving services

Mean: 4.60

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 13        | 65.00   |   |
| Satisfied         | 6         | 30.00   | 100   |
| Neutral           | 1         | 5.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 20        | 100.00  |   |
| Total             | 20        | 100.00  |   |

# Overall-Administration is approachable

### Mean: 4.57

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 13        | 61.90   |   |
| Satisfied         | 7         | 33.33   | 100   |
| Neutral           | 1         | 4.76    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |   |
| Total             | 21        | 100.00  |   |

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

Mean: 4.43

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 12        | 57.14   |   |
| Satisfied         | 6         | 28.57   | am /  |
| Neutral           | 3         | 14.29   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |   |
| Total             | 21        | 100.00  |   |

My gender is: Mean: 1.71

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 6         | 28.57   |   |
| Female      | 15        | 71.43   | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 21        | 100.00  |   |
| Total       | 21        | 100.00  |   |

I am enrolled Mean: 1.14

| Response                     | Frequency | Percent | Graph  |
|------------------------------|-----------|---------|--|
| Full-time 12 or more hours   | 18        | 85.71   |  |
| Part-time less than 12 hours | 3         | 14.29   | Full-time 12 or more hours  Part-time less than 12 hours |
| Total Valid                  | 21        | 100.00  |  |
| Total                        | 21        | 100.00  |  |

# I take the majority of my classes

### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 21        | 100.00  |       |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 21        | 100.00  | 20    |
| Total Valid                                | 21        | 100.00  |       |
| Total                                      | 21        | 100.00  |       |

My age is: Mean: 2.42

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 2         | 10.53   |                             |
| 18-21       | 12        | 63.16   | 100                         |
| 22-24       | 2         | 10.53   |                             |
| 25-30       | 1         | 5.26    | 80                          |
| 31-35       | 2         | 10.53   | 60                          |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 19        | 100.00  |                             |
| Total       | 19        | 100.00  |                             |

Ethnic Origin Mean: 1.30

| Response               | Frequency | Percent | Graph   |
|------------------------|-----------|---------|---|
| Not Hispanic or Latino | 15        | 75.00   |   |
| Hispanic or Latino     | 4         | 20.00   |   |
| Unknown                | 1         | 5.00    | 100<br>80<br>60<br>40<br>20<br>Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino  |
| Total Valid            | 20        | 100.00  |   |
| Total                  | 20        | 100.00  |   |

Race Mean: 1.14

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 18        | 85.71   | 500   |
| Black or African American              | 3         | 14.29   | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 21        | 100.00  |       |
| Total                                  | 21        | 100.00  |       |

Student Classification: Mean: 2.40

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 1         | 5.00    |                               |
| Freshman            | 11        | 55.00   | 100                           |
| Sophomore           | 7         | 35.00   | 100                           |
| Other               | 1         | 5.00    | 80                            |
|                     |           |         | 60                            |
|                     |           |         | 40                            |
|                     |           |         | 20                            |
|                     |           |         | 0                             |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 20        | 100.00  |                               |
| Total               | 20        | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Yes         | 20        | 100.00  |                             |
| No          | 0         | 0.00    |                             |
|             |           |         | 100<br>80<br>60<br>40<br>20 |
|             |           |         | Yes No                      |
| T-4-LV-E-1  | 00        | 100.00  |                             |
| Total Valid | 20        | 100.00  |                             |
| Total       | 20        | 100.00  |                             |

# **Trinity Valley Community College**

### **Student Satisfaction Survey**

### 2018

(Athens, Kaufman HSC)

### Registration & Admissions - Assistance of staff

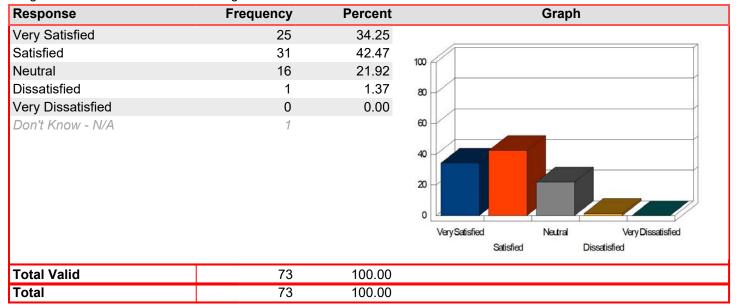
Mean: 4.24

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 30        | 40.54   |  |
| Satisfied         | 36        | 48.65   | 4m   |
| Neutral           | 5         | 6.76    | 100  |
| Dissatisfied      | 2         | 2.70    | 80   |
| Very Dissatisfied | 1         | 1.35    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 74        | 100.00  |  |
| Total             | 74        | 100.00  |  |

# Registration & Admissions - Friendliness of staff

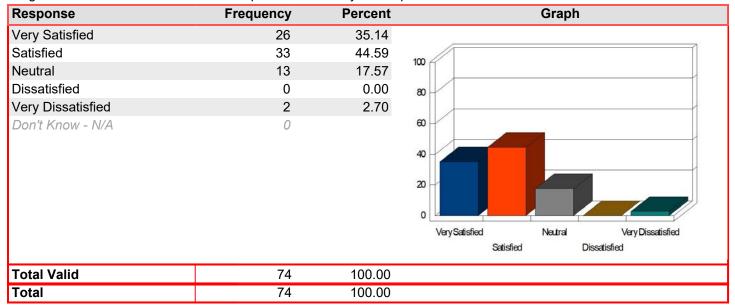
Mean: 4.26

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 32        | 43.24   |   |
| Satisfied         | 32        | 43.24   | 100   |
| Neutral           | 7         | 9.46    |   |
| Dissatisfied      | 3         | 4.05    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 74        | 100.00  |   |
| Total             | 74        | 100.00  |   |



# Registration & Admissions - Staff helped me understand the registration process

| <u> </u>          | <u> </u>  |         | ·  |
|-------------------|-----------|---------|--|
| Response          | Frequency | Percent | Graph  |
| Very Satisfied    | 26        | 35.14   |  |
| Satisfied         | 33        | 44.59   | 100  |
| Neutral           | 12        | 16.22   |  |
| Dissatisfied      | 1         | 1.35    | 80   |
| Very Dissatisfied | 2         | 2.70    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 74        | 100.00  |  |
| Total             | 74        | 100.00  |  |
|                   |           |         |  |



# Registration & Admissions - Information I received was understandable

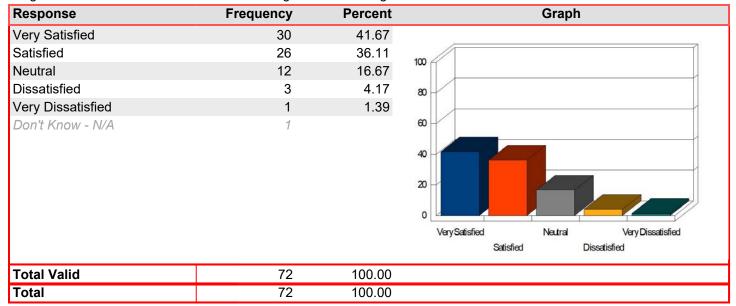
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 23        | 31.08   |  |
| Satisfied         | 34        | 45.95   | 100  |
| Neutral           | 15        | 20.27   |  |
| Dissatisfied      | 2         | 2.70    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 74        | 100.00  |  |
| Total             | 74        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 20.63   |  |
| Satisfied         | 27        | 42.86   | 1m   |
| Neutral           | 20        | 31.75   | 100  |
| Dissatisfied      | 2         | 3.17    | 80   |
| Very Dissatisfied | 1         | 1.59    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 63        | 100.00  |  |
| Total             | 63        | 100.00  |  |

# Registration & Admissions - Face-to-Face registration process

Mean: 4.15

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 27        | 36.99   |  |
| Satisfied         | 34        | 46.58   | 100  |
| Neutral           | 10        | 13.70   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 2.74    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 73        | 100.00  |  |
| Total             | 73        | 100.00  |  |



### Registration & Admissions - Website information

Mean: 3.81

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 22.22   |  |
| Satisfied         | 32        | 44.44   | 4m   |
| Neutral           | 19        | 26.39   | 100  |
| Dissatisfied      | 4         | 5.56    | 80   |
| Very Dissatisfied | 1         | 1.39    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 72        | 100.00  |  |
| Total             | 72        | 100.00  |  |

### Financial Aid - Assistance of staff

### Mean: 3.95

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 15        | 26.79   |  |
| Satisfied         | 26        | 46.43   | 100  |
| Neutral           | 13        | 23.21   |  |
| Dissatisfied      | 1         | 1.79    | 80   |
| Very Dissatisfied | 1         | 1.79    |  |
| Don't Know - N/A  | 18        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 56        | 100.00  |  |
| Total             | 56        | 100.00  |  |

### Financial Aid - Friendliness of staff

Mean: 3.96

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 21        | 37.50   |  |
| Satisfied         | 19        | 33.93   | am /   |
| Neutral           | 11        | 19.64   | 100  |
| Dissatisfied      | 3         | 5.36    | 80   |
| Very Dissatisfied | 2         | 3.57    |  |
| Don't Know - N/A  | 18        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 56        | 100.00  |  |
| Total             | 56        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 18        | 32.73   |  |
| Satisfied         | 23        | 41.82   | 100  |
| Neutral           | 11        | 20.00   |  |
| Dissatisfied      | 1         | 1.82    | 80   |
| Very Dissatisfied | 2         | 3.64    |  |
| Don't Know - N/A  | 18        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 55        | 100.00  |  |
| Total             | 55        | 100.00  |  |

### Financial Aid - Information received is accurate

Mean: 3.93

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 29.63   |  |
| Satisfied         | 23        | 42.59   | 100  |
| Neutral           | 11        | 20.37   |  |
| Dissatisfied      | 3         | 5.56    | 80   |
| Very Dissatisfied | 1         | 1.85    |  |
| Don't Know - N/A  | 18        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 54        | 100.00  |  |
| Total             | 54        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 18        | 32.73   |  |
| Satisfied         | 22        | 40.00   | 100  |
| Neutral           | 9         | 16.36   |  |
| Dissatisfied      | 5         | 9.09    | 80   |
| Very Dissatisfied | 1         | 1.82    |  |
| Don't Know - N/A  | 18        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 55        | 100.00  |  |
| Total             | 55        | 100.00  |  |

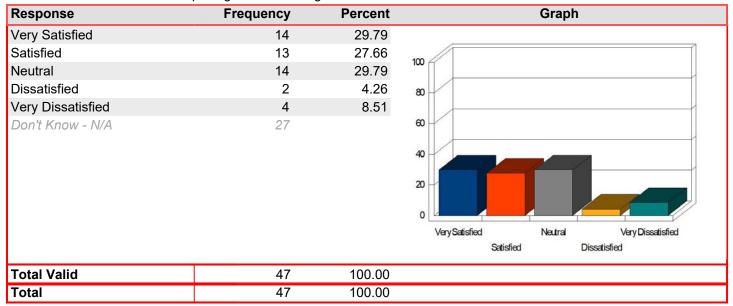
# Financial Aid - Financial aid process

Mean: 3.54

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 26.00   |  |
| Satisfied         | 15        | 30.00   | 100  |
| Neutral           | 13        | 26.00   |  |
| Dissatisfied      | 4         | 8.00    | 80   |
| Very Dissatisfied | 5         | 10.00   |  |
| Don't Know - N/A  | 23        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 50        | 100.00  |  |
| Total             | 50        | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.66



### Financial Aid - Assistance for Veteran benefits

Mean: 3.63

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 10        | 25.00   |   |
| Satisfied         | 11        | 27.50   | 100   |
| Neutral           | 15        | 37.50   |   |
| Dissatisfied      | 2         | 5.00    | 80  |
| Very Dissatisfied | 2         | 5.00    |   |
| Don't Know - N/A  | 34        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 40        | 100.00  |   |
| Total             | 40        | 100.00  |   |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.88

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 18        | 37.50   |  |
| Satisfied         | 10        | 20.83   | 100  |
| Neutral           | 17        | 35.42   |  |
| Dissatisfied      | 2         | 4.17    | 80   |
| Very Dissatisfied | 1         | 2.08    |  |
| Don't Know - N/A  | 25        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |  |
| Total             | 48        | 100.00  |  |

### Financial Aid - Website information

Mean: 3.84

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 18        | 36.00   |  |
| Satisfied         | 15        | 30.00   | 100  |
| Neutral           | 12        | 24.00   |  |
| Dissatisfied      | 1         | 2.00    | 80   |
| Very Dissatisfied | 4         | 8.00    |  |
| Don't Know - N/A  | 24        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 50        | 100.00  |  |
| Total             | 50        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 34        | 50.00   |  |
| Satisfied         | 25        | 36.76   | 100  |
| Neutral           | 7         | 10.29   |  |
| Dissatisfied      | 1         | 1.47    | 80   |
| Very Dissatisfied | 1         | 1.47    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 68        | 100.00  |  |
| Total             | 68        | 100.00  |  |

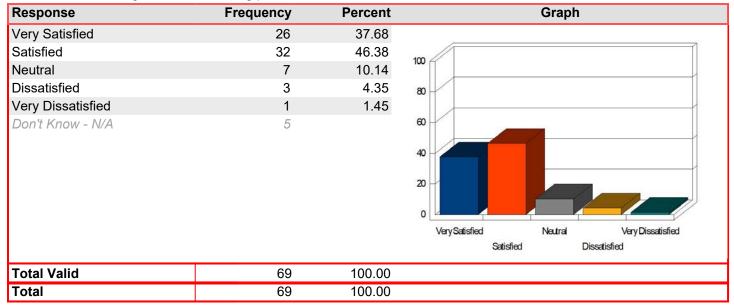
# Guidance/Counseling - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 35        | 50.72   |  |
| Satisfied         | 28        | 40.58   | 100  |
| Neutral           | 5         | 7.25    |  |
| Dissatisfied      | 1         | 1.45    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 69        | 100.00  |  |
| Total             | 69        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 33        | 48.53   |   |
| Satisfied         | 24        | 35.29   | 100   |
| Neutral           | 10        | 14.71   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 1.47    |   |
| Don't Know - N/A  | 5         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 68        | 100.00  |   |
| Total             | 68        | 100.00  |   |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 27        | 40.91   |  |
| Satisfied         | 30        | 45.45   | 100  |
| Neutral           | 5         | 7.58    |  |
| Dissatisfied      | 3         | 4.55    | 80   |
| Very Dissatisfied | 1         | 1.52    |  |
| Don't Know - N/A  | 7         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 66        | 100.00  |  |
| Total             | 66        | 100.00  |  |



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

| Gardanioo, Godinooming C | roran, garaarioo aria ooar |         | inear in incarr   |
|--------------------------|----------------------------|---------|---|
| Response                 | Frequency                  | Percent | Graph   |
| Very Satisfied           | 26                         | 38.24   |   |
| Satisfied                | 32                         | 47.06   |   |
| Neutral                  | 5                          | 7.35    | 100   |
| Dissatisfied             | 3                          | 4.41    | 80  |
| Very Dissatisfied        | 2                          | 2.94    |   |
| Don't Know - N/A         | 5                          |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid              | 68                         | 100.00  |   |
| Total                    | 68                         | 100.00  |   |

## Guidance/Counseling - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 24        | 36.36   |  |
| Satisfied         | 25        | 37.88   | 100  |
| Neutral           | 15        | 22.73   |  |
| Dissatisfied      | 2         | 3.03    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 8         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 66        | 100.00  |  |
| Total             | 66        | 100.00  |  |

## Business Office/Cashier - Assistance of staff

Mean: 4.03

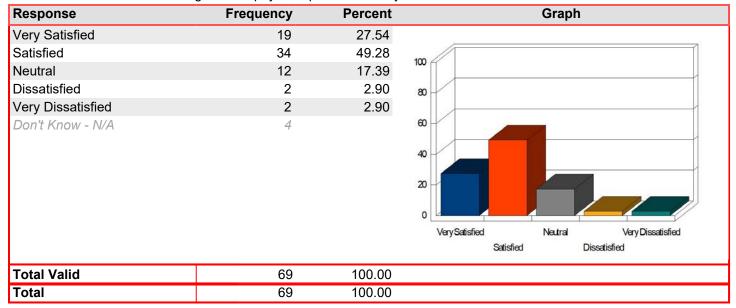
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 22        | 32.35   |  |
| Satisfied         | 30        | 44.12   | 100  |
| Neutral           | 13        | 19.12   |  |
| Dissatisfied      | 2         | 2.94    | 80   |
| Very Dissatisfied | 1         | 1.47    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 68        | 100.00  |  |
| Total             | 68        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 19        | 27.54   |  |
| Satisfied         | 32        | 46.38   | 100  |
| Neutral           | 16        | 23.19   |  |
| Dissatisfied      | 2         | 2.90    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 69        | 100.00  |  |
| Total             | 69        | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

Mean: 3.94

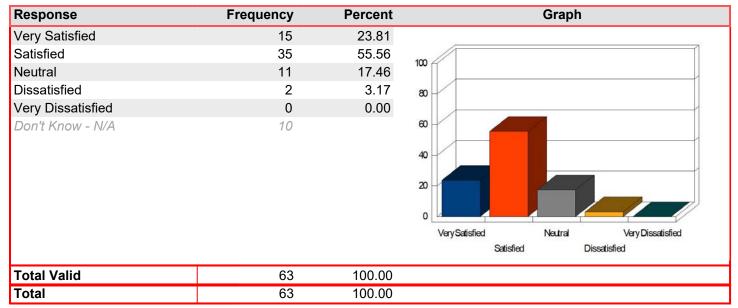
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 19        | 27.94   |   |
| Satisfied         | 29        | 42.65   | 100   |
| Neutral           | 17        | 25.00   |   |
| Dissatisfied      | 3         | 4.41    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 5         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 68        | 100.00  |   |
| Total             | 68        | 100.00  |   |



## Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 3.93

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 16        | 26.67   |   |
| Satisfied         | 26        | 43.33   | -m  |
| Neutral           | 16        | 26.67   | 100   |
| Dissatisfied      | 2         | 3.33    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 14        |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 60        | 100.00  |   |
| Total             | 60        | 100.00  |   |



Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 18        | 39.13   |   |
| Satisfied         | 12        | 26.09   | 100   |
| Neutral           | 15        | 32.61   | 100   |
| Dissatisfied      | 1         | 2.17    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 28        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 46        | 100.00  |   |
| Total             | 46        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 34.78   |  |
| Satisfied         | 14        | 30.43   | 100  |
| Neutral           | 16        | 34.78   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 28        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 46        | 100.00  |  |
| Total             | 46        | 100.00  |  |

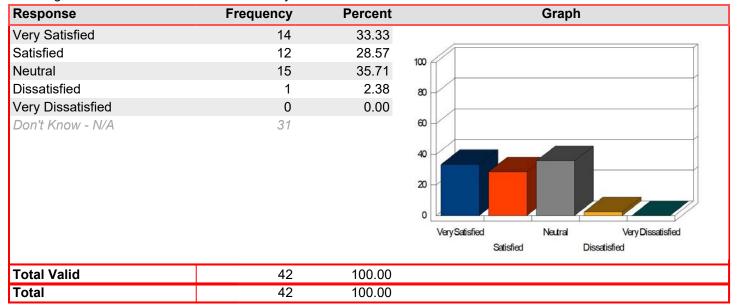
# Tutoring/CAPS - Knowledge of staff

Mean: 3.85

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 15        | 31.91   |   |
| Satisfied         | 13        | 27.66   | 100   |
| Neutral           | 17        | 36.17   |   |
| Dissatisfied      | 1         | 2.13    | 80  |
| Very Dissatisfied | 1         | 2.13    |   |
| Don't Know - N/A  | 26        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 47        | 100.00  |   |
| Total             | 47        | 100.00  |   |

Tutoring/CAPS - Documented student disability services

Mean: 3.93



## Tutoring/CAPS - Peer tutoring services

Mean: 3.84

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 16        | 35.56   |   |
| Satisfied         | 10        | 22.22   | 100   |
| Neutral           | 17        | 37.78   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 2         | 4.44    |   |
| Don't Know - N/A  | 29        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 45        | 100.00  |   |
| Total             | 45        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 21        | 35.59   |  |
| Satisfied         | 23        | 38.98   | 100  |
| Neutral           | 13        | 22.03   |  |
| Dissatisfied      | 1         | 1.69    | 80   |
| Very Dissatisfied | 1         | 1.69    |  |
| Don't Know - N/A  | 15        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 59        | 100.00  |  |
| Total             | 59        | 100.00  |  |

# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 21        | 35.59   |  |
| Satisfied         | 25        | 42.37   | 100  |
| Neutral           | 11        | 18.64   |  |
| Dissatisfied      | 1         | 1.69    | 80   |
| Very Dissatisfied | 1         | 1.69    |  |
| Don't Know - N/A  | 15        |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                                     |
| Total Valid       | 59        | 100.00  |  |
| Total             | 59        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 21        | 35.59   |   |
| Satisfied         | 23        | 38.98   | 100   |
| Neutral           | 13        | 22.03   |   |
| Dissatisfied      | 2         | 3.39    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 15        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 59        | 100.00  |   |
| Total             | 59        | 100.00  |   |

# Testing Services - Testing Center hours are adequate

Mean: 4.16

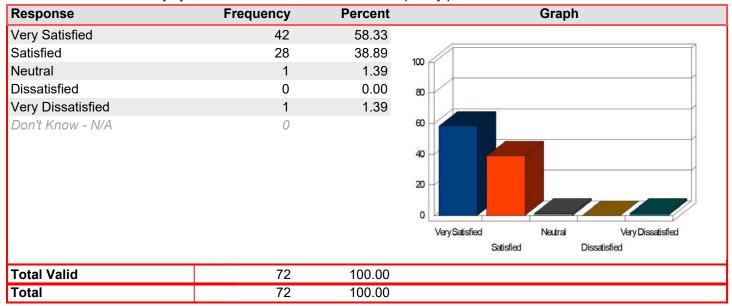
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 22        | 39.29   |  |
| Satisfied         | 22        | 39.29   | 100  |
| Neutral           | 11        | 19.64   |  |
| Dissatisfied      | 1         | 1.79    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 16        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 56        | 100.00  |  |
| Total             | 56        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 21        | 36.84   |   |
| Satisfied         | 18        | 31.58   | 100   |
| Neutral           | 15        | 26.32   |   |
| Dissatisfied      | 3         | 5.26    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 17        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 57        | 100.00  |   |
| Total             | 57        | 100.00  |   |

# Instruction - Overall, teachers care about me

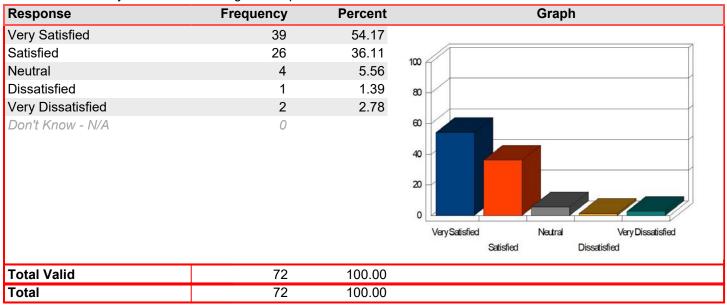
Mean: 4.35

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 37        | 51.39   |   |
| Satisfied         | 25        | 34.72   | 100   |
| Neutral           | 9         | 12.50   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 1.39    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 72        | 100.00  |   |
| Total             | 72        | 100.00  |   |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 41        | 56.16   |  |
| Satisfied         | 29        | 39.73   | 100  |
| Neutral           | 2         | 2.74    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 1.37    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 73        | 100.00  |  |
| Total             | 73        | 100.00  |  |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 34        | 46.58   |  |
| Satisfied         | 32        | 43.84   | 100  |
| Neutral           | 5         | 6.85    |  |
| Dissatisfied      | 2         | 2.74    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 73        | 100.00  |  |
| Total             | 73        | 100.00  |  |

## Overall-Student services routinely assisted me

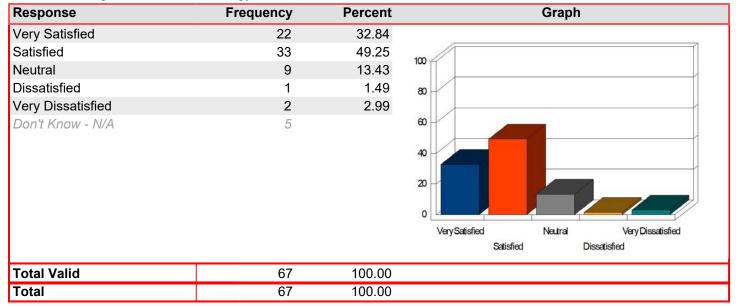
## Mean: 4.07

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 22        | 32.84   |  |
| Satisfied         | 30        | 44.78   | 100  |
| Neutral           | 14        | 20.90   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 1.49    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 67        | 100.00  |  |
| Total             | 67        | 100.00  |  |

# Overall-Access to technology resources was adequate

Mean: 4.15

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 25        | 34.72   |  |
| Satisfied         | 34        | 47.22   | 100  |
| Neutral           | 12        | 16.67   |  |
| Dissatisfied      | 1         | 1.39    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 72        | 100.00  |  |
| Total             | 72        | 100.00  |  |



## Overall-Efficiency receiving services

Mean: 4.13

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 25        | 36.23   |  |
| Satisfied         | 31        | 44.93   | 4m   |
| Neutral           | 10        | 14.49   | 100  |
| Dissatisfied      | 3         | 4.35    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 69        | 100.00  |  |
| Total             | 69        | 100.00  |  |

## Overall-Administration is approachable

Mean: 4.18

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 27        | 38.03   |   |
| Satisfied         | 34        | 47.89   | 100   |
| Neutral           | 7         | 9.86    |   |
| Dissatisfied      | 2         | 2.82    | 80  |
| Very Dissatisfied | 1         | 1.41    |   |
| Don't Know - N/A  | 2         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 71        | 100.00  |   |
| Total             | 71        | 100.00  |   |

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

Mean: 3.99

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 26        | 35.14   |  |
| Satisfied         | 28        | 37.84   | am /   |
| Neutral           | 15        | 20.27   | 100  |
| Dissatisfied      | 3         | 4.05    | 80   |
| Very Dissatisfied | 2         | 2.70    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 74        | 100.00  |  |
| Total             | 74        | 100.00  |  |

My gender is: Mean: 1.05

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 39        | 95.12   |   |
| Female      | 2         | 4.88    | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
|             |           |         |   |
| Total Valid | 41        | 100.00  |   |
| Total       | 41        | 100.00  |   |

I am enrolled Mean: 1.22

| Response                     | Frequency | Percent | Graph  |
|------------------------------|-----------|---------|--|
| Full-time 12 or more hours   | 35        | 77.78   |  |
| Part-time less than 12 hours | 10        | 22.22   | Full-time 12 or more hours  Part-time less than 12 hours |
| Total Valid                  | 45        | 100.00  |  |
| Total                        | 45        | 100.00  |  |

# I take the majority of my classes

## Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 74        | 100.00  |       |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 74        | 100.00  | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 74        | 100.00  |       |
| Total                                      | 74        | 100.00  |       |

My age is: Mean: 3.04

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 15        | 60.00   | 100                         |
| 22-24       | 3         | 12.00   |                             |
| 25-30       | 1         | 4.00    | 80                          |
| 31-35       | 3         | 12.00   | 60                          |
| 36-50       | 3         | 12.00   | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 25        | 100.00  |                             |
| Total       | 25        | 100.00  |                             |

Ethnic Origin Mean: 1.00

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 8         | 100.00  |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 0         | 0.00    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 8         | 100.00  |                                |
| Total                  | 8         | 100.00  |                                |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 64        | 94.12   | 00    |
| Black or African American              | 32        | 47.06   | 100   |
| Asian                                  | 4         | 5.88    |       |
| American Indian or Alaskan<br>Native   | 5         | 7.35    | 80    |
| Native Hawaiian or Pacific<br>Islander | 3         | 4.41    | 60    |
| International                          | 2         | 2.94    | 20    |
| Total Valid                            | 68        | 100.00  |       |
| Total                                  | 68        | 100.00  |       |

Student Classification: Mean: 2.88

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 0         | 0.00    |                               |
| Freshman            | 10        | 41.67   | 400                           |
| Sophomore           | 7         | 29.17   | 100                           |
| Other               | 7         | 29.17   | 80                            |
|                     |           |         | 60 40 20                      |
|                     |           |         | 0                             |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 24        | 100.00  |                               |
| Total               | 24        | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.06

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 32        | 94.12   |        |
| No          | 2         | 5.88    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         |        |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 34        | 100.00  |        |
| Total       | 34        | 100.00  |        |

# **Trinity Valley Community College**

## **Student Satisfaction Survey**

## 2018

(Athens, Kaufman HSC, Internet Video Other Distance ED Medium)

## Registration & Admissions - Assistance of staff

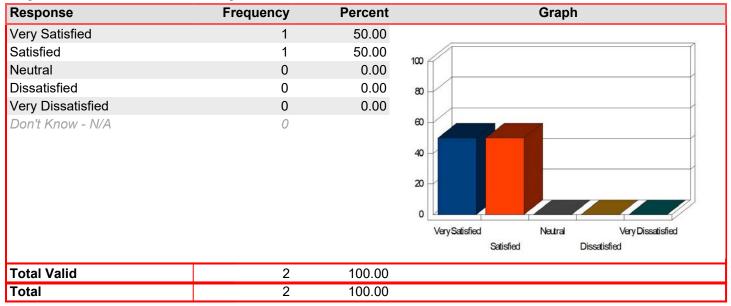
Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 4m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Registration & Admissions - Friendliness of staff

Mean: 4.50

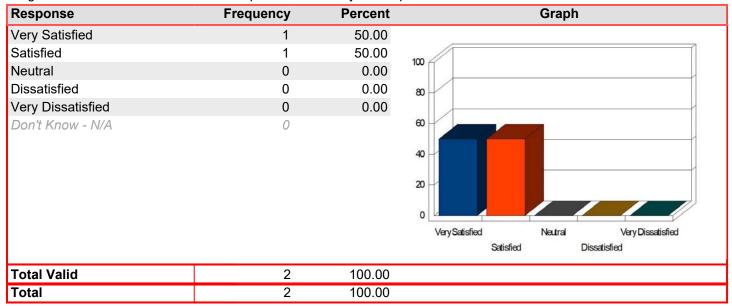
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 4m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



Registration & Admissions - Staff helped me understand the registration process

Mean: 4.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 1         | 50.00   |   |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    | <b>"</b>  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |



## Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Registration & Admissions - Face-to-Face registration process

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100                                      |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

## Financial Aid - Knowledge of staff

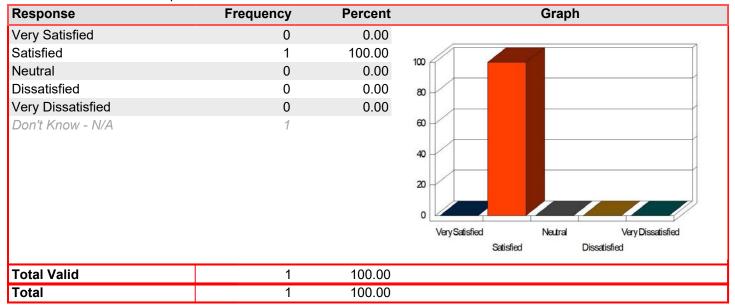
Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Financial Aid - Information received is accurate

Mean: 4.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



Financial Aid - Financial aid process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Assistance for Veteran benefits

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 0 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

## Financial Aid - Website information

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

## Guidance/Counseling - Assistance of staff

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

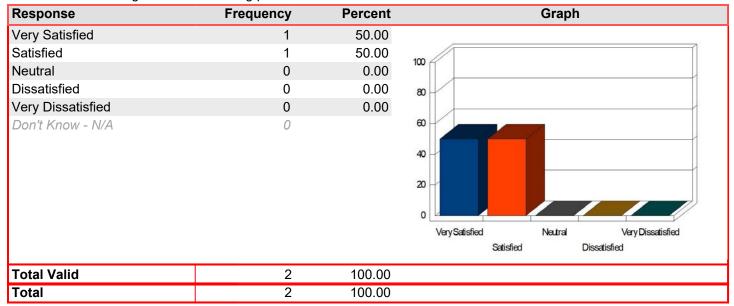
Mean: 4.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Guidance/Counseling - Website information

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Business Office/Cashier - Assistance of staff

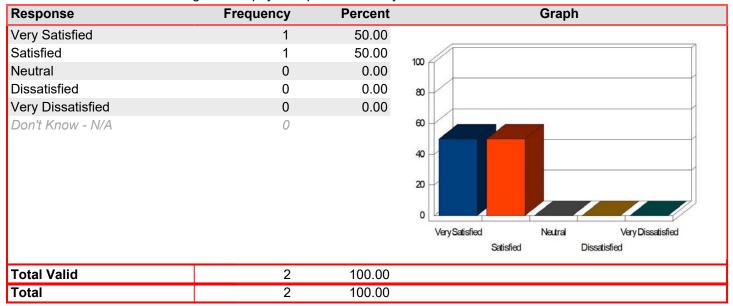
Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



#### Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Documented student disability services

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Tutoring/CAPS - Peer tutoring services

Mean: 1.00

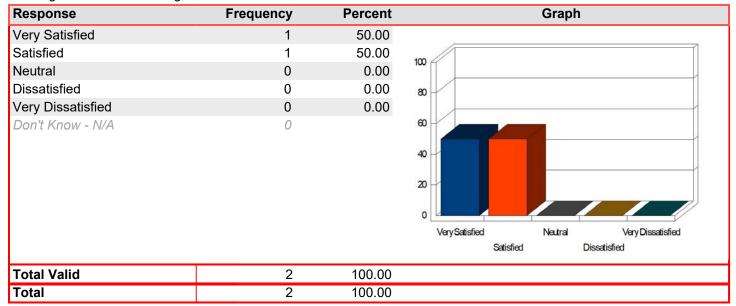
| Response          | Frequency | Percent | Graph                                       |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 100.00  |   |
| Don't Know - N/A  | 1         |         | 40  |
|                   |           |         | 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                      |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Testing Services - Friendliness of staff

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



## Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60 40 20 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

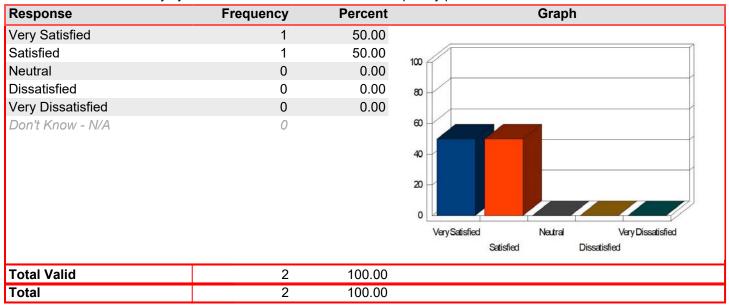
# Instruction - Overall, teachers care about me

Mean: 3.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 50.00   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

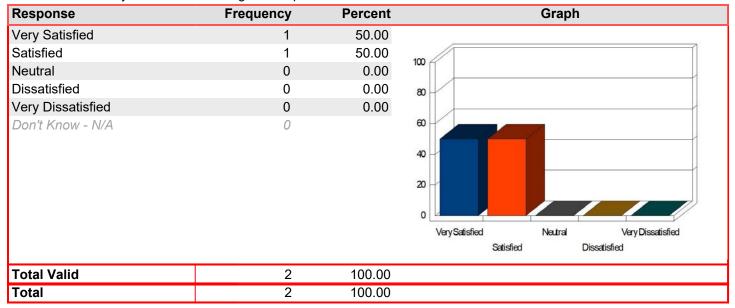
Mean: 4.50



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

Mean: 4.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

## Overall-Student services routinely assisted me

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100 T  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Overall-Access to technology resources was adequate

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Overall-Training in the use of technology was available

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Overall-Efficiency receiving services

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 1         | 50.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

## Overall-Administration is approachable

#### Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 0         | 0.00    | 4m  |
| Neutral           | 1         | 50.00   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

My gender is: Mean: 2.00

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 0         | 0.00    |   |
| Female      | 1         | 100.00  | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 1         | 100.00  |   |
| Total       | 1         | 100.00  |   |

I am enrolled Mean: 2.00

| Response                     | Frequency | Percent | Graph  |
|------------------------------|-----------|---------|--|
| Full-time 12 or more hours   | 0         | 0.00    |  |
| Part-time less than 12 hours | 1         | 100.00  | Full-time 12 or more hours  Part-time less than 12 hours |
| Total Valid                  | 1         | 100.00  |  |
| Total                        | 1         | 100.00  |  |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 2         | 100.00  | 500   |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 2         | 100.00  | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 2         | 100.00  | 20    |
| Total Valid                                | 2         | 100.00  | _     |
| Total                                      | 2         | 100.00  |       |

My age is: Mean: 6.00

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 0         | 0.00    | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    |                             |
| 36-50       | 1         | 100.00  | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 1         | 100.00  |                             |
| Total       | 1         | 100.00  |                             |

Ethnic Origin Mean: 1.50

| Response               | Frequency | Percent | Graph   |
|------------------------|-----------|---------|---|
| Not Hispanic or Latino | 1         | 50.00   |   |
| Hispanic or Latino     | 1         | 50.00   |   |
| Unknown                | 0         | 0.00    | 100<br>80<br>60<br>40<br>20<br>Not Hispanic or Latino Unknown<br>Hispanic or Latino |
| Total Valid            | 2         | 100.00  |   |
| Total                  | 2         | 100.00  |   |

Race Mean: 1.50

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 1         | 50.00   |       |
| Black or African American              | 1         | 50.00   | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 2         | 100.00  |       |
| Total                                  | 2         | 100.00  |       |

Student Classification: Mean: 4.00

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 0         | 0.00    |                               |
| Freshman            | 0         | 0.00    | 400                           |
| Sophomore           | 0         | 0.00    | 100                           |
| Other               | 1         | 100.00  | 80                            |
|                     |           |         | 60<br>40<br>20<br>0           |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 1         | 100.00  |                               |
| Total               | 1         | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 2         | 100.00  |        |
| No          | 0         | 0.00    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 2         | 100.00  |        |
| Total       | 2         | 100.00  |        |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

(Athens, Palestine)

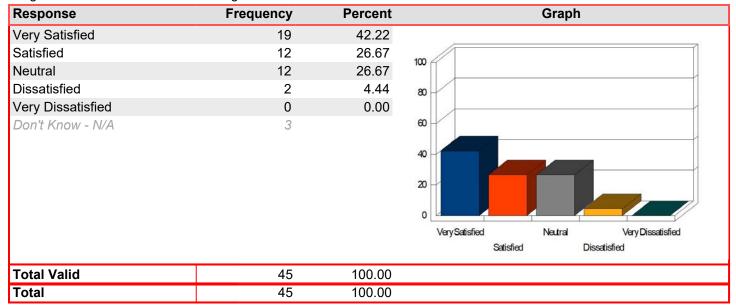
#### Registration & Admissions - Assistance of staff

Mean: 4.23

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 20        | 42.55   |  |
| Satisfied         | 20        | 42.55   | 4m   |
| Neutral           | 6         | 12.77   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 2.13    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 47        | 100.00  |  |
| Total             | 47        | 100.00  |  |

#### Registration & Admissions - Friendliness of staff

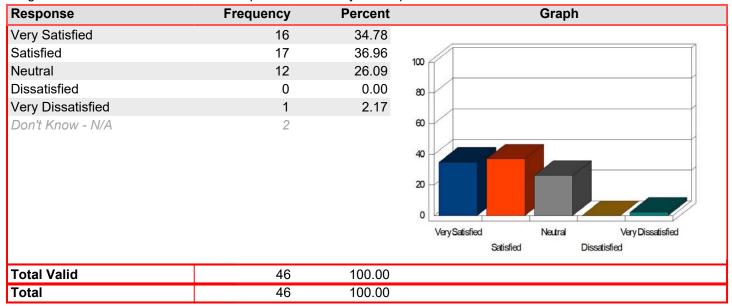
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 22        | 46.81   |   |
| Satisfied         | 20        | 42.55   | 100   |
| Neutral           | 5         | 10.64   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 47        | 100.00  |   |
| Total             | 47        | 100.00  |   |



#### Registration & Admissions - Staff helped me understand the registration process

Mean: 4.15

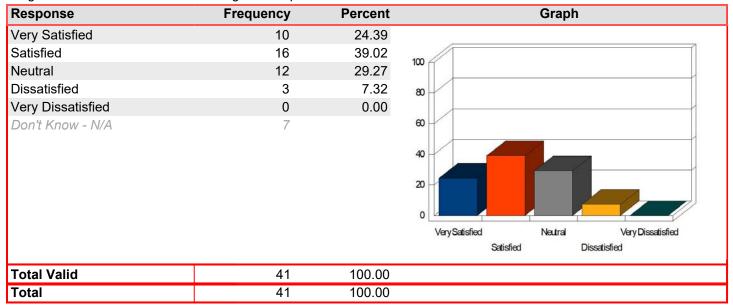
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 19        | 41.30   |  |
| Satisfied         | 18        | 39.13   | 4m   |
| Neutral           | 7         | 15.22   | 100  |
| Dissatisfied      | 1         | 2.17    | 80   |
| Very Dissatisfied | 1         | 2.17    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 46        | 100.00  |  |
| Total             | 46        | 100.00  |  |



## Registration & Admissions - Information I received was understandable

Mean: 4.17

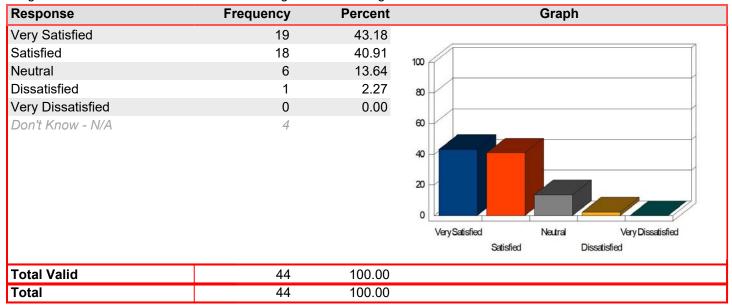
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 34.78   |  |
| Satisfied         | 22        | 47.83   | 100  |
| Neutral           | 8         | 17.39   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 46        | 100.00  |  |
| Total             | 46        | 100.00  |  |



# Registration & Admissions - Face-to-Face registration process

Mean: 4.31

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 21        | 46.67   |   |
| Satisfied         | 19        | 42.22   | 100   |
| Neutral           | 4         | 8.89    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 2.22    |   |
| Don't Know - N/A  | 3         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 45        | 100.00  |   |
| Total             | 45        | 100.00  |   |



#### Registration & Admissions - Website information

Mean: 4.15

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 17        | 36.17   |   |
| Satisfied         | 21        | 44.68   | 100   |
| Neutral           | 8         | 17.02   |   |
| Dissatisfied      | 1         | 2.13    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 47        | 100.00  |   |
| Total             | 47        | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 15        | 36.59   |   |
| Satisfied         | 12        | 29.27   | 100   |
| Neutral           | 12        | 29.27   |   |
| Dissatisfied      | 2         | 4.88    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 7         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 41        | 100.00  |   |
| Total             | 41        | 100.00  |   |

Financial Aid - Friendliness of staff

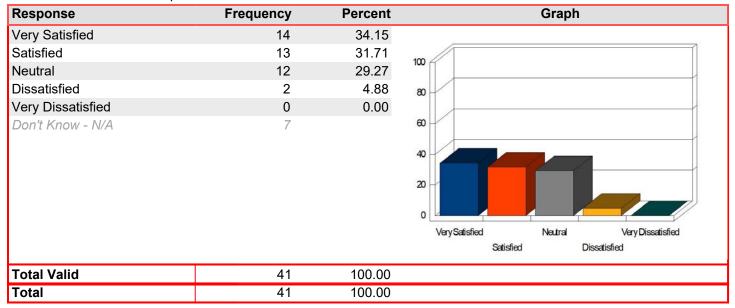
Mean: 4.10

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 18        | 43.90   |  |
| Satisfied         | 12        | 29.27   | 4m   |
| Neutral           | 8         | 19.51   | 100  |
| Dissatisfied      | 3         | 7.32    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 7         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 41        | 100.00  |  |
| Total             | 41        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 17        | 41.46   |   |
| Satisfied         | 11        | 26.83   | 100   |
| Neutral           | 10        | 24.39   |   |
| Dissatisfied      | 3         | 7.32    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 7         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 41        | 100.00  |   |
| Total             | 41        | 100.00  |   |

Financial Aid - Information received is accurate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 39.02   |  |
| Satisfied         | 12        | 29.27   | 100  |
| Neutral           | 11        | 26.83   |  |
| Dissatisfied      | 2         | 4.88    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 7         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 41        | 100.00  |  |
| Total             | 41        | 100.00  |  |



## Financial Aid - Financial aid process

Mean: 3.88

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 35.00   |  |
| Satisfied         | 11        | 27.50   | 100  |
| Neutral           | 13        | 32.50   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 5.00    |  |
| Don't Know - N/A  | 8         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 40        | 100.00  |  |
| Total             | 40        | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.97

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 15        | 39.47   |  |
| Satisfied         | 9         | 23.68   | 100  |
| Neutral           | 12        | 31.58   |  |
| Dissatisfied      | 2         | 5.26    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 38        | 100.00  |  |
| Total             | 38        | 100.00  |  |

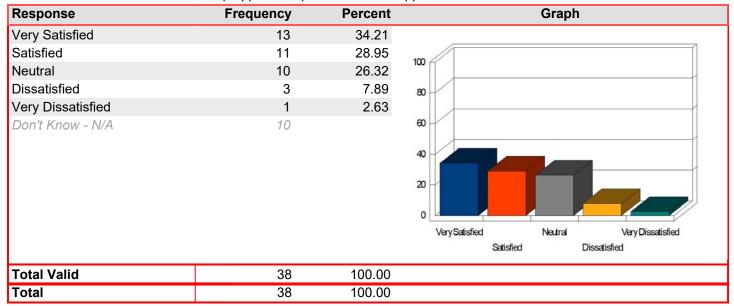
#### Financial Aid - Assistance for Veteran benefits

Mean: 3.93

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 34.48   |  |
| Satisfied         | 7         | 24.14   | 100  |
| Neutral           | 12        | 41.38   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 19        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 29        | 100.00  |  |
| Total             | 29        | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.84



#### Financial Aid - Website information

Mean: 3.95

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 32.50   |  |
| Satisfied         | 13        | 32.50   | 100  |
| Neutral           | 13        | 32.50   |  |
| Dissatisfied      | 1         | 2.50    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 8         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 40        | 100.00  |  |
| Total             | 40        | 100.00  |  |

## Guidance/Counseling - Assistance of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 19        | 44.19   |   |
| Satisfied         | 16        | 37.21   | ım /  |
| Neutral           | 8         | 18.60   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 5         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 43        | 100.00  |   |
| Total             | 43        | 100.00  |   |

# Guidance/Counseling - Friendliness of staff

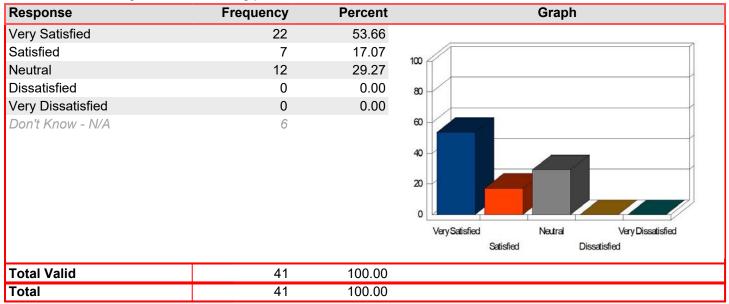
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 20        | 46.51   |  |
| Satisfied         | 15        | 34.88   | 100  |
| Neutral           | 8         | 18.60   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 43        | 100.00  |  |
| Total             | 43        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 18        | 41.86   |  |
| Satisfied         | 12        | 27.91   | 100  |
| Neutral           | 12        | 27.91   |  |
| Dissatisfied      | 1         | 2.33    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 43        | 100.00  |  |
| Total             | 43        | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

Mean: 4.19

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 19        | 45.24   |  |
| Satisfied         | 12        | 28.57   | 100  |
| Neutral           | 11        | 26.19   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 42        | 100.00  |  |
| Total             | 42        | 100.00  |  |



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

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 20        | 46.51   |   |
| Satisfied         | 13        | 30.23   | 4m  |
| Neutral           | 10        | 23.26   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 5         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 43        | 100.00  |   |
| Total             | 43        | 100.00  |   |

## Guidance/Counseling - Website information

Mean: 4.14

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 37.21   |  |
| Satisfied         | 17        | 39.53   | 100  |
| Neutral           | 10        | 23.26   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 43        | 100.00  |  |
| Total             | 43        | 100.00  |  |

#### Business Office/Cashier - Assistance of staff

Mean: 4.18

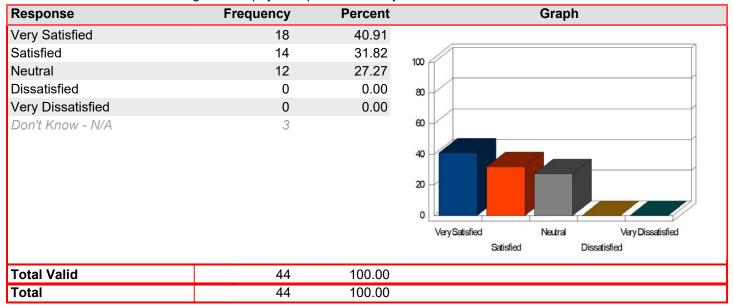
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 18        | 40.91   |   |
| Satisfied         | 17        | 38.64   | 100   |
| Neutral           | 8         | 18.18   |   |
| Dissatisfied      | 1         | 2.27    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 44        | 100.00  |   |
| Total             | 44        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 19        | 42.22   |  |
| Satisfied         | 17        | 37.78   | 100  |
| Neutral           | 8         | 17.78   |  |
| Dissatisfied      | 1         | 2.22    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 45        | 100.00  |  |
| Total             | 45        | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

Mean: 4.13

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 19        | 42.22   |  |
| Satisfied         | 15        | 33.33   | -m   |
| Neutral           | 9         | 20.00   | 100  |
| Dissatisfied      | 2         | 4.44    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 45        | 100.00  |  |
| Total             | 45        | 100.00  |  |



#### Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 3.97

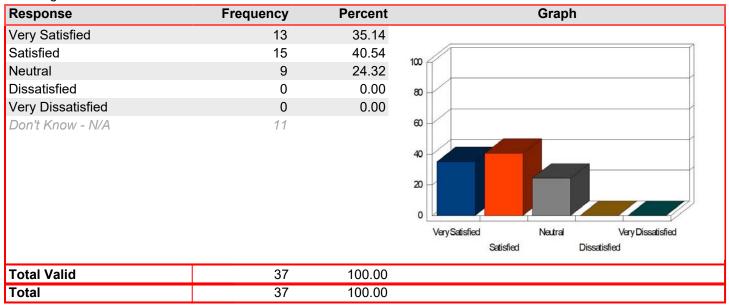
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 15        | 38.46   |   |
| Satisfied         | 10        | 25.64   | -m  |
| Neutral           | 12        | 30.77   | 100   |
| Dissatisfied      | 2         | 5.13    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 8         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 39        | 100.00  |   |
| Total             | 39        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 17        | 41.46   |  |
| Satisfied         | 15        | 36.59   | 100  |
| Neutral           | 9         | 21.95   | \times \begin{align*}  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 41        | 100.00  |  |
| Total             | 41        | 100.00  |  |

Tutoring/CAPS - Assistance of staff

Mean: 4.19

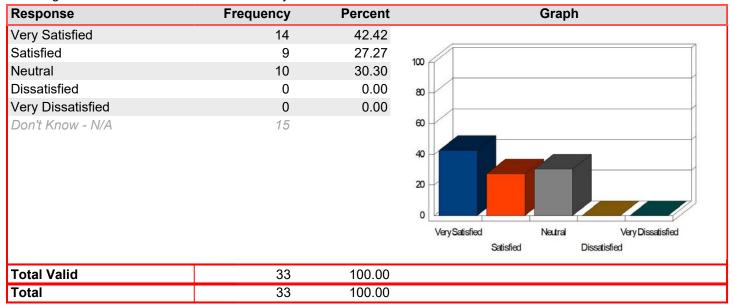
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 43.24   |  |
| Satisfied         | 13        | 35.14   | 100  |
| Neutral           | 7         | 18.92   |  |
| Dissatisfied      | 1         | 2.70    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 11        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 37        | 100.00  |  |
| Total             | 37        | 100.00  |  |



Tutoring/CAPS - Knowledge of staff

Mean: 3.97

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 13        | 35.14   |   |
| Satisfied         | 11        | 29.73   | 100   |
| Neutral           | 12        | 32.43   |   |
| Dissatisfied      | 1         | 2.70    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 11        |         | 60 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 37        | 100.00  |   |
| Total             | 37        | 100.00  |   |



Tutoring/CAPS - Peer tutoring services

Mean: 4.15

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 47.06   |  |
| Satisfied         | 8         | 23.53   | 100  |
| Neutral           | 9         | 26.47   |  |
| Dissatisfied      | 1         | 2.94    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 14        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 34        | 100.00  |  |
| Total             | 34        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 14        | 32.56   |   |
| Satisfied         | 19        | 44.19   | 100   |
| Neutral           | 10        | 23.26   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 5         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 43        | 100.00  |   |
| Total             | 43        | 100.00  |   |

# Testing Services - Friendliness of staff

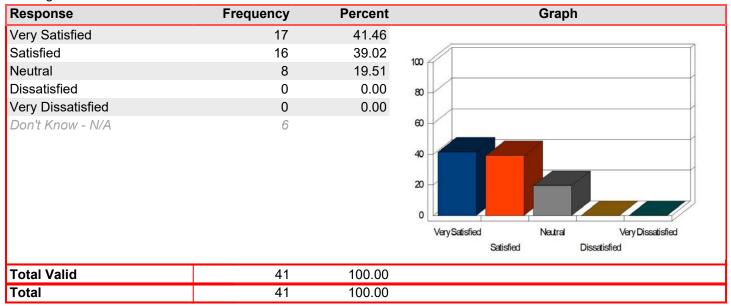
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 17        | 39.53   |  |
| Satisfied         | 14        | 32.56   | am /   |
| Neutral           | 9         | 20.93   | 100  |
| Dissatisfied      | 1         | 2.33    | 80   |
| Very Dissatisfied | 2         | 4.65    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 43        | 100.00  |  |
| Total             | 43        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 19        | 43.18   |  |
| Satisfied         | 13        | 29.55   | 100  |
| Neutral           | 12        | 27.27   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 44        | 100.00  |  |
| Total             | 44        | 100.00  |  |

# Testing Services - Testing Center hours are adequate

Mean: 4.16

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 18        | 41.86   |  |
| Satisfied         | 15        | 34.88   | 4m   |
| Neutral           | 9         | 20.93   | 100  |
| Dissatisfied      | 1         | 2.33    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 43        | 100.00  |  |
| Total             | 43        | 100.00  |  |



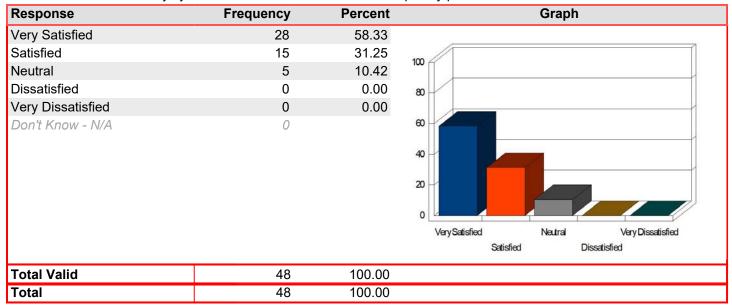
Instruction - Overall, teachers care about me

Mean: 4.26

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 21        | 44.68   |   |
| Satisfied         | 17        | 36.17   | 100   |
| Neutral           | 9         | 19.15   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 47        | 100.00  |   |
| Total             | 47        | 100.00  |   |

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

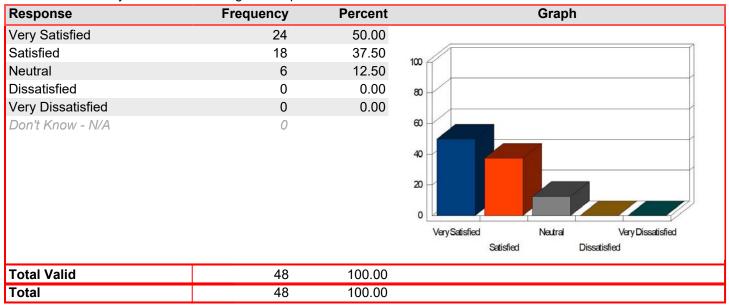
Mean: 4.48



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

Mean: 4.42

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 29        | 60.42   |  |
| Satisfied         | 11        | 22.92   | 100  |
| Neutral           | 7         | 14.58   | 100  |
| Dissatisfied      | 1         | 2.08    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |  |
| Total             | 48        | 100.00  |  |



Instruction - Faculty are available after class and during office hours

Mean: 4.29

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 24        | 50.00   |  |
| Satisfied         | 15        | 31.25   | 100  |
| Neutral           | 8         | 16.67   |  |
| Dissatisfied      | 1         | 2.08    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |  |
| Total             | 48        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 20        | 44.44   |  |
| Satisfied         | 17        | 37.78   | 100  |
| Neutral           | 8         | 17.78   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 45        | 100.00  |  |
| Total             | 45        | 100.00  |  |

# Overall-Access to technology resources was adequate

Mean: 4.26

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 19        | 41.30   |  |
| Satisfied         | 20        | 43.48   | 100  |
| Neutral           | 7         | 15.22   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 46        | 100.00  |  |
| Total             | 46        | 100.00  |  |

### Overall-Training in the use of technology was available

Mean: 4.09

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 15        | 34.09   |  |
| Satisfied         | 18        | 40.91   | 100  |
| Neutral           | 11        | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 44        | 100.00  |  |
| Total             | 44        | 100.00  |  |

# Overall-Efficiency receiving services

Mean: 4.11

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 18        | 40.00   |  |
| Satisfied         | 16        | 35.56   | 100  |
| Neutral           | 9         | 20.00   |  |
| Dissatisfied      | 2         | 4.44    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 45        | 100.00  |  |
| Total             | 45        | 100.00  |  |

### Overall-Administration is approachable

#### Mean: 4.13

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 19        | 41.30   |   |
| Satisfied         | 16        | 34.78   | 100   |
| Neutral           | 10        | 21.74   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 2.17    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 46        | 100.00  |   |
| Total             | 46        | 100.00  |   |

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

Mean: 4.19

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 21        | 44.68   |  |
| Satisfied         | 14        | 29.79   | -m   |
| Neutral           | 12        | 25.53   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | ,         |         | 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 47        | 100.00  |  |
| Total             | 47        | 100.00  |  |

My gender is: Mean: 1.19

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 22        | 81.48   |   |
| Female      | 5         | 18.52   | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 27        | 100.00  |   |
| Total       | 27        | 100.00  |   |

I am enrolled Mean: 1.30

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 21        | 70.00   |   |
| Part-time less than 12 hours | 9         | 30.00   | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 30        | 100.00  |   |
| Total                        | 30        | 100.00  |   |

### I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 49        | 100.00  |       |
| Palestine                                  | 49        | 100.00  | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 49        | 100.00  |       |
| Total                                      | 49        | 100.00  |       |

My age is: Mean: 2.05

| My age is:  |           |         | Mean: 2.0                   |
|-------------|-----------|---------|-----------------------------|
| Response    | Frequency | Percent | Graph                       |
| Under 18    | 5         | 22.73   |                             |
| 18-21       | 13        | 59.09   | 100                         |
| 22-24       | 2         | 9.09    |                             |
| 25-30       | 2         | 9.09    | 80                          |
| 31-35       | 0         | 0.00    | 60                          |
| 36-50       | 0         | 0.00    | 80                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 22        | 100.00  |                             |
| Total       | 22        | 100.00  |                             |

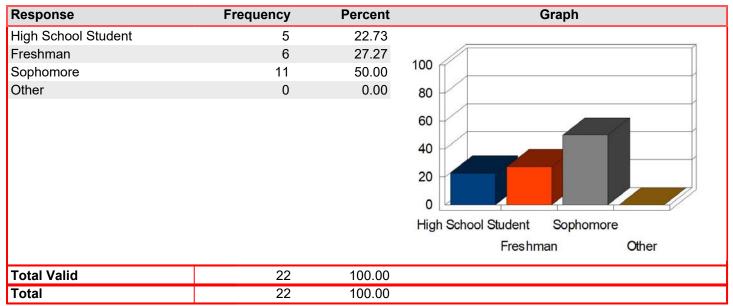
Ethnic Origin Mean: 1.43

| Response               | Frequency | Percent | Graph  |
|------------------------|-----------|---------|--|
| Not Hispanic or Latino | 10        | 71.43   |  |
| Hispanic or Latino     | 2         | 14.29   |  |
| Unknown                | 2         | 14.29   | Not Hispanic or Latino  Not Hispanic or Latino  Hispanic or Latino |
| Total Valid            | 14        | 100.00  |  |
| Total                  | 14        | 100.00  |  |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 43        | 87.76   |       |
| Black or African American              | 20        | 40.82   | 100   |
| Asian                                  | 4         | 8.16    |       |
| American Indian or Alaskan<br>Native   | 1         | 2.04    | 80    |
| Native Hawaiian or Pacific<br>Islander | 1         | 2.04    | 60    |
| International                          | 1         | 2.04    | 40    |
|  |           |         | 20    |
| Total Valid                            | 49        | 100.00  |       |
| Total                                  | 49        | 100.00  |       |

Student Classification: Mean: 2.27



### Would you recommend TVCC to a Friend?

Mean: 1.11

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 24        | 88.89   |        |
| No          | 3         | 11.11   |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 27        | 100.00  |        |
| Total       | 27        | 100.00  |        |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

(Athens, Palestine, Internet Video Other Distance ED Medium)

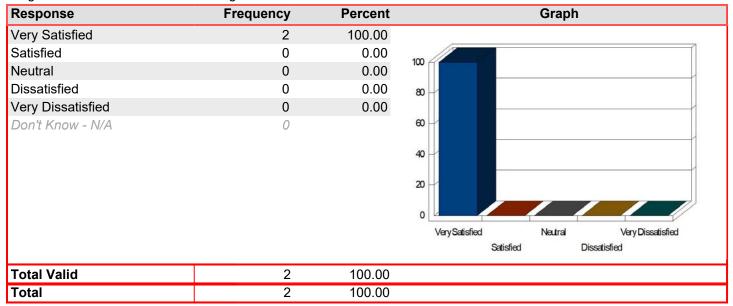
#### Registration & Admissions - Assistance of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 1W                                       |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         |  |
|                   |           |         | 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

#### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100 T  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



#### Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Registration & Admissions - Website information

Response Frequency Percent Graph Very Satisfied 2 100.00 Satisfied 0 0.00 100 Neutral 0 0.00 Dissatisfied 0 0.00 80 0 Very Dissatisfied 0.00 60 Don't Know - N/A 0 40 20 0 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied Total Valid 2 100.00

100.00

2

Total

#### Financial Aid - Assistance of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100 T  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Financial Aid - Friendliness of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Financial Aid - Knowledge of staff

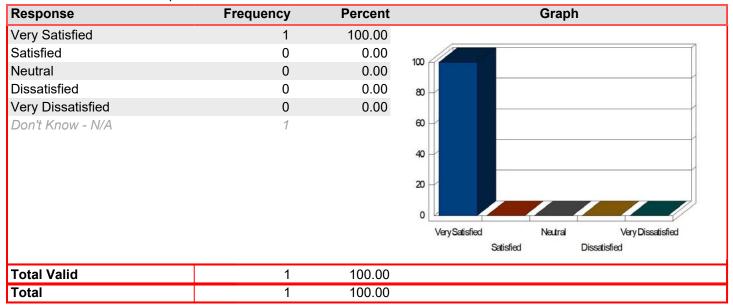
#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100 T  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

#### Financial Aid - Information received is accurate

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |



#### Financial Aid - Financial aid process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100                                      |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

#### Financial Aid - Assistance for Veteran benefits

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Guidance/Counseling - Assistance of staff

#### Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

# Guidance/Counseling - Friendliness of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

# Guidance/Counseling - Knowledge of staff

| IVICALL S.U | Μ | ean: | 5. | 0 | C |
|-------------|---|------|----|---|---|
|-------------|---|------|----|---|---|

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

### Guidance/Counseling - Student advising process

#### Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 1m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Guidance/Counseling - Website information

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Business Office/Cashier - Assistance of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100 T                                    |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

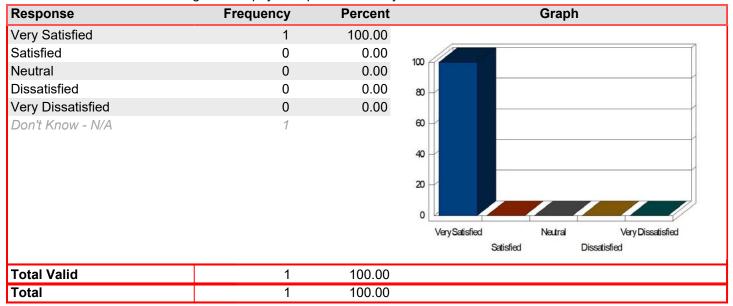
#### Business Office/Cashier - Friendliness of staff

#### Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |



### Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

#### Business Office/Cashier - Website information

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

Tutoring/CAPS - Documented student disability services

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

Tutoring/CAPS - Peer tutoring services

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied<br>Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Instruction - Overall, teachers care about me

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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



| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  | contributions is a septimentally                                |
| Total             | 2         | 100.00  |   |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100                                      |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Instruction - Faculty are available after class and during office hours

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Overall-Student services routinely assisted me

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100 T  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Overall-Access to technology resources was adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Overall-Training in the use of technology was available

| Μ     | lean: | 5. | 0 | C  |
|-------|-------|----|---|----|
| 1 7 1 | can.  | Ο. | v | ١, |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Overall-Efficiency receiving services

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

### Overall-Administration is approachable

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

My gender is: Mean: 1.00

| Frequency | Percent | Graph       |
|-----------|---------|-------------|
| 1         | 100.00  |             |
| 0         | 0.00    |             |
|           |         | 100         |
|           |         | 80          |
|           |         | 60          |
|           |         | 40          |
|           |         | 20          |
|           |         | 0           |
|           |         | Male Female |
| 1         | 100.00  |             |
| 1         |         |             |
|           | 1       | 1 100.00    |

I am enrolled Mean: 1.00

| Response                     | Frequency | Percent | Graph                        |
|------------------------------|-----------|---------|------------------------------|
| Full-time 12 or more hours   | 1         | 100.00  |                              |
| Part-time less than 12 hours | 0         | 0.00    |                              |
|                              |           |         | 100                          |
|                              |           |         | 80                           |
|                              |           |         |                              |
|                              |           |         | 60                           |
|                              |           |         | 40                           |
|                              |           |         | 20                           |
|                              |           |         | 0                            |
|                              |           |         | Full-time 12 or more hours   |
|                              |           |         | Part-time less than 12 hours |
| Total Valid                  | 1         | 100.00  |                              |
| Total                        | 1         | 100.00  |                              |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 2         | 100.00  | 500   |
| Palestine                                  | 2         | 100.00  | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 2         | 100.00  | 20    |
| Total Valid                                | 2         | 100.00  |       |
| Total                                      | 2         | 100.00  |       |

My age is: Mean: 2.00

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 1         | 100.00  | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    |                             |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 1         | 100.00  |                             |
| Total       | 1         | 100.00  |                             |

Ethnic Origin Mean: 1.00

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 1         | 100.00  |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 0         | 0.00    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 1         | 100.00  |                                |
| Total                  | 1         | 100.00  |                                |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 2         | 100.00  |       |
| Black or African American              | 2         | 100.00  | 100   |
| Asian                                  | 1         | 50.00   |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 2         | 100.00  |       |
| Total                                  | 2         | 100.00  |       |

Student Classification: Mean: 3.00

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 0         | 0.00    |                               |
| Freshman            | 0         | 0.00    | 400                           |
| Sophomore           | 1         | 100.00  | 100                           |
| Other               | 0         | 0.00    | 80                            |
|                     |           |         | 60<br>40<br>20<br>0           |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 1         | 100.00  |                               |
| Total               | 1         | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 1         | 100.00  |        |
| No          | 0         | 0.00    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         |        |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
|             |           |         |        |
| Total Valid | 1         | 100.00  |        |
| Total       | 1         | 100.00  |        |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

(Athens, Palestine, Kaufman HSC)

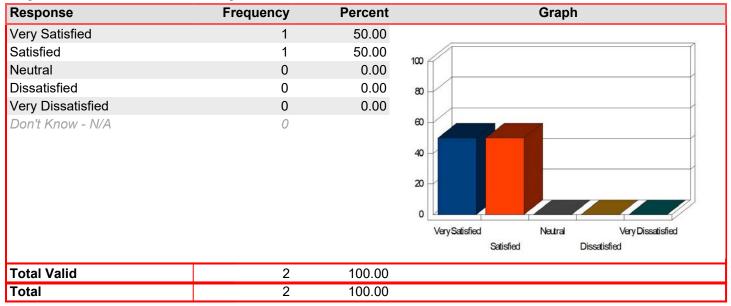
#### Registration & Admissions - Assistance of staff

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

#### Registration & Admissions - Friendliness of staff

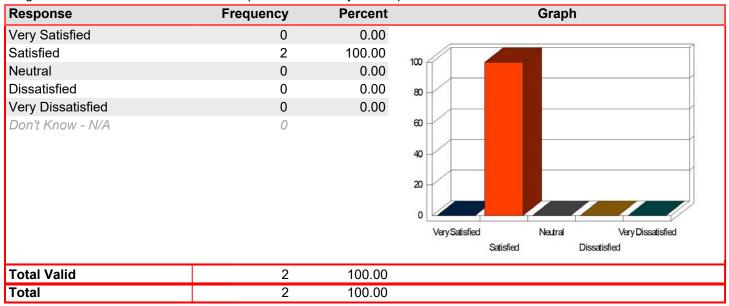
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



### Registration & Admissions - Staff helped me understand the registration process

Mean: 3.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 1         | 50.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |



### Registration & Admissions - Information I received was understandable

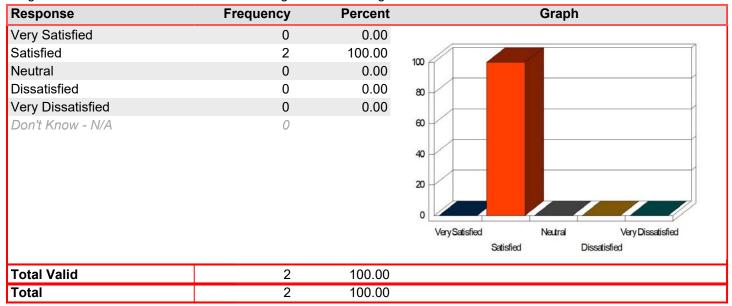
Mean: 3.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 1         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied<br>Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

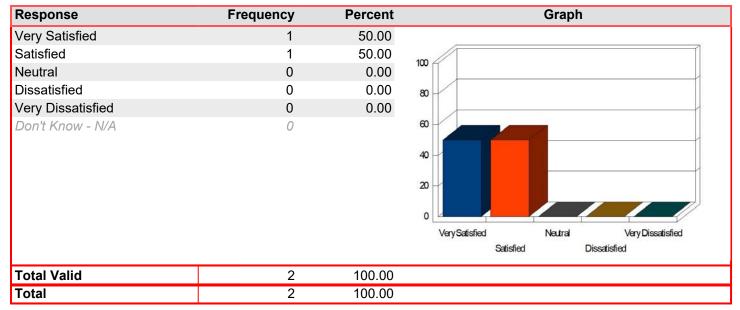
# Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



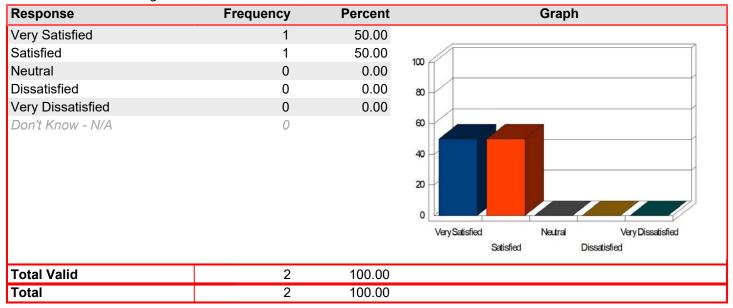
### Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



Financial Aid - Friendliness of staff

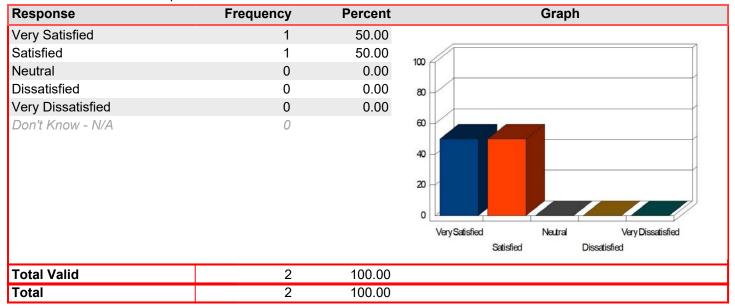
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



Financial Aid - Information received is accurate

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



Financial Aid - Financial aid process

Mean: 3.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 1         | 50.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

Financial Aid - Assistance for Veteran benefits

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 1         | 50.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

#### Financial Aid - Website information

Mean: 4.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Guidance/Counseling - Assistance of staff

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

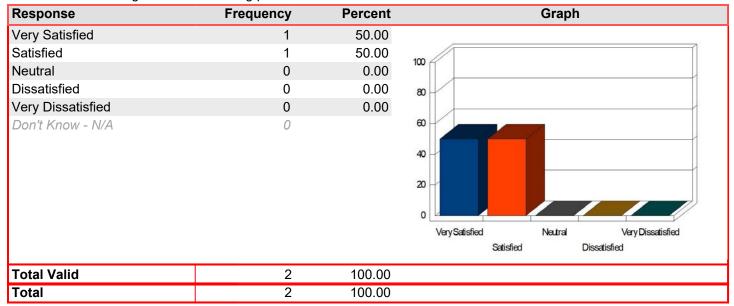
Mean: 4.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - Website information

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

#### Business Office/Cashier - Assistance of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

#### Business Office/Cashier - Friendliness of staff

#### Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

# Business Office/Cashier - Knowledge of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

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

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

# Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

#### Business Office/Cashier - Website information

#### Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Tutoring/CAPS - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

### Tutoring/CAPS - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Tutoring/CAPS - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

Tutoring/CAPS - Documented student disability services

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60<br>40<br>20<br>0                      |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Tutoring/CAPS - Peer tutoring services

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Testing Services - Friendliness of staff

Response

Frequency Percent Graph 0 0.00 0 0.00

|                   | <u> </u> |        |  |
|-------------------|----------|--------|--|
| Very Satisfied    | 0        | 0.00   |  |
| Satisfied         | 0        | 0.00   | 100                                      |
| Neutral           | 1        | 100.00 |  |
| Dissatisfied      | 0        | 0.00   | 80                                       |
| Very Dissatisfied | 0        | 0.00   |  |
| Don't Know - N/A  | 1        |        | 60                                       |
|                   |          |        | 20                                       |
|                   |          |        | Very Satisfied Neutral Very Dissatisfied |
|                   |          |        | Satisfied Dissatisfied                   |
| Total Valid       | 1        | 100.00 |  |
| Total             | 1        | 100.00 |  |
|                   |          |        |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied                                       |
| Total Valid       | 1         | 100.00  | 200 April 200 (200 April 200 A |
| Total             | 1         | 100.00  |  |

### Testing Services - Testing Center hours are adequate

Mean: 3.00 Response Frequency Percent Graph Very Satisfied 0 0.00 Satisfied 0 0.00 100 Neutral 1 100.00 Dissatisfied 0 0.00 80 0 Very Dissatisfied 0.00 Don't Know - N/A 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied Total Valid 1 100.00

100.00

Total

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Instruction - Overall, teachers care about me

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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



| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  | 200.000000 - 200.00000000                                       |
| Total             | 2         | 100.00  |   |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

Instruction - Faculty are available after class and during office hours

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Overall-Student services routinely assisted me

#### Mean: 3.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 1         | 50.00   | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

# Overall-Access to technology resources was adequate

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 1         | 50.00   | W [ ]   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                            |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

### Overall-Training in the use of technology was available

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100 T  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Overall-Efficiency receiving services

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Overall-Administration is approachable

#### Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

My gender is: Mean: 1.00

| Frequency | Percent | Graph       |
|-----------|---------|-------------|
| 1         | 100.00  |             |
| 0         | 0.00    |             |
|           |         | 100         |
|           |         | 80          |
|           |         | 60          |
|           |         | 40          |
|           |         | 20          |
|           |         | 0           |
|           |         | Male Female |
| 1         | 100.00  |             |
| 1         |         |             |
|           | 1       | 1 100.00    |

I am enrolled Mean: 2.00

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 0         | 0.00    |   |
| Part-time less than 12 hours | 1         | 100.00  | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 1         | 100.00  |   |
| Total                        | 1         | 100.00  |   |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 2         | 100.00  | 500   |
| Palestine                                  | 2         | 100.00  | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 2         | 100.00  | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 2         | 100.00  |       |
| Total                                      | 2         | 100.00  |       |

My age is: Mean: -

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 0         | 0.00    | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    | 00                          |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 0         | 0.00    |                             |
| Total       | 0         | 0.00    |                             |

Ethnic Origin Mean: -

| Response               | Frequency | Percent | Graph   |
|------------------------|-----------|---------|---|
| Not Hispanic or Latino | 0         | 0.00    |   |
| Hispanic or Latino     | 0         | 0.00    |   |
| Unknown                | 0         | 0.00    | 100<br>80<br>60<br>40<br>20<br>Not Hispanic or Latino Unknown<br>Hispanic or Latino |
| Total Valid            | 0         | 0.00    |   |
| Total                  | 0         | 0.00    |   |

Race Mean: 2.00

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 0         | 0.00    |       |
| Black or African American              | 1         | 100.00  | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 1         | 100.00  |       |
| Total                                  | 1         | 100.00  |       |

Student Classification: Mean: -

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 0         | 0.00    | V                             |
| Freshman            | 0         | 0.00    | 400                           |
| Sophomore           | 0         | 0.00    | 100                           |
| Other               | 0         | 0.00    | 80                            |
|                     |           |         | 60<br>40<br>20<br>0           |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 0         | 0.00    |                               |
| Total               | 0         | 0.00    |                               |

# Would you recommend TVCC to a Friend?

Mean: -

| Response    | Frequency | Percent | Graph                 |
|-------------|-----------|---------|-----------------------|
| Yes         | 0         | 0.00    |                       |
| No          | 0         | 0.00    |                       |
|             |           |         | 100<br>80<br>60<br>40 |
|             |           |         | 20<br>Yes No          |
|             |           |         | ies No                |
| Total Valid | 0         | 0.00    |                       |
| Total       | 0         | 0.00    |                       |

# **Trinity Valley Community College**

### **Student Satisfaction Survey**

#### 2018

(Athens, Palestine, Terrell)

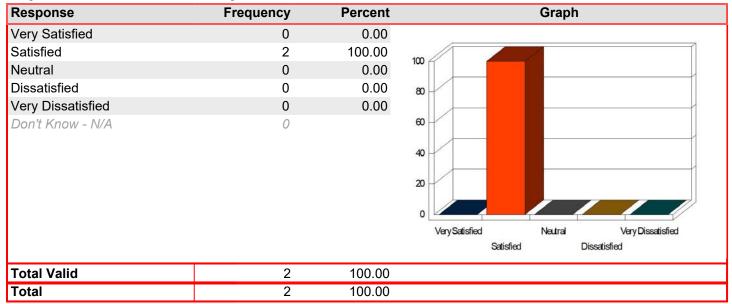
### Registration & Admissions - Assistance of staff

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 2         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

# Registration & Admissions - Friendliness of staff

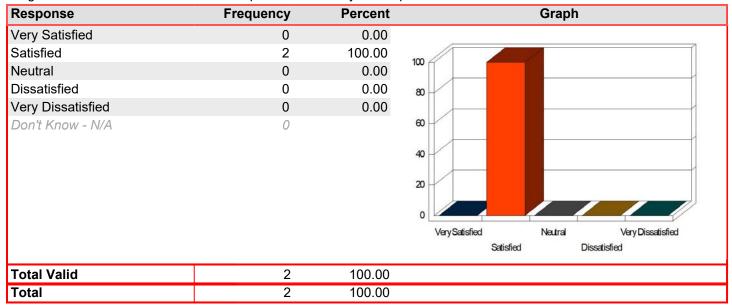
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



# Registration & Admissions - Staff helped me understand the registration process

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



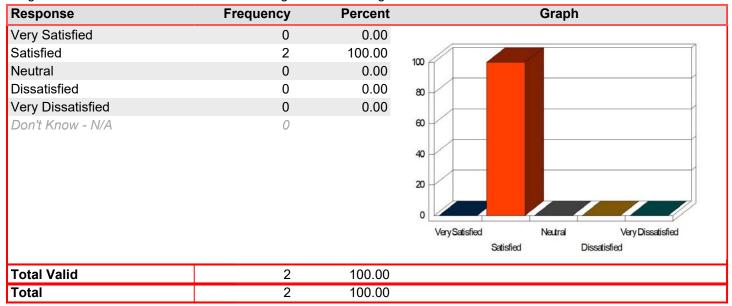
# Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied<br>Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



# Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 1m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Financial Aid - Assistance of staff

### Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 50.00   |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Financial Aid - Friendliness of staff

Mean: 3.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 50.00   |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

# Financial Aid - Knowledge of staff

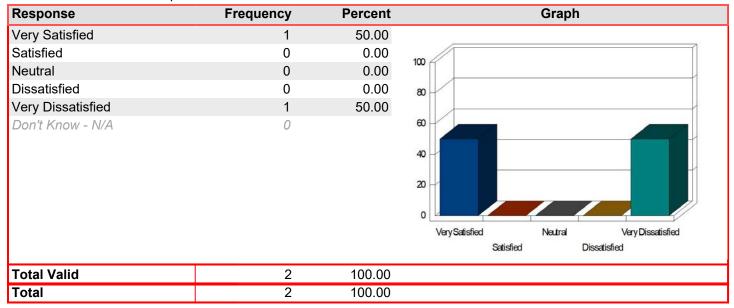
### Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 50.00   |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Financial Aid - Information received is accurate

Mean: 3.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 1         | 50.00   |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



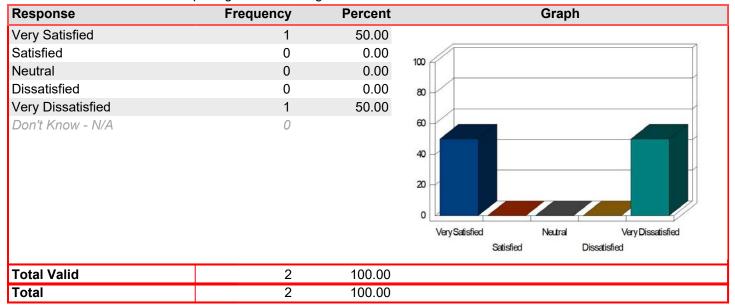
Financial Aid - Financial aid process

Mean: 3.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 1         | 50.00   |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.00



Financial Aid - Assistance for Veteran benefits

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 2.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 50.00   |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

#### Financial Aid - Website information

Mean: 2.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 50.00   |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

# Guidance/Counseling - Assistance of staff

### Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

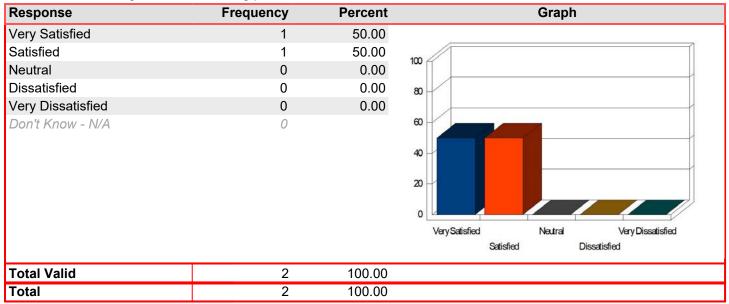
Mean: 3.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 1         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



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

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 2         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

# Guidance/Counseling - Website information

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Business Office/Cashier - Assistance of staff

Mean: 4.50

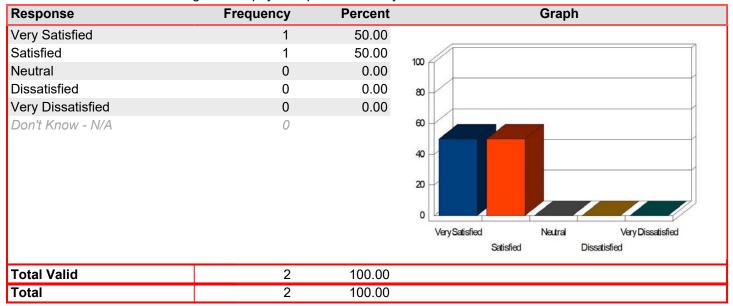
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



### Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Friendliness of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100 T  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Tutoring/CAPS - Knowledge of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Documented student disability services

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Peer tutoring services

Mean: 4.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Testing Services - Friendliness of staff

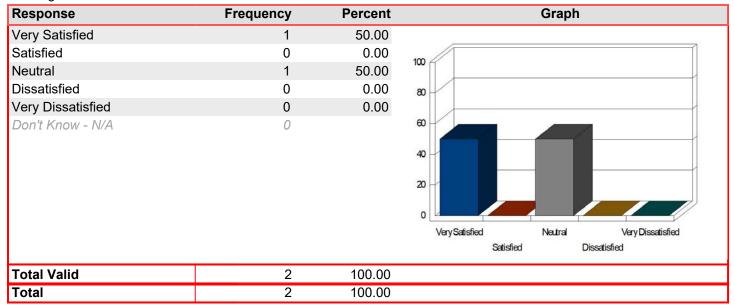
Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 4m   |
| Neutral           | 1         | 50.00   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



# Instruction - Overall, teachers care about me

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

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



| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  | 200.000000 - 200.00000000                                       |
| Total             | 2         | 100.00  |   |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Instruction - Faculty are available after class and during office hours

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Overall-Student services routinely assisted me

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100 T  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Overall-Access to technology resources was adequate

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

# Overall-Training in the use of technology was available

| Mean: | 5.0 | 0 |
|-------|-----|---|
|-------|-----|---|

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Overall-Efficiency receiving services

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Overall-Administration is approachable

#### Mean: 5.00

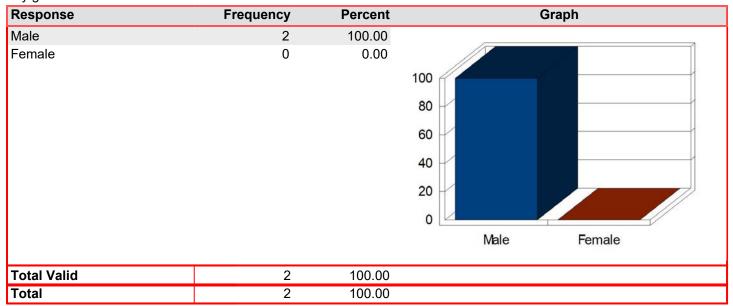
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 0         | 0.00    |   |
| Neutral           | 1         | 50.00   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

My gender is: Mean: 1.00



I am enrolled Mean: -

| Response                     | Frequency | Percent | Graph  |
|------------------------------|-----------|---------|--|
| Full-time 12 or more hours   | 0         | 0.00    |  |
| Part-time less than 12 hours | 0         | 0.00    | 100<br>80<br>60<br>40<br>20<br>0<br>Full-time 12 or more hours |
|                              |           |         | AND STATEMENT OF STATEMENT OF                                  |
|                              |           |         | Part-time less than 12 hours                                   |
| Total Valid                  | 0         | 0.00    |  |
| Total                        | 0         | 0.00    |  |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 2         | 100.00  |       |
| Palestine                                  | 2         | 100.00  | 100   |
| Terrell                                    | 2         | 100.00  |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 2         | 100.00  |       |
| Total                                      | 2         | 100.00  |       |

My age is: Mean: 6.00

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 0         | 0.00    | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    |                             |
| 36-50       | 2         | 100.00  | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 2         | 100.00  |                             |
| Total       | 2         | 100.00  |                             |

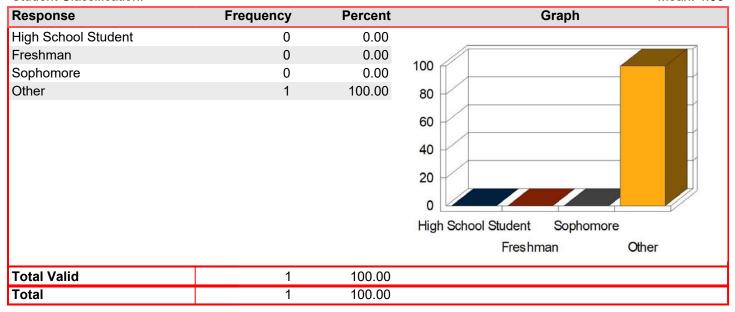
Ethnic Origin Mean: -

| Response               | Frequency | Percent | Graph  |
|------------------------|-----------|---------|--|
| Not Hispanic or Latino | 0         | 0.00    |  |
| Hispanic or Latino     | 0         | 0.00    |  |
| Unknown                | 0         | 0.00    | 100<br>80<br>60<br>40<br>20<br>0<br>Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino   |
| Total Valid            | 0         | 0.00    |  |
| Total                  | 0         | 0.00    |  |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 2         | 100.00  |       |
| Black or African American              | 2         | 100.00  | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 2         | 100.00  |       |
| Total                                  | 2         | 100.00  |       |

Student Classification: Mean: 4.00



# Would you recommend TVCC to a Friend?

Mean: -

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 0         | 0.00    |        |
| No          | 0         | 0.00    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 0         | 0.00    |        |
| Total       | 0         | 0.00    |        |

# **Trinity Valley Community College**

### **Student Satisfaction Survey**

#### 2018

(Athens, Palestine, Through Dual Credit)

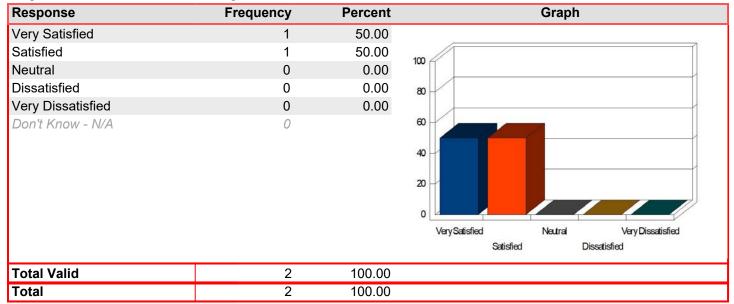
### Registration & Admissions - Assistance of staff

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Registration & Admissions - Friendliness of staff

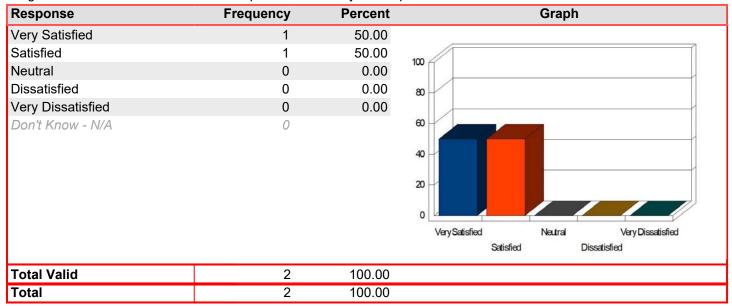
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



### Registration & Admissions - Staff helped me understand the registration process

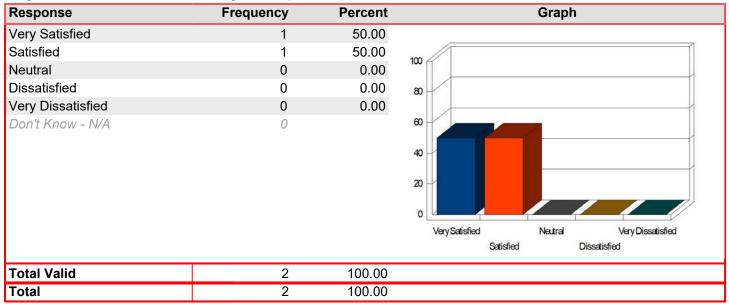
Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 1m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



# Registration & Admissions - Information I received was understandable

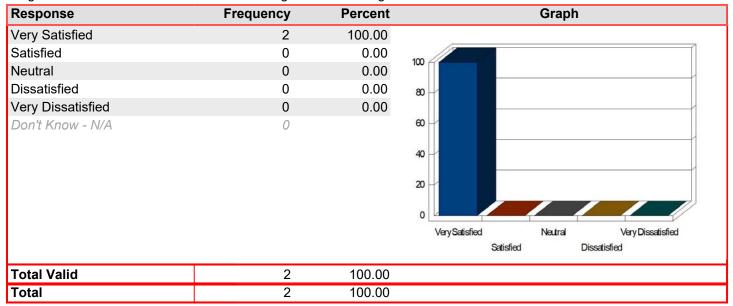
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



# Registration & Admissions - Face-to-Face registration process

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



### Registration & Admissions - Website information

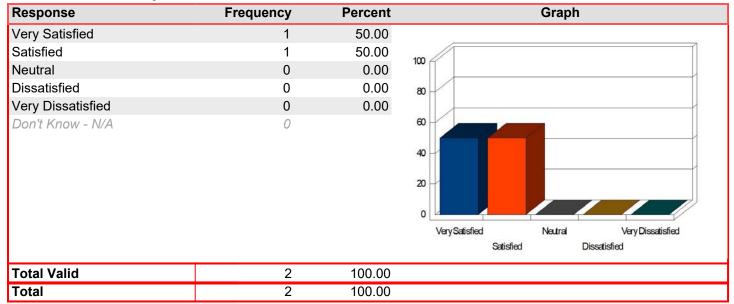
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 1         | 50.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

Financial Aid - Friendliness of staff

Mean: 3.50

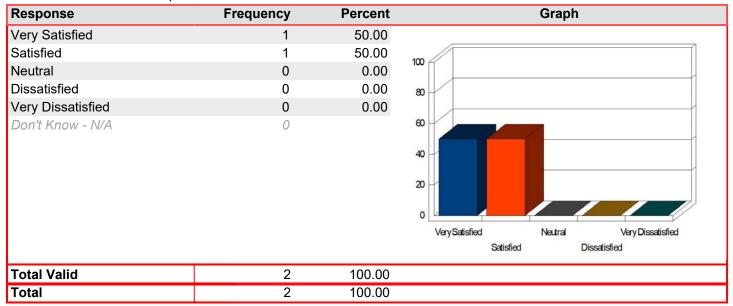
| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 50.00   | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



Financial Aid - Information received is accurate

Mean: 4.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |



Financial Aid - Financial aid process

Mean: 3.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 1         | 50.00   | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Assistance for Veteran benefits

Mean: 3.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Financial Aid - Website information

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Guidance/Counseling - Assistance of staff

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

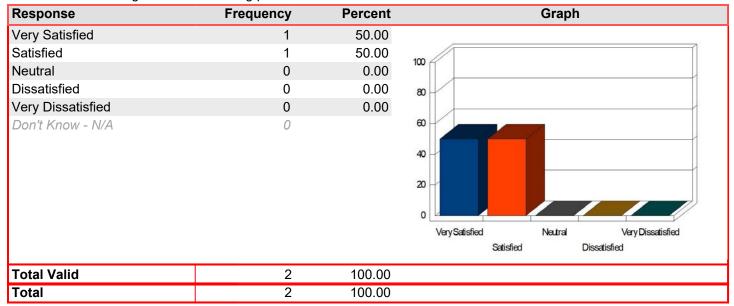
Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Guidance/Counseling - Website information

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Business Office/Cashier - Assistance of staff

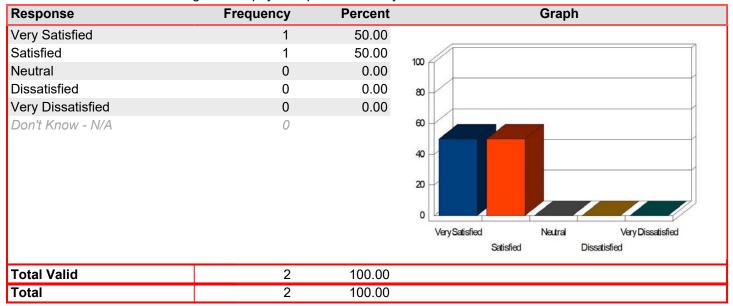
Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



### Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 1         | 50.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Documented student disability services

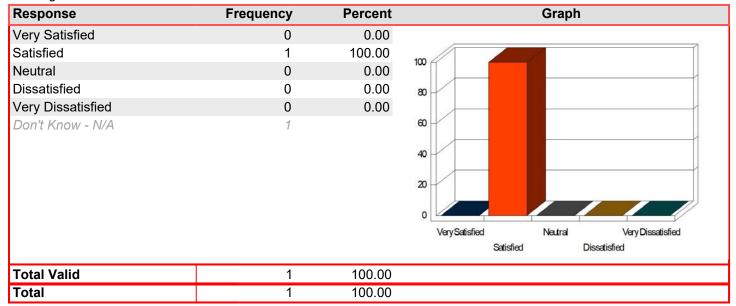
Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied<br>Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Peer tutoring services

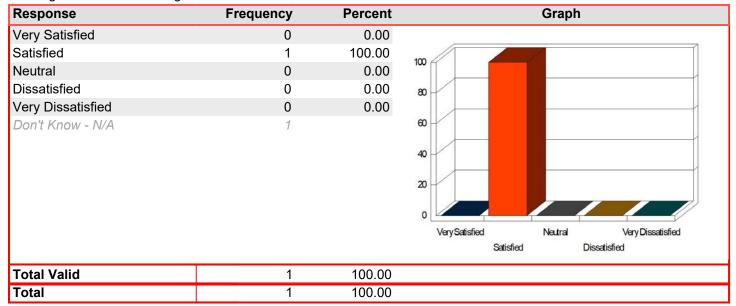
Mean: 4.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



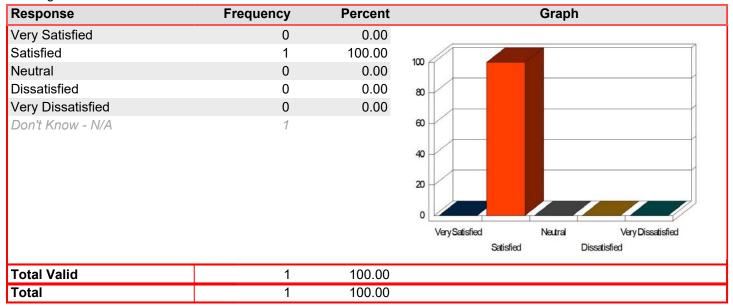
# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



## Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



Instruction - Overall, teachers care about me

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

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



| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  | 200.000000 - 200.00000000                                       |
| Total             | 2         | 100.00  |   |

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

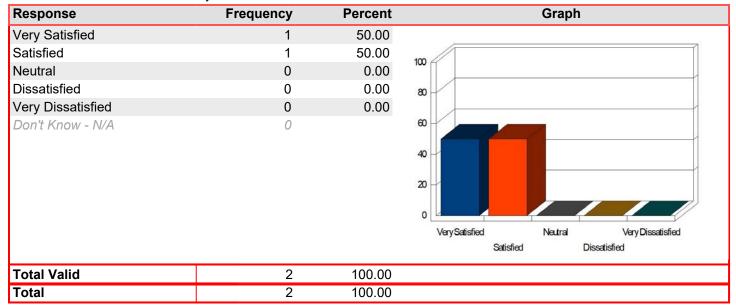
Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Instruction - Faculty are available after class and during office hours

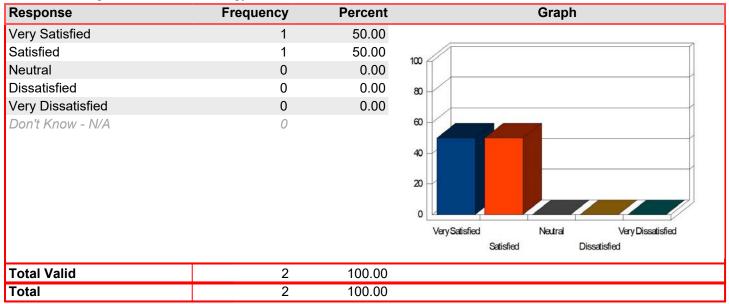
Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



## Overall-Access to technology resources was adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



## Overall-Efficiency receiving services

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Overall-Administration is approachable

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

My gender is: Mean: 2.00

| Response    | Frequency | Percent | Graph                                      |
|-------------|-----------|---------|--|
| Male        | 0         | 0.00    |  |
| Female      | 1         | 100.00  | 100<br>80<br>60<br>40<br>20<br>Male Female |
| Total Valid | 1         | 100.00  |  |
| Total       | 1         | 100.00  |  |

I am enrolled Mean: 1.00

| Response                     | Frequency | Percent | Graph                        |
|------------------------------|-----------|---------|------------------------------|
| Full-time 12 or more hours   | 1         | 100.00  |                              |
| Part-time less than 12 hours | 0         | 0.00    |                              |
|                              |           |         | 100                          |
|                              |           |         | 80                           |
|                              |           |         | 60                           |
|                              |           |         | 40                           |
|                              |           |         | 20                           |
|                              |           |         | 0                            |
|                              |           |         | Full-time 12 or more hours   |
|                              |           |         | Part-time less than 12 hours |
| Total Valid                  | 1         | 100.00  |                              |
| Total                        | 1         | 100.00  |                              |

# I take the majority of my classes

Mean: -

| Response                                   | Frequency | Percent | Graph      |
|--|-----------|---------|------------|
| Athens                                     | 2         | 100.00  | 500<br>500 |
| Palestine                                  | 2         | 100.00  | 100        |
| Terrell                                    | 0         | 0.00    |            |
| Kaufman HSC                                | 0         | 0.00    | 80         |
| Through Dual Credit                        | 2         | 100.00  |            |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20         |
| Total Valid                                | 2         | 100.00  |            |
| Total                                      | 2         | 100.00  |            |

My age is: Mean: -

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 0         | 0.00    | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    | 60                          |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 0         | 0.00    |                             |
| Total       | 0         | 0.00    |                             |

Ethnic Origin Mean: -

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 0         | 0.00    |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 0         | 0.00    | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 0         | 0.00    |                                |
| Total                  | 0         | 0.00    |                                |

Race Mean: 1.00

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 1         | 100.00  |       |
| Black or African American              | 0         | 0.00    | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60_   |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 1         | 100.00  |       |
| Total                                  | 1         | 100.00  |       |

Student Classification: Mean: -

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 0         | 0.00    | V                             |
| Freshman            | 0         | 0.00    | 400                           |
| Sophomore           | 0         | 0.00    | 100                           |
| Other               | 0         | 0.00    | 80                            |
|                     |           |         | 60<br>40<br>20<br>0           |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 0         | 0.00    |                               |
| Total               | 0         | 0.00    |                               |

# Would you recommend TVCC to a Friend?

Mean: -

| Response    | Frequency | Percent | Graph                 |
|-------------|-----------|---------|-----------------------|
| Yes         | 0         | 0.00    |                       |
| No          | 0         | 0.00    |                       |
|             |           |         | 100<br>80<br>60<br>40 |
|             |           |         | 20<br>Yes No          |
|             |           |         | ies No                |
| Total Valid | 0         | 0.00    |                       |
| Total       | 0         | 0.00    |                       |

# **Trinity Valley Community College**

### **Student Satisfaction Survey**

### 2018

(Athens, Terrell)

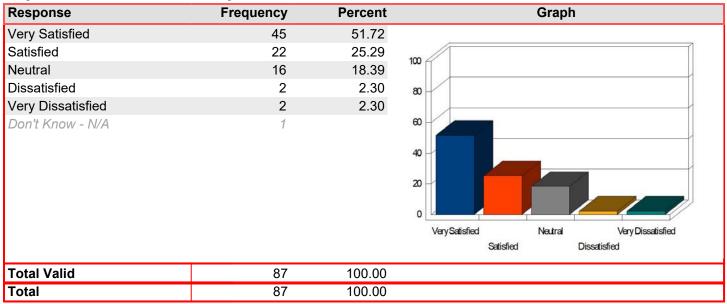
### Registration & Admissions - Assistance of staff

Mean: 4.22

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 40        | 45.45   |  |
| Satisfied         | 34        | 38.64   | 1m   |
| Neutral           | 9         | 10.23   | 100  |
| Dissatisfied      | 3         | 3.41    | 80   |
| Very Dissatisfied | 2         | 2.27    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 88        | 100.00  |  |
| Total             | 88        | 100.00  |  |

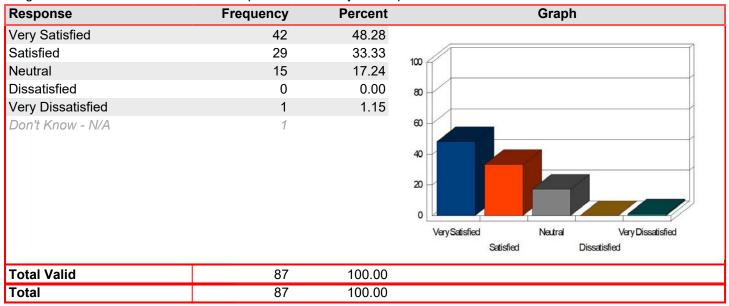
### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 40        | 45.98   |   |
| Satisfied         | 30        | 34.48   | 4m  |
| Neutral           | 12        | 13.79   | 100   |
| Dissatisfied      | 4         | 4.60    | 80  |
| Very Dissatisfied | 1         | 1.15    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 87        | 100.00  |   |
| Total             | 87        | 100.00  |   |



### Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 47        | 55.95   |   |
| Satisfied         | 20        | 23.81   | 1m  |
| Neutral           | 13        | 15.48   | 100   |
| Dissatisfied      | 2         | 2.38    | 80  |
| Very Dissatisfied | 2         | 2.38    |   |
| Don't Know - N/A  | 4         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 84        | 100.00  |   |
| Total             | 84        | 100.00  |   |



## Registration & Admissions - Information I received was understandable

Mean: 4.14

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 36        | 41.38   |   |
| Satisfied         | 31        | 35.63   | 100   |
| Neutral           | 18        | 20.69   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 2         | 2.30    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 87        | 100.00  |   |
| Total             | 87        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 26        | 34.21   |  |
| Satisfied         | 22        | 28.95   | 100  |
| Neutral           | 22        | 28.95   |  |
| Dissatisfied      | 5         | 6.58    | 80   |
| Very Dissatisfied | 1         | 1.32    |  |
| Don't Know - N/A  | 13        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 76        | 100.00  |  |
| Total             | 76        | 100.00  |  |

# Registration & Admissions - Face-to-Face registration process

Mean: 4.24

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 40        | 48.19   |  |
| Satisfied         | 29        | 34.94   | 100  |
| Neutral           | 10        | 12.05   |  |
| Dissatisfied      | 2         | 2.41    | 80   |
| Very Dissatisfied | 2         | 2.41    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 83        | 100.00  |  |
| Total             | 83        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 36        | 42.86   |  |
| Satisfied         | 29        | 34.52   | 100  |
| Neutral           | 16        | 19.05   |  |
| Dissatisfied      | 1         | 1.19    | 80   |
| Very Dissatisfied | 2         | 2.38    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 84        | 100.00  |  |
| Total             | 84        | 100.00  |  |

# Registration & Admissions - Website information

Mean: 3.99 Response Frequency Percent Graph Very Satisfied 37.93 33 Satisfied 26 29.89 100 Neutral 23 26.44 Dissatisfied 4 4.60 80 Very Dissatisfied 1 1.15 60 Don't Know - N/A 40 20 0 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied **Total Valid** 87 100.00 Total 87 100.00

### Financial Aid - Assistance of staff

### Mean: 3.55

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 21        | 27.63   |  |
| Satisfied         | 20        | 26.32   | 100  |
| Neutral           | 20        | 26.32   |  |
| Dissatisfied      | 10        | 13.16   | 80   |
| Very Dissatisfied | 5         | 6.58    |  |
| Don't Know - N/A  | 13        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 76        | 100.00  |  |
| Total             | 76        | 100.00  |  |

### Financial Aid - Friendliness of staff

Mean: 3.56

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 18        | 24.00   |   |
| Satisfied         | 26        | 34.67   | 100   |
| Neutral           | 15        | 20.00   |   |
| Dissatisfied      | 12        | 16.00   | 80  |
| Very Dissatisfied | 4         | 5.33    |   |
| Don't Know - N/A  | 13        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 75        | 100.00  |   |
| Total             | 75        | 100.00  |   |

## Financial Aid - Knowledge of staff

### Mean: 3.63

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 20        | 26.32   |  |
| Satisfied         | 21        | 27.63   | 100  |
| Neutral           | 25        | 32.89   |  |
| Dissatisfied      | 7         | 9.21    | 80   |
| Very Dissatisfied | 3         | 3.95    |  |
| Don't Know - N/A  | 13        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 76        | 100.00  |  |
| Total             | 76        | 100.00  |  |

### Financial Aid - Information received is accurate

Mean: 3.70

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 24        | 32.43   |  |
| Satisfied         | 19        | 25.68   | 100  |
| Neutral           | 21        | 28.38   |  |
| Dissatisfied      | 5         | 6.76    | 80   |
| Very Dissatisfied | 5         | 6.76    |  |
| Don't Know - N/A  | 14        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 74        | 100.00  |  |
| Total             | 74        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 20        | 27.40   |  |
| Satisfied         | 24        | 32.88   | 100  |
| Neutral           | 19        | 26.03   |  |
| Dissatisfied      | 6         | 8.22    | 80   |
| Very Dissatisfied | 4         | 5.48    |  |
| Don't Know - N/A  | 15        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 73        | 100.00  |  |
| Total             | 73        | 100.00  |  |

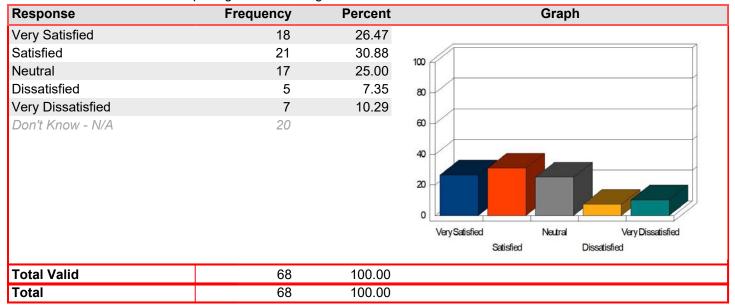
## Financial Aid - Financial aid process

Mean: 3.44

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 20        | 28.17   |  |
| Satisfied         | 16        | 22.54   | 100  |
| Neutral           | 17        | 23.94   |  |
| Dissatisfied      | 11        | 15.49   | 80   |
| Very Dissatisfied | 7         | 9.86    |  |
| Don't Know - N/A  | 17        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 71        | 100.00  |  |
| Total             | 71        | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.56



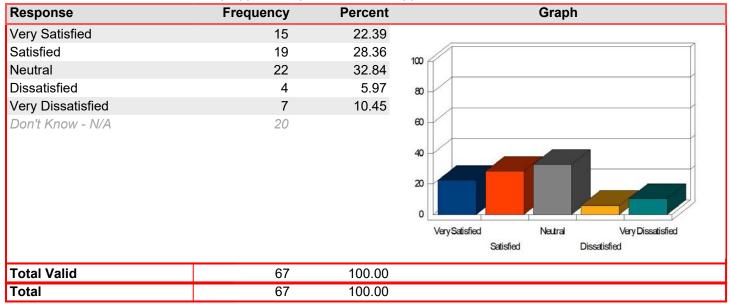
### Financial Aid - Assistance for Veteran benefits

Mean: 3.52

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 13        | 26.00   |   |
| Satisfied         | 7         | 14.00   | 100   |
| Neutral           | 26        | 52.00   |   |
| Dissatisfied      | 1         | 2.00    | 80  |
| Very Dissatisfied | 3         | 6.00    |   |
| Don't Know - N/A  | 37        |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 50        | 100.00  |   |
| Total             | 50        | 100.00  |   |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.46



#### Financial Aid - Website information

Mean: 3.62

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 19        | 25.68   |  |
| Satisfied         | 21        | 28.38   | 100  |
| Neutral           | 25        | 33.78   |  |
| Dissatisfied      | 5         | 6.76    | 80   |
| Very Dissatisfied | 4         | 5.41    |  |
| Don't Know - N/A  | 15        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 74        | 100.00  |  |
| Total             | 74        | 100.00  |  |

### Guidance/Counseling - Assistance of staff

Mean: 4.11

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 30        | 39.47   |  |
| Satisfied         | 27        | 35.53   | 100  |
| Neutral           | 17        | 22.37   |  |
| Dissatisfied      | 1         | 1.32    | 80   |
| Very Dissatisfied | 1         | 1.32    |  |
| Don't Know - N/A  | 14        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 76        | 100.00  |  |
| Total             | 76        | 100.00  |  |

### Guidance/Counseling - Friendliness of staff

Mean: 4.11

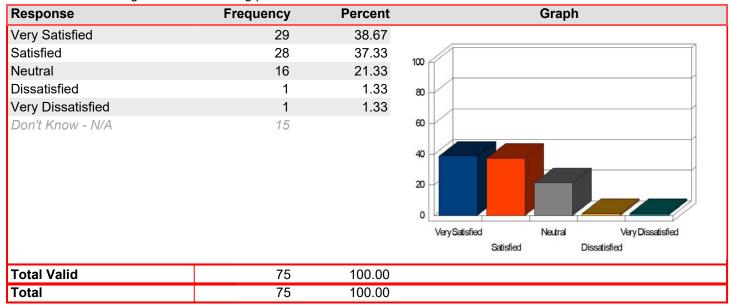
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 32        | 42.11   |  |
| Satisfied         | 26        | 34.21   |  |
| Neutral           | 13        | 17.11   | 100  |
| Dissatisfied      | 4         | 5.26    | 80   |
| Very Dissatisfied | 1         | 1.32    |  |
| Don't Know - N/A  | 14        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 76        | 100.00  |  |
| Total Valid       | 76        | 100.00  |  |
| Total             | 76        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 37        | 48.68   |  |
| Satisfied         | 24        | 31.58   | 100  |
| Neutral           | 12        | 15.79   |  |
| Dissatisfied      | 2         | 2.63    | 80   |
| Very Dissatisfied | 1         | 1.32    |  |
| Don't Know - N/A  | 14        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 76        | 100.00  |  |
| Total             | 76        | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

Mean: 4.14

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 32        | 41.56   |  |
| Satisfied         | 27        | 35.06   | -m   |
| Neutral           | 16        | 20.78   | 100  |
| Dissatisfied      | 1         | 1.30    | 80   |
| Very Dissatisfied | 1         | 1.30    |  |
| Don't Know - N/A  | 13        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 77        | 100.00  |  |
| Total             | 77        | 100.00  |  |



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

Mean: 4.21

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 34        | 45.33   |  |
| Satisfied         | 25        | 33.33   | 100  |
| Neutral           | 15        | 20.00   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 1.33    |  |
| Don't Know - N/A  | 13        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 75        | 100.00  |  |
| Total             | 75        | 100.00  |  |

### Guidance/Counseling - Website information

Mean: 4.17

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 33        | 47.83   |  |
| Satisfied         | 19        | 27.54   | 100  |
| Neutral           | 15        | 21.74   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 2.90    |  |
| Don't Know - N/A  | 20        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 69        | 100.00  |  |
| Total             | 69        | 100.00  |  |

### Business Office/Cashier - Assistance of staff

Mean: 4.28

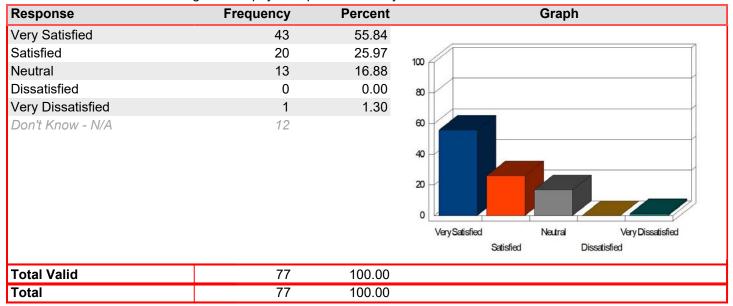
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 40        | 49.38   |  |
| Satisfied         | 27        | 33.33   | 4m   |
| Neutral           | 12        | 14.81   | 100  |
| Dissatisfied      | 1         | 1.23    | 80   |
| Very Dissatisfied | 1         | 1.23    |  |
| Don't Know - N/A  | 8         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 81        | 100.00  |  |
| Total             | 81        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 42        | 51.85   |  |
| Satisfied         | 21        | 25.93   | 100  |
| Neutral           | 14        | 17.28   |  |
| Dissatisfied      | 2         | 2.47    | 80   |
| Very Dissatisfied | 2         | 2.47    |  |
| Don't Know - N/A  | 8         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 81        | 100.00  |  |
| Total             | 81        | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

Mean: 4.22

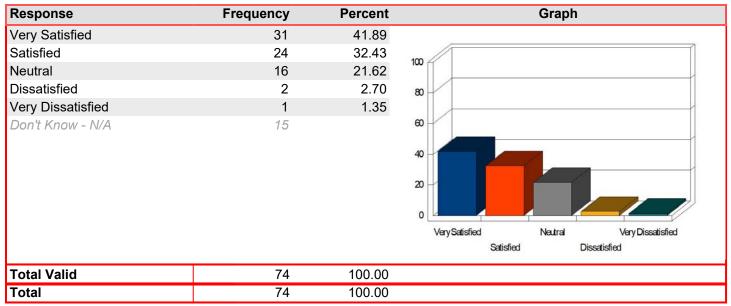
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 39        | 48.15   |  |
| Satisfied         | 23        | 28.40   | 100  |
| Neutral           | 18        | 22.22   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 1.23    |  |
| Don't Know - N/A  | 8         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 81        | 100.00  |  |
| Total             | 81        | 100.00  |  |



### Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.14

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 35        | 49.30   |  |
| Satisfied         | 18        | 25.35   | 100  |
| Neutral           | 12        | 16.90   |  |
| Dissatisfied      | 5         | 7.04    | 80   |
| Very Dissatisfied | 1         | 1.41    |  |
| Don't Know - N/A  | 17        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 71        | 100.00  |  |
| Total             | 71        | 100.00  |  |



Tutoring/CAPS - Assistance of staff

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 23        | 48.94   |   |
| Satisfied         | 6         | 12.77   | 100   |
| Neutral           | 15        | 31.91   |   |
| Dissatisfied      | 1         | 2.13    | 80  |
| Very Dissatisfied | 2         | 4.26    |   |
| Don't Know - N/A  | 41        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 47        | 100.00  |   |
| Total             | 47        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 21        | 44.68   |  |
| Satisfied         | 6         | 12.77   | -m   |
| Neutral           | 18        | 38.30   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 4.26    |  |
| Don't Know - N/A  | 41        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 47        | 100.00  |  |
| Total             | 47        | 100.00  |  |

Tutoring/CAPS - Knowledge of staff

Mean: 3.91

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 19        | 41.30   |  |
| Satisfied         | 8         | 17.39   | -m   |
| Neutral           | 17        | 36.96   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 4.35    |  |
| Don't Know - N/A  | 40        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 46        | 100.00  |  |
| Total             | 46        | 100.00  |  |

Tutoring/CAPS - Documented student disability services

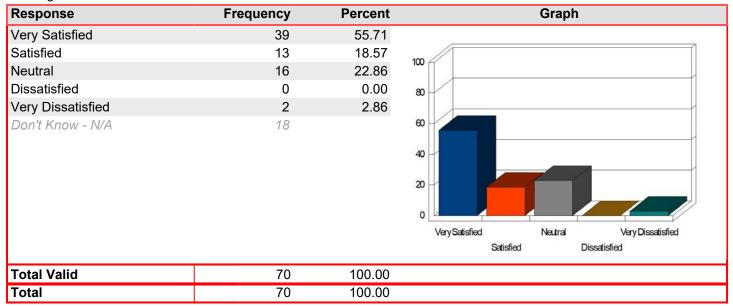
Mean: 3.80

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 35.56   |  |
| Satisfied         | 7         | 15.56   | 100  |
| Neutral           | 20        | 44.44   |  |
| Dissatisfied      | 1         | 2.22    | 80   |
| Very Dissatisfied | 1         | 2.22    |  |
| Don't Know - N/A  | 43        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 45        | 100.00  |  |
| Total             | 45        | 100.00  |  |

Tutoring/CAPS - Peer tutoring services

Mean: 3.93

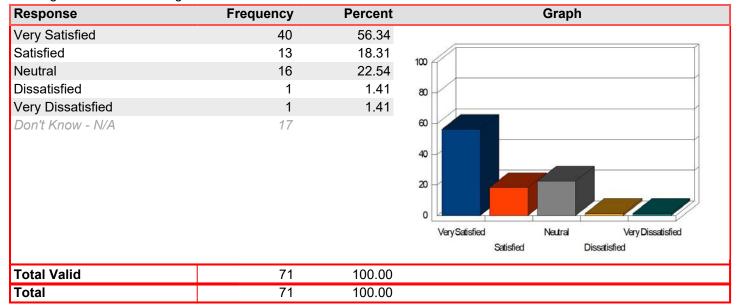
| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 18        | 40.00   |  |
| Satisfied         | 8         | 17.78   | 100                                      |
| Neutral           | 18        | 40.00   |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 1         | 2.22    |  |
| Don't Know - N/A  | 42        |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 45        | 100.00  |  |
| Total             | 45        | 100.00  |  |



### Testing Services - Friendliness of staff

Mean: 4.21

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 36        | 50.70   |  |
| Satisfied         | 18        | 25.35   | ım /   |
| Neutral           | 15        | 21.13   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 2.82    |  |
| Don't Know - N/A  | 17        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 71        | 100.00  |  |
| Total             | 71        | 100.00  |  |



### Testing Services - Testing Center hours are adequate

Mean: 4.18

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 38        | 52.78   |  |
| Satisfied         | 15        | 20.83   | -m   |
| Neutral           | 16        | 22.22   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 3         | 4.17    |  |
| Don't Know - N/A  | 16        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 72        | 100.00  |  |
| Total             | 72        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 34        | 47.89   |  |
| Satisfied         | 14        | 19.72   | 100  |
| Neutral           | 20        | 28.17   |  |
| Dissatisfied      | 2         | 2.82    | 80   |
| Very Dissatisfied | 1         | 1.41    |  |
| Don't Know - N/A  | 17        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 71        | 100.00  |  |
| Total             | 71        | 100.00  |  |

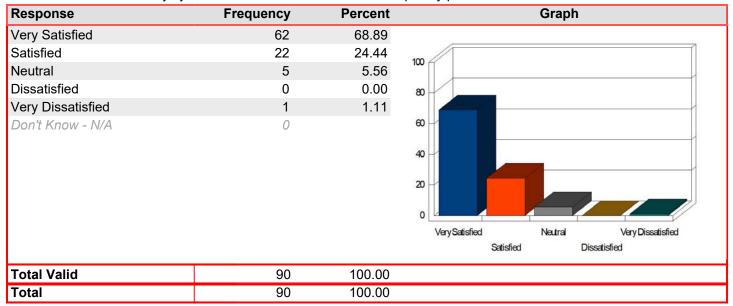
# Instruction - Overall, teachers care about me

Mean: 4.40

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 53        | 58.89   |   |
| Satisfied         | 24        | 26.67   | -m  |
| Neutral           | 11        | 12.22   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 2         | 2.22    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 90        | 100.00  |   |
| Total             | 90        | 100.00  |   |

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

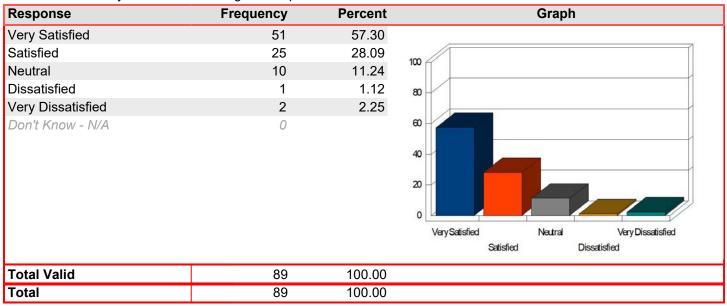
Mean: 4.60



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

Mean: 4.53

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 60        | 67.42   |  |
| Satisfied         | 21        | 23.60   | 100  |
| Neutral           | 5         | 5.62    |  |
| Dissatisfied      | 1         | 1.12    | 80   |
| Very Dissatisfied | 2         | 2.25    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 89        | 100.00  |  |
| Total             | 89        | 100.00  |  |



Instruction - Faculty are available after class and during office hours

Mean: 4.42

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 56        | 62.22   |   |
| Satisfied         | 21        | 23.33   | 100   |
| Neutral           | 10        | 11.11   | 100   |
| Dissatisfied      | 1         | 1.11    | 80  |
| Very Dissatisfied | 2         | 2.22    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 90        | 100.00  |   |
| Total             | 90        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 34        | 43.04   |  |
| Satisfied         | 24        | 30.38   | 100  |
| Neutral           | 17        | 21.52   |  |
| Dissatisfied      | 3         | 3.80    | 80   |
| Very Dissatisfied | 1         | 1.27    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 79        | 100.00  |  |
| Total             | 79        | 100.00  |  |

# Overall-Access to technology resources was adequate

Mean: 4.15

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 39        | 49.37   |  |
| Satisfied         | 18        | 22.78   | 100  |
| Neutral           | 18        | 22.78   |  |
| Dissatisfied      | 3         | 3.80    | 80   |
| Very Dissatisfied | 1         | 1.27    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 79        | 100.00  |  |
| Total             | 79        | 100.00  |  |

### Overall-Training in the use of technology was available

Mean: 4.14

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 35        | 49.30   |  |
| Satisfied         | 15        | 21.13   | 100  |
| Neutral           | 18        | 25.35   |  |
| Dissatisfied      | 2         | 2.82    | 80   |
| Very Dissatisfied | 1         | 1.41    |  |
| Don't Know - N/A  | 16        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 71        | 100.00  |  |
| Total             | 71        | 100.00  |  |

# Overall-Efficiency receiving services

Mean: 4.17

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 40        | 48.78   |   |
| Satisfied         | 20        | 24.39   | 100   |
| Neutral           | 19        | 23.17   |   |
| Dissatisfied      | 2         | 2.44    | 80  |
| Very Dissatisfied | 1         | 1.22    |   |
| Don't Know - N/A  | 5         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 82        | 100.00  |   |
| Total             | 82        | 100.00  |   |

### Overall-Administration is approachable

#### Mean: 4.10

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 35        | 42.68   |  |
| Satisfied         | 24        | 29.27   | 100  |
| Neutral           | 20        | 24.39   |  |
| Dissatisfied      | 2         | 2.44    | 80   |
| Very Dissatisfied | 1         | 1.22    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 82        | 100.00  |  |
| Total             | 82        | 100.00  |  |

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

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 38        | 43.68   |   |
| Satisfied         | 18        | 20.69   | -m  |
| Neutral           | 26        | 29.89   | 100   |
| Dissatisfied      | 3         | 3.45    | 80  |
| Very Dissatisfied | 2         | 2.30    |   |
| Don't Know - N/A  | 2         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 87        | 100.00  |   |
| Total             | 87        | 100.00  |   |

My gender is: Mean: 1.13

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 58        | 86.57   |   |
| Female      | 9         | 13.43   | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 67        | 100.00  |   |
| Total       | 67        | 100.00  |   |

I am enrolled Mean: 1.29

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 39        | 70.91   |   |
| Part-time less than 12 hours | 16        | 29.09   | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 55        | 100.00  |   |
| Total                        | 55        | 100.00  |   |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 90        | 100.00  | 279   |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 90        | 100.00  |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 90        | 100.00  |       |
| Total                                      | 90        | 100.00  |       |

My age is: Mean: 3.46

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 1         | 2.86    | •                           |
| 18-21       | 18        | 51.43   | 100                         |
| 22-24       | 3         | 8.57    |                             |
| 25-30       | 3         | 8.57    | 80                          |
| 31-35       | 2         | 5.71    | 60                          |
| 36-50       | 4         | 11.43   | 60                          |
| 51-64       | 3         | 8.57    | 40                          |
| 65 & over   | 1         | 2.86    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 35        | 100.00  |                             |
| Total       | 35        | 100.00  |                             |

Ethnic Origin Mean: 1.41

| Response               | Frequency | Percent | Graph                                     |
|------------------------|-----------|---------|---|
| Not Hispanic or Latino | 16        | 72.73   |   |
| Hispanic or Latino     | 3         | 13.64   |   |
| Unknown                | 3         | 13.64   | 100<br>80<br>60<br>40                     |
|                        |           |         | 20<br>0<br>Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino                        |
| Total Valid            | 22        | 100.00  |   |
| Total                  | 22        | 100.00  |   |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 84        | 93.33   |       |
| Black or African American              | 44        | 48.89   | 100   |
| Asian                                  | 9         | 10.00   |       |
| American Indian or Alaskan<br>Native   | 1         | 1.11    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 90        | 100.00  |       |
| Total                                  | 90        | 100.00  |       |

Student Classification: Mean: 3.00

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 2         | 5.56    |                               |
| Freshman            | 9         | 25.00   | 400                           |
| Sophomore           | 12        | 33.33   | 100                           |
| Other               | 13        | 36.11   | 80                            |
|                     |           |         | 60 40 20 0                    |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 36        | 100.00  |                               |
| Total               | 36        | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.08

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 36        | 92.31   |        |
| No          | 3         | 7.69    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 39        | 100.00  |        |
| Total       | 39        | 100.00  |        |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

(Athens, Terrell, Internet Video Other Distance ED Medium)

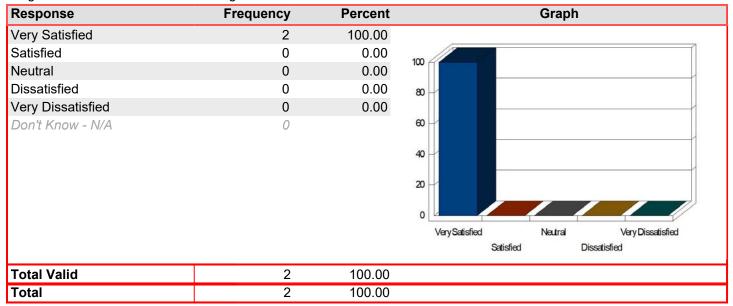
### Registration & Admissions - Assistance of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph                                      |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 1m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20                                      |
|                   |           |         | 0 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                     |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

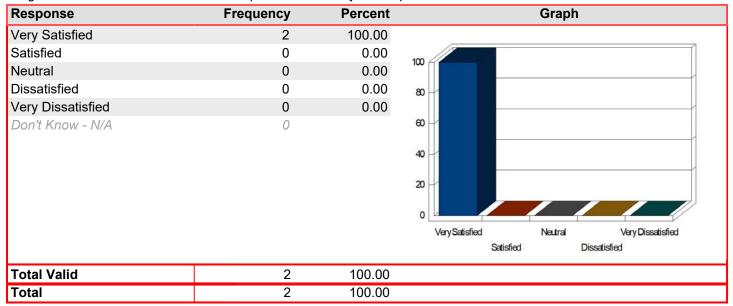
### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
|                   |           |         | Caranou Dissalated                             |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



### Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



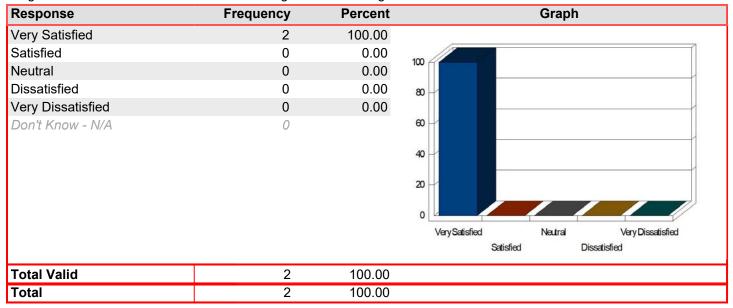
### Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | ·m  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |



#### Registration & Admissions - Website information

Mean: 5.00 Response Frequency Graph Percent Very Satisfied 2 100.00 Satisfied 0 0.00 100 Neutral 0 0.00 Dissatisfied 0 0.00 80 Very Dissatisfied 0 0.00 Don't Know - N/A 60 0 40 20 0 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied **Total Valid** 100.00 2 Total 2 100.00

### Financial Aid - Assistance of staff

Mean: 2.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 2         | 100.00  | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Financial Aid - Friendliness of staff

Mean: 2.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 2         | 100.00  | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Financial Aid - Knowledge of staff

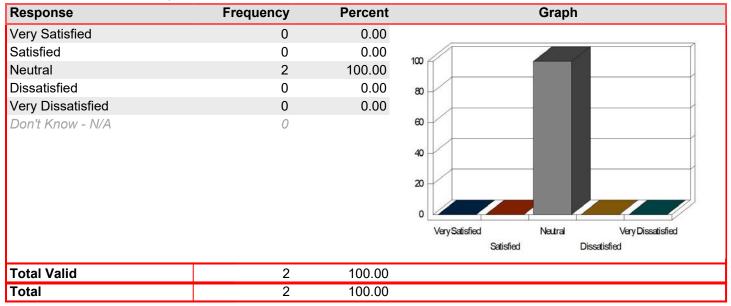
### Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 2         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Financial Aid - Information received is accurate

Mean: 3.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 2         | 100.00  |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
|                   |           |         | Satisfied Dissatisfied  |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |



### Financial Aid - Financial aid process

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60<br>40<br>20<br>0                      |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Assistance for Veteran benefits

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

#### Financial Aid - Website information

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

### Guidance/Counseling - Assistance of staff

| Mean: 5.0 | Μ | lean: | 5. | 0 | C |
|-----------|---|-------|----|---|---|
|-----------|---|-------|----|---|---|

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - Knowledge of staff

| Mean: 3 |  | Ме | an: | 3. | 0 | C |
|---------|--|----|-----|----|---|---|
|---------|--|----|-----|----|---|---|

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 2         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
|                   |           |         | Supplied Discontinue                           |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Guidance/Counseling - Student advising process

#### Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Guidance/Counseling - Website information

### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Business Office/Cashier - Assistance of staff

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 2         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60  |
|                   |           |         | 20  |
|                   |           |         |   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

### Business Office/Cashier - Friendliness of staff

#### Mean: 2.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 2         | 100.00  | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 2         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 2         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Business Office/Cashier - Website information

### Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Tutoring/CAPS - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

## Tutoring/CAPS - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60                                       |
|                   |           |         | 20                                       |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Tutoring/CAPS - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | ım /  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

Tutoring/CAPS - Documented student disability services

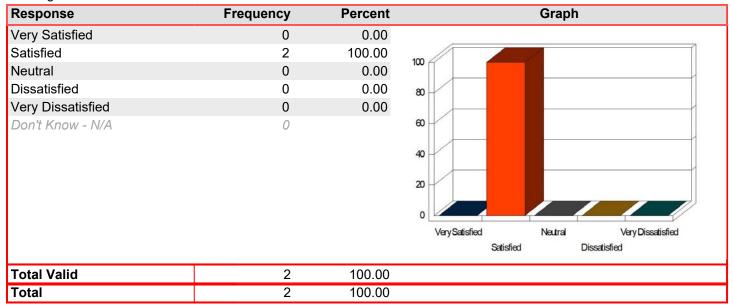
Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60<br>40<br>20<br>0                      |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Tutoring/CAPS - Peer tutoring services

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |



## Testing Services - Friendliness of staff

Mean: 2.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 2         | 100.00  | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 2         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 2         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 2         | 100.00  |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

## Instruction - Overall, teachers care about me

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 2         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Instruction - Faculty are available after class and during office hours

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Overall-Student services routinely assisted me

#### Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 2         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Overall-Access to technology resources was adequate

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

## Overall-Training in the use of technology was available

| Mean: | 3. | 0 | O |
|-------|----|---|---|
|-------|----|---|---|

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 2         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

## Overall-Efficiency receiving services

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 2         | 100.00  | W []  |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

## Overall-Administration is approachable

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 2         | 100.00  | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

My gender is: Mean: 2.00

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 0         | 0.00    |   |
| Female      | 2         | 100.00  | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 2         | 100.00  |   |
| Total       | 2         | 100.00  |   |

I am enrolled Mean: 1.00

| Response                     | Frequency | Percent | Graph                        |
|------------------------------|-----------|---------|------------------------------|
| Full-time 12 or more hours   | 2         | 100.00  |                              |
| Part-time less than 12 hours | 0         | 0.00    |                              |
|                              |           |         | 100                          |
|                              |           |         | 80                           |
|                              |           |         | 60                           |
|                              |           |         | 40                           |
|                              |           |         | 20                           |
|                              |           |         | 0                            |
|                              |           |         | Full-time 12 or more hours   |
|                              |           |         | Part-time less than 12 hours |
| Total Valid                  | 2         | 100.00  |                              |
| Total                        | 2         | 100.00  |                              |

## I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 2         | 100.00  | 500   |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 2         | 100.00  |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 2         | 100.00  | 20    |
| Total Valid                                | 2         | 100.00  |       |
| Total                                      | 2         | 100.00  |       |

My age is: Mean: 2.00

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 2         | 100.00  | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    | 00                          |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 2         | 100.00  |                             |
| Total       | 2         | 100.00  |                             |

Ethnic Origin Mean: 1.00

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 2         | 100.00  |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 0         | 0.00    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 2         | 100.00  |                                |
| Total                  | 2         | 100.00  |                                |

Race Mean: 1.00

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 2         | 100.00  |       |
| Black or African American              | 0         | 0.00    | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60_   |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 2         | 100.00  |       |
| Total                                  | 2         | 100.00  |       |

Student Classification: Mean: 3.00

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 0         | 0.00    |                               |
| Freshman            | 0         | 0.00    | 100                           |
| Sophomore           | 2         | 100.00  | 100                           |
| Other               | 0         | 0.00    | 80                            |
|                     |           |         | 60<br>40<br>20                |
|                     |           |         | 0                             |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 2         | 100.00  |                               |
| Total               | 2         | 100.00  |                               |

## Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 2         | 100.00  |        |
| No          | 0         | 0.00    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 2         | 100.00  |        |
| Total       | 2         | 100.00  |        |

# **Trinity Valley Community College**

### **Student Satisfaction Survey**

#### 2018

(Athens, Terrell, Kaufman HSC)

### Registration & Admissions - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 1m  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 Very Criticity New Discretified                              |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
|                   |           |         | Causica Dissatistica  |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  | Caldica Discaldina   |
| Total             | 1         | 100.00  |  |

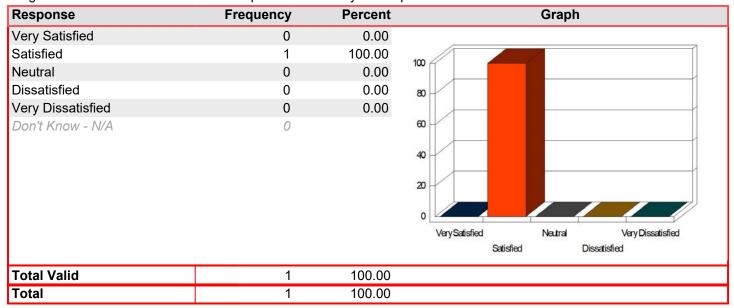
## Registration & Admissions - Knowledge of staff

### Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |



## Registration & Admissions - Information I received was understandable

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

## Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

## Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Financial Aid - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Financial Aid - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 4m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Financial Aid - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Financial Aid - Information received is accurate

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Financial Aid - Information presented is understandable

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Financial Aid - Financial aid process

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Assistance for Veteran benefits

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Financial Aid - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Guidance/Counseling - Assistance of staff

#### Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Guidance/Counseling - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Guidance/Counseling - Knowledge of staff

#### Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

## Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Guidance/Counseling - Student advising process

#### Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

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

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

## Guidance/Counseling - Website information

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Business Office/Cashier - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

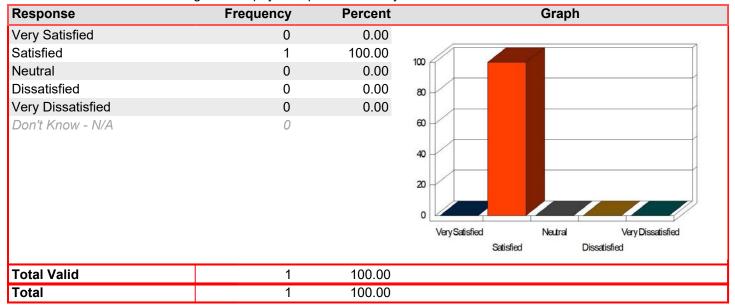
### Business Office/Cashier - Friendliness of staff

#### Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

## Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 1         | 100.00  |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |



## Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Business Office/Cashier - Website information

### Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Tutoring/CAPS - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 4m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Tutoring/CAPS - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Tutoring/CAPS - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | -m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Tutoring/CAPS - Documented student disability services

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    | Satisfied Dissatisfied   |
| Total             | 0         | 0.00    |  |
| ΙΟιαΙ             | U         | 0.00    |  |

Tutoring/CAPS - Peer tutoring services

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
| Total Valid       | 0         | 0.00    | Satisfied Dissatisfied                         |
|                   |           |         |  |
| Total             | 0         | 0.00    |  |

### Testing Services - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

# Testing Services - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Testing Services - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Testing Services - Testing Center hours are adequate

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
| Total Valid       | 0         | 0.00    | Satisfied Dissatisfied                         |
|                   |           |         |  |
| Total             | 0         | 0.00    |  |

### Testing Services - Website information

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

# Instruction - Overall, teachers care about me

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
|                   |           |         | Caldida Diocadio  |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

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

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 0   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Instruction - Faculty are available after class and during office hours

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

### Overall-Student services routinely assisted me

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Overall-Access to technology resources was adequate

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Overall-Training in the use of technology was available

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Overall-Efficiency receiving services

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 1         | 100.00  |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

### Overall-Administration is approachable

#### Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

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

Mean: 2.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 1         | 100.00  | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

My gender is: Mean: 1.00

| Frequency | Percent | Graph       |
|-----------|---------|-------------|
| 1         | 100.00  |             |
| 0         | 0.00    |             |
|           |         | 100         |
|           |         | 80          |
|           |         | 60          |
|           |         | 40          |
|           |         | 20          |
|           |         | 0           |
|           |         | Male Female |
| 1         | 100.00  |             |
| 1         |         |             |
|           | 1       | 1 100.00    |

I am enrolled Mean: 1.00

| Response                     | Frequency | Percent | Graph                        |
|------------------------------|-----------|---------|------------------------------|
| Full-time 12 or more hours   | 1         | 100.00  |                              |
| Part-time less than 12 hours | 0         | 0.00    |                              |
|                              |           |         | 100                          |
|                              |           |         | 80                           |
|                              |           |         |                              |
|                              |           |         | 60                           |
|                              |           |         | 40                           |
|                              |           |         | 20                           |
|                              |           |         | 0                            |
|                              |           |         | Full-time 12 or more hours   |
|                              |           |         | Part-time less than 12 hours |
| Total Valid                  | 1         | 100.00  |                              |
| Total                        | 1         | 100.00  |                              |

### I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph      |
|--|-----------|---------|------------|
| Athens                                     | 1         | 100.00  | 500<br>500 |
| Palestine                                  | 0         | 0.00    | 100        |
| Terrell                                    | 1         | 100.00  |            |
| Kaufman HSC                                | 1         | 100.00  | 80         |
| Through Dual Credit                        | 0         | 0.00    |            |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20         |
| Total Valid                                | 1         | 100.00  |            |
| Total                                      | 1         | 100.00  |            |

My age is: Mean: 2.00

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 1         | 100.00  | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    |                             |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 1         | 100.00  |                             |
| Total       | 1         | 100.00  |                             |

Ethnic Origin Mean: 1.00

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 1         | 100.00  |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 0         | 0.00    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 1         | 100.00  |                                |
| Total                  | 1         | 100.00  |                                |

Race Mean: 1.00

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 1         | 100.00  |       |
| Black or African American              | 0         | 0.00    | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 1         | 100.00  |       |
| Total                                  | 1         | 100.00  |       |

Student Classification: Mean: 3.00

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 0         | 0.00    |                               |
| Freshman            | 0         | 0.00    | 400                           |
| Sophomore           | 1         | 100.00  | 100                           |
| Other               | 0         | 0.00    | 80                            |
|                     |           |         | 60<br>40<br>20<br>0           |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 1         | 100.00  |                               |
| Total               | 1         | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 1         | 100.00  |        |
| No          | 0         | 0.00    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         |        |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
|             |           |         |        |
| Total Valid | 1         | 100.00  |        |
| Total       | 1         | 100.00  |        |

# **Trinity Valley Community College**

### **Student Satisfaction Survey**

#### 2018

(Athens, Through Dual Credit)

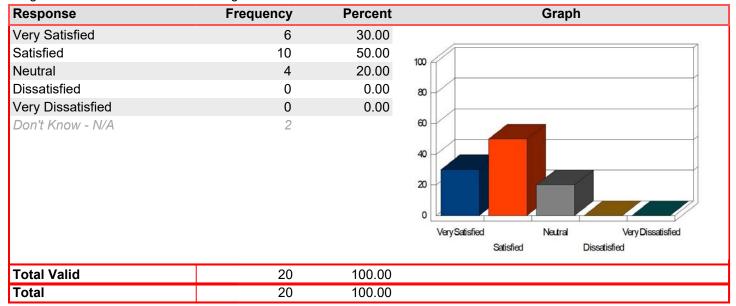
### Registration & Admissions - Assistance of staff

Mean: 4.40

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 50.00   |  |
| Satisfied         | 8         | 40.00   | 100  |
| Neutral           | 2         | 10.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 20        | 100.00  |  |
| Total             | 20        | 100.00  |  |

### Registration & Admissions - Friendliness of staff

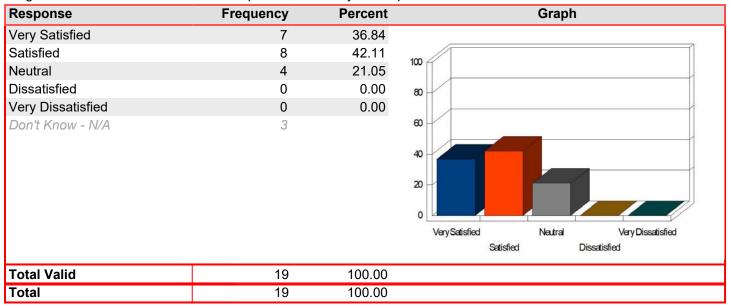
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 8         | 40.00   |  |
| Satisfied         | 8         | 40.00   | 100  |
| Neutral           | 4         | 20.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 20        | 100.00  |  |
| Total             | 20        | 100.00  |  |



Registration & Admissions - Staff helped me understand the registration process

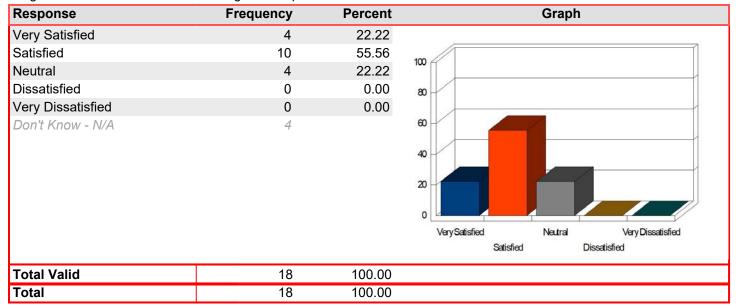
Mean: 4.15

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 8         | 40.00   |   |
| Satisfied         | 8         | 40.00   | 100   |
| Neutral           | 3         | 15.00   |   |
| Dissatisfied      | 1         | 5.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 20        | 100.00  |   |
| Total             | 20        | 100.00  |   |



### Registration & Admissions - Information I received was understandable

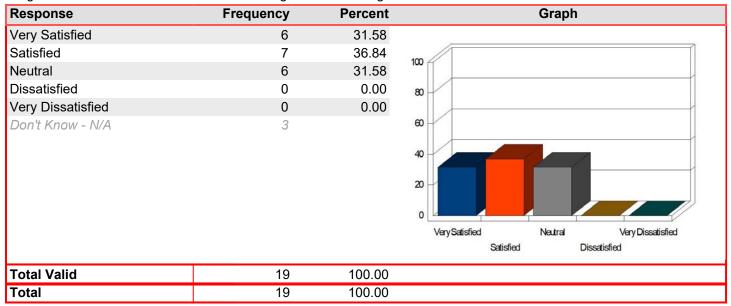
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 7         | 35.00   |   |
| Satisfied         | 10        | 50.00   | 100   |
| Neutral           | 3         | 15.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 20        | 100.00  |   |
| Total             | 20        | 100.00  |   |



### Registration & Admissions - Face-to-Face registration process

Mean: 4.35

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 8         | 40.00   |  |
| Satisfied         | 11        | 55.00   | 100  |
| Neutral           | 1         | 5.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 20        | 100.00  |  |
| Total             | 20        | 100.00  |  |



### Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 26.32   |  |
| Satisfied         | 11        | 57.89   | 100  |
| Neutral           | 1         | 5.26    |  |
| Dissatisfied      | 2         | 10.53   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 19        | 100.00  |  |
| Total             | 19        | 100.00  |  |

### Financial Aid - Assistance of staff

Mean: 4.17

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 41.67   |  |
| Satisfied         | 4         | 33.33   | 100  |
| Neutral           | 3         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 12        | 100.00  |  |
| Total             | 12        | 100.00  |  |

### Financial Aid - Friendliness of staff

Mean: 4.08

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 33.33   |  |
| Satisfied         | 5         | 41.67   | 4m   |
| Neutral           | 3         | 25.00   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 12        | 100.00  |  |
| Total             | 12        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 33.33   |  |
| Satisfied         | 5         | 41.67   | 100  |
| Neutral           | 3         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 12        | 100.00  |  |
| Total             | 12        | 100.00  |  |

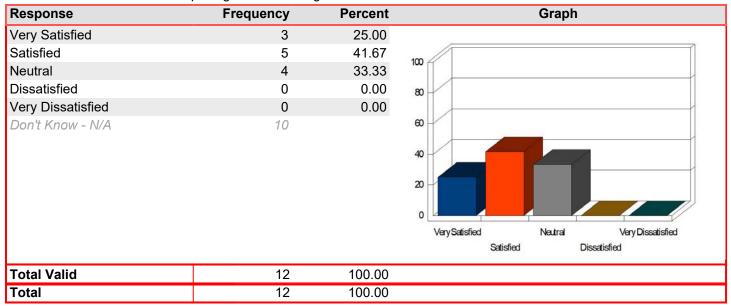
Financial Aid - Information received is accurate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 33.33   |  |
| Satisfied         | 5         | 41.67   | 100  |
| Neutral           | 3         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 12        | 100.00  |  |
| Total             | 12        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 25.00   |  |
| Satisfied         | 6         | 50.00   | 100  |
| Neutral           | 1         | 8.33    |  |
| Dissatisfied      | 2         | 16.67   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 12        | 100.00  |  |
| Total             | 12        | 100.00  |  |

# Financial Aid - Financial aid process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 25.00   |  |
| Satisfied         | 5         | 41.67   | 100  |
| Neutral           | 3         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 8.33    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 12        | 100.00  |  |
| Total             | 12        | 100.00  |  |



Financial Aid - Assistance for Veteran benefits

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 37.50   |   |
| Satisfied         | 4         | 50.00   | 100   |
| Neutral           | 1         | 12.50   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 14        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |   |
| Total             | 8         | 100.00  |   |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.10

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 30.00   |   |
| Satisfied         | 5         | 50.00   | 100   |
| Neutral           | 2         | 20.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 12        |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 10        | 100.00  |   |
| Total             | 10        | 100.00  |   |

#### Financial Aid - Website information

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 27.27   |  |
| Satisfied         | 5         | 45.45   | 100  |
| Neutral           | 3         | 27.27   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 11        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 11        | 100.00  |  |
| Total             | 11        | 100.00  |  |

### Guidance/Counseling - Assistance of staff

Mean: 4.47

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 8         | 53.33   |  |
| Satisfied         | 6         | 40.00   | 100  |
| Neutral           | 1         | 6.67    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 7         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 15        | 100.00  |  |
| Total             | 15        | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

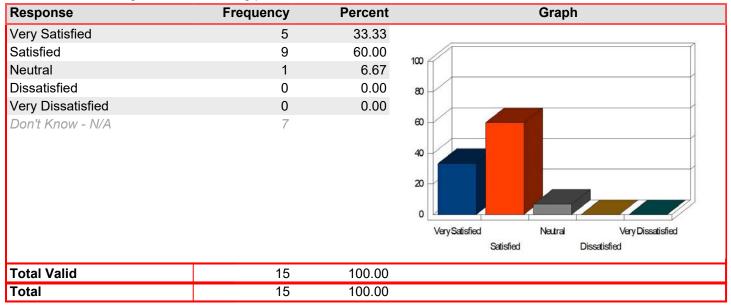
Mean: 4.53

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 9         | 60.00   |   |
| Satisfied         | 5         | 33.33   | 100   |
| Neutral           | 1         | 6.67    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 7         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 15        | 100.00  |   |
| Total             | 15        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 56.25   |  |
| Satisfied         | 6         | 37.50   | 100  |
| Neutral           | 1         | 6.25    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 7         | 46.67   |   |
| Satisfied         | 7         | 46.67   | 100   |
| Neutral           | 1         | 6.67    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 7         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 15        | 100.00  |   |
| Total             | 15        | 100.00  |   |



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

| , ga      |                      | meeting needs   |
|-----------|----------------------|---|
| Frequency | Percent              | Graph   |
| 6         | 40.00                |   |
| 8         | 53.33                | 4m  |
| 1         | 6.67                 | 100   |
| 0         | 0.00                 | 80  |
| 0         | 0.00                 |   |
| 7         |                      | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| 15        | 100.00               |   |
| 15        | 100.00               |   |
|           | Frequency  6 8 1 0 7 | 6 40.00<br>8 53.33<br>1 6.67<br>0 0.00<br>0 0.00<br>7                 |

### Guidance/Counseling - Website information

Mean: 4.25

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 7         | 43.75   |  |
| Satisfied         | 6         | 37.50   | 100  |
| Neutral           | 3         | 18.75   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

### Business Office/Cashier - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 21.05   |  |
| Satisfied         | 9         | 47.37   | 100  |
| Neutral           | 6         | 31.58   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 19        | 100.00  |  |
| Total             | 19        | 100.00  |  |

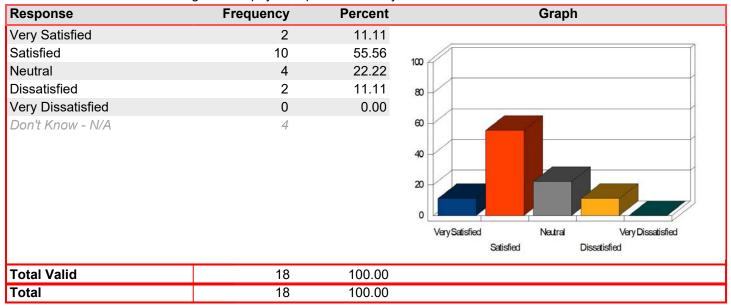
### Business Office/Cashier - Friendliness of staff

#### Mean: 3.84

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 21.05   |  |
| Satisfied         | 8         | 42.11   | 100  |
| Neutral           | 7         | 36.84   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 19        | 100.00  |  |
| Total             | 19        | 100.00  |  |

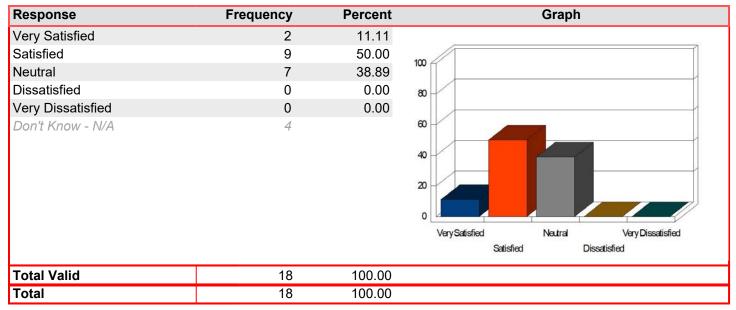
# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 5         | 26.32   |   |
| Satisfied         | 8         | 42.11   |   |
| Neutral           | 6         | 31.58   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 3         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 19        | 100.00  |   |
| Total             | 19        | 100.00  |   |



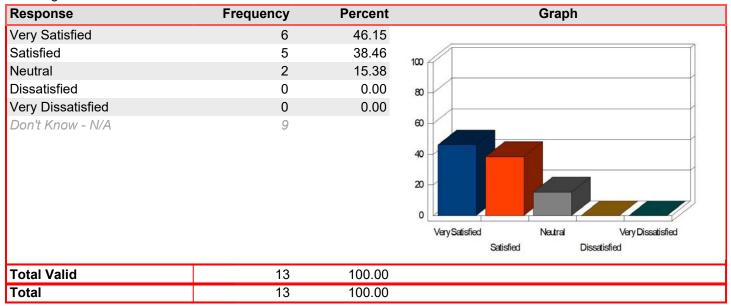
#### Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 11.11   |   |
| Satisfied         | 7         | 38.89   | 100   |
| Neutral           | 8         | 44.44   |   |
| Dissatisfied      | 1         | 5.56    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 4         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 18        | 100.00  |   |
| Total             | 18        | 100.00  |   |



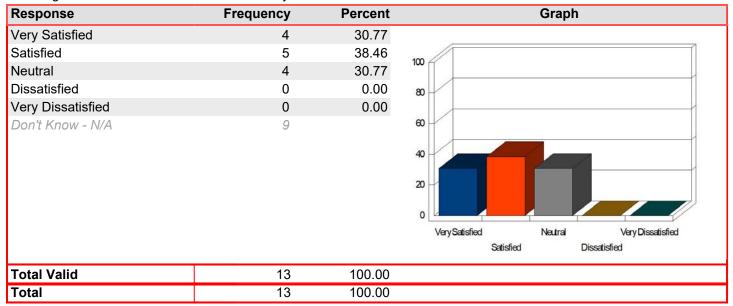
Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 38.46   |  |
| Satisfied         | 6         | 46.15   | 100  |
| Neutral           | 2         | 15.38   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 9         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |  |
| Total             | 13        | 100.00  |  |



Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 38.46   |  |
| Satisfied         | 6         | 46.15   | 100  |
| Neutral           | 2         | 15.38   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 9         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |  |
| Total             | 13        | 100.00  |  |



Tutoring/CAPS - Peer tutoring services

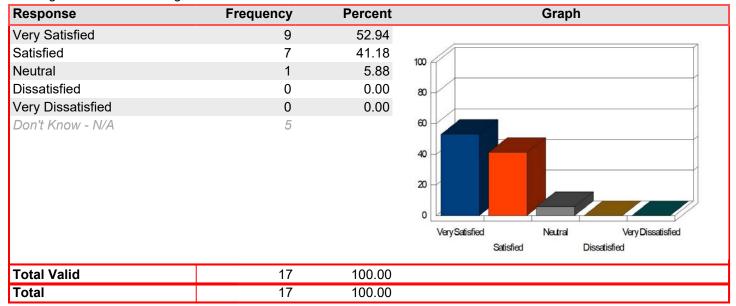
Mean: 4.15

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 30.77   |  |
| Satisfied         | 7         | 53.85   | 100  |
| Neutral           | 2         | 15.38   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 9         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |  |
| Total             | 13        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 11        | 64.71   |  |
| Satisfied         | 5         | 29.41   | 100  |
| Neutral           | 1         | 5.88    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |

# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 10        | 58.82   |   |
| Satisfied         | 6         | 35.29   | 100   |
| Neutral           | 1         | 5.88    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 5         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |   |
| Total             | 17        | 100.00  |   |



### Testing Services - Testing Center hours are adequate

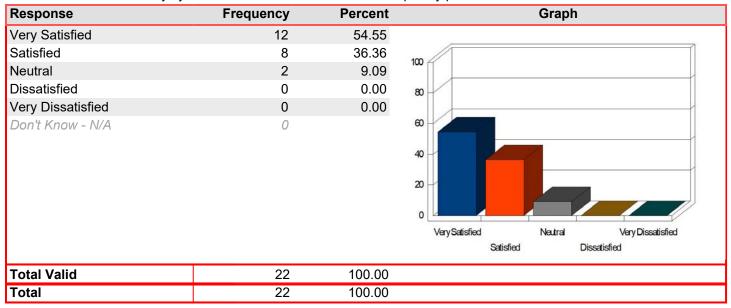
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 52.94   |  |
| Satisfied         | 7         | 41.18   | 100  |
| Neutral           | 1         | 5.88    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 10        | 58.82   |   |
| Satisfied         | 6         | 35.29   | 100   |
| Neutral           | 1         | 5.88    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 5         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |   |
| Total             | 17        | 100.00  |   |

# Instruction - Overall, teachers care about me

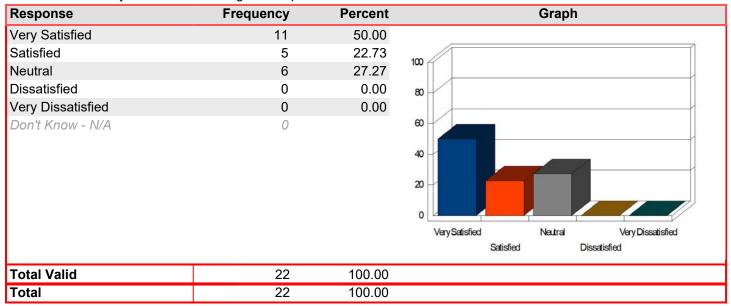
Mean: 4.18

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 45.45   |  |
| Satisfied         | 6         | 27.27   | 4m   |
| Neutral           | 6         | 27.27   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 22        | 100.00  |  |
| Total             | 22        | 100.00  |  |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 45.45   |  |
| Satisfied         | 10        | 45.45   |  |
| Neutral           | 2         | 9.09    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 22        | 100.00  |  |
| Total             | 22        | 100.00  |  |



Instruction - Faculty are available after class and during office hours

Mean: 4.45

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 54.55   |  |
| Satisfied         | 8         | 36.36   | 100  |
| Neutral           | 2         | 9.09    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 22        | 100.00  |  |
| Total             | 22        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 50.00   |  |
| Satisfied         | 6         | 30.00   | 100  |
| Neutral           | 4         | 20.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 20        | 100.00  |  |
| Total             | 20        | 100.00  |  |

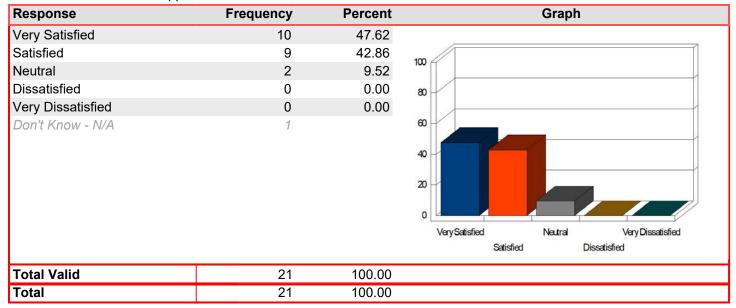
# Overall-Access to technology resources was adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 57.14   |  |
| Satisfied         | 7         | 33.33   | 100  |
| Neutral           | 2         | 9.52    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |  |
| Total             | 21        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 50.00   |  |
| Satisfied         | 5         | 25.00   | 100  |
| Neutral           | 5         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 20        | 100.00  |  |
| Total             | 20        | 100.00  |  |

# Overall-Efficiency receiving services

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 57.14   |  |
| Satisfied         | 5         | 23.81   | 100  |
| Neutral           | 4         | 19.05   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |  |
| Total             | 21        | 100.00  |  |



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

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 9         | 42.86   |   |
| Satisfied         | 10        | 47.62   | 4m  |
| Neutral           | 2         | 9.52    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |   |
| Total             | 21        | 100.00  |   |

My gender is: Mean: 1.60

| Response    | Frequency | Percent | Graph                                      |
|-------------|-----------|---------|--|
| Male        | 6         | 40.00   |  |
| Female      | 9         | 60.00   | 100<br>80<br>60<br>40<br>20<br>Male Female |
| Total Valid | 15        | 100.00  |  |
| Total       | 15        | 100.00  |  |

I am enrolled Mean: 1.21

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 15        | 78.95   |   |
| Part-time less than 12 hours | 4         | 21.05   | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 19        | 100.00  |   |
| Total                        | 19        | 100.00  |   |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 22        | 100.00  | 500   |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 22        | 100.00  |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 22        | 100.00  |       |
| Total                                      | 22        | 100.00  |       |

My age is: Mean: 2.44

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 5         | 31.25   |                             |
| 18-21       | 7         | 43.75   | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 1         | 6.25    | 80                          |
| 31-35       | 2         | 12.50   | 60                          |
| 36-50       | 1         | 6.25    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 16        | 100.00  |                             |
| Total       | 16        | 100.00  |                             |

Ethnic Origin Mean: 1.25

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 9         | 75.00   |                                |
| Hispanic or Latino     | 3         | 25.00   |                                |
| Unknown                | 0         | 0.00    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 12        | 100.00  |                                |
| Total                  | 12        | 100.00  |                                |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 19        | 86.36   |       |
| Black or African American              | 8         | 36.36   | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60_   |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 22        | 100.00  |       |
| Total                                  | 22        | 100.00  |       |

Student Classification: Mean: 2.06

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 7         | 43.75   |                               |
| Freshman            | 5         | 31.25   | 100                           |
| Sophomore           | 0         | 0.00    | 100                           |
| Other               | 4         | 25.00   | 80                            |
|                     |           |         | 60                            |
|                     |           |         | 40                            |
|                     |           |         | 20                            |
|                     |           |         | 0                             |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 16        | 100.00  |                               |
| Total               | 16        | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Yes         | 16        | 100.00  |                             |
| No          | 0         | 0.00    |                             |
|             |           |         | 100<br>80<br>60<br>40<br>20 |
|             |           |         | Yes No                      |
| Total Valid | 16        | 100.00  |                             |
| Total Valid | 16        | 100.00  |                             |
| Total       | 16        | 100.00  |                             |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

(Athens, Through Dual Credit, Internet Video Other Distance ED Medium)

### Registration & Admissions - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

#### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | -m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Registration & Admissions - Knowledge of staff

### Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Registration & Admissions - Admissions process was easy to complete

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

# Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Registration & Admissions - Online registration process

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

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

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Registration & Admissions - Website information

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Financial Aid - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Financial Aid - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 4m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Financial Aid - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Financial Aid - Information received is accurate

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Financial Aid - Information presented is understandable

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Financial Aid - Financial aid process

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Assistance for Veteran benefits

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Financial Aid - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Guidance/Counseling - Assistance of staff

#### Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Guidance/Counseling - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Guidance/Counseling - Knowledge of staff

#### Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Guidance/Counseling - Student advising process

#### Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

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

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

### Guidance/Counseling - Website information

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Business Office/Cashier - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Business Office/Cashier - Friendliness of staff

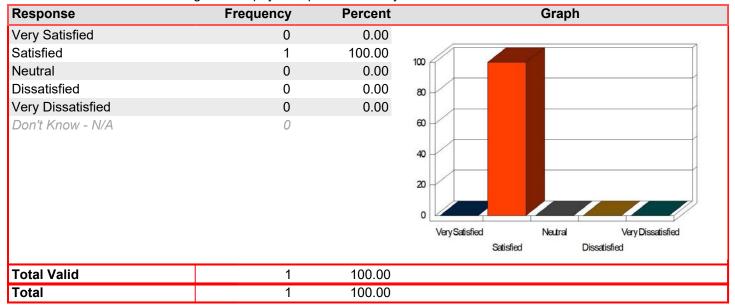
### Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Business Office/Cashier - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |



### Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Business Office/Cashier - Website information

### Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Tutoring/CAPS - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Tutoring/CAPS - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Tutoring/CAPS - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | -m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Tutoring/CAPS - Documented student disability services

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Tutoring/CAPS - Peer tutoring services

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Testing Services - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Testing Services - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Testing Services - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Testing Services - Testing Center hours are adequate

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
| Total Valid       | 0         | 0.00    | Satisfied Dissatisfied                         |
|                   |           |         |  |
| Total             | 0         | 0.00    |  |

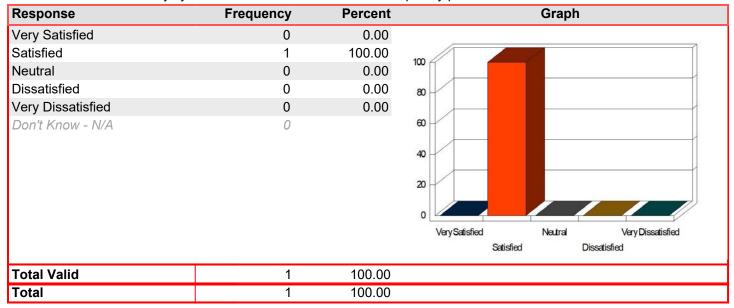
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

Instruction - Overall, teachers care about me

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

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

Mean: 4.00



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

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

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

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 0   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Instruction - Faculty are available after class and during office hours

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Overall-Student services routinely assisted me

#### Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Overall-Access to technology resources was adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    | 398  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Overall-Training in the use of technology was available

#### Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Overall-Efficiency receiving services

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 4m  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

### Overall-Administration is approachable

#### Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 0   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

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

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 1m  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

My gender is: Mean: 1.00

| Frequency | Percent | Graph       |
|-----------|---------|-------------|
| 1         | 100.00  |             |
| 0         | 0.00    |             |
|           |         | 100         |
|           |         | 80          |
|           |         | 60          |
|           |         | 40          |
|           |         | 20          |
|           |         | 0           |
|           |         | Male Female |
| 1         | 100.00  |             |
| 1         |         |             |
|           | 1       | 1 100.00    |

I am enrolled Mean: 2.00

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 0         | 0.00    |   |
| Part-time less than 12 hours | 1         | 100.00  | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 1         | 100.00  |   |
| Total                        | 1         | 100.00  |   |

# I take the majority of my classes

### Mean: -

| Response                                   | Frequency | Percent | Graph      |
|--|-----------|---------|------------|
| Athens                                     | 1         | 100.00  | 500<br>500 |
| Palestine                                  | 0         | 0.00    | 100        |
| Terrell                                    | 0         | 0.00    |            |
| Kaufman HSC                                | 0         | 0.00    | 80         |
| Through Dual Credit                        | 1         | 100.00  |            |
| Internet Video Other Distance<br>ED Medium | 1         | 100.00  | 20         |
| Total Valid                                | 1         | 100.00  |            |
| Total                                      | 1         | 100.00  |            |

My age is: Mean: 1.00

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 1         | 100.00  |                             |
| 18-21       | 0         | 0.00    | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    | 00                          |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 1         | 100.00  |                             |
| Total       | 1         | 100.00  |                             |

Ethnic Origin Mean: 1.00

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 1         | 100.00  |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 0         | 0.00    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 1         | 100.00  |                                |
| Total                  | 1         | 100.00  |                                |

Race Mean: 1.00

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 1         | 100.00  |       |
| Black or African American              | 0         | 0.00    | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 1         | 100.00  |       |
| Total                                  | 1         | 100.00  |       |

Student Classification: Mean: 1.00

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 1         | 100.00  |                               |
| Freshman            | 0         | 0.00    | 100                           |
| Sophomore           | 0         | 0.00    | 100                           |
| Other               | 0         | 0.00    | 80                            |
|                     |           |         | 60                            |
|                     |           |         | 40                            |
|                     |           |         | 20                            |
|                     |           |         | 0                             |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 1         | 100.00  |                               |
| Total               | 1         | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 1         | 100.00  |        |
| No          | 0         | 0.00    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 1         | 100.00  |        |
| Total       | 1         | 100.00  |        |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

(Kaufman HSC,Internet Video Other Distance ED Medium)

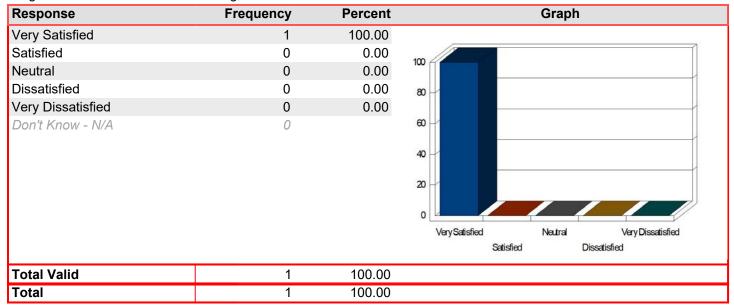
#### Registration & Admissions - Assistance of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100                                      |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

#### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |



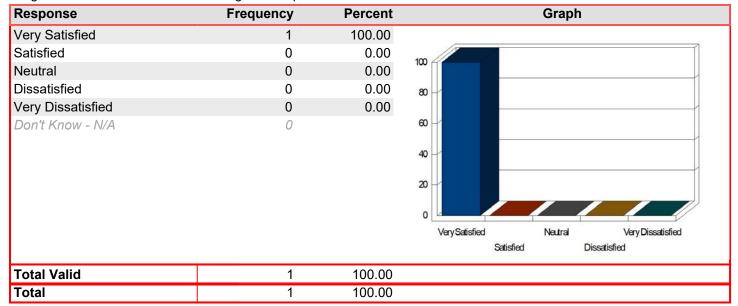
## Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
|                   |           |         | Caldida Diocadio  |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100 T                                    |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



## Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100 T                                    |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

#### Financial Aid - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Financial Aid - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 4m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Financial Aid - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

#### Financial Aid - Information received is accurate

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Financial Aid - Information presented is understandable

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Financial Aid - Financial aid process

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Assistance for Veteran benefits

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

#### Financial Aid - Website information

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Guidance/Counseling - Assistance of staff

#### Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Guidance/Counseling - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Guidance/Counseling - Knowledge of staff

#### Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

# Guidance/Counseling - My problems are resolved effectively

#### Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Guidance/Counseling - Student advising process

#### Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

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

#### Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

## Guidance/Counseling - Website information

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Business Office/Cashier - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

#### Business Office/Cashier - Friendliness of staff

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100 T                                    |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

## Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100 T                                    |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Tutoring/CAPS - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

#### Tutoring/CAPS - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | -m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Tutoring/CAPS - Documented student disability services

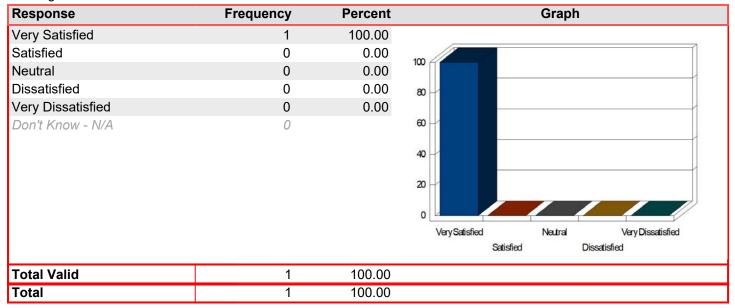
Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Tutoring/CAPS - Peer tutoring services

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |



## Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

## Testing Services - Knowledge of staff

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Testing Services - Testing Center hours are adequate

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Instruction - Overall, teachers care about me

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
|                   |           |         | Caldida Diocadio  |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100 T                                    |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Instruction - Faculty are available after class and during office hours

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

## Overall-Student services routinely assisted me

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Overall-Access to technology resources was adequate

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

## Overall-Training in the use of technology was available

| Mean: 5.0 | Μ | lean: | 5. | 0 | C |
|-----------|---|-------|----|---|---|
|-----------|---|-------|----|---|---|

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Overall-Efficiency receiving services

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

## Overall-Administration is approachable

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | am /  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

My gender is: Mean: 2.00

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 0         | 0.00    |   |
| Female      | 1         | 100.00  | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 1         | 100.00  |   |
| Total       | 1         | 100.00  |   |

I am enrolled Mean: 2.00

| Response                     | Frequency | Percent | Graph  |
|------------------------------|-----------|---------|--|
| Full-time 12 or more hours   | 0         | 0.00    |  |
| Part-time less than 12 hours | 1         | 100.00  | Full-time 12 or more hours  Part-time less than 12 hours |
| Total Valid                  | 1         | 100.00  |  |
| Total                        | 1         | 100.00  |  |

## I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph   |
|--|-----------|---------|---------|
| Athens                                     | 0         | 0.00    | are car |
| Palestine                                  | 0         | 0.00    | 100     |
| Terrell                                    | 0         | 0.00    |         |
| Kaufman HSC                                | 1         | 100.00  | 80      |
| Through Dual Credit                        | 0         | 0.00    |         |
| Internet Video Other Distance<br>ED Medium | 1         | 100.00  | 20      |
| Total Valid                                | 1         | 100.00  |         |
| Total                                      | 1         | 100.00  |         |

My age is: Mean: 2.00

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 1         | 100.00  | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    |                             |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 1         | 100.00  |                             |
| Total       | 1         | 100.00  |                             |

Ethnic Origin Mean: 1.00

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 1         | 100.00  |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 0         | 0.00    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 1         | 100.00  |                                |
| Total                  | 1         | 100.00  |                                |

Race Mean: 1.00

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 1         | 100.00  |       |
| Black or African American              | 0         | 0.00    | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 1         | 100.00  |       |
| Total                                  | 1         | 100.00  |       |

Student Classification: Mean: 2.00

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 0         | 0.00    |                               |
| Freshman            | 1         | 100.00  | 400                           |
| Sophomore           | 0         | 0.00    | 100                           |
| Other               | 0         | 0.00    | 80                            |
|                     |           |         | 60<br>40<br>20                |
|                     |           |         | 0                             |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 1         | 100.00  |                               |
| Total               | 1         | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 1         | 100.00  |        |
| No          | 0         | 0.00    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         |        |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
|             | T .       |         |        |
| Total Valid | 1         | 100.00  |        |
| Total       | 1         | 100.00  |        |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

(Palestine,Internet Video Other Distance ED Medium)

## Registration & Admissions - Assistance of staff

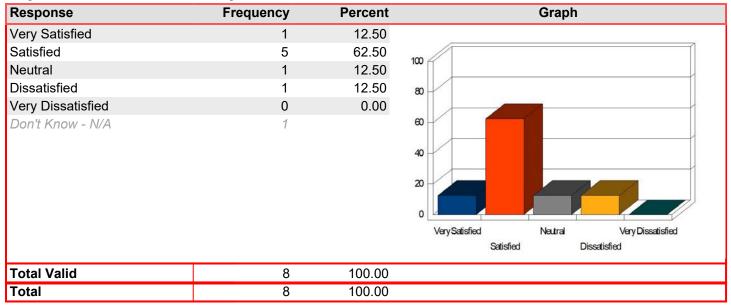
Mean: 4.13

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 25.00   |   |
| Satisfied         | 5         | 62.50   | 1m  |
| Neutral           | 1         | 12.50   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied  Neutral Very Dissatisfied  Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |   |
| Total             | 8         | 100.00  |   |

#### Registration & Admissions - Friendliness of staff

Mean: 4.13

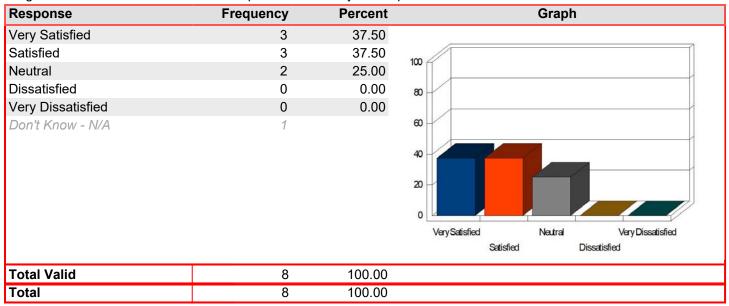
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 37.50   |   |
| Satisfied         | 4         | 50.00   | 400   |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 1         | 12.50   | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |   |
| Total             | 8         | 100.00  |   |



## Registration & Admissions - Staff helped me understand the registration process

Mean: 3.38

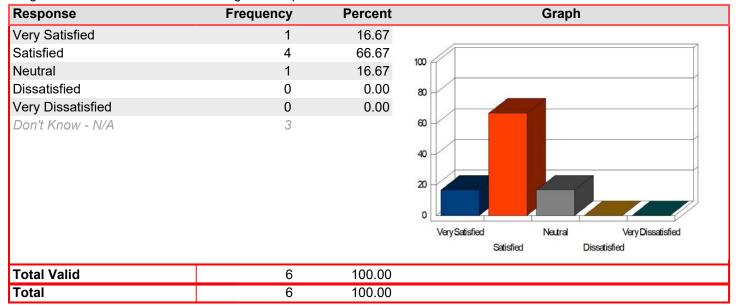
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 12.50   |   |
| Satisfied         | 3         | 37.50   | 100   |
| Neutral           | 3         | 37.50   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 12.50   |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |   |
| Total             | 8         | 100.00  |   |



#### Registration & Admissions - Information I received was understandable

Mean: 4.29

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 28.57   |   |
| Satisfied         | 5         | 71.43   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 7         | 100.00  |   |
| Total             | 7         | 100.00  |   |



## Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 37.50   |  |
| Satisfied         | 2         | 25.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 12.50   | 80   |
| Very Dissatisfied | 2         | 25.00   |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 62.50   |  |
| Satisfied         | 2         | 25.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 12.50   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |

# Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 25.00   |  |
| Satisfied         | 4         | 50.00   | 100  |
| Neutral           | 2         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
|                   |           |         | Diocentral Diocentral                          |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |

## Financial Aid - Assistance of staff

Mean: 3.60

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 20.00   |  |
| Satisfied         | 2         | 40.00   | 100  |
| Neutral           | 1         | 20.00   |  |
| Dissatisfied      | 1         | 20.00   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |  |
| Total             | 5         | 100.00  |  |

#### Financial Aid - Friendliness of staff

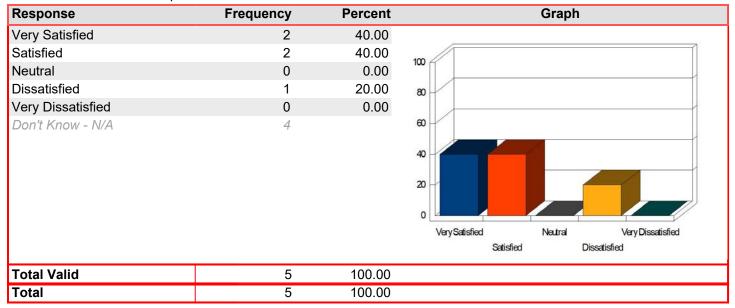
Mean: 4.20

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 80.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 20.00   |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |  |
| Total             | 5         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 20.00   |  |
| Satisfied         | 2         | 40.00   | 100  |
| Neutral           | 2         | 40.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |  |
| Total             | 5         | 100.00  |  |

Financial Aid - Information received is accurate

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 20.00   |  |
| Satisfied         | 2         | 40.00   | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 20.00   | 80                                       |
| Very Dissatisfied | 1         | 20.00   |  |
| Don't Know - N/A  | 4         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 5         | 100.00  |  |
| Total             | 5         | 100.00  |  |



## Financial Aid - Financial aid process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 20.00   |  |
| Satisfied         | 2         | 40.00   | 100  |
| Neutral           | 2         | 40.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |  |
| Total             | 5         | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 2.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 25.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 50.00   |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

Financial Aid - Assistance for Veteran benefits

Mean: 2.33

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 33.33   |  |
| Dissatisfied      | 2         | 66.67   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 3         | 100.00  |  |
| Total             | 3         | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.67

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 33.33   |  |
| Satisfied         | 1         | 33.33   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 33.33   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 3         | 100.00  |  |
| Total             | 3         | 100.00  |  |

#### Financial Aid - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 40.00   |  |
| Satisfied         | 3         | 60.00   | 4m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |  |
| Total             | 5         | 100.00  |  |

## Guidance/Counseling - Assistance of staff

Mean: 4.43

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 57.14   |  |
| Satisfied         | 2         | 28.57   | 100  |
| Neutral           | 1         | 14.29   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 7         | 100.00  |  |
| Total             | 7         | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

Mean: 4.14

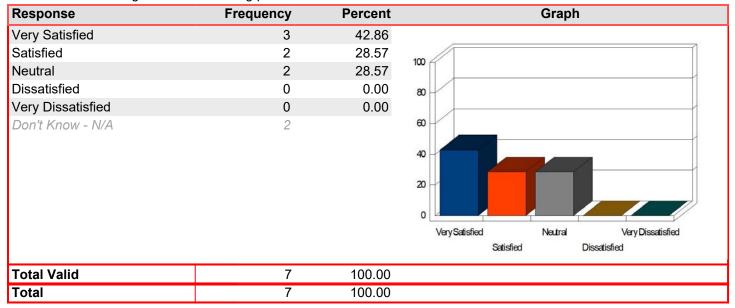
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 57.14   |  |
| Satisfied         | 2         | 28.57   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 14.29   |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 7         | 100.00  |  |
| Total             | 7         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 57.14   |  |
| Satisfied         | 2         | 28.57   | 100  |
| Neutral           | 1         | 14.29   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 7         | 100.00  |  |
| Total             | 7         | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

Mean: 4.17

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 16.67   |  |
| Satisfied         | 5         | 83.33   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |  |
| Total             | 6         | 100.00  |  |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 28.57   |  |
| Satisfied         | 4         | 57.14   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 14.29   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 7         | 100.00  |  |
| Total             | 7         | 100.00  |  |

# Guidance/Counseling - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 28.57   |  |
| Satisfied         | 2         | 28.57   | 100  |
| Neutral           | 1         | 14.29   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 28.57   |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 7         | 100.00  |  |
| Total             | 7         | 100.00  |  |

## Business Office/Cashier - Assistance of staff

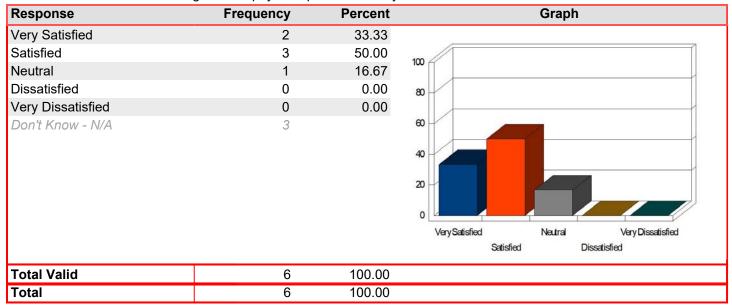
Mean: 4.13

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 37.50   |   |
| Satisfied         | 3         | 37.50   | 1m  |
| Neutral           | 2         | 25.00   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |   |
| Total             | 8         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 50.00   |  |
| Satisfied         | 3         | 37.50   | 100  |
| Neutral           | 1         | 12.50   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |

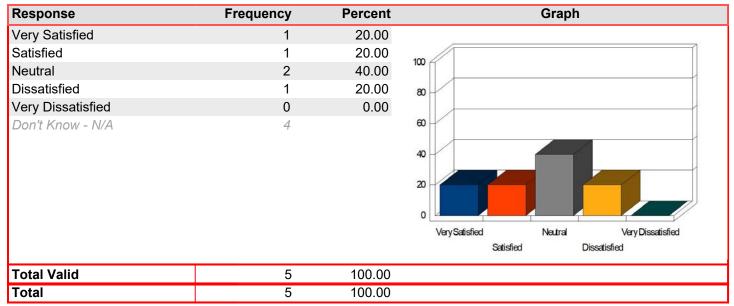
# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 37.50   |  |
| Satisfied         | 2         | 25.00   | 100                                      |
| Neutral           | 2         | 25.00   |  |
| Dissatisfied      | 1         | 12.50   | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |



## Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 20.00   |   |
| Satisfied         | 0         | 0.00    | ım /  |
| Neutral           | 2         | 40.00   | 100   |
| Dissatisfied      | 2         | 40.00   | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 4         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |   |
| Total             | 5         | 100.00  |   |



Tutoring/CAPS - Assistance of staff

Mean: 4.33

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 66.67   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 1         | 33.33   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 6         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 3         | 100.00  |   |
| Total             | 3         | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 33.33   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 2         | 66.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 6         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 3         | 100.00  |   |
| Total             | 3         | 100.00  |   |

Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 66.67   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 33.33   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 3         | 100.00  |  |
| Total             | 3         | 100.00  |  |

Tutoring/CAPS - Documented student disability services

Mean: 2.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 50.00   |  |
| Don't Know - N/A  | 7         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

Tutoring/CAPS - Peer tutoring services

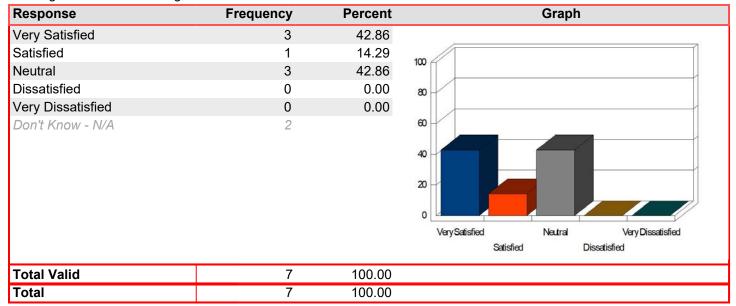
Mean: 4.33

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 66.67   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 33.33   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 3         | 100.00  |  |
| Total             | 3         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 4         | 57.14   |   |
| Satisfied         | 3         | 42.86   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 7         | 100.00  |   |
| Total             | 7         | 100.00  |   |

# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 42.86   |  |
| Satisfied         | 1         | 14.29   | 100  |
| Neutral           | 3         | 42.86   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 7         | 100.00  |  |
| Total             | 7         | 100.00  |  |



## Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 33.33   |   |
| Satisfied         | 2         | 33.33   | 100   |
| Neutral           | 2         | 33.33   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 3         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |   |
| Total             | 6         | 100.00  |   |

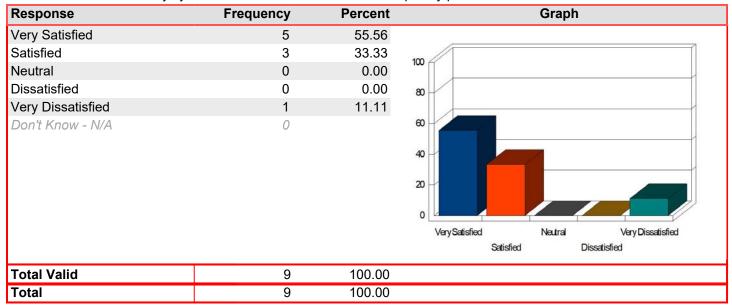
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 40.00   |  |
| Satisfied         | 1         | 20.00   | 100  |
| Neutral           | 2         | 40.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |  |
| Total             | 5         | 100.00  |  |

# Instruction - Overall, teachers care about me

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 33.33   |  |
| Satisfied         | 4         | 44.44   | 100  |
| Neutral           | 1         | 11.11   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 11.11   |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 9         | 100.00  |  |
| Total             | 9         | 100.00  |  |

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

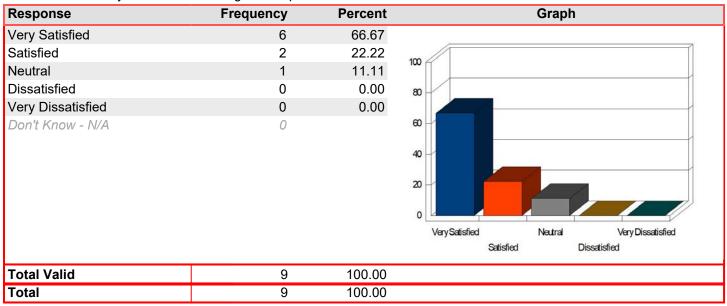
Mean: 4.22



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

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 5         | 55.56   |   |
| Satisfied         | 2         | 22.22   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 1         | 11.11   | 80  |
| Very Dissatisfied | 1         | 11.11   |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 9         | 100.00  |   |
| Total             | 9         | 100.00  |   |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 25.00   |  |
| Satisfied         | 3         | 37.50   | 100                                      |
| Neutral           | 2         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 1         | 12.50   |  |
| Don't Know - N/A  | 1         |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |

## Overall-Student services routinely assisted me

## Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 33.33   |  |
| Satisfied         | 2         | 33.33   | 100  |
| Neutral           | 2         | 33.33   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |  |
| Total             | 6         | 100.00  |  |

# Overall-Access to technology resources was adequate

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 25.00   |   |
| Satisfied         | 4         | 50.00   | 100   |
| Neutral           | 1         | 12.50   |   |
| Dissatisfied      | 1         | 12.50   | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |   |
| Total             | 8         | 100.00  |   |

## Overall-Training in the use of technology was available

| Mean: | 3. | 5 | 7 |
|-------|----|---|---|
|-------|----|---|---|

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 28.57   |   |
| Satisfied         | 2         | 28.57   | 100   |
| Neutral           | 2         | 28.57   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 14.29   |   |
| Don't Know - N/A  | 2         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 7         | 100.00  |   |
| Total             | 7         | 100.00  |   |

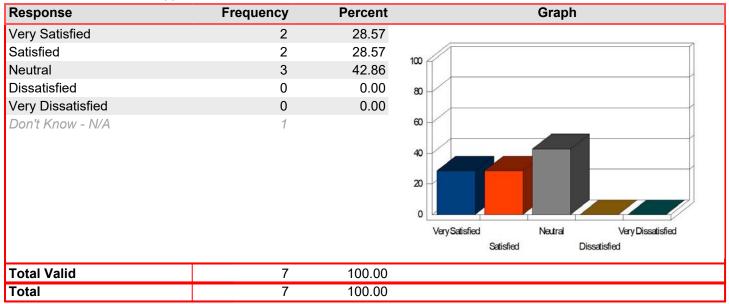
# Overall-Efficiency receiving services

Mean: 3.50

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 25.00   |  |
| Satisfied         | 3         | 37.50   | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 3         | 37.50   | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |

## Overall-Administration is approachable

#### Mean: 3.86



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

Mean: 4.13

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 37.50   |   |
| Satisfied         | 3         | 37.50   | -m  |
| Neutral           | 2         | 25.00   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |   |
| Total             | 8         | 100.00  |   |

My gender is: Mean: 1.67

| Response    | Frequency | Percent | Graph                                      |
|-------------|-----------|---------|--|
| Male        | 3         | 33.33   |  |
| Female      | 6         | 66.67   | 100<br>80<br>60<br>40<br>20<br>Male Female |
| Total Valid | 9         | 100.00  |  |
| Total       | 9         | 100.00  |  |

I am enrolled Mean: 1.22

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 7         | 77.78   |   |
| Part-time less than 12 hours | 2         | 22.22   | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 9         | 100.00  |   |
| Total                        | 9         | 100.00  |   |

# I take the majority of my classes

## Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    | 0.00  |
| Palestine                                  | 9         | 100.00  | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 9         | 100.00  | 20    |
| Total Valid                                | 9         | 100.00  |       |
| Total                                      | 9         | 100.00  |       |

My age is: Mean: 3.56

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 4         | 44.44   | 100                         |
| 22-24       | 1         | 11.11   |                             |
| 25-30       | 1         | 11.11   | 80                          |
| 31-35       | 1         | 11.11   | 60                          |
| 36-50       | 2         | 22.22   | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 9         | 100.00  |                             |
| Total       | 9         | 100.00  |                             |

Ethnic Origin Mean: 1.43

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 5         | 71.43   |                                |
| Hispanic or Latino     | 1         | 14.29   |                                |
| Unknown                | 1         | 14.29   | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 7         | 100.00  |                                |
| Total                  | 7         | 100.00  |                                |

Race Mean: 2.00

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 4         | 66.67   |       |
| Black or African American              | 1         | 16.67   | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 1         | 16.67   | 20    |
| Total Valid                            | 6         | 100.00  |       |
| Total                                  | 6         | 100.00  |       |

Student Classification: Mean: 2.67

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 2         | 22.22   |                               |
| Freshman            | 2         | 22.22   | 400                           |
| Sophomore           | 2         | 22.22   | 100                           |
| Other               | 3         | 33.33   | 80                            |
|                     |           |         | 60 40                         |
|                     |           |         | 20                            |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 9         | 100.00  |                               |
| Total               | 9         | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.14

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 6         | 85.71   |        |
| No          | 1         | 14.29   |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         |        |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 7         | 100.00  |        |
|             | 7         |         |        |
| Total       | 1         | 100.00  |        |

# **Trinity Valley Community College**

## **Student Satisfaction Survey**

#### 2018

(Palestine, Terrell)

## Registration & Admissions - Assistance of staff

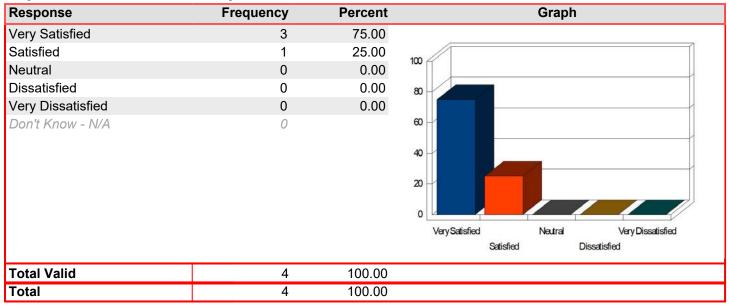
Mean: 4.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 75.00   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 1         | 25.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |

## Registration & Admissions - Friendliness of staff

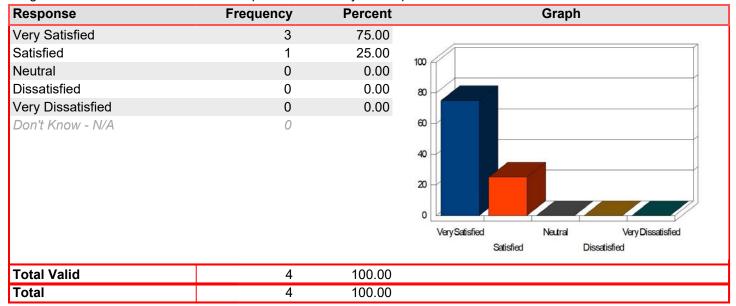
Mean: 4.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |



## Registration & Admissions - Staff helped me understand the registration process

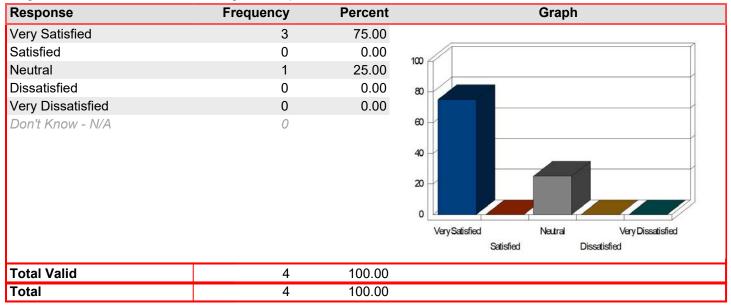
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 75.00   | 100   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 1         | 25.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |



## Registration & Admissions - Information I received was understandable

Mean: 4.75

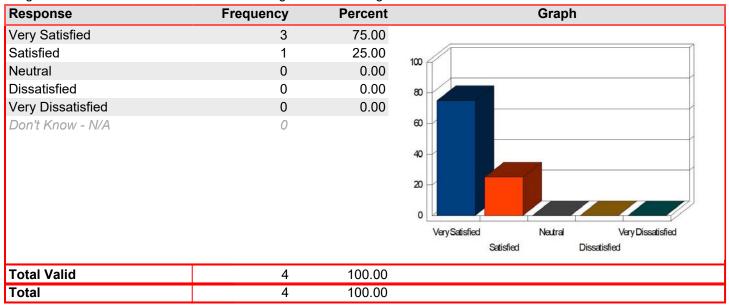
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |



## Registration & Admissions - Face-to-Face registration process

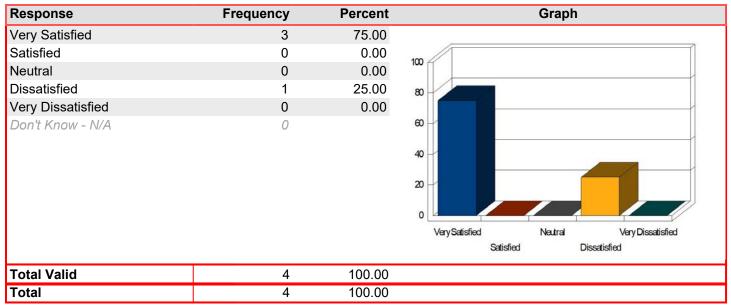
Mean: 4.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |



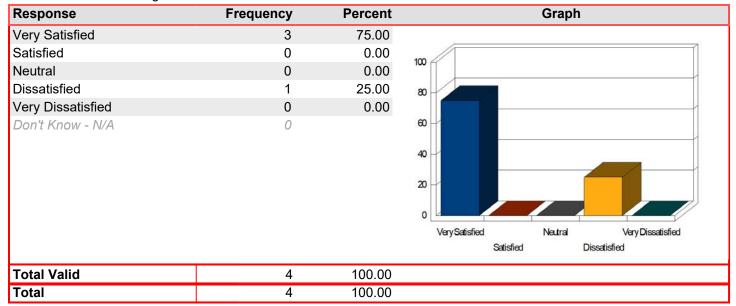
#### Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 75.00   |   |
| Satisfied         | 1         | 25.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |



Financial Aid - Friendliness of staff

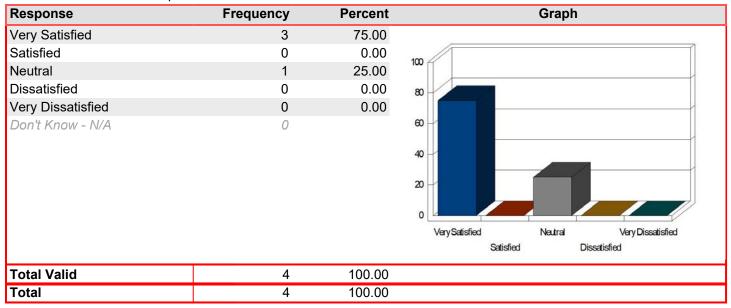
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 25.00   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |



Financial Aid - Information received is accurate

Mean: 4.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |



Financial Aid - Financial aid process

Mean: 4.25

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 25.00   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.75

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 75.00   |   |
| Satisfied         | 1         | 25.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |

Financial Aid - Assistance for Veteran benefits

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

### Financial Aid - Website information

Mean: 4.25

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 75.00   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 1         | 25.00   | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |

## Guidance/Counseling - Assistance of staff

| Mean: 5.0 | Μ | lean: | 5. | 0 | C |
|-----------|---|-------|----|---|---|
|-----------|---|-------|----|---|---|

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

## Guidance/Counseling - Friendliness of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

## Guidance/Counseling - Knowledge of staff

### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

## Guidance/Counseling - My problems are resolved effectively

Mean: 4.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 75.00   |   |
| Satisfied         | 0         | 0.00    | ım /  |
| Neutral           | 1         | 25.00   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |

## Guidance/Counseling - Student advising process

### Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

## Guidance/Counseling - Website information

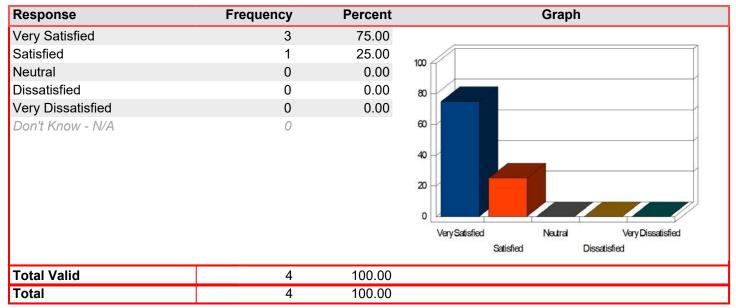
Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

### Business Office/Cashier - Assistance of staff

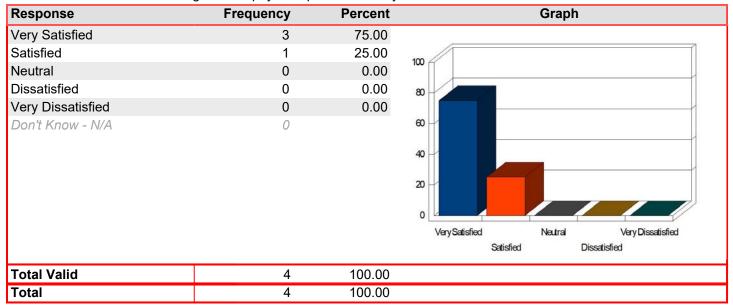
Mean: 4.75

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 75.00   |   |
| Satisfied         | 1         | 25.00   | ım /  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |



## Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |



### Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 25.00   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

Tutoring/CAPS - Documented student disability services

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

Tutoring/CAPS - Peer tutoring services

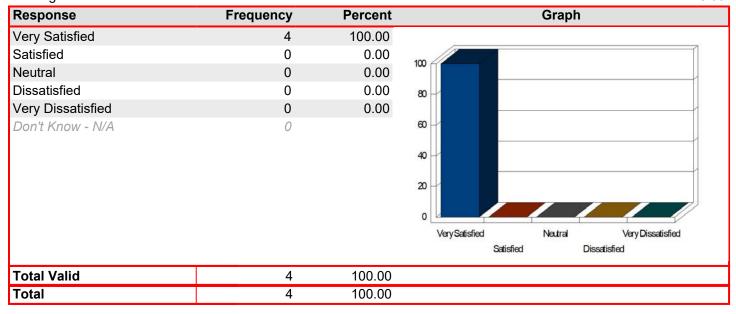
Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied |
| Total Valid       |           | 100.00  | Satisfied Dissatisfied                                     |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | ιω <sub>Π</sub>                                |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

## Testing Services - Friendliness of staff

Mean: 5.00



## Testing Services - Knowledge of staff

### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

## Testing Services - Testing Center hours are adequate

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 4         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 0   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
|                   |           |         | Causina Dissalsina  |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 100.00  |  |
| Satisfied         | 0         | 0.00    | am /   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

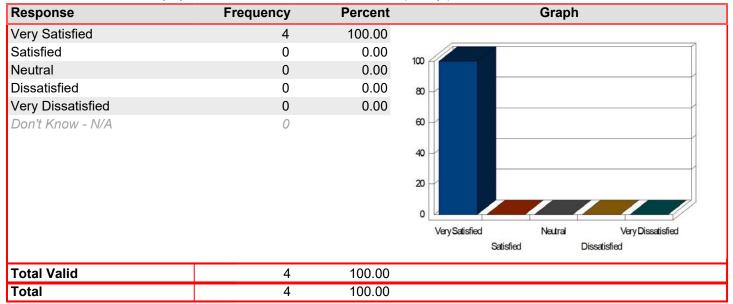
## Instruction - Overall, teachers care about me

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

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





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

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

Instruction - Faculty are available after class and during office hours

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                                     |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

## Overall-Student services routinely assisted me

### Mean: 4.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

## Overall-Access to technology resources was adequate

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 1m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
|                   |           |         | Carried Discussion   |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

## Overall-Training in the use of technology was available

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

## Overall-Efficiency receiving services

Mean: 4.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

## Overall-Administration is approachable

### Mean: 4.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

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

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 75.00   |  |
| Satisfied         | 0         | 0.00    | 1m   |
| Neutral           | 1         | 25.00   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

My gender is: Mean: 2.00

| Response    | Frequency | Percent | Graph                                      |
|-------------|-----------|---------|--|
| Male        | 0         | 0.00    |  |
| Female      | 4         | 100.00  | 100<br>80<br>60<br>40<br>20<br>Male Female |
| Total Valid | 4         | 100.00  |  |
| Total       | 4         | 100.00  |  |

I am enrolled Mean: 1.00

| Response                     | Frequency | Percent | Graph                        |
|------------------------------|-----------|---------|------------------------------|
| Full-time 12 or more hours   | 4         | 100.00  |                              |
| Part-time less than 12 hours | 0         | 0.00    |                              |
|                              |           |         | 100                          |
|                              |           |         | 80                           |
|                              |           |         | 60                           |
|                              |           |         | 40                           |
|                              |           |         | 20                           |
|                              |           |         | 0                            |
|                              |           |         | Full-time 12 or more hours   |
|                              |           |         | Part-time less than 12 hours |
| Total Valid                  | 4         | 100.00  |                              |
| Total                        | 4         | 100.00  |                              |

## I take the majority of my classes

### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    | 50    |
| Palestine                                  | 4         | 100.00  | 100   |
| Terrell                                    | 4         | 100.00  |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 4         | 100.00  |       |
| Total                                      | 4         | 100.00  |       |

My age is: Mean: 2.75

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 1         | 25.00   | 100                         |
| 22-24       | 3         | 75.00   |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    |                             |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 4         | 100.00  |                             |
| Total       | 4         | 100.00  |                             |

Ethnic Origin Mean: 1.00

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 4         | 100.00  |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 0         | 0.00    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 4         | 100.00  |                                |
| Total                  | 4         | 100.00  |                                |

Race Mean: 1.75

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 1         | 25.00   | 500   |
| Black or African American              | 3         | 75.00   | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 4         | 100.00  |       |
| Total                                  | 4         | 100.00  |       |

Student Classification: Mean: 4.00

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 0         | 0.00    | ·                             |
| Freshman            | 0         | 0.00    | 100                           |
| Sophomore           | 0         | 0.00    | 100                           |
| Other               | 4         | 100.00  | 80                            |
|                     |           |         | 60<br>40<br>20                |
|                     |           |         | 0                             |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 4         | 100.00  |                               |
| Total               | 4         | 100.00  |                               |

## Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 4         | 100.00  |        |
| No          | 0         | 0.00    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 4         | 100.00  |        |
| Total       | 4         | 100.00  |        |

# **Trinity Valley Community College**

### **Student Satisfaction Survey**

### 2018

(Palestine, Through Dual Credit)

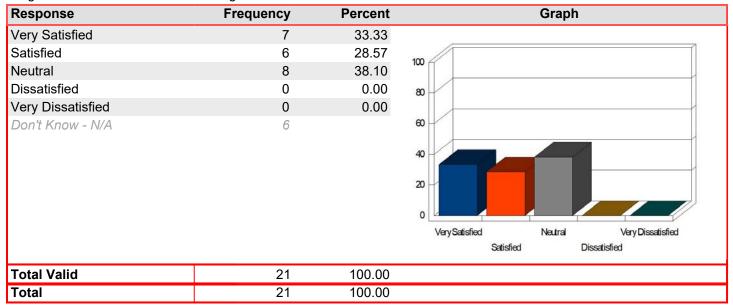
### Registration & Admissions - Assistance of staff

Mean: 3.86

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 28.57   |  |
| Satisfied         | 6         | 28.57   | 100  |
| Neutral           | 9         | 42.86   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |  |
| Total             | 21        | 100.00  |  |

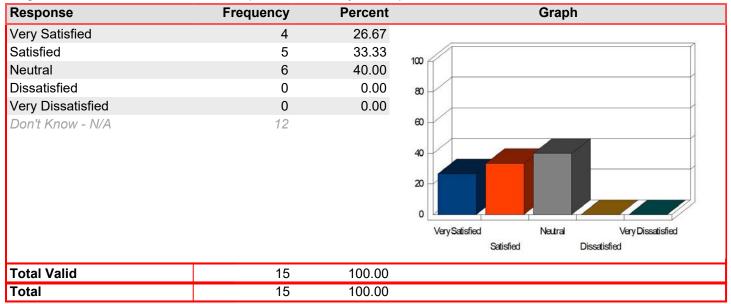
### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 42.86   |  |
| Satisfied         | 5         | 23.81   | 100  |
| Neutral           | 6         | 28.57   |  |
| Dissatisfied      | 1         | 4.76    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |  |
| Total             | 21        | 100.00  |  |



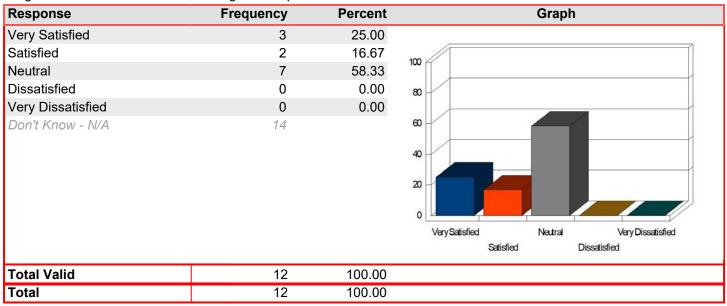
## Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 23.53   |  |
| Satisfied         | 6         | 35.29   | -m   |
| Neutral           | 6         | 35.29   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 5.88    |  |
| Don't Know - N/A  | 10        |         | Very Satisfied Neutral Very Dissatisfied  Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |



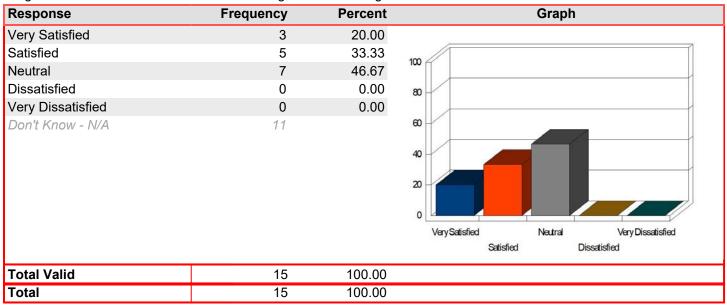
## Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 29.41   |  |
| Satisfied         | 7         | 41.18   | 100  |
| Neutral           | 5         | 29.41   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |



## Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 18.75   |   |
| Satisfied         | 6         | 37.50   | 100   |
| Neutral           | 7         | 43.75   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  |           |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 16        | 100.00  |   |
| Total             | 16        | 100.00  |   |



## Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 4         | 19.05   |   |
| Satisfied         | 5         | 23.81   | 100   |
| Neutral           | 12        | 57.14   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 6         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |   |
| Total             | 21        | 100.00  |   |

### Financial Aid - Assistance of staff

### Mean: 3.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 8.33    |   |
| Satisfied         | 4         | 33.33   | 100   |
| Neutral           | 7         | 58.33   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 15        |         | Very Satisfied  Neutral Very Dissatisfied  Satisfied Dissatisfied |
| Total Valid       | 12        | 100.00  |   |
| Total             | 12        | 100.00  |   |

### Financial Aid - Friendliness of staff

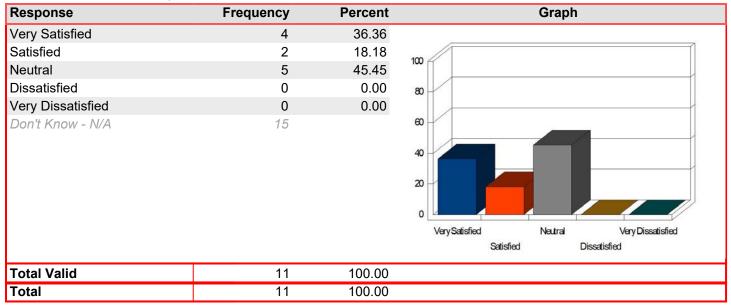
Mean: 3.92

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 33.33   |  |
| Satisfied         | 3         | 25.00   | 100  |
| Neutral           | 5         | 41.67   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 15        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 12        | 100.00  |  |
| Total             | 12        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 16.67   |  |
| Satisfied         | 3         | 25.00   | 100  |
| Neutral           | 7         | 58.33   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 15        |         | Very Satisfied  Neutral Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 12        | 100.00  |  |
| Total             | 12        | 100.00  |  |

Financial Aid - Information received is accurate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 27.27   |  |
| Satisfied         | 3         | 27.27   | 100  |
| Neutral           | 5         | 45.45   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 15        |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                                     |
| Total Valid       | 11        | 100.00  |  |
| Total             | 11        | 100.00  |  |



## Financial Aid - Financial aid process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 3         | 30.00   | 100  |
| Neutral           | 7         | 70.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 15        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 10        | 100.00  |  |
| Total             | 10        | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.10

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 10.00   | 100  |
| Neutral           | 9         | 90.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 16        |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 10        | 100.00  |  |
| Total             | 10        | 100.00  |  |

### Financial Aid - Assistance for Veteran benefits

Mean: 3.11

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 11.11   | 100   |
| Neutral           | 8         | 88.89   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 17        |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 9         | 100.00  |   |
| Total             | 9         | 100.00  |   |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.10

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 10.00   | 100  |
| Neutral           | 9         | 90.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 16        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 10        | 100.00  |  |
| Total             | 10        | 100.00  |  |

### Financial Aid - Website information

Mean: 3.73

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 27.27   |   |
| Satisfied         | 2         | 18.18   | 100   |
| Neutral           | 6         | 54.55   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 15        |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 11        | 100.00  |   |
| Total             | 11        | 100.00  |   |

## Guidance/Counseling - Assistance of staff

### Mean: 3.84

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 21.05   |  |
| Satisfied         | 8         | 42.11   | 100  |
| Neutral           | 7         | 36.84   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 8         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 19        | 100.00  |  |
| Total             | 19        | 100.00  |  |

## Guidance/Counseling - Friendliness of staff

Mean: 4.21

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 9         | 47.37   |   |
| Satisfied         | 5         | 26.32   | 100   |
| Neutral           | 5         | 26.32   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 8         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 19        | 100.00  |   |
| Total             | 19        | 100.00  |   |

## Guidance/Counseling - Knowledge of staff

| Mean: | 3. | 94 |
|-------|----|----|
|-------|----|----|

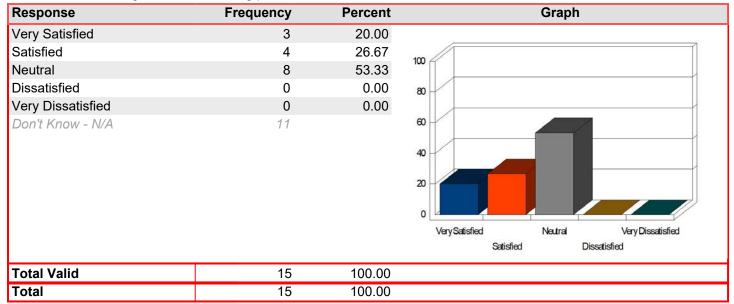
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 33.33   |  |
| Satisfied         | 5         | 27.78   | 100  |
| Neutral           | 7         | 38.89   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 9         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 18        | 100.00  |  |
| Total             | 18        | 100.00  |  |

## Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 18.75   |   |
| Satisfied         | 5         | 31.25   | 4m  |
| Neutral           | 8         | 50.00   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 10        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |   |
| Total             | 16        | 100.00  |   |

### Guidance/Counseling - Student advising process

#### Mean: 3.67



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 35.29   |  |
| Satisfied         | 3         | 17.65   | 100  |
| Neutral           | 8         | 47.06   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 9         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |

# Guidance/Counseling - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 35.29   |  |
| Satisfied         | 5         | 29.41   | 100  |
| Neutral           | 6         | 35.29   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 9         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |

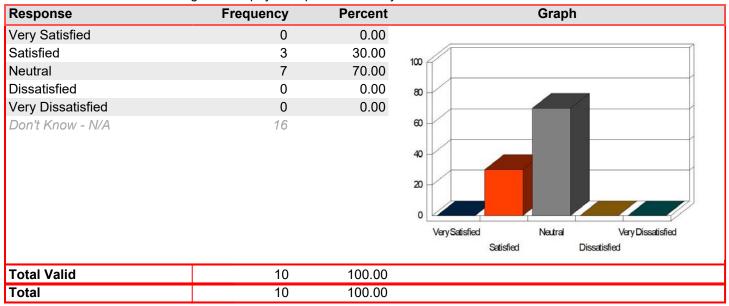
### Business Office/Cashier - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 15.38   |  |
| Satisfied         | 4         | 30.77   | 100  |
| Neutral           | 7         | 53.85   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 14        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |  |
| Total             | 13        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 7         | 46.67   |  |
| Satisfied         | 3         | 20.00   | 100  |
| Neutral           | 5         | 33.33   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 12        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 15        | 100.00  |  |
| Total             | 15        | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 13.33   |   |
| Satisfied         | 6         | 40.00   | 100   |
| Neutral           | 7         | 46.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 12        |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 15        | 100.00  |   |
| Total             | 15        | 100.00  |   |



#### Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 3         | 30.00   | 100   |
| Neutral           | 7         | 70.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 16        |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 10        | 100.00  |   |
| Total             | 10        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 20.00   |  |
| Satisfied         | 3         | 30.00   | 100  |
| Neutral           | 5         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 14        |         | Very Satisfied  Neutral Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 10        | 100.00  |  |
| Total             | 10        | 100.00  |  |

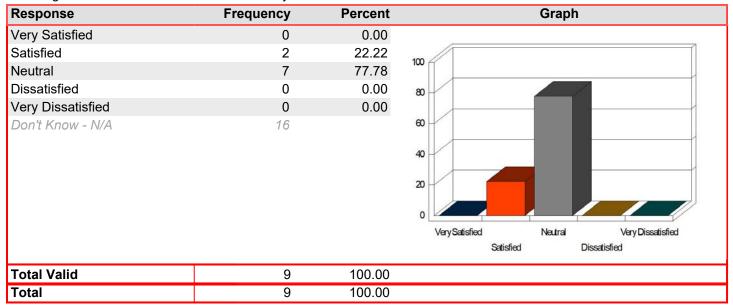
Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 4         | 36.36   | 100                                      |
| Neutral           | 7         | 63.64   |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 15        |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 11        | 100.00  |  |
| Total             | 11        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 27.27   |  |
| Satisfied         | 3         | 27.27   | 100  |
| Neutral           | 5         | 45.45   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 15        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 11        | 100.00  |  |
| Total             | 11        | 100.00  |  |

Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 4         | 36.36   | 100                                      |
| Neutral           | 7         | 63.64   |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 15        |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 11        | 100.00  |  |
| Total             | 11        | 100.00  |  |



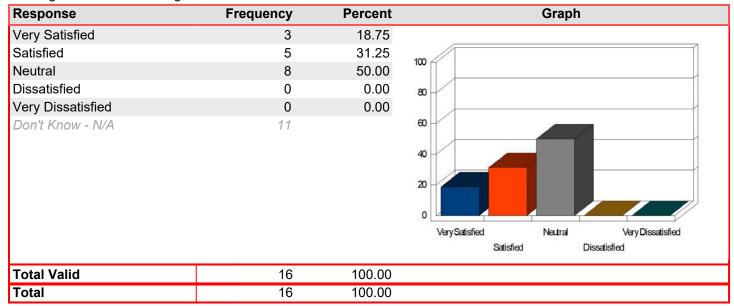
Tutoring/CAPS - Peer tutoring services

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 20.00   | 100                                      |
| Neutral           | 8         | 80.00   |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 15        |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 10        | 100.00  |  |
| Total             | 10        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 18.75   |  |
| Satisfied         | 5         | 31.25   | 100  |
| Neutral           | 8         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 11        |         | Very Satisfied  Neutral Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 6         | 37.50   |   |
| Satisfied         | 4         | 25.00   | 100   |
| Neutral           | 5         | 31.25   |   |
| Dissatisfied      | 1         | 6.25    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 11        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |   |
| Total             | 16        | 100.00  |   |



### Testing Services - Testing Center hours are adequate

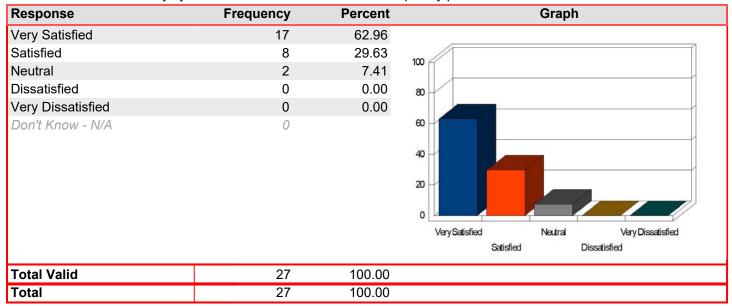
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 8         | 53.33   | 100   |
| Neutral           | 7         | 46.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 11        |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 15        | 100.00  |   |
| Total             | 15        | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 20.00   |   |
| Satisfied         | 6         | 40.00   | 100   |
| Neutral           | 6         | 40.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 10        |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 15        | 100.00  |   |
| Total             | 15        | 100.00  |   |

# Instruction - Overall, teachers care about me

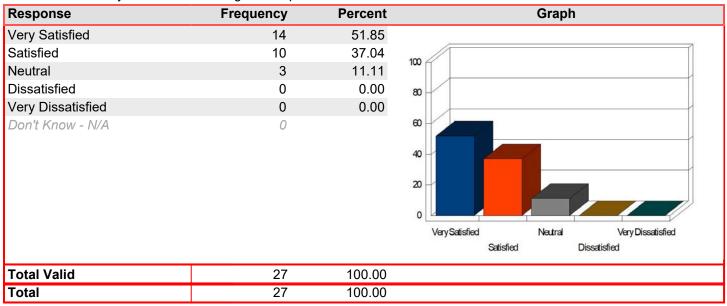
Mean: 4.41

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 14        | 51.85   |   |
| Satisfied         | 10        | 37.04   | 100   |
| Neutral           | 3         | 11.11   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |   |
| Total             | 27        | 100.00  |   |



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

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 18        | 66.67   |   |
| Satisfied         | 7         | 25.93   | 100   |
| Neutral           | 2         | 7.41    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |   |
| Total             | 27        | 100.00  |   |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 50.00   |  |
| Satisfied         | 6         | 23.08   | 100  |
| Neutral           | 7         | 26.92   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 26        | 100.00  |  |
| Total             | 26        | 100.00  |  |

### Overall-Student services routinely assisted me

#### Mean: 3.90

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 23.81   |  |
| Satisfied         | 9         | 42.86   | 100  |
| Neutral           | 7         | 33.33   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |  |
| Total             | 21        | 100.00  |  |

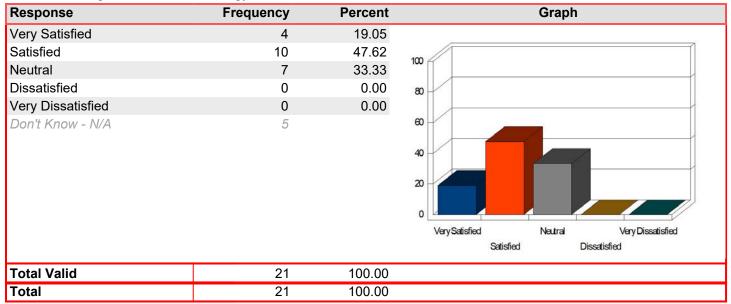
# Overall-Access to technology resources was adequate

Mean: 4.26

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 9         | 39.13   |   |
| Satisfied         | 11        | 47.83   | 100   |
| Neutral           | 3         | 13.04   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 3         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 23        | 100.00  |   |
| Total             | 23        | 100.00  |   |

### Overall-Training in the use of technology was available

#### Mean: 3.86



#### Overall-Efficiency receiving services

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 7         | 31.82   |   |
| Satisfied         | 8         | 36.36   | 100   |
| Neutral           | 7         | 31.82   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 4         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 22        | 100.00  |   |
| Total             | 22        | 100.00  |   |

### Overall-Administration is approachable

#### Mean: 4.04

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 7         | 30.43   |  |
| Satisfied         | 10        | 43.48   | 100  |
| Neutral           | 6         | 26.09   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 23        | 100.00  |  |
| Total             | 23        | 100.00  |  |

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

Mean: 4.04

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 7         | 29.17   |   |
| Satisfied         | 11        | 45.83   | 100   |
| Neutral           | 6         | 25.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 24        | 100.00  |   |
| Total             | 24        | 100.00  |   |

My gender is: Mean: 1.58

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 11        | 42.31   |   |
| Female      | 15        | 57.69   | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 26        | 100.00  |   |
| Total       | 26        | 100.00  |   |

I am enrolled Mean: 1.77

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 6         | 23.08   |   |
| Part-time less than 12 hours | 20        | 76.92   | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 26        | 100.00  |   |
| Total                        | 26        | 100.00  |   |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    | 000   |
| Palestine                                  | 27        | 100.00  | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 27        | 100.00  |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 27        | 100.00  |       |
| Total                                      | 27        | 100.00  |       |

My age is: Mean: 1.15

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 22        | 84.62   |                             |
| 18-21       | 4         | 15.38   | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    | 60                          |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 26        | 100.00  |                             |
| Total       | 26        | 100.00  |                             |

Ethnic Origin Mean: 1.19

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 21        | 80.77   |                                |
| Hispanic or Latino     | 5         | 19.23   |                                |
| Unknown                | 0         | 0.00    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 26        | 100.00  |                                |
| Total                  | 26        | 100.00  |                                |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 24        | 88.89   | 500   |
| Black or African American              | 2         | 7.41    | 100   |
| Asian                                  | 1         | 3.70    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60_   |
| International                          | 1         | 3.70    | 20    |
| Total Valid                            | 27        | 100.00  |       |
| Total                                  | 27        | 100.00  |       |

Student Classification: Mean: 1.07

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 26        | 96.30   |                               |
| Freshman            | 0         | 0.00    | 400                           |
| Sophomore           | 1         | 3.70    | 100                           |
| Other               | 0         | 0.00    | 80                            |
|                     |           |         | 60                            |
|                     |           |         | 40                            |
|                     |           |         | 20                            |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 27        | 100.00  |                               |
| Total               | 27        | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.04

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 26        | 96.30   |        |
| No          | 1         | 3.70    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 27        | 100.00  |        |
| Total       | 27        | 100.00  |        |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

(Palestine, Through Dual Credit, Internet Video Other Distance ED Medium)

#### Registration & Admissions - Assistance of staff

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

#### Registration & Admissions - Friendliness of staff

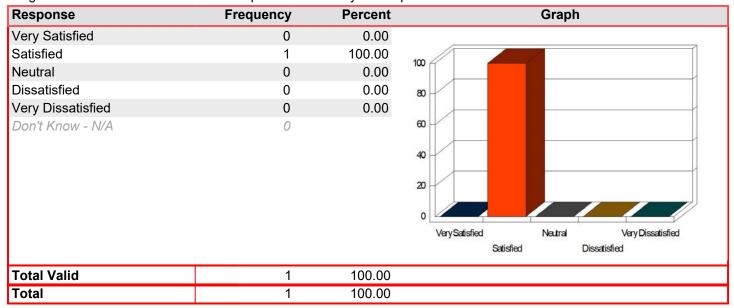
Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 4m  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

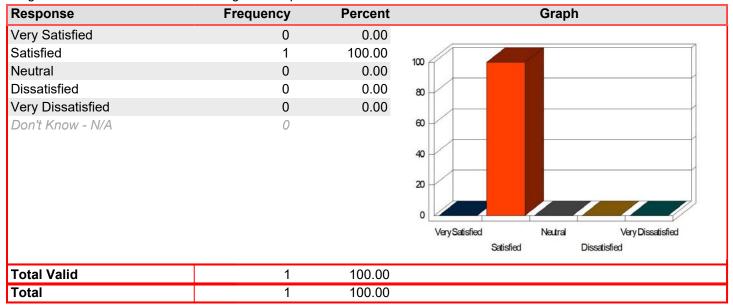
# Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



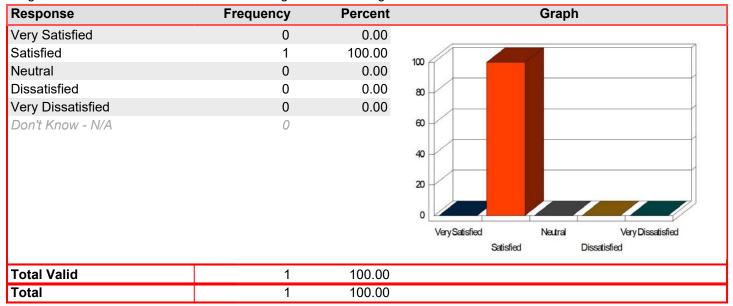
### Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



### Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



# Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 1         | 100.00  | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Financial Aid - Friendliness of staff

Mean: 1.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 1         | 100.00  |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Financial Aid - Knowledge of staff

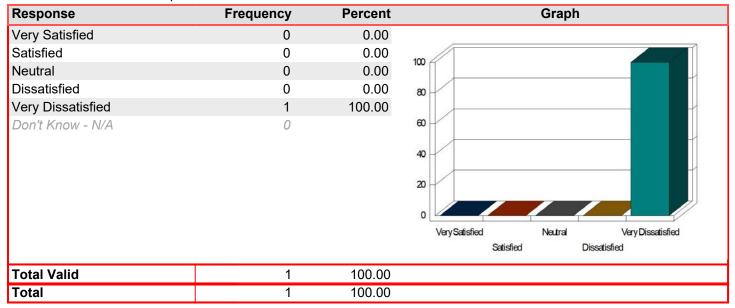
#### Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

#### Financial Aid - Information received is accurate

Mean: 3.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



Financial Aid - Financial aid process

Mean: 1.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 1         | 100.00  |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 1.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 100.00  |   |
| Don't Know - N/A  | 0         |         | 60 40 20 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Financial Aid - Assistance for Veteran benefits

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 1.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 1         | 100.00  |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

#### Financial Aid - Website information

Mean: 2.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 1         | 100.00  | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
|                   |           |         | Calisied Dissatisfied   |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

### Guidance/Counseling - Assistance of staff

#### Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

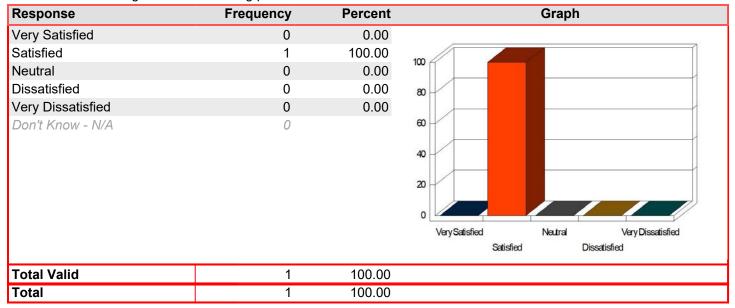
Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Guidance/Counseling - Website information

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

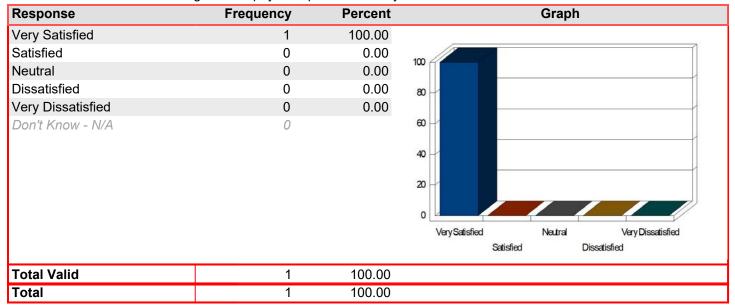
### Business Office/Cashier - Assistance of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



### Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100 T                                    |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Tutoring/CAPS - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    | Satisfied Dissatisfied   |
| Total             | 0         | 0.00    |  |
| ΙΟΙαΙ             | U         | 0.00    |  |

### Tutoring/CAPS - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | -m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Tutoring/CAPS - Documented student disability services

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Tutoring/CAPS - Peer tutoring services

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Testing Services - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

# Testing Services - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

## Testing Services - Knowledge of staff

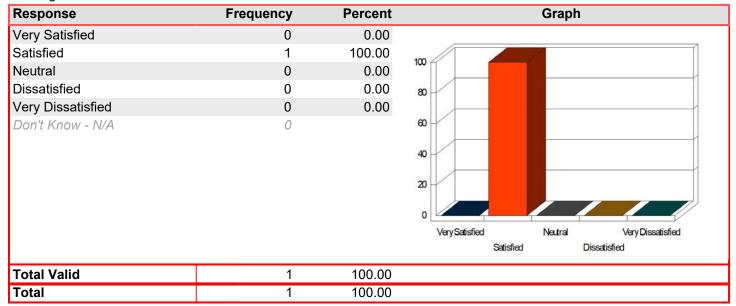
Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Testing Services - Testing Center hours are adequate

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
| Total Valid       | 0         | 0.00    | Satisfied Dissatisfied                         |
|                   |           |         |  |
| Total             | 0         | 0.00    |  |



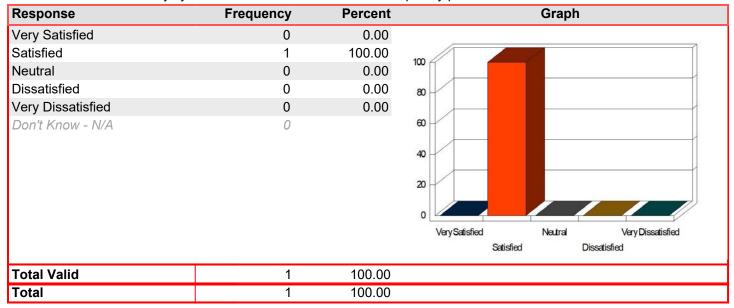
Instruction - Overall, teachers care about me

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  | overcodistant I - valdy operational                             |
| Total             | 1         | 100.00  |   |

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

Mean: 4.00



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

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

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

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 0   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Instruction - Faculty are available after class and during office hours

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

## Overall-Student services routinely assisted me

#### Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

# Overall-Access to technology resources was adequate

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

## Overall-Training in the use of technology was available

| Mean: 3 |  | Ме | an: | 3. | 0 | C |
|---------|--|----|-----|----|---|---|
|---------|--|----|-----|----|---|---|

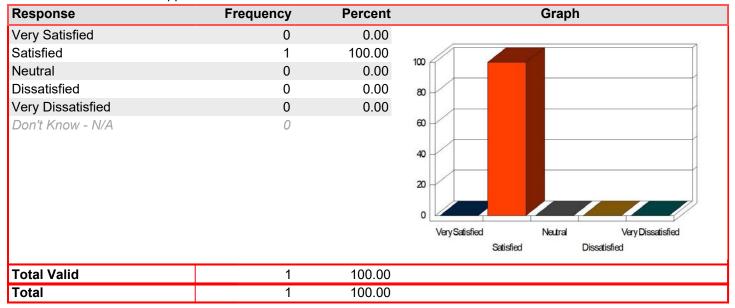
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Overall-Efficiency receiving services

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

#### Overall-Administration is approachable



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

Mean: 2.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 100.00  | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

My gender is: Mean: 2.00

| Response    | Frequency | Percent | Graph                                      |
|-------------|-----------|---------|--|
| Male        | 0         | 0.00    |  |
| Female      | 1         | 100.00  | 100<br>80<br>60<br>40<br>20<br>Male Female |
| Total Valid | 1         | 100.00  |  |
| Total       | 1         | 100.00  |  |

I am enrolled Mean: 1.00

| Response                     | Frequency | Percent | Graph                        |
|------------------------------|-----------|---------|------------------------------|
| Full-time 12 or more hours   | 1         | 100.00  |                              |
| Part-time less than 12 hours | 0         | 0.00    |                              |
|                              |           |         | 100                          |
|                              |           |         | 80                           |
|                              |           |         | 60                           |
|                              |           |         | 40                           |
|                              |           |         | 20                           |
|                              |           |         | 0                            |
|                              |           |         | Full-time 12 or more hours   |
|                              |           |         | Part-time less than 12 hours |
| Total Valid                  | 1         | 100.00  |                              |
| Total                        | 1         | 100.00  |                              |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    | Sec.  |
| Palestine                                  | 1         | 100.00  | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 1         | 100.00  |       |
| Internet Video Other Distance<br>ED Medium | 1         | 100.00  | 20    |
| Total Valid                                | 1         | 100.00  |       |
| Total                                      | 1         | 100.00  |       |

My age is: Mean: 2.00

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 1         | 100.00  | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    | 00                          |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 1         | 100.00  |                             |
| Total       | 1         | 100.00  |                             |

Ethnic Origin Mean: 1.00

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 1         | 100.00  |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 0         | 0.00    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 1         | 100.00  |                                |
| Total                  | 1         | 100.00  |                                |

Race Mean: 1.00

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 1         | 100.00  |       |
| Black or African American              | 0         | 0.00    | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 1         | 100.00  |       |
| Total                                  | 1         | 100.00  |       |

Student Classification: Mean: 2.00

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 0         | 0.00    |                               |
| Freshman            | 1         | 100.00  | 400                           |
| Sophomore           | 0         | 0.00    | 100                           |
| Other               | 0         | 0.00    | 80                            |
|                     |           |         | 60<br>40<br>20                |
|                     |           |         | 0                             |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 1         | 100.00  |                               |
| Total               | 1         | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 1         | 100.00  |        |
| No          | 0         | 0.00    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         |        |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
|             | T .       |         |        |
| Total Valid | 1         | 100.00  |        |
| Total       | 1         | 100.00  |        |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

(Terrell,Internet Video Other Distance ED Medium)

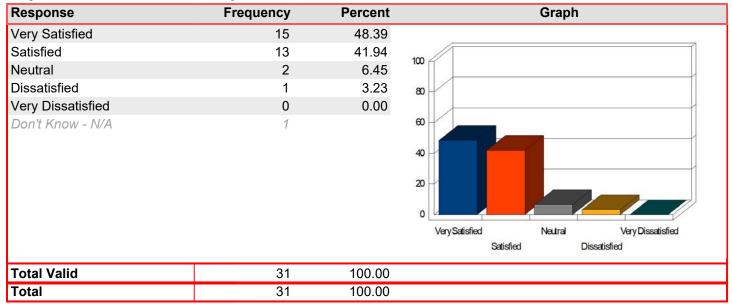
#### Registration & Admissions - Assistance of staff

Mean: 4.45

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 17        | 54.84   |   |
| Satisfied         | 11        | 35.48   |   |
| Neutral           | 3         | 9.68    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 31        | 100.00  |   |
| Total             | 31        | 100.00  |   |

#### Registration & Admissions - Friendliness of staff

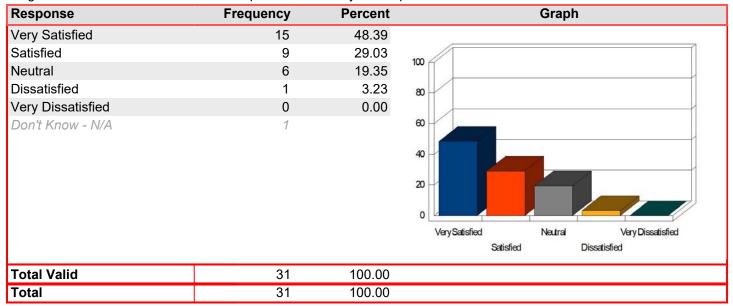
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 16        | 51.61   |   |
| Satisfied         | 13        | 41.94   | 100   |
| Neutral           | 2         | 6.45    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 31        | 100.00  |   |
| Total             | 31        | 100.00  |   |



## Registration & Admissions - Staff helped me understand the registration process

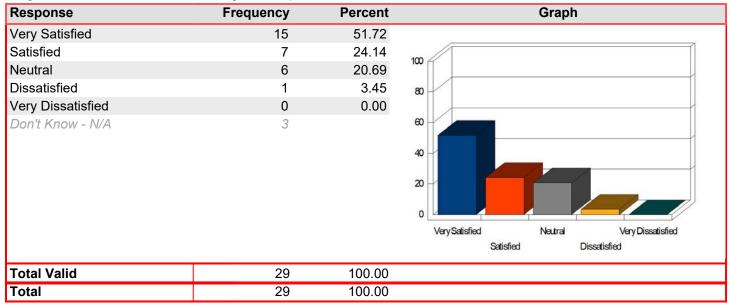
Mean: 4.13

| <u> </u>          | •         |         | •   |
|-------------------|-----------|---------|---|
| Response          | Frequency | Percent | Graph   |
| Very Satisfied    | 15        | 48.39   |   |
| Satisfied         | 8         | 25.81   | 4m  |
| Neutral           | 6         | 19.35   | 100   |
| Dissatisfied      | 1         | 3.23    | 80  |
| Very Dissatisfied | 1         | 3.23    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 31        | 100.00  |   |
| Total             | 31        | 100.00  |   |
|                   |           |         |   |



## Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 17        | 54.84   |  |
| Satisfied         | 8         | 25.81   | 100  |
| Neutral           | 5         | 16.13   |  |
| Dissatisfied      | 1         | 3.23    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 31        | 100.00  |  |
| Total             | 31        | 100.00  |  |



## Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 17        | 56.67   |  |
| Satisfied         | 11        | 36.67   | 100  |
| Neutral           | 2         | 6.67    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 30        | 100.00  |  |
| Total             | 30        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 15        | 50.00   |   |
| Satisfied         | 12        | 40.00   | 100   |
| Neutral           | 3         | 10.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 30        | 100.00  |   |
| Total             | 30        | 100.00  |   |

# Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 41.94   |  |
| Satisfied         | 11        | 35.48   | 100  |
| Neutral           | 5         | 16.13   |  |
| Dissatisfied      | 1         | 3.23    | 80   |
| Very Dissatisfied | 1         | 3.23    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 31        | 100.00  |  |
| Total             | 31        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 51.85   |  |
| Satisfied         | 8         | 29.63   | 100  |
| Neutral           | 2         | 7.41    |  |
| Dissatisfied      | 1         | 3.70    | 80   |
| Very Dissatisfied | 2         | 7.41    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |  |
| Total             | 27        | 100.00  |  |

Financial Aid - Friendliness of staff

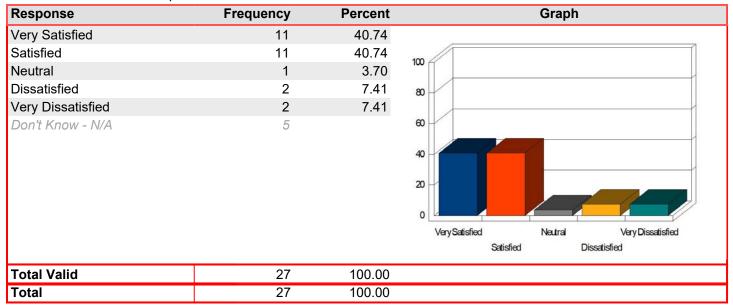
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 11        | 40.74   |  |
| Satisfied         | 12        | 44.44   | 100  |
| Neutral           | 3         | 11.11   |  |
| Dissatisfied      | 1         | 3.70    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |  |
| Total             | 27        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 16        | 59.26   |   |
| Satisfied         | 6         | 22.22   | 100   |
| Neutral           | 4         | 14.81   |   |
| Dissatisfied      | 1         | 3.70    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 5         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |   |
| Total             | 27        | 100.00  |   |

## Financial Aid - Information received is accurate

Mean: 4.07

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 12        | 44.44   |   |
| Satisfied         | 10        | 37.04   | 100   |
| Neutral           | 2         | 7.41    |   |
| Dissatisfied      | 1         | 3.70    | 80  |
| Very Dissatisfied | 2         | 7.41    |   |
| Don't Know - N/A  | 5         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |   |
| Total             | 27        | 100.00  |   |



Financial Aid - Financial aid process

Mean: 3.89

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 37.04   |  |
| Satisfied         | 10        | 37.04   | 100  |
| Neutral           | 3         | 11.11   | 100  |
| Dissatisfied      | 2         | 7.41    | 80   |
| Very Dissatisfied | 2         | 7.41    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |  |
| Total             | 27        | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.13

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 41.67   |  |
| Satisfied         | 9         | 37.50   | 100  |
| Neutral           | 3         | 12.50   |  |
| Dissatisfied      | 2         | 8.33    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 8         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 24        | 100.00  |  |
| Total             | 24        | 100.00  |  |

Financial Aid - Assistance for Veteran benefits

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 37.50   |  |
| Satisfied         | 5         | 31.25   | 100  |
| Neutral           | 4         | 25.00   |  |
| Dissatisfied      | 1         | 6.25    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 16        |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                                     |
|                   |           |         | Calisira Dissalsira  |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.22

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 11        | 47.83   |   |
| Satisfied         | 7         | 30.43   | 100   |
| Neutral           | 4         | 17.39   |   |
| Dissatisfied      | 1         | 4.35    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 9         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 23        | 100.00  |   |
| Total             | 23        | 100.00  |   |

#### Financial Aid - Website information

Mean: 4.16

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 11        | 44.00   |   |
| Satisfied         | 8         | 32.00   | 100   |
| Neutral           | 5         | 20.00   |   |
| Dissatisfied      | 1         | 4.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 7         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 25        | 100.00  |   |
| Total             | 25        | 100.00  |   |

## Guidance/Counseling - Assistance of staff

Mean: 4.24

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 14        | 48.28   |   |
| Satisfied         | 9         | 31.03   | 100   |
| Neutral           | 5         | 17.24   |   |
| Dissatisfied      | 1         | 3.45    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | Very Satisfied  Neutral Very Dissatisfied  Satisfied Dissatisfied |
| Total Valid       | 29        | 100.00  |   |
| Total             | 29        | 100.00  |   |

# Guidance/Counseling - Friendliness of staff

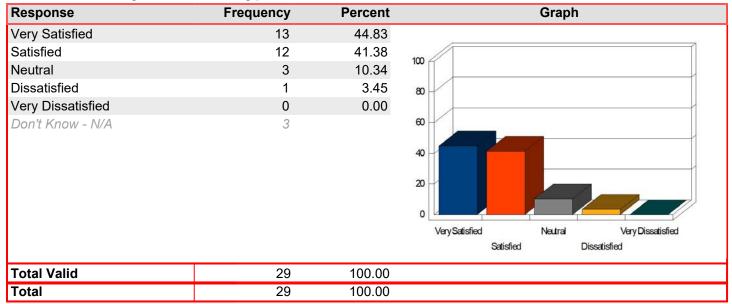
Mean: 4.39

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 50.00   |  |
| Satisfied         | 11        | 39.29   | 100  |
| Neutral           | 3         | 10.71   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 28        | 100.00  |  |
| Total             | 28        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 46.67   |  |
| Satisfied         | 12        | 40.00   | 100  |
| Neutral           | 3         | 10.00   |  |
| Dissatisfied      | 1         | 3.33    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 30        | 100.00  |  |
| Total             | 30        | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 44.83   |  |
| Satisfied         | 10        | 34.48   | 100  |
| Neutral           | 5         | 17.24   |  |
| Dissatisfied      | 1         | 3.45    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 29        | 100.00  |  |
| Total             | 29        | 100.00  |  |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 48.28   |  |
| Satisfied         | 10        | 34.48   | 100  |
| Neutral           | 3         | 10.34   |  |
| Dissatisfied      | 1         | 3.45    | 80   |
| Very Dissatisfied | 1         | 3.45    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 29        | 100.00  |  |
| Total             | 29        | 100.00  |  |

## Guidance/Counseling - Website information

Mean: 4.21

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 48.28   |  |
| Satisfied         | 10        | 34.48   | 100  |
| Neutral           | 3         | 10.34   |  |
| Dissatisfied      | 1         | 3.45    | 80   |
| Very Dissatisfied | 1         | 3.45    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 29        | 100.00  |  |
| Total             | 29        | 100.00  |  |

#### Business Office/Cashier - Assistance of staff

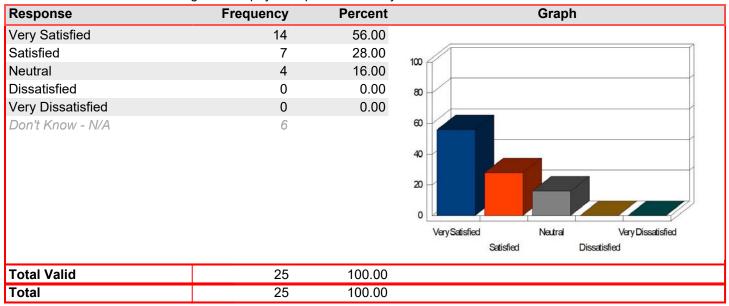
Mean: 4.38

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 53.85   |  |
| Satisfied         | 8         | 30.77   | 100  |
| Neutral           | 4         | 15.38   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 26        | 100.00  |  |
| Total             | 26        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 13        | 52.00   |   |
| Satisfied         | 9         | 36.00   | 100   |
| Neutral           | 3         | 12.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 6         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 25        | 100.00  |   |
| Total             | 25        | 100.00  |   |

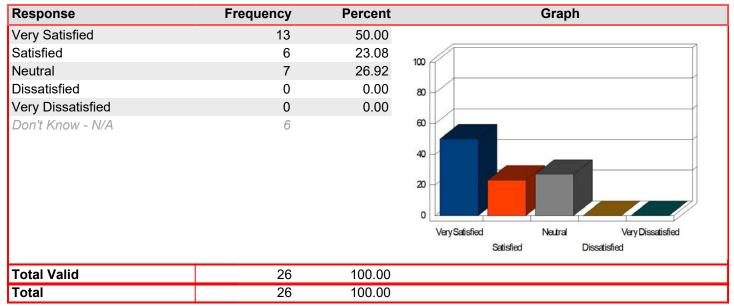
# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 53.85   |  |
| Satisfied         | 9         | 34.62   | 100  |
| Neutral           | 3         | 11.54   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 26        | 100.00  |  |
| Total             | 26        | 100.00  |  |



#### Business Office/Cashier - Assistance receiving Pell and loan resources

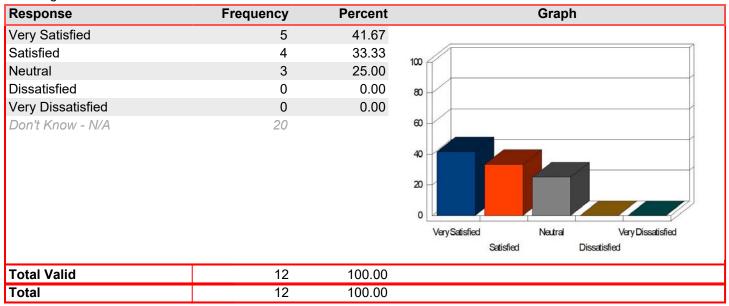
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 56.52   |  |
| Satisfied         | 6         | 26.09   | 100  |
| Neutral           | 4         | 17.39   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 9         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 23        | 100.00  |  |
| Total             | 23        | 100.00  |  |



Tutoring/CAPS - Assistance of staff

Mean: 4.18

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 45.45   |  |
| Satisfied         | 3         | 27.27   | am /   |
| Neutral           | 3         | 27.27   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 21        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 11        | 100.00  |  |
| Total             | 11        | 100.00  |  |



Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 36.36   |  |
| Satisfied         | 4         | 36.36   | 100  |
| Neutral           | 3         | 27.27   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 21        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 11        | 100.00  |  |
| Total             | 11        | 100.00  |  |

Tutoring/CAPS - Documented student disability services

Mean: 4.09

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 36.36   |  |
| Satisfied         | 4         | 36.36   | 100  |
| Neutral           | 3         | 27.27   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 21        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 11        | 100.00  |  |
| Total             | 11        | 100.00  |  |

Tutoring/CAPS - Peer tutoring services

Mean: 4.17

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 41.67   |  |
| Satisfied         | 4         | 33.33   | 100  |
| Neutral           | 3         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 20        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 12        | 100.00  |  |
| Total             | 12        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 59.26   |  |
| Satisfied         | 9         | 33.33   | 100  |
| Neutral           | 2         | 7.41    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |  |
| Total             | 27        | 100.00  |  |

# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 59.26   |  |
| Satisfied         | 8         | 29.63   | 100  |
| Neutral           | 3         | 11.11   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |  |
| Total             | 27        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 59.26   |  |
| Satisfied         | 8         | 29.63   | 100  |
| Neutral           | 3         | 11.11   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |  |
| Total             | 27        | 100.00  |  |

# Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 17        | 62.96   |  |
| Satisfied         | 7         | 25.93   | 100  |
| Neutral           | 2         | 7.41    |  |
| Dissatisfied      | 1         | 3.70    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |  |
| Total             | 27        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 15        | 55.56   |  |
| Satisfied         | 9         | 33.33   | 100  |
| Neutral           | 3         | 11.11   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |  |
| Total             | 27        | 100.00  |  |

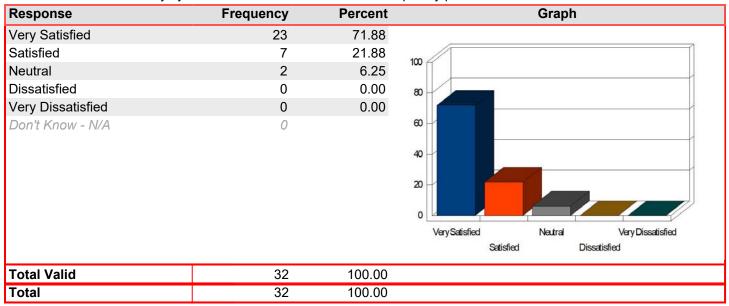
# Instruction - Overall, teachers care about me

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 21        | 65.63   |  |
| Satisfied         | 8         | 25.00   | 100  |
| Neutral           | 2         | 6.25    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 3.13    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 32        | 100.00  |  |
| Total             | 32        | 100.00  |  |

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

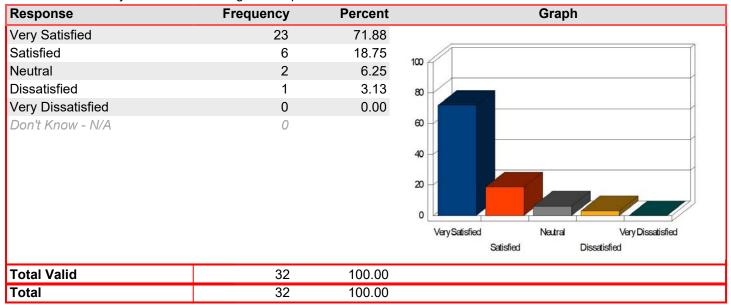
Mean: 4.66



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

Mean: 4.63

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 22        | 68.75   |  |
| Satisfied         | 8         | 25.00   | 100  |
| Neutral           | 2         | 6.25    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 32        | 100.00  |  |
| Total             | 32        | 100.00  |  |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 20        | 66.67   | 349  |
| Satisfied         | 8         | 26.67   | 100  |
| Neutral           | 2         | 6.67    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 30        | 100.00  |  |
| Total             | 30        | 100.00  |  |

## Overall-Student services routinely assisted me

#### Mean: 4.37

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 59.26   |  |
| Satisfied         | 5         | 18.52   | 100  |
| Neutral           | 6         | 22.22   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |  |
| Total             | 27        | 100.00  |  |

# Overall-Access to technology resources was adequate

Mean: 4.40

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 17        | 56.67   |   |
| Satisfied         | 9         | 30.00   | 1m  |
| Neutral           | 3         | 10.00   | 100   |
| Dissatisfied      | 1         | 3.33    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 30        | 100.00  |   |
| Total             | 30        | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 16        | 61.54   |   |
| Satisfied         | 7         | 26.92   | 100   |
| Neutral           | 3         | 11.54   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 6         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 26        | 100.00  |   |
| Total             | 26        | 100.00  |   |

# Overall-Efficiency receiving services

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 16        | 59.26   |   |
| Satisfied         | 6         | 22.22   | 4m  |
| Neutral           | 4         | 14.81   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 3.70    |   |
| Don't Know - N/A  | 4         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 27        | 100.00  |   |
| Total             | 27        | 100.00  |   |

## Overall-Administration is approachable

Mean: 4.42

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 17        | 54.84   |  |
| Satisfied         | 10        | 32.26   | 100  |
| Neutral           | 4         | 12.90   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 31        | 100.00  |  |
| Total             | 31        | 100.00  |  |

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

Mean: 4.43

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 53.33   |  |
| Satisfied         | 11        | 36.67   | -m   |
| Neutral           | 3         | 10.00   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 30        | 100.00  |  |
| Total             | 30        | 100.00  |  |

My gender is: Mean: 1.78

| Response    | Frequency | Percent | Graph                                      |
|-------------|-----------|---------|--|
| Male        | 7         | 21.88   |  |
| Female      | 25        | 78.13   | 100<br>80<br>60<br>40<br>20<br>Male Female |
| Total Valid | 32        | 100.00  |  |
| Total       | 32        | 100.00  |  |

I am enrolled Mean: 1.34

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 19        | 65.52   |   |
| Part-time less than 12 hours | 10        | 34.48   | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 29        | 100.00  |   |
| Total                        | 29        | 100.00  |   |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    |       |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 32        | 100.00  |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 32        | 100.00  | 20    |
| Total Valid                                | 32        | 100.00  |       |
| Total                                      | 32        | 100.00  |       |

My age is: Mean: 2.78

| Decrees     | F         | Davaget | Cranh                       |
|-------------|-----------|---------|-----------------------------|
| Response    | Frequency | Percent | Graph                       |
| Under 18    | 1         | 3.13    |                             |
| 18-21       | 17        | 53.13   | 100                         |
| 22-24       | 6         | 18.75   |                             |
| 25-30       | 5         | 15.63   | 80                          |
| 31-35       | 2         | 6.25    | 60                          |
| 36-50       | 1         | 3.13    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 32        | 100.00  |                             |
| Total       | 32        | 100.00  |                             |

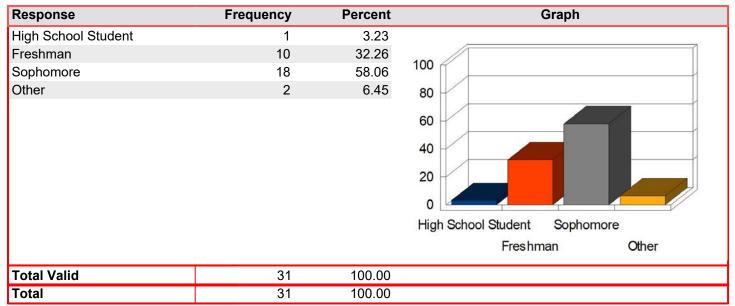
Ethnic Origin Mean: 1.29

| Response               | Frequency | Percent | Graph                           |
|------------------------|-----------|---------|---------------------------------|
| Not Hispanic or Latino | 22        | 70.97   |                                 |
| Hispanic or Latino     | 9         | 29.03   |                                 |
| Unknown                | 0         | 0.00    | Not Hispanic or Latino  Unknown |
|                        |           |         | Hispanic or Latino              |
| Total Valid            | 31        | 100.00  |                                 |
| Total                  | 31        | 100.00  |                                 |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 25        | 83.33   |       |
| Black or African American              | 3         | 10.00   | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 7         | 23.33   | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60_   |
| International                          | 1         | 3.33    | 20    |
| Total Valid                            | 30        | 100.00  |       |
| Total                                  | 30        | 100.00  |       |

Student Classification: Mean: 2.68



## Would you recommend TVCC to a Friend?

Mean: 1.06

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Yes         | 29        | 93.55   |                             |
| No          | 2         | 6.45    |                             |
|             |           |         | 100<br>80<br>60<br>40<br>20 |
|             |           |         | 0                           |
|             |           |         | Yes No                      |
|             |           |         |                             |
| Total Valid | 31        | 100.00  |                             |
| Total       | 31        | 100.00  |                             |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

(Terrell, Kaufman HSC)

#### Registration & Admissions - Assistance of staff

Mean: 4.40

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 40.00   |  |
| Satisfied         | 3         | 60.00   | 1m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |  |
| Total             | 5         | 100.00  |  |

#### Registration & Admissions - Friendliness of staff

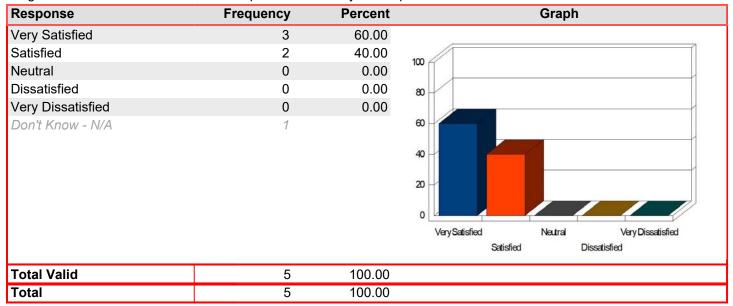
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 60.00   |   |
| Satisfied         | 2         | 40.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |   |
| Total             | 5         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 40.00   |  |
| Satisfied         | 3         | 60.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |  |
| Total             | 5         | 100.00  |  |

## Registration & Admissions - Staff helped me understand the registration process

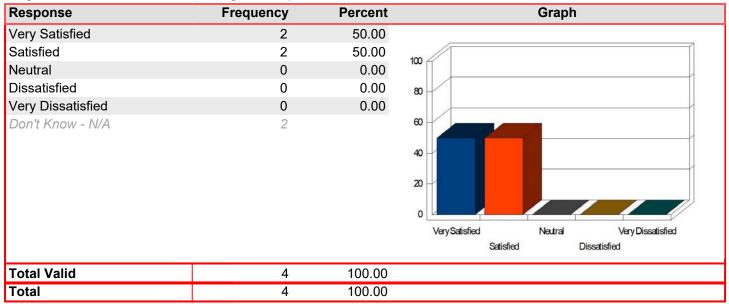
Mean: 4.40

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 40.00   |   |
| Satisfied         | 3         | 60.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |   |
| Total             | 5         | 100.00  |   |



## Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 60.00   |  |
| Satisfied         | 2         | 40.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |  |
| Total             | 5         | 100.00  |  |



## Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 60.00   |  |
| Satisfied         | 2         | 40.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |  |
| Total             | 5         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 60.00   |  |
| Satisfied         | 2         | 40.00   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |  |
| Total             | 5         | 100.00  |  |

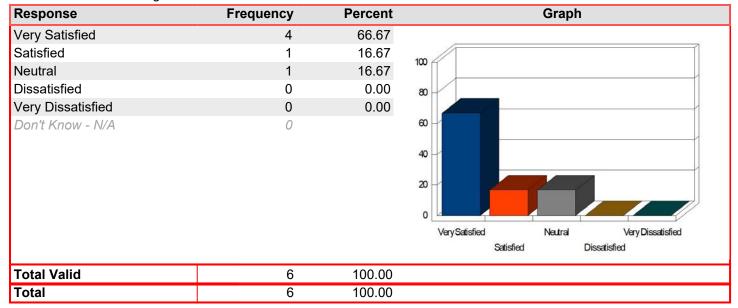
# Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 20.00   |   |
| Satisfied         | 4         | 80.00   | am /  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 5         | 100.00  |   |
| Total             | 5         | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 4         | 66.67   |   |
| Satisfied         | 1         | 16.67   | 100   |
| Neutral           | 1         | 16.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |   |
| Total             | 6         | 100.00  |   |

Financial Aid - Friendliness of staff

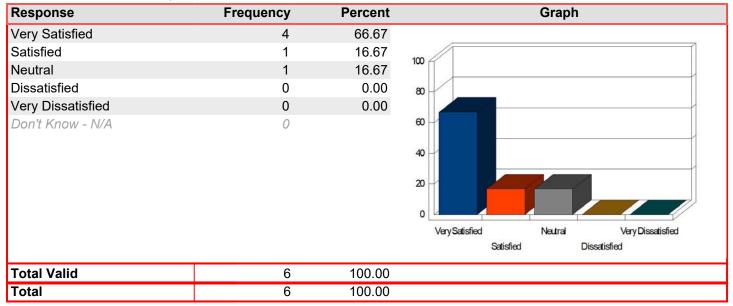
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 4         | 66.67   |   |
| Satisfied         | 1         | 16.67   | 100   |
| Neutral           | 1         | 16.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |   |
| Total             | 6         | 100.00  |   |



Financial Aid - Information received is accurate

Mean: 4.50

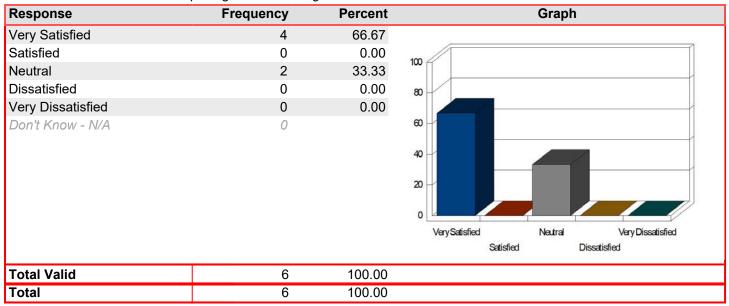
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 66.67   |  |
| Satisfied         | 1         | 16.67   | 100  |
| Neutral           | 1         | 16.67   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |  |
| Total             | 6         | 100.00  |  |



Financial Aid - Financial aid process

Mean: 4.17

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 50.00   |  |
| Satisfied         | 1         | 16.67   | 100  |
| Neutral           | 2         | 33.33   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |  |
| Total             | 6         | 100.00  |  |



Financial Aid - Assistance for Veteran benefits

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 60.00   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 2         | 40.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 5         | 100.00  |   |
| Total             | 5         | 100.00  |   |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.17

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 50.00   |  |
| Satisfied         | 1         | 16.67   | 100  |
| Neutral           | 2         | 33.33   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |  |
| Total             | 6         | 100.00  |  |

#### Financial Aid - Website information

Mean: 4.33

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 50.00   |   |
| Satisfied         | 2         | 33.33   | 100   |
| Neutral           | 1         | 16.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 6         | 100.00  |   |
| Total             | 6         | 100.00  |   |

## Guidance/Counseling - Assistance of staff

Mean: 4.17

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 33.33   |  |
| Satisfied         | 3         | 50.00   | 100  |
| Neutral           | 1         | 16.67   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |  |
| Total             | 6         | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

Mean: 4.33

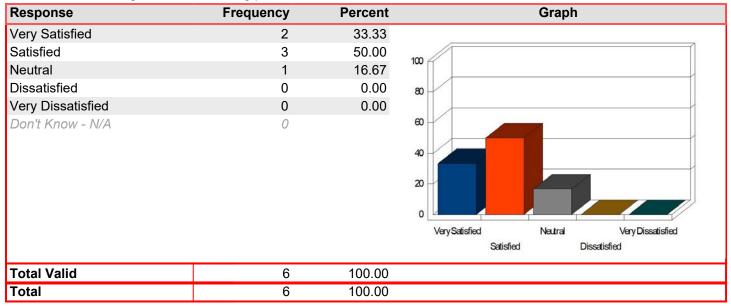
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 50.00   |  |
| Satisfied         | 2         | 33.33   | 100  |
| Neutral           | 1         | 16.67   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |  |
| Total             | 6         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 50.00   |  |
| Satisfied         | 2         | 33.33   | 100  |
| Neutral           | 1         | 16.67   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |  |
| Total             | 6         | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

Mean: 4.17

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 33.33   |   |
| Satisfied         | 3         | 50.00   | 100   |
| Neutral           | 1         | 16.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |   |
| Total             | 6         | 100.00  |   |



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

Mean: 4.17

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 33.33   |   |
| Satisfied         | 3         | 50.00   | 100   |
| Neutral           | 1         | 16.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |   |
| Total             | 6         | 100.00  |   |

## Guidance/Counseling - Website information

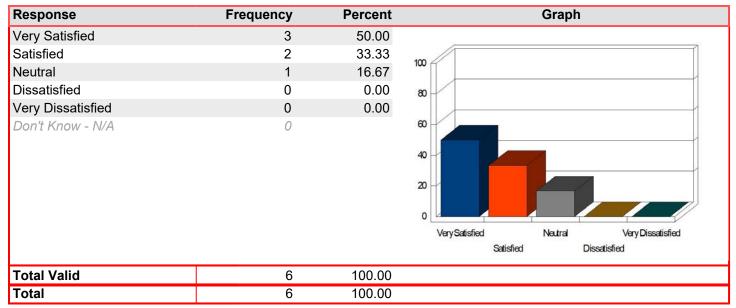
Mean: 4.33

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 50.00   |   |
| Satisfied         | 2         | 33.33   | 100   |
| Neutral           | 1         | 16.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |   |
| Total             | 6         | 100.00  |   |

#### Business Office/Cashier - Assistance of staff

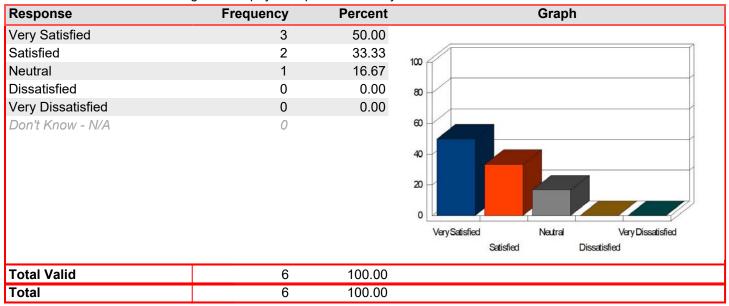
Mean: 4.17

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 33.33   |   |
| Satisfied         | 3         | 50.00   | 100   |
| Neutral           | 1         | 16.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |   |
| Total             | 6         | 100.00  |   |



## Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 50.00   |   |
| Satisfied         | 2         | 33.33   | 100   |
| Neutral           | 1         | 16.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |   |
| Total             | 6         | 100.00  |   |



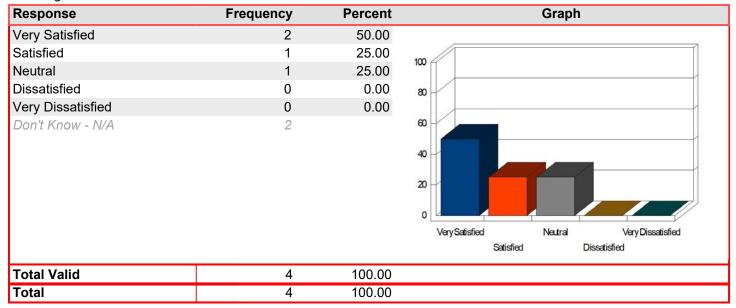
#### Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 50.00   |   |
| Satisfied         | 2         | 33.33   | am /  |
| Neutral           | 1         | 16.67   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |   |
| Total             | 6         | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 50.00   |   |
| Satisfied         | 2         | 33.33   | 100   |
| Neutral           | 1         | 16.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |   |
| Total             | 6         | 100.00  |   |

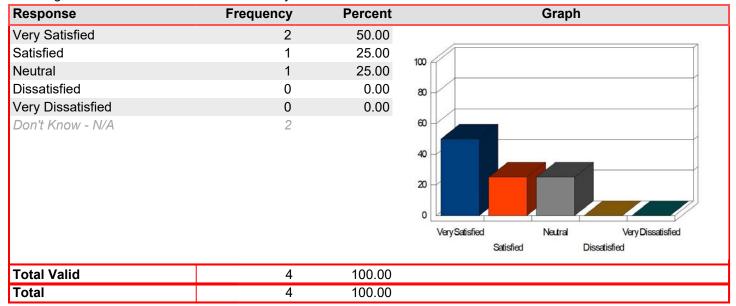
Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 50.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |



## Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 50.00   |   |
| Satisfied         | 1         | 25.00   | 100   |
| Neutral           | 1         | 25.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |



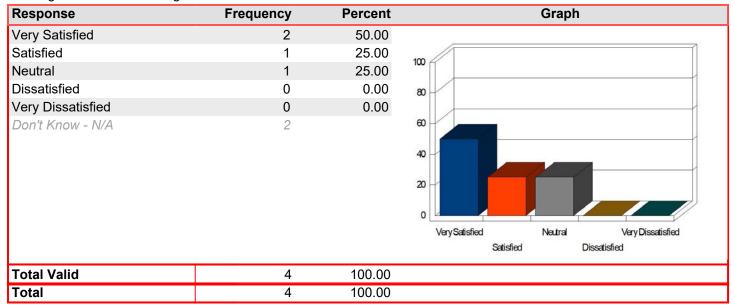
Tutoring/CAPS - Peer tutoring services

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 50.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 50.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

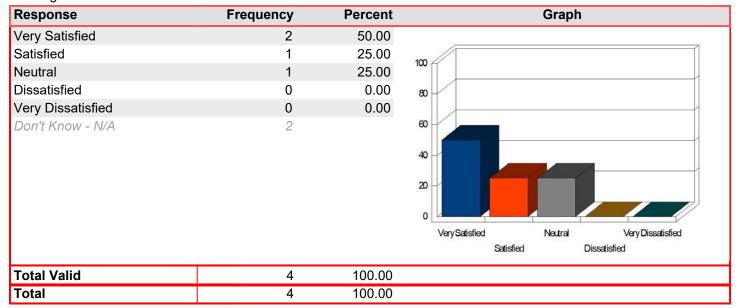
# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 50.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |



## Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 50.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |



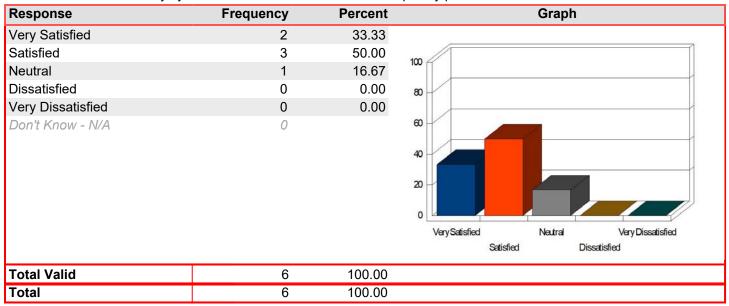
Instruction - Overall, teachers care about me

Mean: 4.17

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 33.33   |  |
| Satisfied         | 3         | 50.00   | 100  |
| Neutral           | 1         | 16.67   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |  |
| Total             | 6         | 100.00  |  |

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

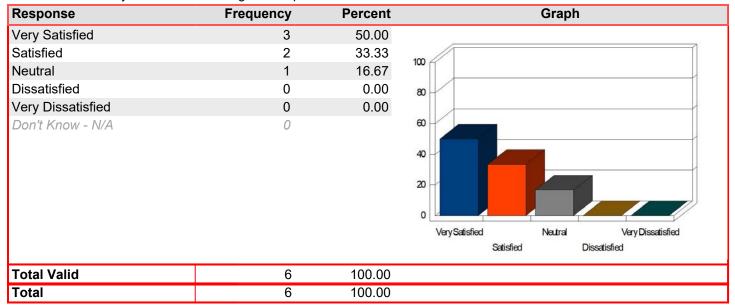
Mean: 4.17



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

Mean: 4.33

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 50.00   |  |
| Satisfied         | 2         | 33.33   | 4m   |
| Neutral           | 1         | 16.67   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |  |
| Total             | 6         | 100.00  |  |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 50.00   |  |
| Satisfied         | 2         | 33.33   | 100  |
| Neutral           | 1         | 16.67   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |  |
| Total             | 6         | 100.00  |  |

## Overall-Student services routinely assisted me

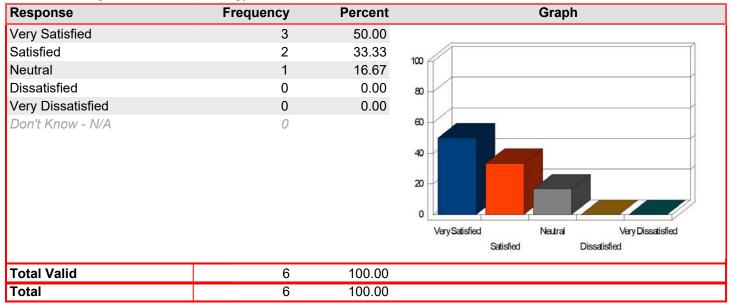
#### Mean: 4.33

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 50.00   |   |
| Satisfied         | 2         | 33.33   | 100   |
| Neutral           | 1         | 16.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |   |
| Total             | 6         | 100.00  |   |

# Overall-Access to technology resources was adequate

Mean: 4.33

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 50.00   |   |
| Satisfied         | 2         | 33.33   | 100   |
| Neutral           | 1         | 16.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |   |
| Total             | 6         | 100.00  |   |

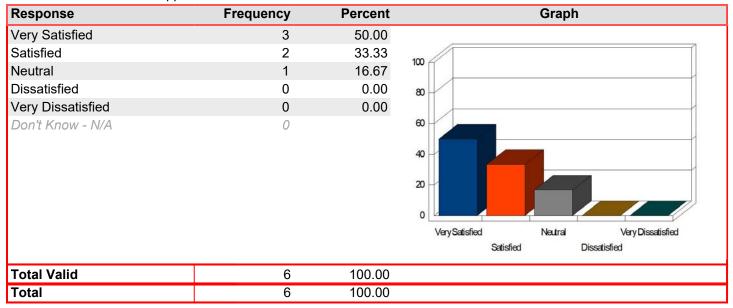


#### Overall-Efficiency receiving services

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 50.00   |  |
| Satisfied         | 2         | 33.33   | 100  |
| Neutral           | 1         | 16.67   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |  |
| Total             | 6         | 100.00  |  |

#### Overall-Administration is approachable

Mean: 4.33



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

Mean: 4.33

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 50.00   |  |
| Satisfied         | 2         | 33.33   | 4m   |
| Neutral           | 1         | 16.67   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 6         | 100.00  |  |
| Total             | 6         | 100.00  |  |

My gender is: Mean: 1.83

| Response    | Frequency | Percent | Graph                                      |
|-------------|-----------|---------|--|
| Male        | 1         | 16.67   |  |
| Female      | 5         | 83.33   | 100<br>80<br>60<br>40<br>20<br>Male Female |
| Total Valid | 6         | 100.00  |  |
| Total       | 6         | 100.00  |  |

I am enrolled Mean: 1.33

| Response                     | Frequency | Percent | Graph  |
|------------------------------|-----------|---------|--|
| Full-time 12 or more hours   | 4         | 66.67   |  |
| Part-time less than 12 hours | 2         | 33.33   | Full-time 12 or more hours  Part-time less than 12 hours |
| Total Valid                  | 6         | 100.00  |  |
| Total                        | 6         | 100.00  |  |

# I take the majority of my classes

### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    | 55    |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 6         | 100.00  |       |
| Kaufman HSC                                | 6         | 100.00  | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 6         | 100.00  |       |
| Total                                      | 6         | 100.00  |       |

My age is: Mean: 3.17

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 3         | 50.00   | 100                         |
| 22-24       | 1         | 16.67   |                             |
| 25-30       | 1         | 16.67   | 80                          |
| 31-35       | 0         | 0.00    | 60                          |
| 36-50       | 1         | 16.67   | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 6         | 100.00  |                             |
| Total       | 6         | 100.00  |                             |

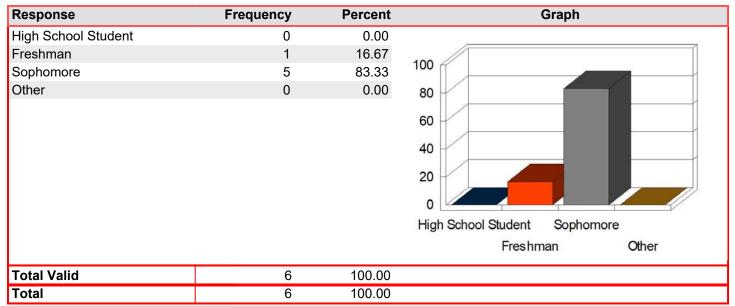
Ethnic Origin Mean: 1.33

| Response               | Frequency | Percent | Graph   |
|------------------------|-----------|---------|---|
| Not Hispanic or Latino | 4         | 66.67   |   |
| Hispanic or Latino     | 2         | 33.33   |   |
| Unknown                | 0         | 0.00    | Not Hispanic or Latino  Hispanic or Latino  Unknown  Hispanic or Latino |
| Total Valid            | 6         | 100.00  | *   |
| Total                  | 6         | 100.00  |   |

Race Mean: 1.00

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 5         | 100.00  | 500   |
| Black or African American              | 0         | 0.00    | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 5         | 100.00  |       |
| Total                                  | 5         | 100.00  |       |

Student Classification: Mean: 2.83



### Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 6         | 100.00  |        |
| No          | 0         | 0.00    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 6         | 100.00  |        |
| Total       | 6         | 100.00  |        |

# **Trinity Valley Community College**

### **Student Satisfaction Survey**

#### 2018

(Terrell, Through Dual Credit)

### Registration & Admissions - Assistance of staff

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 3         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 3         | 100.00  |   |
| Total             | 3         | 100.00  |   |

### Registration & Admissions - Friendliness of staff

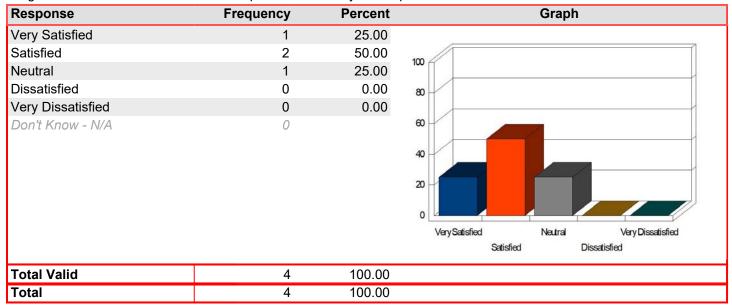
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 33.33   |  |
| Satisfied         | 1         | 33.33   | 100  |
| Neutral           | 1         | 33.33   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 3         | 100.00  |  |
| Total             | 3         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 3         | 100.00  |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 3         | 100.00  |   |
| Total             | 3         | 100.00  |   |

# Registration & Admissions - Staff helped me understand the registration process

Mean: 3.67

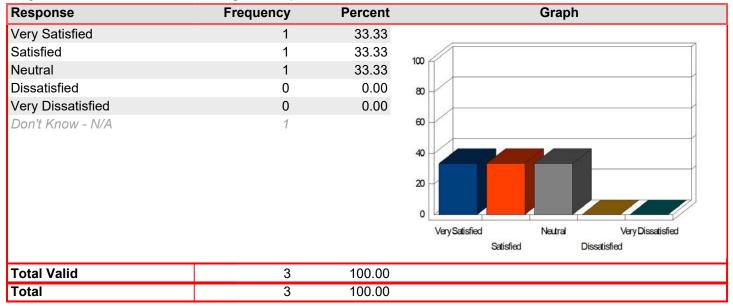
| Frequency | Percent                    | Graph   |
|-----------|----------------------------|---|
| 0         | 0.00                       |   |
| 2         | 66.67                      | 100   |
| 1         | 33.33                      | 100   |
| 0         | 0.00                       | 80  |
| 0         | 0.00                       |   |
|           |                            | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| 3         | 100.00                     |   |
| 3         | 100.00                     |   |
|           | 0<br>2<br>1<br>0<br>0<br>1 | 0 0.00<br>2 66.67<br>1 33.33<br>0 0.00<br>0 0.00<br>1               |



### Registration & Admissions - Information I received was understandable

Mean: 3.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 25.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 2         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |



### Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 1         | 50.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 50.00   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 1         | 50.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

# Registration & Admissions - Website information

Mean: 3.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 25.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 2         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

### Financial Aid - Assistance of staff

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

#### Financial Aid - Friendliness of staff

Mean: 3.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 50.00   | 100  |
| Neutral           | 1         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Financial Aid - Knowledge of staff

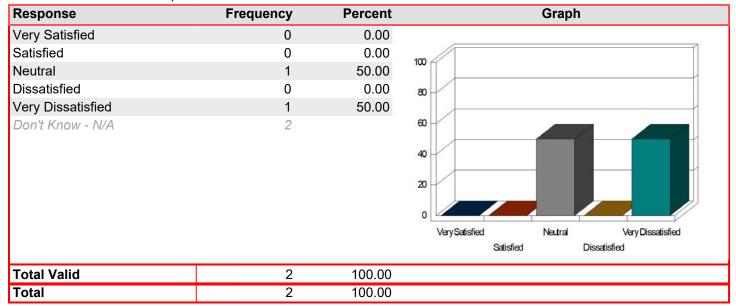
### Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Financial Aid - Information received is accurate

Mean: 2.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 50.00   |  |
| Dissatisfied      | 1         | 50.00   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



Financial Aid - Financial aid process

Mean: 3.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 1.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 100.00  |   |
| Don't Know - N/A  | 3         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Financial Aid - Assistance for Veteran benefits

Mean: 2.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 100.00  | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 2         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

Financial Aid - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Guidance/Counseling - Assistance of staff

Mean: 4.25

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 50.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

Mean: 4.25

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 50.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

# Guidance/Counseling - Knowledge of staff

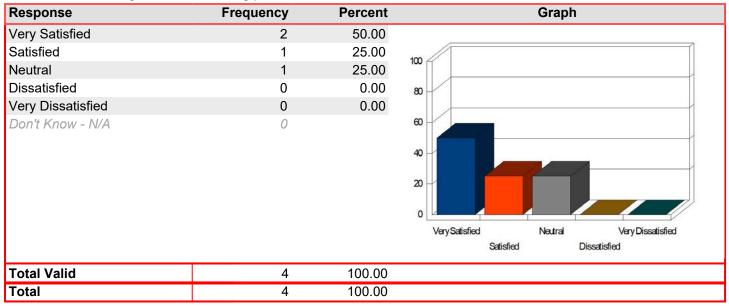
| Mean: 3 |
|---------|
|---------|

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 33.33   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 2         | 66.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  |           |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 3         | 100.00  |   |
| Total             | 3         | 100.00  |   |

# Guidance/Counseling - My problems are resolved effectively

Mean: 3.67

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    | 199   |
| Satisfied         | 2         | 66.67   |   |
| Neutral           | 1         | 33.33   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 3         | 100.00  |   |
| Total             | 3         | 100.00  |   |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 25.00   |  |
| Satisfied         | 2         | 50.00   | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

### Guidance/Counseling - Website information

| Μ | ean: | 3. | 33 |
|---|------|----|----|
|   |      |    |    |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 33.33   | 100   |
| Neutral           | 2         | 66.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 3         | 100.00  |   |
| Total             | 3         | 100.00  |   |

### Business Office/Cashier - Assistance of staff

Mean: 4.25

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 25.00   |   |
| Satisfied         | 3         | 75.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |

### Business Office/Cashier - Friendliness of staff

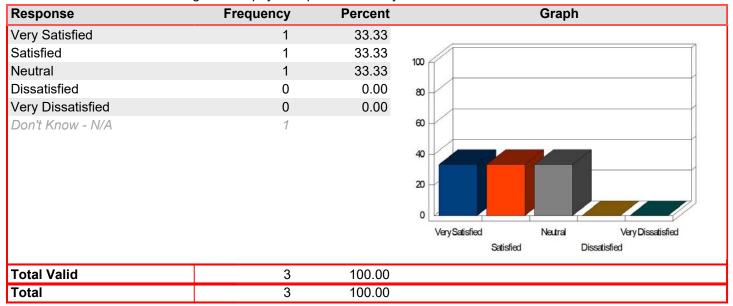
#### Mean: 3.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 25.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 2         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

Mean: 3.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 25.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 2         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |



### Business Office/Cashier - Assistance receiving Pell and loan resources

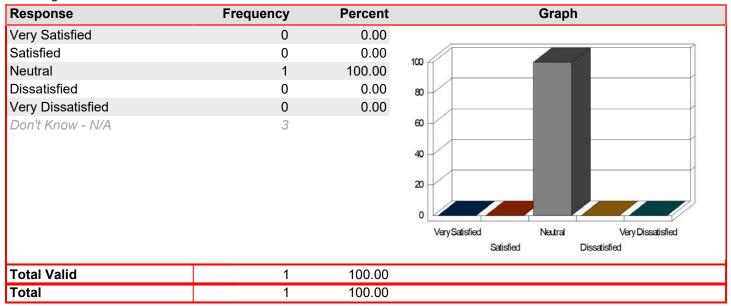
| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 3         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 3         | 100.00  |  |
| Total             | 3         | 100.00  |  |

Tutoring/CAPS - Assistance of staff

Mean: 2.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 1         | 100.00  | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 3         |         | 40 20 0   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |



Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Documented student disability services

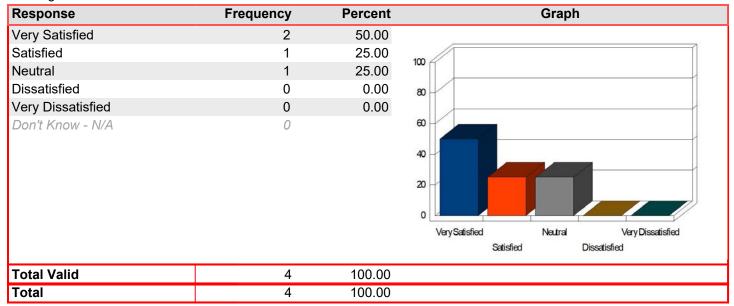
Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Peer tutoring services

Mean: 2.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 100.00  | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
|                   | <u> </u>  |         |  |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 25.00   |  |
| Satisfied         | 2         | 50.00   | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                                     |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 25.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 2         | 50.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

# Testing Services - Testing Center hours are adequate

Mean: 3.33

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 2         | 66.67   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 1         | 33.33   | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 3         | 100.00  |   |
| Total             | 3         | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 33.33   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 1         | 33.33   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 33.33   |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 3         | 100.00  |   |
| Total             | 3         | 100.00  |   |

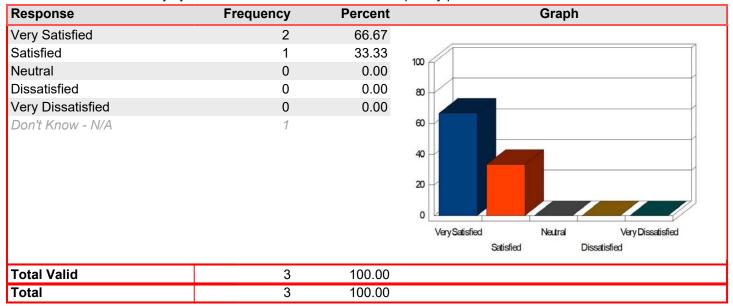
Instruction - Overall, teachers care about me

Mean: 4.25

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 50.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

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

Mean: 4.67



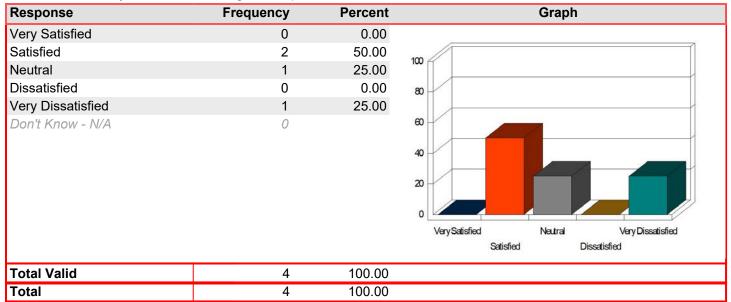
Instruction - Instructors were well-prepared and organized on first class day

Mean: 4.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 50.00   |   |
| Satisfied         | 2         | 50.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |

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





### Instruction - Faculty are available after class and during office hours

Mean: 3.75

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 25.00   |   |
| Satisfied         | 1         | 25.00   | 100   |
| Neutral           | 2         | 50.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |

### Overall-Student services routinely assisted me

#### Mean: 3.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 50.00   |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 1         | 50.00   | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Overall-Access to technology resources was adequate

Mean: 4.75

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 3         | 75.00   |   |
| Satisfied         | 1         | 25.00   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |

### Overall-Training in the use of technology was available

| Mean:   | 3. | 33 |
|---------|----|----|
| Wicuii. | v. |    |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 33.33   | 100   |
| Neutral           | 2         | 66.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 3         | 100.00  |   |
| Total             | 3         | 100.00  |   |

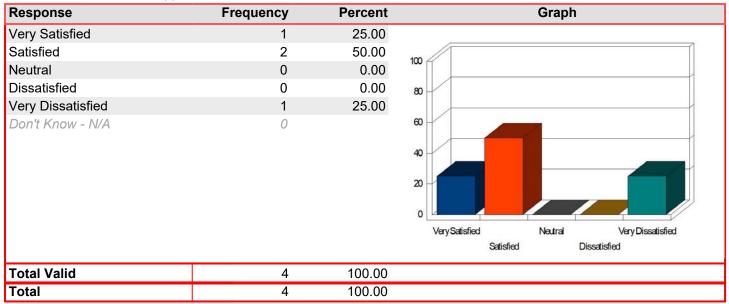
# Overall-Efficiency receiving services

Mean: 3.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 25.00   |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 2         | 50.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 25.00   |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |   |
| Total             | 4         | 100.00  |   |

### Overall-Administration is approachable

#### Mean: 3.50



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

Mean: 3.25

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 25.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 25.00   |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

My gender is: Mean: 1.50

| Response    | Frequency | Percent | Graph                                      |
|-------------|-----------|---------|--|
| Male        | 2         | 50.00   |  |
| Female      | 2         | 50.00   | 100<br>80<br>60<br>40<br>20<br>Male Female |
| Total Valid | 4         | 100.00  |  |
| Total       | 4         | 100.00  |  |

I am enrolled Mean: 1.75

| Response                     | Frequency | Percent | Graph  |
|------------------------------|-----------|---------|--|
| Full-time 12 or more hours   | 1         | 25.00   |  |
| Part-time less than 12 hours | 3         | 75.00   | Full-time 12 or more hours  Part-time less than 12 hours |
| Total Valid                  | 4         | 100.00  |  |
| Total                        | 4         | 100.00  |  |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    | 0.00  |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 4         | 100.00  |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 4         | 100.00  |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 4         | 100.00  |       |
| Total                                      | 4         | 100.00  |       |

My age is: Mean: 1.25

| Response    | Frequency | Percent | Graph                            |
|-------------|-----------|---------|----------------------------------|
| Under 18    | 3         | 75.00   |                                  |
| 18-21       | 1         | 25.00   | 100                              |
| 22-24       | 0         | 0.00    |                                  |
| 25-30       | 0         | 0.00    | 80                               |
| 31-35       | 0         | 0.00    | 00                               |
| 36-50       | 0         | 0.00    | 60                               |
| 51-64       | 0         | 0.00    | 40                               |
| 65 & over   | 0         | 0.00    | 20<br>Under 18 22-24 31-35 51-64 |
|             |           |         |                                  |
|             |           |         | 18-21 25-30 36-50 65 & over      |
| Total Valid | 4         | 100.00  |                                  |
| Total       | 4         | 100.00  |                                  |

Ethnic Origin Mean: 1.50

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 2         | 50.00   |                                |
| Hispanic or Latino     | 2         | 50.00   |                                |
| Unknown                | 0         | 0.00    | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 4         | 100.00  |                                |
| Total                  | 4         | 100.00  |                                |

Race Mean: 2.67

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 2         | 66.67   |       |
| Black or African American              | 0         | 0.00    | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 1         | 33.33   | 20    |
| Total Valid                            | 3         | 100.00  |       |
| Total                                  | 3         | 100.00  |       |

Student Classification: Mean: 1.50

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 3         | 75.00   |                               |
| Freshman            | 0         | 0.00    | 400                           |
| Sophomore           | 1         | 25.00   | 100                           |
| Other               | 0         | 0.00    | 80                            |
|                     |           |         | 60                            |
|                     |           |         | 40                            |
|                     |           |         | 20                            |
|                     |           |         | High School Student Sophomore |
|                     |           |         |                               |
|                     |           |         | Freshman Other                |
| Total Valid         | 4         | 100.00  |                               |
| Total               | 4         | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.25

| Frequency | Percent | Graph                          |
|-----------|---------|--------------------------------|
| 3         | 75.00   |                                |
| 1         | 25.00   |                                |
|           |         | 100                            |
|           |         | 80                             |
|           |         |                                |
|           |         | 60                             |
|           |         | 40                             |
|           |         | 20                             |
|           |         |                                |
|           |         | 0                              |
|           |         | Yes No                         |
| Δ         | 100.00  |                                |
| 4         | 100.00  |                                |
|           | 3 1     | 3 75.00<br>1 25.00<br>4 100.00 |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

(Terrell, Through Dual Credit, Internet Video Other Distance ED Medium)

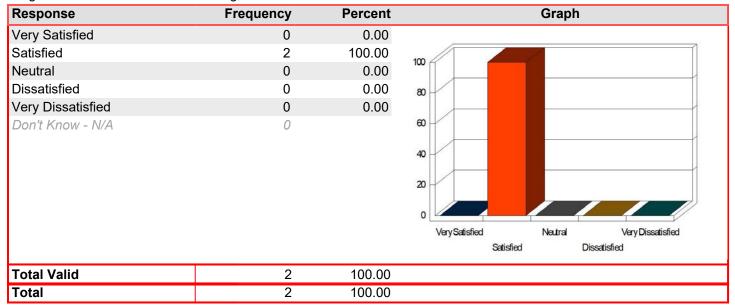
### Registration & Admissions - Assistance of staff

Mean: 4.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 1m                                       |
| Neutral           | 0         | 0.00    | 100                                      |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



### Registration & Admissions - Staff helped me understand the registration process

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Registration & Admissions - Information I received was understandable

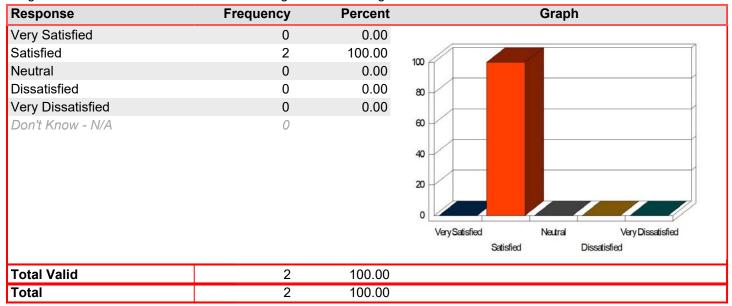
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 40   |
|                   |           |         | 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied<br>Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Registration & Admissions - Face-to-Face registration process

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



### Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 1m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

#### Financial Aid - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Financial Aid - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 4m   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Financial Aid - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                            |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

#### Financial Aid - Information received is accurate

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
| Total Valid       | 0         | 0.00    | Satisfied Dissatisfied                         |
| Total             | 0         | 0.00    |  |

### Financial Aid - Information presented is understandable

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Financial Aid - Financial aid process

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60<br>40<br>20<br>0                      |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Assistance for Veteran benefits

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

#### Financial Aid - Website information

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

### Guidance/Counseling - Assistance of staff

#### Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 2         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

# Guidance/Counseling - Friendliness of staff

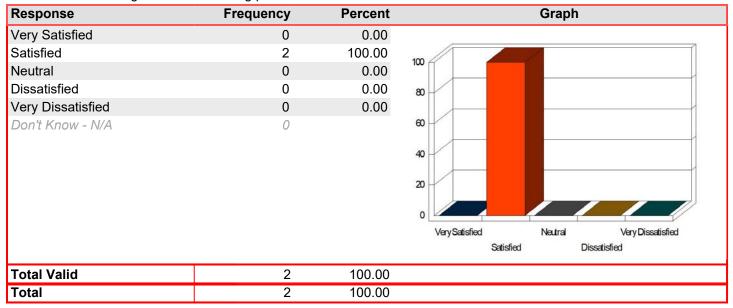
Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 2         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |



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

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 2         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

### Guidance/Counseling - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Business Office/Cashier - Assistance of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100                                      |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20                                    |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

#### Business Office/Cashier - Friendliness of staff

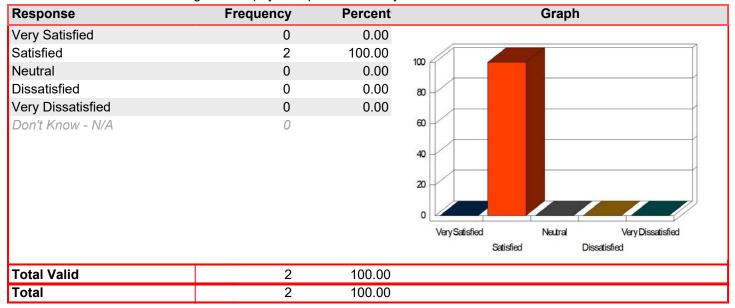
#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 2         | 100.00  | am /  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |



### Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 2         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

Tutoring/CAPS - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Tutoring/CAPS - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Tutoring/CAPS - Knowledge of staff

Mean: -

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | ım /  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |   |
| Total             | 0         | 0.00    |   |

Tutoring/CAPS - Documented student disability services

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60<br>40<br>20<br>0                      |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

Tutoring/CAPS - Peer tutoring services

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Testing Services - Assistance of staff

Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60<br>40<br>20<br>0                      |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Testing Services - Friendliness of staff

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Testing Services - Knowledge of staff

#### Mean: -

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Testing Services - Testing Center hours are adequate

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

### Testing Services - Website information

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 40   |
|                   |           |         | 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied<br>Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Instruction - Overall, teachers care about me

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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



| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 2         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  | 200.000000 - 200.00000000                                       |
| Total             | 2         | 100.00  |   |

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

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

Instruction - Faculty are available after class and during office hours

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100 T  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied<br>Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Overall-Student services routinely assisted me

#### Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

# Overall-Access to technology resources was adequate

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 2         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |   |
| Total             | 2         | 100.00  |   |

### Overall-Training in the use of technology was available

Mean: -

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 0         | 0.00    |  |
| Total             | 0         | 0.00    |  |

# Overall-Efficiency receiving services

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

### Overall-Administration is approachable

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

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

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 2         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 2         | 100.00  |  |
| Total             | 2         | 100.00  |  |

My gender is: Mean: 2.00

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 0         | 0.00    |   |
| Female      | 2         | 100.00  | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 2         | 100.00  |   |
| Total       | 2         | 100.00  |   |

I am enrolled Mean: 2.00

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 0         | 0.00    |   |
| Part-time less than 12 hours | 2         | 100.00  | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 2         | 100.00  |   |
| Total                        | 2         | 100.00  |   |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    |       |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 2         | 100.00  |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 2         | 100.00  |       |
| Internet Video Other Distance<br>ED Medium | 2         | 100.00  | 20    |
| Total Valid                                | 2         | 100.00  |       |
| Total                                      | 2         | 100.00  |       |

My age is: Mean: 1.00

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 2         | 100.00  |                             |
| 18-21       | 0         | 0.00    | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    | 60                          |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 2         | 100.00  |                             |
| Total       | 2         | 100.00  |                             |

Ethnic Origin Mean: -

| Response               | Frequency | Percent | Graph   |
|------------------------|-----------|---------|---|
| Not Hispanic or Latino | 0         | 0.00    |   |
| Hispanic or Latino     | 0         | 0.00    |   |
| Unknown                | 0         | 0.00    | Not Hispanic or Latino Unknown Hispanic or Latino |
| Total Valid            | 0         | 0.00    |   |
| Total                  | 0         | 0.00    |   |

Race Mean: 1.00

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 2         | 100.00  | 500   |
| Black or African American              | 0         | 0.00    | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 2         | 100.00  |       |
| Total                                  | 2         | 100.00  |       |

Student Classification: Mean: 1.00

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 2         | 100.00  |                               |
| Freshman            | 0         | 0.00    | 100                           |
| Sophomore           | 0         | 0.00    | 100                           |
| Other               | 0         | 0.00    | 80                            |
|                     |           |         | 60                            |
|                     |           |         | 40                            |
|                     |           |         | 20                            |
|                     |           |         | 0                             |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 2         | 100.00  |                               |
| Total               | 2         | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Yes         | 2         | 100.00  |                             |
| No          | 0         | 0.00    |                             |
|             |           |         | 100<br>80<br>60<br>40<br>20 |
|             |           |         | Yes No                      |
| Total Valid | 0         | 100.00  |                             |
| Total Valid | 2         | 100.00  |                             |
| Total       | 2         | 100.00  |                             |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

(Through Dual Credit,Internet Video Other Distance ED Medium)

#### Registration & Admissions - Assistance of staff

Mean: 4.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    | 100                                      |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

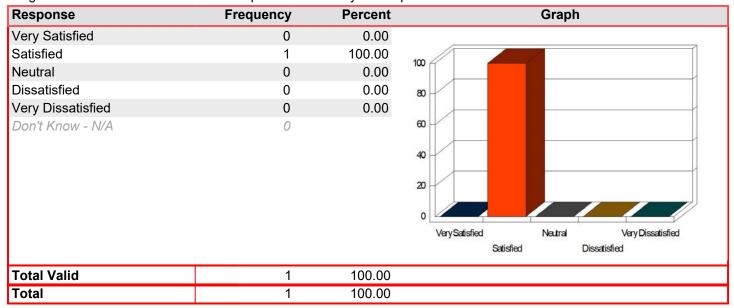
#### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

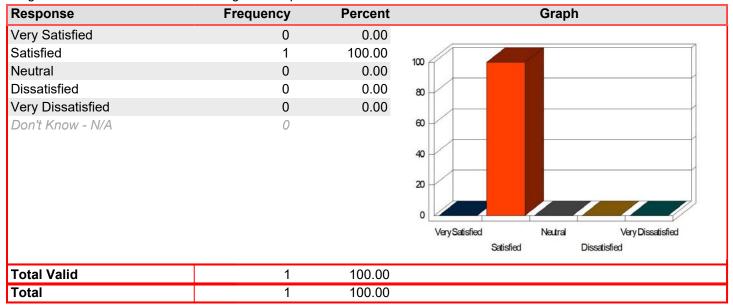
# Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



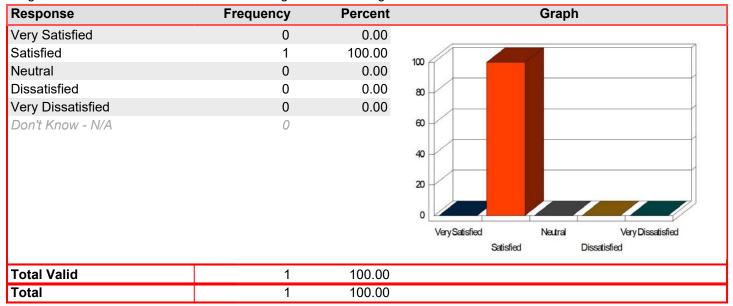
### Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



### Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



# Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 0   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Financial Aid - Friendliness of staff

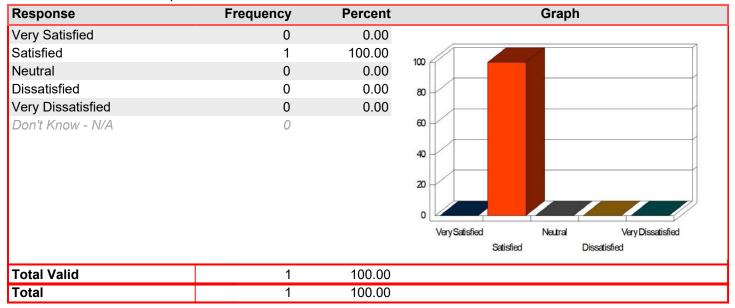
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  | oversom patern 1 - 2007/SQR *C *Curl                            |
| Total             | 1         | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Financial Aid - Information received is accurate

Mean: 4.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



Financial Aid - Financial aid process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 0   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Financial Aid - Assistance for Veteran benefits

Mean: 4.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Financial Aid - Website information

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Guidance/Counseling - Assistance of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

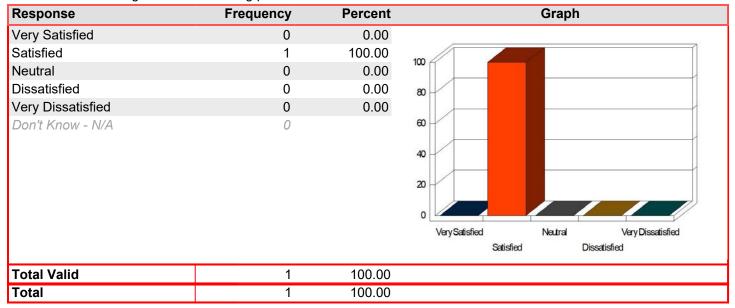
# Guidance/Counseling - Friendliness of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Guidance/Counseling - Website information

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

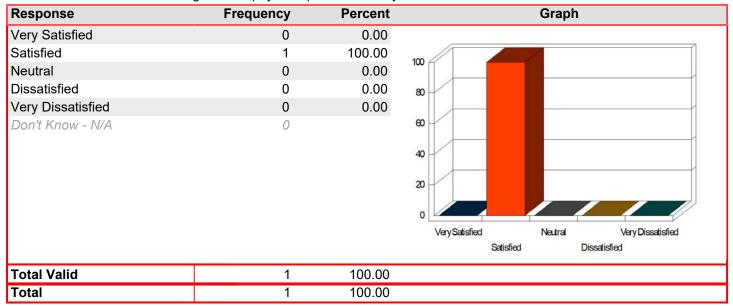
### Business Office/Cashier - Assistance of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



#### Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Documented student disability services

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 0   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Tutoring/CAPS - Peer tutoring services

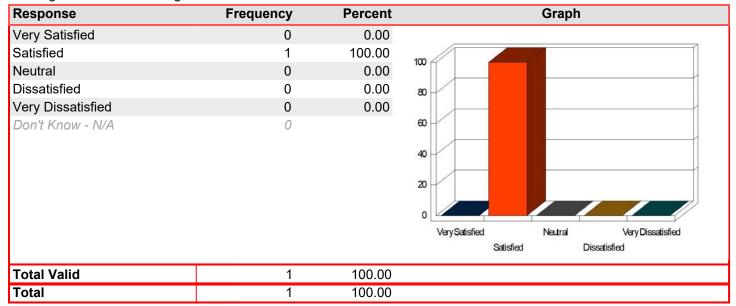
Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  | overcodistant I - valdy operational                             |
| Total             | 1         | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

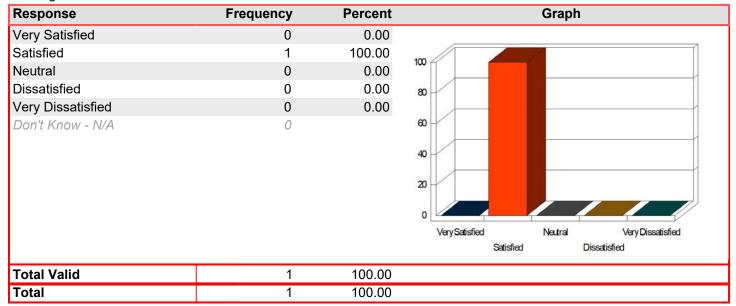
# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



### Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



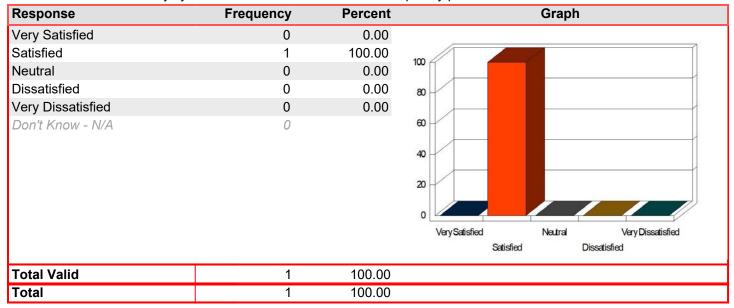
Instruction - Overall, teachers care about me

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  | overcodistant I - valdy operational                             |
| Total             | 1         | 100.00  |   |

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

Mean: 4.00



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

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

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

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 0   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Instruction - Faculty are available after class and during office hours

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 1         | 100.00  | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Overall-Student services routinely assisted me

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

# Overall-Access to technology resources was adequate

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

### Overall-Training in the use of technology was available

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

# Overall-Efficiency receiving services

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

### Overall-Administration is approachable

#### Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 0   |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

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

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 1         | 100.00  | 1m  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

My gender is: Mean: 1.00

| Frequency | Percent | Graph       |
|-----------|---------|-------------|
| 1         | 100.00  |             |
| 0         | 0.00    |             |
|           |         | 100         |
|           |         | 80          |
|           |         | 60          |
|           |         | 40          |
|           |         | 20          |
|           |         | 0           |
|           |         | Male Female |
| 1         | 100.00  |             |
| 1         |         |             |
|           | 1       | 1 100.00    |

I am enrolled Mean: 1.00

| Response                     | Frequency | Percent | Graph                        |
|------------------------------|-----------|---------|------------------------------|
| Full-time 12 or more hours   | 1         | 100.00  |                              |
| Part-time less than 12 hours | 0         | 0.00    |                              |
|                              |           |         | 100                          |
|                              |           |         | 80                           |
|                              |           |         |                              |
|                              |           |         | 60                           |
|                              |           |         | 40                           |
|                              |           |         | 20                           |
|                              |           |         | 0                            |
|                              |           |         | Full-time 12 or more hours   |
|                              |           |         | Part-time less than 12 hours |
| Total Valid                  | 1         | 100.00  |                              |
| Total                        | 1         | 100.00  |                              |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    |       |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 1         | 100.00  |       |
| Internet Video Other Distance<br>ED Medium | 1         | 100.00  | 20    |
| Total Valid                                | 1         | 100.00  |       |
| Total                                      | 1         | 100.00  |       |

My age is: Mean: 6.00

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 0         | 0.00    | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    | 60                          |
| 36-50       | 1         | 100.00  | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 1         | 100.00  |                             |
| Total       | 1         | 100.00  |                             |

Ethnic Origin Mean: 1.00

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 1         | 100.00  |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 0         | 0.00    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 1         | 100.00  |                                |
| Total                  | 1         | 100.00  |                                |

Race Mean: 1.00

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 1         | 100.00  |       |
| Black or African American              | 0         | 0.00    | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 1         | 100.00  |       |
| Total                                  | 1         | 100.00  |       |

Student Classification: Mean: 4.00

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 0         | 0.00    | 72 <u> </u>                   |
| Freshman            | 0         | 0.00    | 100                           |
| Sophomore           | 0         | 0.00    | 100                           |
| Other               | 1         | 100.00  | 80                            |
|                     |           |         | 60                            |
|                     |           |         | 40                            |
|                     |           |         | 20                            |
|                     |           |         | 0                             |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 1         | 100.00  |                               |
| Total               | 1         | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 1         | 100.00  |        |
| No          | 0         | 0.00    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 1         | 100.00  |        |
| Total       | 1         | 100.00  |        |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

2018

Athens

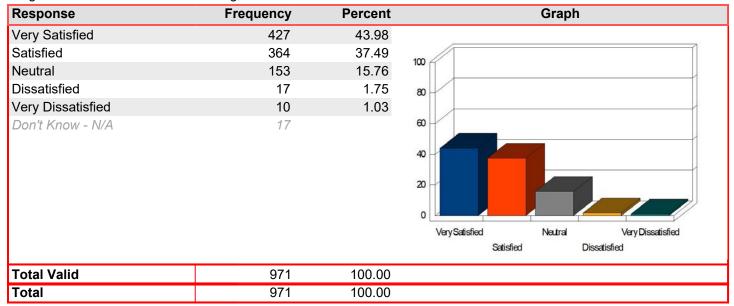
#### Registration & Admissions - Assistance of staff

Mean: 4.28

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 419       | 43.33   |  |
| Satisfied         | 427       | 44.16   | 4m   |
| Neutral           | 103       | 10.65   | 100  |
| Dissatisfied      | 8         | 0.83    | 80   |
| Very Dissatisfied | 10        | 1.03    |  |
| Don't Know - N/A  | 21        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 967       | 100.00  |  |
| Total             | 967       | 100.00  |  |

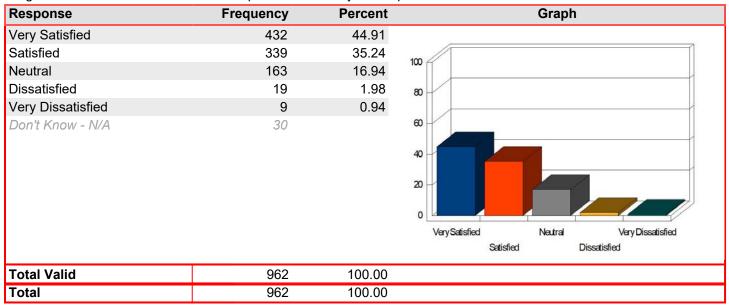
#### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 482       | 49.39   |  |
| Satisfied         | 370       | 37.91   | 100  |
| Neutral           | 104       | 10.66   |  |
| Dissatisfied      | 11        | 1.13    | 80   |
| Very Dissatisfied | 9         | 0.92    |  |
| Don't Know - N/A  | 17        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 976       | 100.00  |  |
| Total             | 976       | 100.00  |  |



### Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 434       | 45.07   |   |
| Satisfied         | 344       | 35.72   | 100   |
| Neutral           | 162       | 16.82   |   |
| Dissatisfied      | 13        | 1.35    | 80  |
| Very Dissatisfied | 10        | 1.04    |   |
| Don't Know - N/A  | 32        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 963       | 100.00  |   |
| Total             | 963       | 100.00  |   |



#### Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 421       | 43.36   |  |
| Satisfied         | 400       | 41.19   | 1m   |
| Neutral           | 129       | 13.29   | 100  |
| Dissatisfied      | 14        | 1.44    | 80   |
| Very Dissatisfied | 7         | 0.72    |  |
| Don't Know - N/A  | 21        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 971       | 100.00  |  |
| Total             | 971       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 322       | 38.29   |  |
| Satisfied         | 283       | 33.65   | 100  |
| Neutral           | 208       | 24.73   |  |
| Dissatisfied      | 23        | 2.73    | 80   |
| Very Dissatisfied | 5         | 0.59    |  |
| Don't Know - N/A  | 149       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 841       | 100.00  |  |
| Total             | 841       | 100.00  |  |

# Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 471       | 50.75   |  |
| Satisfied         | 319       | 34.38   | 1m   |
| Neutral           | 120       | 12.93   | 100  |
| Dissatisfied      | 10        | 1.08    | 80   |
| Very Dissatisfied | 8         | 0.86    |  |
| Don't Know - N/A  | 60        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 928       | 100.00  |  |
| Total             | 928       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 442       | 47.53   |  |
| Satisfied         | 341       | 36.67   | 100  |
| Neutral           | 120       | 12.90   |  |
| Dissatisfied      | 15        | 1.61    | 80   |
| Very Dissatisfied | 12        | 1.29    |  |
| Don't Know - N/A  | 60        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 930       | 100.00  |  |
| Total             | 930       | 100.00  |  |

# Registration & Admissions - Website information

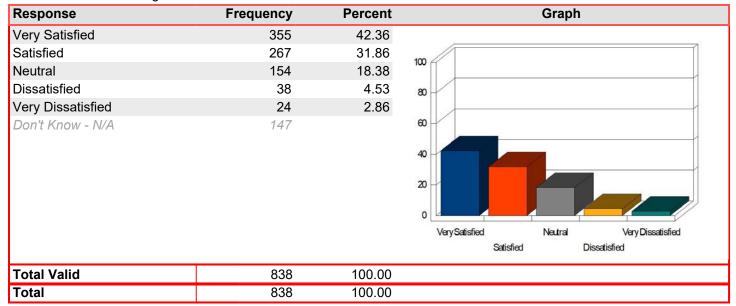
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 357       | 37.19   |  |
| Satisfied         | 348       | 36.25   | am /   |
| Neutral           | 204       | 21.25   | 100  |
| Dissatisfied      | 40        | 4.17    | 80   |
| Very Dissatisfied | 11        | 1.15    |  |
| Don't Know - N/A  | 30        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 960       | 100.00  |  |
| Total             | 960       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 350       | 41.82   |  |
| Satisfied         | 265       | 31.66   | 100  |
| Neutral           | 157       | 18.76   |  |
| Dissatisfied      | 36        | 4.30    | 80   |
| Very Dissatisfied | 29        | 3.46    |  |
| Don't Know - N/A  | 149       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 837       | 100.00  |  |
| Total             | 837       | 100.00  |  |

Financial Aid - Friendliness of staff

Mean: 4.11

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 382       | 45.26   |  |
| Satisfied         | 258       | 30.57   | am /   |
| Neutral           | 143       | 16.94   | 100  |
| Dissatisfied      | 40        | 4.74    | 80   |
| Very Dissatisfied | 21        | 2.49    |  |
| Don't Know - N/A  | 148       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 844       | 100.00  |  |
| Total             | 844       | 100.00  |  |



Financial Aid - Information received is accurate

Mean: 3.98

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 339       | 40.31   |  |
| Satisfied         | 259       | 30.80   | 100  |
| Neutral           | 161       | 19.14   |  |
| Dissatisfied      | 53        | 6.30    | 80   |
| Very Dissatisfied | 29        | 3.45    |  |
| Don't Know - N/A  | 149       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 841       | 100.00  |  |
| Total             | 841       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 330       | 39.33   |  |
| Satisfied         | 286       | 34.09   | 100  |
| Neutral           | 159       | 18.95   |  |
| Dissatisfied      | 36        | 4.29    | 80   |
| Very Dissatisfied | 28        | 3.34    |  |
| Don't Know - N/A  | 147       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 839       | 100.00  |  |
| Total             | 839       | 100.00  |  |

Financial Aid - Financial aid process

Mean: 3.82

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 306       | 37.64   |   |
| Satisfied         | 223       | 27.43   | 4m  |
| Neutral           | 169       | 20.79   | 100   |
| Dissatisfied      | 59        | 7.26    | 80  |
| Very Dissatisfied | 56        | 6.89    |   |
| Don't Know - N/A  | 174       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 813       | 100.00  |   |
| Total             | 813       | 100.00  |   |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.86

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 288       | 36.59   |  |
| Satisfied         | 223       | 28.34   | 100  |
| Neutral           | 192       | 24.40   |  |
| Dissatisfied      | 48        | 6.10    | 80   |
| Very Dissatisfied | 36        | 4.57    |  |
| Don't Know - N/A  | 200       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 787       | 100.00  |  |
| Total             | 787       | 100.00  |  |

#### Financial Aid - Assistance for Veteran benefits

Mean: 3.92

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 231       | 37.08   |  |
| Satisfied         | 161       | 25.84   | 4m   |
| Neutral           | 195       | 31.30   | 100  |
| Dissatisfied      | 24        | 3.85    | 80   |
| Very Dissatisfied | 12        | 1.93    |  |
| Don't Know - N/A  | 363       |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 623       | 100.00  |  |
| Total             | 623       | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.98

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 301       | 38.69   |   |
| Satisfied         | 237       | 30.46   | 100   |
| Neutral           | 184       | 23.65   |   |
| Dissatisfied      | 33        | 4.24    | 80  |
| Very Dissatisfied | 23        | 2.96    |   |
| Don't Know - N/A  | 210       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 778       | 100.00  |   |
| Total             | 778       | 100.00  |   |

#### Financial Aid - Website information

Mean: 3.94

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 299       | 36.78   |   |
| Satisfied         | 244       | 30.01   | 100   |
| Neutral           | 209       | 25.71   |   |
| Dissatisfied      | 45        | 5.54    | 80  |
| Very Dissatisfied | 16        | 1.97    |   |
| Don't Know - N/A  | 177       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 813       | 100.00  |   |
| Total             | 813       | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 414       | 47.37   |  |
| Satisfied         | 314       | 35.93   | 100  |
| Neutral           | 132       | 15.10   |  |
| Dissatisfied      | 8         | 0.92    | 80   |
| Very Dissatisfied | 6         | 0.69    |  |
| Don't Know - N/A  | 120       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 874       | 100.00  |  |
| Total             | 874       | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

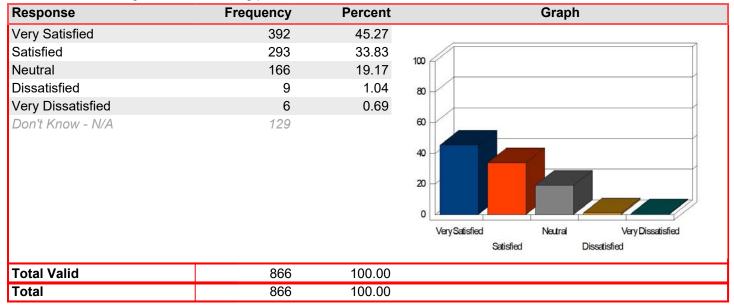
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 435       | 49.77   |  |
| Satisfied         | 303       | 34.67   | 100  |
| Neutral           | 118       | 13.50   |  |
| Dissatisfied      | 14        | 1.60    | 80   |
| Very Dissatisfied | 4         | 0.46    |  |
| Don't Know - N/A  | 122       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 874       | 100.00  |  |
| Total             | 874       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 402       | 46.37   |  |
| Satisfied         | 296       | 34.14   | 100  |
| Neutral           | 145       | 16.72   |  |
| Dissatisfied      | 16        | 1.85    | 80   |
| Very Dissatisfied | 8         | 0.92    |  |
| Don't Know - N/A  | 122       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 867       | 100.00  |  |
| Total             | 867       | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

Mean: 4.19

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 382       | 44.73   |   |
| Satisfied         | 288       | 33.72   | 100   |
| Neutral           | 160       | 18.74   |   |
| Dissatisfied      | 16        | 1.87    | 80  |
| Very Dissatisfied | 8         | 0.94    |   |
| Don't Know - N/A  | 140       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 854       | 100.00  |   |
| Total             | 854       | 100.00  |   |



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

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 393       | 45.91   |   |
| Satisfied         | 304       | 35.51   | am /  |
| Neutral           | 143       | 16.71   | 100   |
| Dissatisfied      | 12        | 1.40    | 80  |
| Very Dissatisfied | 4         | 0.47    |   |
| Don't Know - N/A  | 134       |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 856       | 100.00  |   |
| Total             | 856       | 100.00  |   |

### Guidance/Counseling - Website information

Mean: 4.11

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 343       | 40.78   |   |
| Satisfied         | 280       | 33.29   | 100   |
| Neutral           | 188       | 22.35   |   |
| Dissatisfied      | 24        | 2.85    | 80  |
| Very Dissatisfied | 6         | 0.71    |   |
| Don't Know - N/A  | 154       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 841       | 100.00  |   |
| Total             | 841       | 100.00  |   |

#### Business Office/Cashier - Assistance of staff

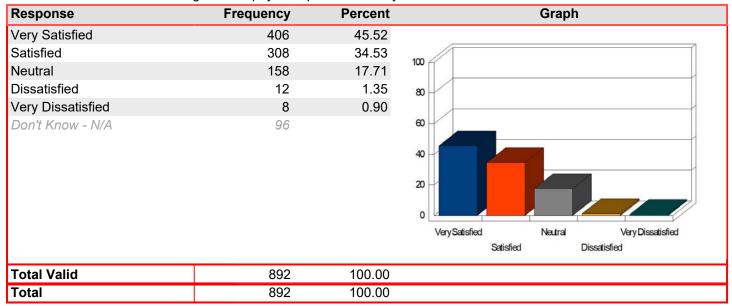
Mean: 4.29

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 421       | 46.78   |   |
| Satisfied         | 338       | 37.56   | 100   |
| Neutral           | 125       | 13.89   |   |
| Dissatisfied      | 13        | 1.44    | 80  |
| Very Dissatisfied | 3         | 0.33    |   |
| Don't Know - N/A  | 86        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 900       | 100.00  |   |
| Total             | 900       | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 439       | 48.40   |  |
| Satisfied         | 324       | 35.72   | 100  |
| Neutral           | 114       | 12.57   |  |
| Dissatisfied      | 21        | 2.32    | 80   |
| Very Dissatisfied | 9         | 0.99    |  |
| Don't Know - N/A  | 83        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 907       | 100.00  |  |
| Total             | 907       | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 414       | 45.85   |   |
| Satisfied         | 328       | 36.32   | 100   |
| Neutral           | 144       | 15.95   |   |
| Dissatisfied      | 13        | 1.44    | 80  |
| Very Dissatisfied | 4         | 0.44    |   |
| Don't Know - N/A  | 83        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 903       | 100.00  |   |
| Total             | 903       | 100.00  |   |



#### Business Office/Cashier - Assistance receiving Pell and loan resources

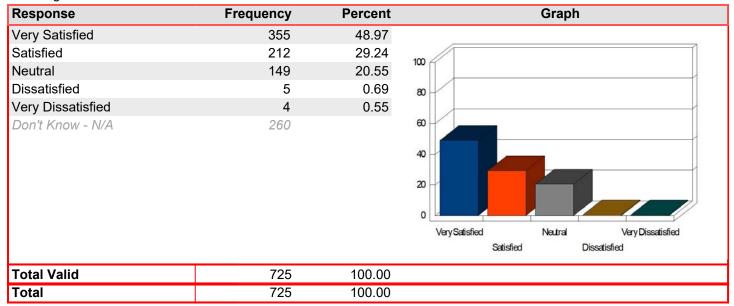
Mean: 4.15

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 358       | 43.93   |   |
| Satisfied         | 259       | 31.78   | 100   |
| Neutral           | 171       | 20.98   |   |
| Dissatisfied      | 13        | 1.60    | 80  |
| Very Dissatisfied | 14        | 1.72    |   |
| Don't Know - N/A  | 174       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 815       | 100.00  |   |
| Total             | 815       | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 338       | 39.21   |  |
| Satisfied         | 301       | 34.92   | 100  |
| Neutral           | 199       | 23.09   |  |
| Dissatisfied      | 16        | 1.86    | 80   |
| Very Dissatisfied | 8         | 0.93    |  |
| Don't Know - N/A  | 126       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 862       | 100.00  |  |
| Total             | 862       | 100.00  |  |

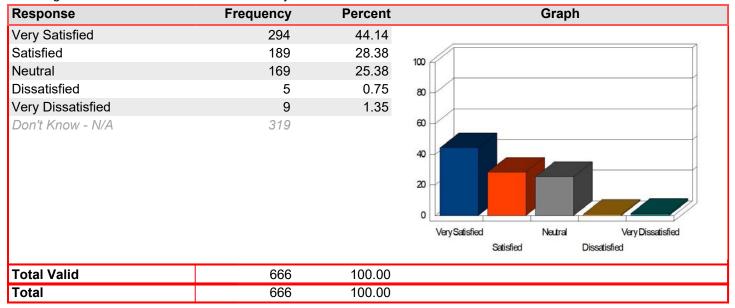
Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 355       | 48.97   |  |
| Satisfied         | 218       | 30.07   | 100  |
| Neutral           | 139       | 19.17   | 100  |
| Dissatisfied      | 8         | 1.10    | 80   |
| Very Dissatisfied | 5         | 0.69    |  |
| Don't Know - N/A  | 264       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 725       | 100.00  |  |
| Total             | 725       | 100.00  |  |



### Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 348       | 48.00   |  |
| Satisfied         | 213       | 29.38   | 100  |
| Neutral           | 146       | 20.14   |  |
| Dissatisfied      | 13        | 1.79    | 80   |
| Very Dissatisfied | 5         | 0.69    |  |
| Don't Know - N/A  | 261       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 725       | 100.00  |  |
| Total             | 725       | 100.00  |  |



Tutoring/CAPS - Peer tutoring services

Mean: 4.19

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 319       | 46.50   |   |
| Satisfied         | 192       | 27.99   | 100   |
| Neutral           | 165       | 24.05   |   |
| Dissatisfied      | 6         | 0.87    | 80  |
| Very Dissatisfied | 4         | 0.58    |   |
| Don't Know - N/A  | 298       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 686       | 100.00  |   |
| Total             | 686       | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 394       | 46.24   |  |
| Satisfied         | 290       | 34.04   | 100  |
| Neutral           | 146       | 17.14   |  |
| Dissatisfied      | 11        | 1.29    | 80   |
| Very Dissatisfied | 11        | 1.29    |  |
| Don't Know - N/A  | 138       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 852       | 100.00  |  |
| Total             | 852       | 100.00  |  |

# Testing Services - Friendliness of staff

Mean: 4.12

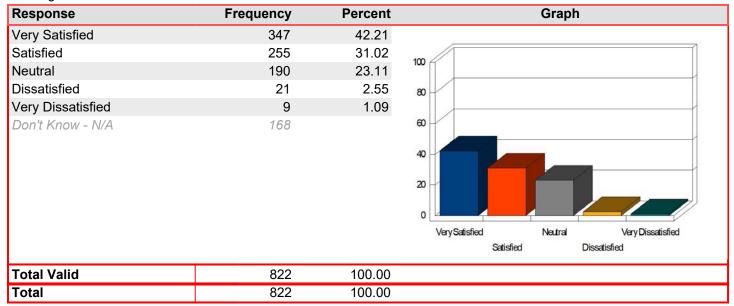
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 378       | 44.26   |  |
| Satisfied         | 266       | 31.15   | 100  |
| Neutral           | 167       | 19.56   |  |
| Dissatisfied      | 24        | 2.81    | 80   |
| Very Dissatisfied | 19        | 2.22    |  |
| Don't Know - N/A  | 135       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 854       | 100.00  |  |
| Total             | 854       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 392       | 45.69   |  |
| Satisfied         | 272       | 31.70   | 100  |
| Neutral           | 170       | 19.81   |  |
| Dissatisfied      | 16        | 1.86    | 80   |
| Very Dissatisfied | 8         | 0.93    |  |
| Don't Know - N/A  | 134       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 858       | 100.00  |  |
| Total             | 858       | 100.00  |  |

# Testing Services - Testing Center hours are adequate

Mean: 4.12

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 365       | 42.84   |   |
| Satisfied         | 277       | 32.51   | 1m  |
| Neutral           | 171       | 20.07   | 100   |
| Dissatisfied      | 28        | 3.29    | 80  |
| Very Dissatisfied | 11        | 1.29    |   |
| Don't Know - N/A  | 140       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 852       | 100.00  |   |
| Total             | 852       | 100.00  |   |



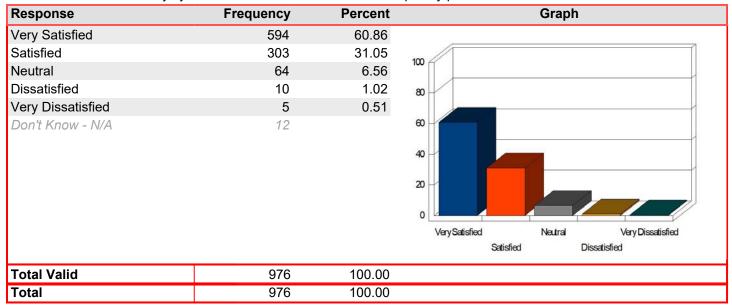
#### Instruction - Overall, teachers care about me

Mean: 4.37

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 516       | 52.65   |  |
| Satisfied         | 344       | 35.10   | 100  |
| Neutral           | 96        | 9.80    |  |
| Dissatisfied      | 15        | 1.53    | 80   |
| Very Dissatisfied | 9         | 0.92    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 980       | 100.00  |  |
| Total             | 980       | 100.00  |  |

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

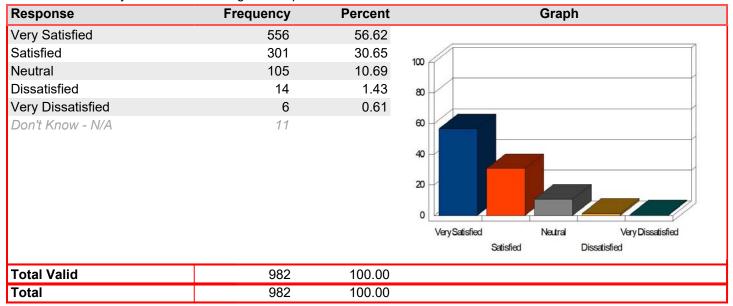
Mean: 4.51



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

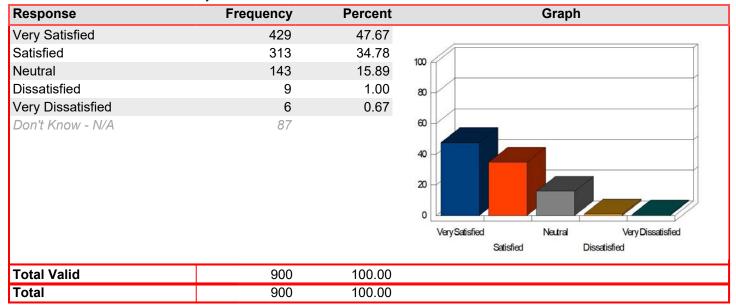
Mean: 4.48

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 574       | 58.69   |  |
| Satisfied         | 310       | 31.70   | -m   |
| Neutral           | 82        | 8.38    | 100  |
| Dissatisfied      | 9         | 0.92    | 80   |
| Very Dissatisfied | 3         | 0.31    |  |
| Don't Know - N/A  | 13        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 978       | 100.00  |  |
| Total             | 978       | 100.00  |  |



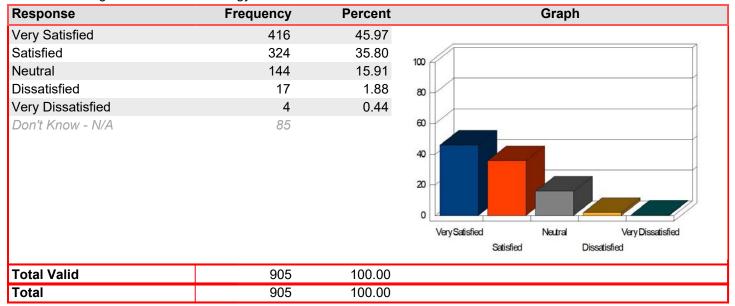
Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 577       | 59.24   |  |
| Satisfied         | 299       | 30.70   | 100  |
| Neutral           | 86        | 8.83    |  |
| Dissatisfied      | 7         | 0.72    | 80   |
| Very Dissatisfied | 5         | 0.51    |  |
| Don't Know - N/A  | 17        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 974       | 100.00  |  |
| Total             | 974       | 100.00  |  |



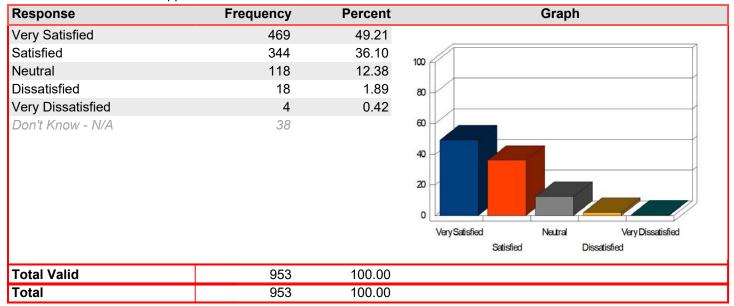
#### Overall-Access to technology resources was adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 500       | 52.52   |  |
| Satisfied         | 332       | 34.87   | 100  |
| Neutral           | 111       | 11.66   |  |
| Dissatisfied      | 5         | 0.53    | 80   |
| Very Dissatisfied | 4         | 0.42    |  |
| Don't Know - N/A  | 38        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 952       | 100.00  |  |
| Total             | 952       | 100.00  |  |



#### Overall-Efficiency receiving services

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 433       | 46.46   |   |
| Satisfied         | 350       | 37.55   | 100   |
| Neutral           | 131       | 14.06   |   |
| Dissatisfied      | 13        | 1.39    | 80  |
| Very Dissatisfied | 5         | 0.54    |   |
| Don't Know - N/A  | 56        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 932       | 100.00  |   |
| Total             | 932       | 100.00  |   |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 471       | 49.01   |  |
| Satisfied         | 307       | 31.95   | 4m   |
| Neutral           | 153       | 15.92   | 100  |
| Dissatisfied      | 19        | 1.98    | 80   |
| Very Dissatisfied | 11        | 1.14    |  |
| Don't Know - N/A  | 32        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 961       | 100.00  |  |
| Total             | 961       | 100.00  |  |

My gender is: Mean: 1.52

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 478       | 48.09   | 7   |
| Female      | 516       | 51.91   | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 994       | 100.00  |   |
| Total       | 994       | 100.00  |   |

I am enrolled Mean: 1.20

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 759       | 79.64   |   |
| Part-time less than 12 hours | 194       | 20.36   | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 953       | 100.00  |   |
| Total                        | 953       | 100.00  |   |

# I take the majority of my classes

#### Mean: 1.00

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 1000      | 100.00  |       |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 1000      | 100.00  |       |
| Total                                      | 1000      | 100.00  |       |

My age is: Mean: 2.23

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 148       | 15.13   |                             |
| 18-21       | 667       | 68.20   | 100                         |
| 22-24       | 59        | 6.03    |                             |
| 25-30       | 42        | 4.29    | 80                          |
| 31-35       | 24        | 2.45    |                             |
| 36-50       | 32        | 3.27    | 60                          |
| 51-64       | 6         | 0.61    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 978       | 100.00  |                             |
| Total       | 978       | 100.00  |                             |

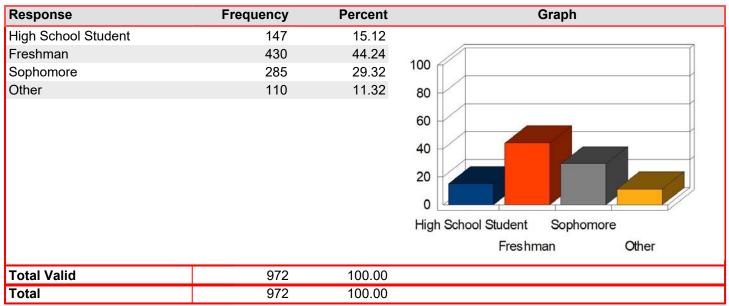
Ethnic Origin Mean: 1.36

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 678       | 70.85   |                                |
| Hispanic or Latino     | 212       | 22.15   |                                |
| Unknown                | 67        | 7.00    | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 957       | 100.00  |                                |
| Total                  | 957       | 100.00  |                                |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 667       | 71.03   |       |
| Black or African American              | 239       | 25.45   | 100   |
| Asian                                  | 27        | 2.88    |       |
| American Indian or Alaskan<br>Native   | 38        | 4.05    | 80    |
| Native Hawaiian or Pacific<br>Islander | 9         | 0.96    | 60    |
| International                          | 30        | 3.19    |       |
|  |           |         | 20    |
| Total Valid                            | 939       | 100.00  |       |
| Total                                  | 939       | 100.00  |       |

Student Classification: Mean: 2.37



#### Would you recommend TVCC to a Friend?

Mean: 1.06

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 917       | 93.76   |        |
| No          | 61        | 6.24    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 978       | 100.00  |        |
| Total       | 978       | 100.00  |        |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

2018

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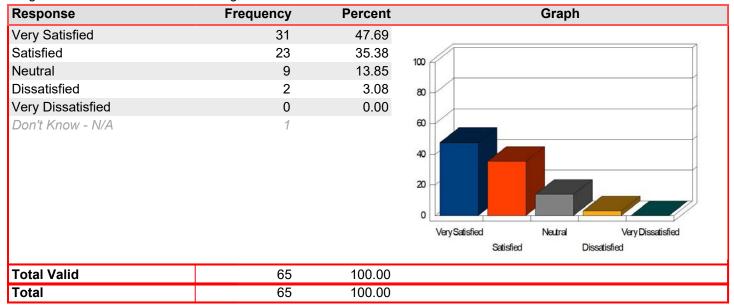
#### Registration & Admissions - Assistance of staff

Mean: 4.23

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 25        | 38.46   |   |
| Satisfied         | 33        | 50.77   | 100   |
| Neutral           | 5         | 7.69    |   |
| Dissatisfied      | 1         | 1.54    | 80  |
| Very Dissatisfied | 1         | 1.54    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 65        | 100.00  |   |
| Total             | 65        | 100.00  |   |

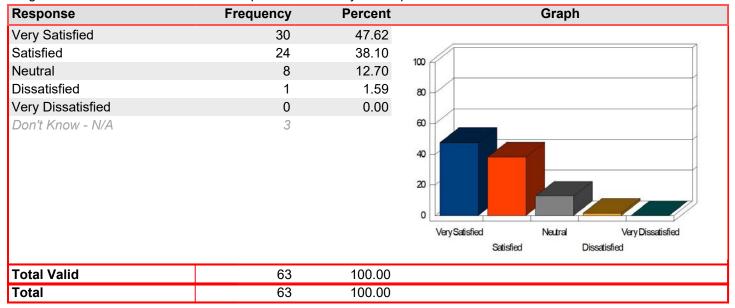
#### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 32        | 48.48   |   |
| Satisfied         | 26        | 39.39   | 100   |
| Neutral           | 6         | 9.09    |   |
| Dissatisfied      | 1         | 1.52    | 80  |
| Very Dissatisfied | 1         | 1.52    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 66        | 100.00  |   |
| Total             | 66        | 100.00  |   |



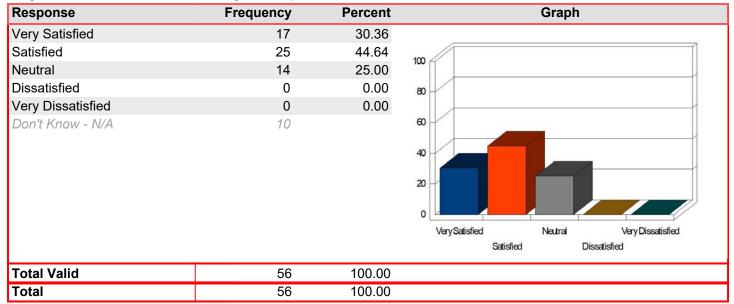
#### Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 31        | 48.44   |  |
| Satisfied         | 20        | 31.25   | 4m   |
| Neutral           | 11        | 17.19   | 100  |
| Dissatisfied      | 2         | 3.13    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 64        | 100.00  |  |
| Total             | 64        | 100.00  |  |



### Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 27        | 40.91   |   |
| Satisfied         | 26        | 39.39   | 100   |
| Neutral           | 13        | 19.70   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 1         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 66        | 100.00  |   |
| Total             | 66        | 100.00  |   |



# Registration & Admissions - Face-to-Face registration process

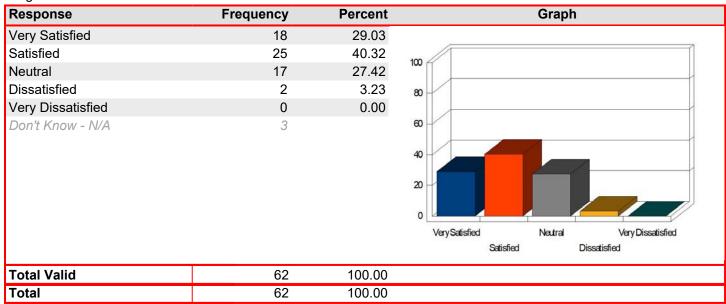
Mean: 4.18

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 25        | 40.32   |  |
| Satisfied         | 25        | 40.32   | 100  |
| Neutral           | 10        | 16.13   |  |
| Dissatisfied      | 2         | 3.23    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 62        | 100.00  |  |
| Total             | 62        | 100.00  |  |

| Response   | Frequency                     | Percent                                 | Graph  |
|--|-------------------------------|---|--|
| Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied Don't Know - N/A | 25<br>19<br>17<br>1<br>0<br>4 | 40.32<br>30.65<br>27.42<br>1.61<br>0.00 | 100 80 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid  | 62                            | 100.00                                  |  |
| Total  | 62                            | 100.00                                  |  |

### Registration & Admissions - Website information

Mean: 3.95



| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 20        | 43.48   |   |
| Satisfied         | 16        | 34.78   | 100   |
| Neutral           | 7         | 15.22   |   |
| Dissatisfied      | 2         | 4.35    | 80  |
| Very Dissatisfied | 1         | 2.17    |   |
| Don't Know - N/A  | 17        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 46        | 100.00  |   |
| Total             | 46        | 100.00  |   |

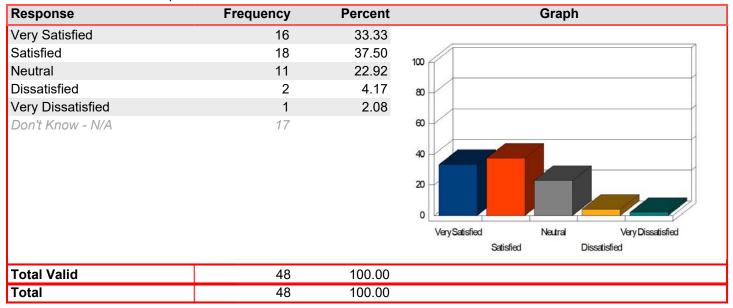
#### Financial Aid - Friendliness of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 19        | 38.78   |   |
| Satisfied         | 16        | 32.65   | -m  |
| Neutral           | 10        | 20.41   | 100   |
| Dissatisfied      | 3         | 6.12    | 80  |
| Very Dissatisfied | 1         | 2.04    |   |
| Don't Know - N/A  | 17        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 49        | 100.00  |   |
| Total             | 49        | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 20        | 40.82   |   |
| Satisfied         | 16        | 32.65   | 100   |
| Neutral           | 9         | 18.37   |   |
| Dissatisfied      | 3         | 6.12    | 80  |
| Very Dissatisfied | 1         | 2.04    |   |
| Don't Know - N/A  | 16        |         | 60 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 49        | 100.00  |   |
| Total             | 49        | 100.00  |   |

#### Financial Aid - Information received is accurate

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 17        | 35.42   |   |
| Satisfied         | 22        | 45.83   | 100   |
| Neutral           | 6         | 12.50   |   |
| Dissatisfied      | 2         | 4.17    | 80  |
| Very Dissatisfied | 1         | 2.08    |   |
| Don't Know - N/A  | 17        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |   |
| Total             | 48        | 100.00  |   |



### Financial Aid - Financial aid process

Mean: 3.85

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 15        | 31.25   |  |
| Satisfied         | 17        | 35.42   | 100  |
| Neutral           | 11        | 22.92   |  |
| Dissatisfied      | 4         | 8.33    | 80   |
| Very Dissatisfied | 1         | 2.08    |  |
| Don't Know - N/A  | 18        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |  |
| Total             | 48        | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.91

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 18        | 38.30   |   |
| Satisfied         | 14        | 29.79   | 100   |
| Neutral           | 10        | 21.28   |   |
| Dissatisfied      | 3         | 6.38    | 80  |
| Very Dissatisfied | 2         | 4.26    |   |
| Don't Know - N/A  | 19        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 47        | 100.00  |   |
| Total             | 47        | 100.00  |   |

#### Financial Aid - Assistance for Veteran benefits

Mean: 3.93

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 34.15   |  |
| Satisfied         | 12        | 29.27   | 100                                      |
| Neutral           | 14        | 34.15   |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 1         | 2.44    |  |
| Don't Know - N/A  | 25        |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 41        | 100.00  |  |
| Total             | 41        | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.88

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 30.23   |  |
| Satisfied         | 15        | 34.88   | 100  |
| Neutral           | 13        | 30.23   |  |
| Dissatisfied      | 1         | 2.33    | 80   |
| Very Dissatisfied | 1         | 2.33    |  |
| Don't Know - N/A  | 23        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 43        | 100.00  |  |
| Total             | 43        | 100.00  |  |

#### Financial Aid - Website information

Mean: 3.90

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 32.00   |  |
| Satisfied         | 16        | 32.00   | 100  |
| Neutral           | 16        | 32.00   |  |
| Dissatisfied      | 1         | 2.00    | 80   |
| Very Dissatisfied | 1         | 2.00    |  |
| Don't Know - N/A  | 16        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 50        | 100.00  |  |
| Total             | 50        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 19        | 33.93   |  |
| Satisfied         | 25        | 44.64   | 100  |
| Neutral           | 12        | 21.43   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 9         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 56        | 100.00  |  |
| Total             | 56        | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

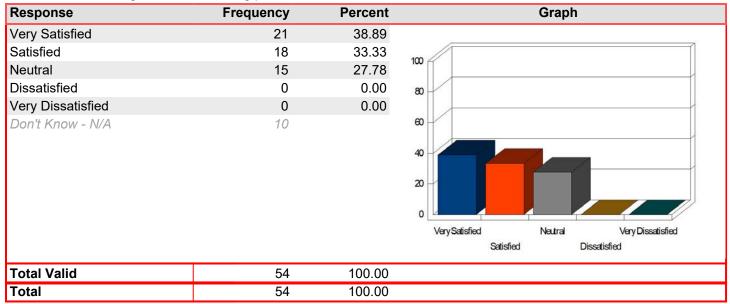
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 25        | 43.86   |   |
| Satisfied         | 19        | 33.33   | 100   |
| Neutral           | 13        | 22.81   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 9         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 57        | 100.00  |   |
| Total             | 57        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 24        | 42.11   |  |
| Satisfied         | 22        | 38.60   | 100  |
| Neutral           | 11        | 19.30   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 9         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 57        | 100.00  |  |
| Total             | 57        | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

Mean: 4.16

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 23        | 41.82   |   |
| Satisfied         | 18        | 32.73   | 100   |
| Neutral           | 14        | 25.45   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 10        |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 55        | 100.00  |   |
| Total             | 55        | 100.00  |   |



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

Mean: 4.19

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 24        | 44.44   | <u> </u>   |
| Satisfied         | 16        | 29.63   | am /   |
| Neutral           | 14        | 25.93   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 10        |         | 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 54        | 100.00  |  |
| Total             | 54        | 100.00  |  |

# Guidance/Counseling - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 20        | 37.04   |  |
| Satisfied         | 17        | 31.48   | 100  |
| Neutral           | 15        | 27.78   |  |
| Dissatisfied      | 2         | 3.70    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 54        | 100.00  |  |
| Total             | 54        | 100.00  |  |

### Business Office/Cashier - Assistance of staff

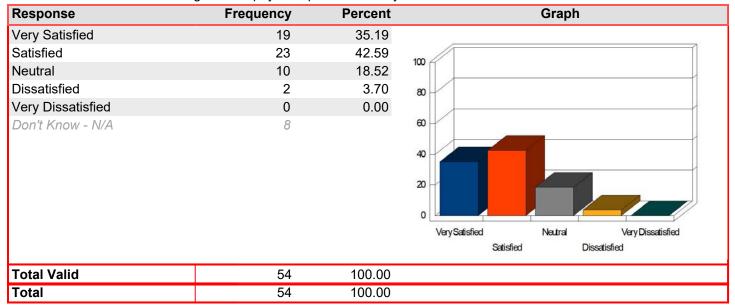
Mean: 4.20

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 20        | 36.36   |   |
| Satisfied         | 26        | 47.27   | 100   |
| Neutral           | 9         | 16.36   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 7         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 55        | 100.00  |   |
| Total             | 55        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 20        | 36.36   |  |
| Satisfied         | 26        | 47.27   | 1m   |
| Neutral           | 9         | 16.36   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 8         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 55        | 100.00  |  |
| Total             | 55        | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

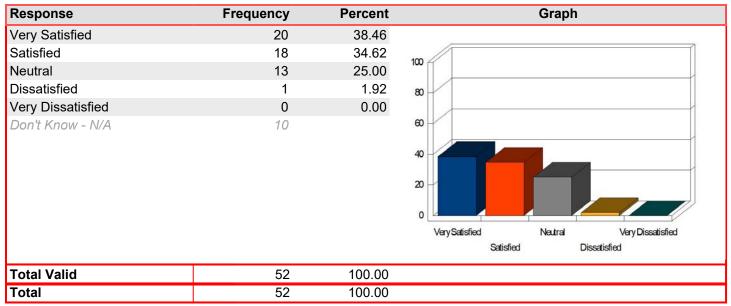
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 19        | 35.85   |   |
| Satisfied         | 23        | 43.40   | 100   |
| Neutral           | 11        | 20.75   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 7         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 53        | 100.00  |   |
| Total             | 53        | 100.00  |   |



# Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 3.96

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 17        | 35.42   |   |
| Satisfied         | 17        | 35.42   | am /  |
| Neutral           | 11        | 22.92   | 100   |
| Dissatisfied      | 1         | 2.08    | 80  |
| Very Dissatisfied | 2         | 4.17    |   |
| Don't Know - N/A  | 14        |         | 40 20 Very Salisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |   |
| Total             | 48        | 100.00  |   |



Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 17        | 39.53   |   |
| Satisfied         | 13        | 30.23   | 100   |
| Neutral           | 11        | 25.58   |   |
| Dissatisfied      | 2         | 4.65    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 19        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 43        | 100.00  |   |
| Total             | 43        | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 16        | 38.10   |   |
| Satisfied         | 15        | 35.71   | 100   |
| Neutral           | 11        | 26.19   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 19        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 42        | 100.00  |   |
| Total             | 42        | 100.00  |   |

Tutoring/CAPS - Knowledge of staff

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 15        | 34.88   |  |
| Satisfied         | 13        | 30.23   | 100  |
| Neutral           | 15        | 34.88   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 19        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 43        | 100.00  |  |
| Total             | 43        | 100.00  |  |

Tutoring/CAPS - Documented student disability services

Mean: 4.03

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 15        | 38.46   |   |
| Satisfied         | 11        | 28.21   | 100   |
| Neutral           | 12        | 30.77   | , w   |
| Dissatisfied      | 1         | 2.56    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 22        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 39        | 100.00  |   |
| Total             | 39        | 100.00  |   |

Tutoring/CAPS - Peer tutoring services

Mean: 4.05

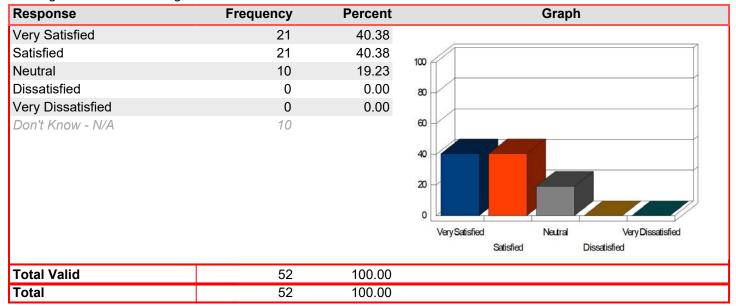
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 15        | 38.46   |   |
| Satisfied         | 11        | 28.21   | 100   |
| Neutral           | 13        | 33.33   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 24        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 39        | 100.00  |   |
| Total             | 39        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 22        | 42.31   |  |
| Satisfied         | 20        | 38.46   | 100  |
| Neutral           | 8         | 15.38   |  |
| Dissatisfied      | 1         | 1.92    | 80   |
| Very Dissatisfied | 1         | 1.92    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 52        | 100.00  |  |
| Total             | 52        | 100.00  |  |

# Testing Services - Friendliness of staff

Mean: 4.13

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 19        | 36.54   |   |
| Satisfied         | 22        | 42.31   | 100   |
| Neutral           | 10        | 19.23   |   |
| Dissatisfied      | 1         | 1.92    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 10        |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 52        | 100.00  |   |
| Total             | 52        | 100.00  |   |



Testing Services - Testing Center hours are adequate

Mean: 4.14

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 18        | 35.29   |   |
| Satisfied         | 23        | 45.10   | 100   |
| Neutral           | 9         | 17.65   |   |
| Dissatisfied      | 1         | 1.96    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 11        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 51        | 100.00  |   |
| Total             | 51        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 17        | 32.69   |  |
| Satisfied         | 22        | 42.31   | 100  |
| Neutral           | 13        | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 52        | 100.00  |  |
| Total             | 52        | 100.00  |  |

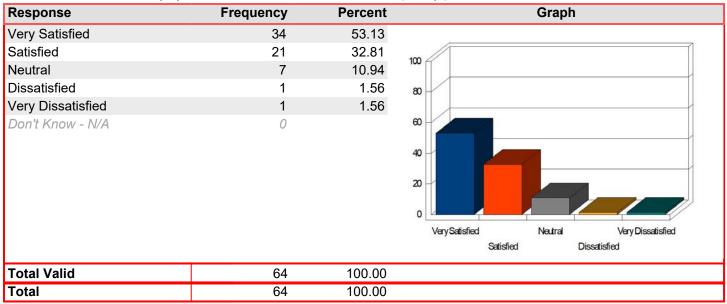
# Instruction - Overall, teachers care about me

Mean: 4.14

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 26        | 40.00   |  |
| Satisfied         | 25        | 38.46   | 100  |
| Neutral           | 12        | 18.46   |  |
| Dissatisfied      | 1         | 1.54    | 80   |
| Very Dissatisfied | 1         | 1.54    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 65        | 100.00  |  |
| Total             | 65        | 100.00  |  |

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

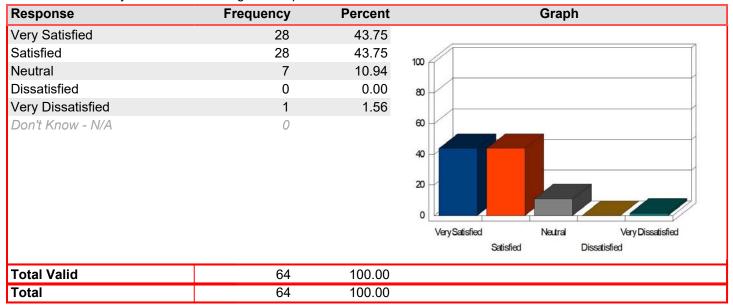
Mean: 4.34



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

Mean: 4.30

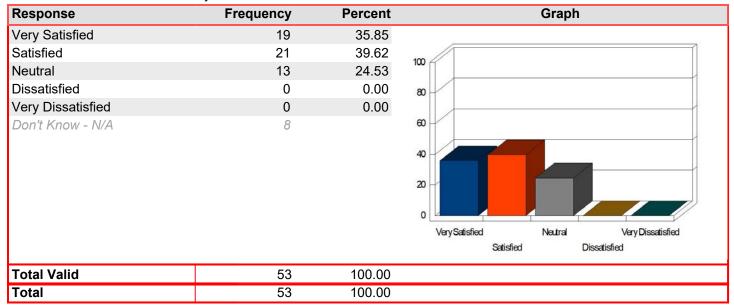
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 30        | 46.88   |  |
| Satisfied         | 25        | 39.06   | 100  |
| Neutral           | 8         | 12.50   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 1.56    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 64        | 100.00  |  |
| Total             | 64        | 100.00  |  |



Instruction - Faculty are available after class and during office hours

Mean: 4.29

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 27        | 43.55   |  |
| Satisfied         | 26        | 41.94   | 100  |
| Neutral           | 9         | 14.52   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 62        | 100.00  |  |
| Total             | 62        | 100.00  |  |



#### Overall-Access to technology resources was adequate

Mean: 4.25

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 23        | 41.07   |   |
| Satisfied         | 24        | 42.86   | 4m  |
| Neutral           | 9         | 16.07   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 3         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 56        | 100.00  |   |
| Total             | 56        | 100.00  |   |

### Overall-Training in the use of technology was available

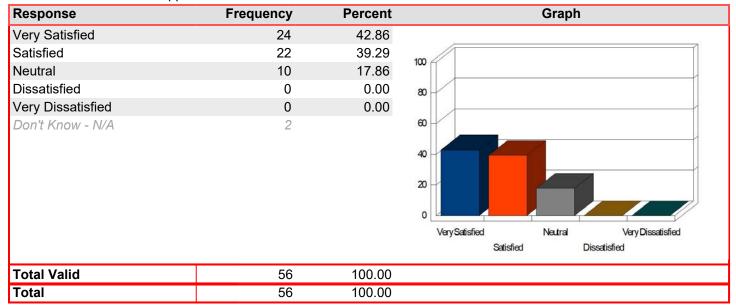
Mean: 4.15

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 22        | 40.74   |  |
| Satisfied         | 21        | 38.89   | 100  |
| Neutral           | 9         | 16.67   |  |
| Dissatisfied      | 1         | 1.85    | 80   |
| Very Dissatisfied | 1         | 1.85    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 54        | 100.00  |  |
| Total             | 54        | 100.00  |  |

# Overall-Efficiency receiving services

Mean: 4.20

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 23        | 42.59   |   |
| Satisfied         | 20        | 37.04   | ım /  |
| Neutral           | 10        | 18.52   | 100   |
| Dissatisfied      | 1         | 1.85    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 4         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 54        | 100.00  |   |
| Total             | 54        | 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    | 24        | 41.38   |  |
| Satisfied         | 21        | 36.21   | 4m   |
| Neutral           | 12        | 20.69   | 100  |
| Dissatisfied      | 1         | 1.72    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 58        | 100.00  |  |
| Total             | 58        | 100.00  |  |

My gender is: Mean: 1.29

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 5         | 71.43   |   |
| Female      | 2         | 28.57   | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 7         | 100.00  |   |
| Total       | 7         | 100.00  |   |

I am enrolled Mean: 1.75

| Response                     | Frequency | Percent | Graph  |
|------------------------------|-----------|---------|--|
| Full-time 12 or more hours   | 1         | 25.00   |  |
| Part-time less than 12 hours | 3         | 75.00   | Full-time 12 or more hours  Part-time less than 12 hours |
| Total Valid                  | 4         | 100.00  |  |
| Total                        | 4         | 100.00  |  |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph   |
|--|-----------|---------|---------|
| Athens                                     | 0         | 0.00    | are car |
| Palestine                                  | 0         | 0.00    | 100     |
| Terrell                                    | 0         | 0.00    |         |
| Kaufman HSC                                | 0         | 0.00    | 80      |
| Through Dual Credit                        | 0         | 0.00    |         |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20      |
| Total Valid                                | 0         | 0.00    |         |
| Total                                      | 0         | 0.00    |         |

My age is: Mean: 3.17

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 1         | 16.67   |                             |
| 18-21       | 2         | 33.33   | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 1         | 16.67   | 80                          |
| 31-35       | 2         | 33.33   | 60                          |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 6         | 100.00  |                             |
| Total       | 6         | 100.00  |                             |

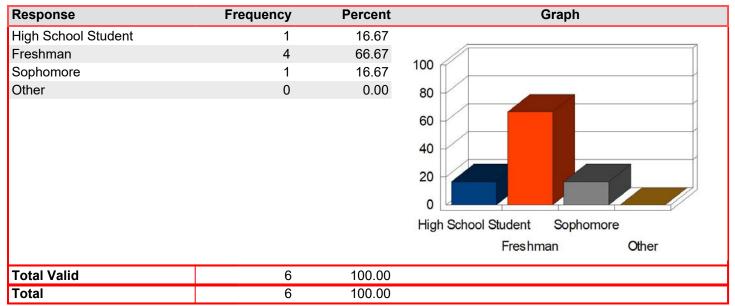
Ethnic Origin Mean: 1.00

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 3         | 100.00  |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 0         | 0.00    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 3         | 100.00  |                                |
| Total                  | 3         | 100.00  |                                |

Race Mean: 1.60

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 2         | 40.00   |       |
| Black or African American              | 3         | 60.00   | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 20    |
| Total Valid                            | 5         | 100.00  |       |
| Total                                  | 5         | 100.00  |       |

Student Classification: Mean: 2.00



### Would you recommend TVCC to a Friend?

Mean: 1.00

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 7         | 100.00  |        |
| No          | 0         | 0.00    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 7         | 100.00  |        |
| Total       | 7         | 100.00  |        |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

2018

ERROR #3100

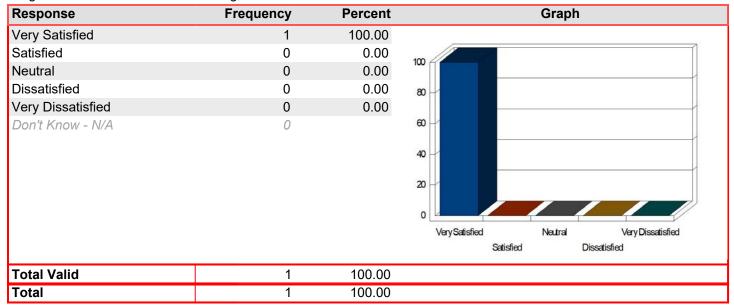
#### Registration & Admissions - Assistance of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

#### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |



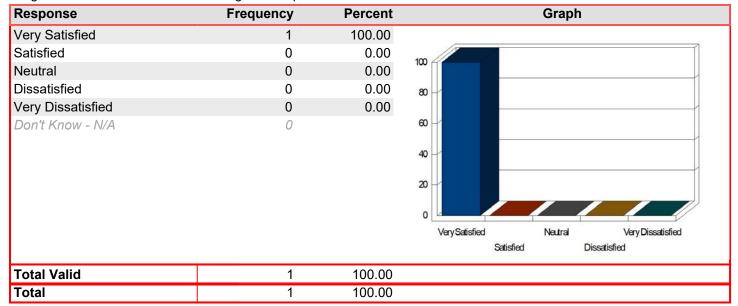
### Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
|                   |           |         | Caldida Diocadio  |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100 T                                    |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



### Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100 T                                    |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

#### Financial Aid - Assistance of staff

#### Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Financial Aid - Friendliness of staff

Mean: 3.00

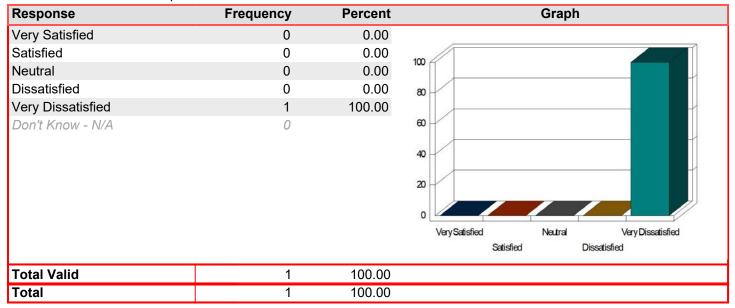
| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 0         | 0.00    |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 100.00  |   |
| Don't Know - N/A  | 0         |         | 40 20   |
|                   |           |         | 0 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  | 2002-00-00000 2008/998000000                                      |
| Total             | 1         | 100.00  |   |

Financial Aid - Information received is accurate

Mean: 1.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 1         | 100.00  |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



Financial Aid - Financial aid process

Mean: 1.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 1         | 100.00  |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Assistance for Veteran benefits

Mean: 3.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 1         | 100.00  |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Financial Aid - Website information

Mean: 1.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 0         | 0.00    |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 1         | 100.00  |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         | 0  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Guidance/Counseling - Assistance of staff

| Mean: 5.0 | Μ | lean: | 5. | 0 | C |
|-----------|---|-------|----|---|---|
|-----------|---|-------|----|---|---|

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Guidance/Counseling - Knowledge of staff

| IVICALL S.U | Μ | ean: | 5. | 0 | C |
|-------------|---|------|----|---|---|
|-------------|---|------|----|---|---|

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100                                      |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Guidance/Counseling - Student advising process

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

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

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

### Guidance/Counseling - Website information

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Business Office/Cashier - Assistance of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

#### Business Office/Cashier - Friendliness of staff

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100 T                                    |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Friendliness of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

# Tutoring/CAPS - Knowledge of staff

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Documented student disability services

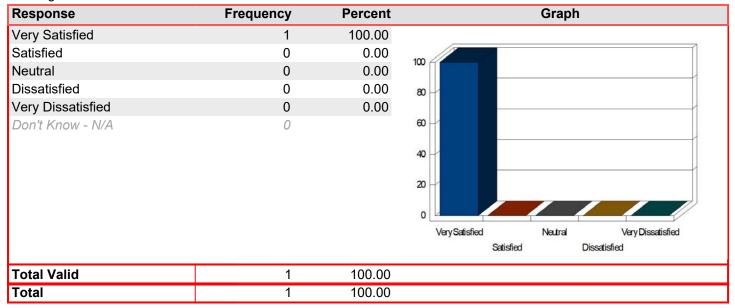
Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

Tutoring/CAPS - Peer tutoring services

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100                                      |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20                           |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |



### Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Testing Services - Knowledge of staff

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Testing Services - Testing Center hours are adequate

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | am /   |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Instruction - Overall, teachers care about me

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 40 20 0                                  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
|                   |           |         | Caldida Diocadio  |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    | 100 T                                    |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 0                               |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Instruction - Faculty are available after class and during office hours

Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Overall-Student services routinely assisted me

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Overall-Access to technology resources was adequate

Mean: 5.00

| Response          | Frequency | Percent | Graph                                    |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100                                      |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80                                       |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60                                       |
|                   |           |         | 40                                       |
|                   |           |         | 20                                       |
|                   |           |         |  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                   |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

### Overall-Training in the use of technology was available

| Mean: 5.0 | Μ | lean: | 5. | 0 | C |
|-----------|---|-------|----|---|---|
|-----------|---|-------|----|---|---|

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

# Overall-Efficiency receiving services

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20  |
|                   |           |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

### Overall-Administration is approachable

#### Mean: 5.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 1         | 100.00  |  |
| Satisfied         | 0         | 0.00    | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |  |
| Total             | 1         | 100.00  |  |

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

Mean: 5.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 1         | 100.00  |   |
| Satisfied         | 0         | 0.00    | am /  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 1         | 100.00  |   |
| Total             | 1         | 100.00  |   |

My gender is: Mean: -

| Response    | Frequency | Percent | Graph                                      |
|-------------|-----------|---------|--|
| Male        | 0         | 0.00    |  |
| Female      | 0         | 0.00    | 100<br>80<br>60<br>40<br>20<br>Male Female |
| Total Valid | 0         | 0.00    |  |
| Total       | 0         | 0.00    |  |

I am enrolled Mean: 2.00

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 0         | 0.00    |   |
| Part-time less than 12 hours | 1         | 100.00  | 100 80 60 40 20 0 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 1         | 100.00  |   |
| Total                        | 1         | 100.00  |   |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph   |
|--|-----------|---------|---------|
| Athens                                     | 0         | 0.00    | are car |
| Palestine                                  | 0         | 0.00    | 100     |
| Terrell                                    | 0         | 0.00    |         |
| Kaufman HSC                                | 0         | 0.00    | 80      |
| Through Dual Credit                        | 0         | 0.00    |         |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20      |
| Total Valid                                | 0         | 0.00    |         |
| Total                                      | 0         | 0.00    |         |

My age is: Mean: -

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 0         | 0.00    |                             |
| 18-21       | 0         | 0.00    | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    | 60                          |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 0         | 0.00    |                             |
| Total       | 0         | 0.00    |                             |

Ethnic Origin Mean: -

| Response               | Frequency | Percent | Graph   |
|------------------------|-----------|---------|---|
| Not Hispanic or Latino | 0         | 0.00    |   |
| Hispanic or Latino     | 0         | 0.00    |   |
| Unknown                | 0         | 0.00    | 100<br>80<br>60<br>40<br>20<br>Not Hispanic or Latino Unknown<br>Hispanic or Latino |
| Total Valid            | 0         | 0.00    |   |
| Total                  | 0         | 0.00    |   |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 0         | 0.00    | 0.00  |
| Black or African American              | 0         | 0.00    | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    | 40    |
|  |           |         | 20    |
| Total Valid                            | 0         | 0.00    |       |
| Total                                  | 0         | 0.00    |       |

Student Classification: Mean: -

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 0         | 0.00    | V                             |
| Freshman            | 0         | 0.00    | 400                           |
| Sophomore           | 0         | 0.00    | 100                           |
| Other               | 0         | 0.00    | 80                            |
|                     |           |         | 60<br>40<br>20<br>0           |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 0         | 0.00    |                               |
| Total               | 0         | 0.00    |                               |

# Would you recommend TVCC to a Friend?

Mean: -

| Response    | Frequency | Percent | Graph                 |
|-------------|-----------|---------|-----------------------|
| Yes         | 0         | 0.00    |                       |
| No          | 0         | 0.00    |                       |
|             |           |         | 100<br>80<br>60<br>40 |
|             |           |         | 20<br>Yes No          |
|             |           |         | ies No                |
| Total Valid | 0         | 0.00    |                       |
| Total       | 0         | 0.00    |                       |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

#### Full-time12 or more semster hours

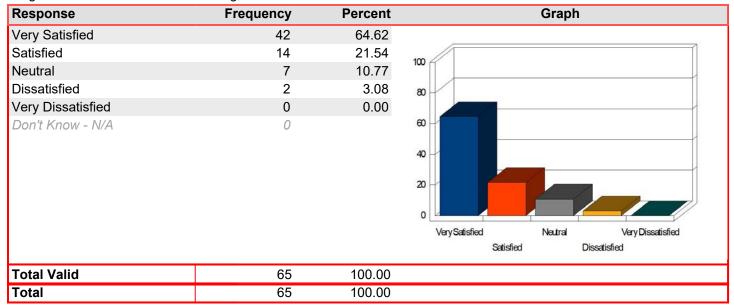
#### Registration & Admissions - Assistance of staff

Mean: 4.52

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 42        | 64.62   |   |
| Satisfied         | 16        | 24.62   |   |
| Neutral           | 6         | 9.23    | 100   |
| Dissatisfied      | 1         | 1.54    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 65        | 100.00  |   |
| Total             | 65        | 100.00  |   |

#### Registration & Admissions - Friendliness of staff

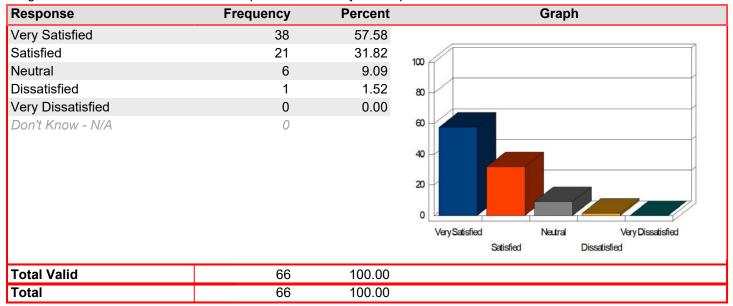
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 43        | 66.15   |  |
| Satisfied         | 17        | 26.15   | 100  |
| Neutral           | 4         | 6.15    |  |
| Dissatisfied      | 1         | 1.54    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 65        | 100.00  |  |
| Total             | 65        | 100.00  |  |



#### Registration & Admissions - Staff helped me understand the registration process

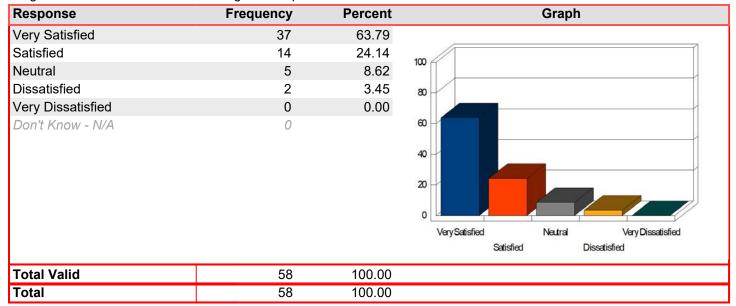
Mean: 4.48

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 40        | 62.50   |   |
| Satisfied         | 16        | 25.00   | 100   |
| Neutral           | 7         | 10.94   |   |
| Dissatisfied      | 1         | 1.56    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 64        | 100.00  |   |
| Total             | 64        | 100.00  |   |



### Registration & Admissions - Information I received was understandable

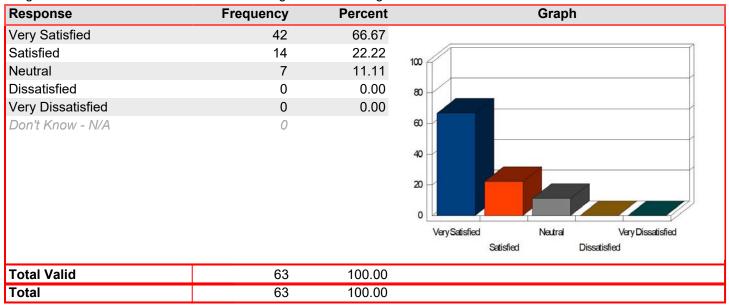
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 41        | 62.12   |  |
| Satisfied         | 21        | 31.82   | 100  |
| Neutral           | 4         | 6.06    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 66        | 100.00  |  |
| Total             | 66        | 100.00  |  |



# Registration & Admissions - Face-to-Face registration process

Mean: 4.56

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 41        | 67.21   |  |
| Satisfied         | 15        | 24.59   | 100  |
| Neutral           | 3         | 4.92    |  |
| Dissatisfied      | 2         | 3.28    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 61        | 100.00  |  |
| Total             | 61        | 100.00  |  |



#### Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 35        | 55.56   |  |
| Satisfied         | 19        | 30.16   |  |
| Neutral           | 9         | 14.29   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 63        | 100.00  |  |
| Total             | 63        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 32        | 61.54   |   |
| Satisfied         | 7         | 13.46   | 100   |
| Neutral           | 10        | 19.23   |   |
| Dissatisfied      | 3         | 5.77    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 52        | 100.00  |   |
| Total             | 52        | 100.00  |   |

Financial Aid - Friendliness of staff

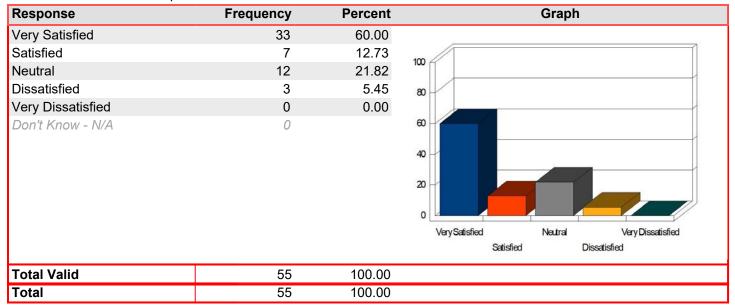
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 33        | 63.46   |  |
| Satisfied         | 8         | 15.38   | 100  |
| Neutral           | 9         | 17.31   |  |
| Dissatisfied      | 2         | 3.85    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 52        | 100.00  |  |
| Total             | 52        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 32        | 60.38   |  |
| Satisfied         | 7         | 13.21   | 100  |
| Neutral           | 11        | 20.75   |  |
| Dissatisfied      | 3         | 5.66    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 53        | 100.00  |  |
| Total             | 53        | 100.00  |  |

Financial Aid - Information received is accurate

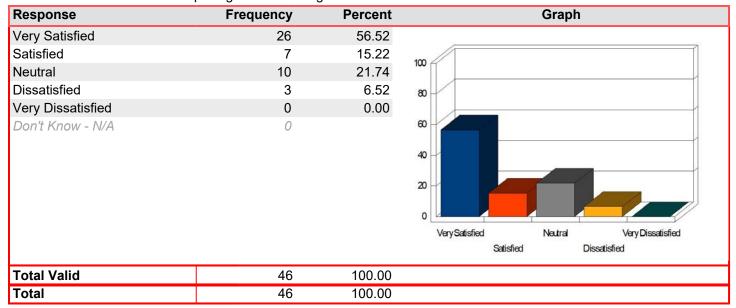
Mean: 4.25

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 30        | 57.69   |   |
| Satisfied         | 9         | 17.31   | 100   |
| Neutral           | 9         | 17.31   |   |
| Dissatisfied      | 4         | 7.69    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 52        | 100.00  |   |
| Total             | 52        | 100.00  |   |



#### Financial Aid - Financial aid process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 26        | 54.17   |  |
| Satisfied         | 11        | 22.92   | 400  |
| Neutral           | 7         | 14.58   | 100  |
| Dissatisfied      | 4         | 8.33    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |  |
| Total             | 48        | 100.00  |  |



Financial Aid - Assistance for Veteran benefits

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 20        | 66.67   |  |
| Satisfied         | 5         | 16.67   | 100  |
| Neutral           | 5         | 16.67   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied<br>Satisfied Dissatisfied |
| Total Valid       | 30        | 100.00  |  |
| Total             | 30        | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.23

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 26        | 55.32   |  |
| Satisfied         | 7         | 14.89   | 100  |
| Neutral           | 13        | 27.66   |  |
| Dissatisfied      | 1         | 2.13    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 47        | 100.00  |  |
| Total             | 47        | 100.00  |  |

#### Financial Aid - Website information

Mean: 4.35

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 29        | 60.42   |  |
| Satisfied         | 8         | 16.67   | 100  |
| Neutral           | 10        | 20.83   |  |
| Dissatisfied      | 1         | 2.08    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |  |
| Total             | 48        | 100.00  |  |

### Guidance/Counseling - Assistance of staff

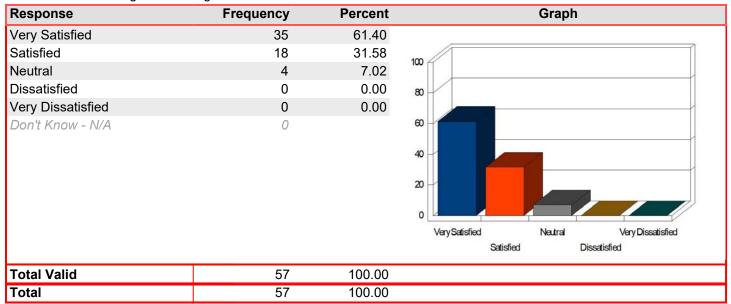
Mean: 4.61

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 37        | 64.91   |   |
| Satisfied         | 18        | 31.58   | 100   |
| Neutral           | 2         | 3.51    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral Very Dissatisfied  Satisfied Dissatisfied |
| Total Valid       | 57        | 100.00  |   |
| Total             | 57        | 100.00  |   |

# Guidance/Counseling - Friendliness of staff

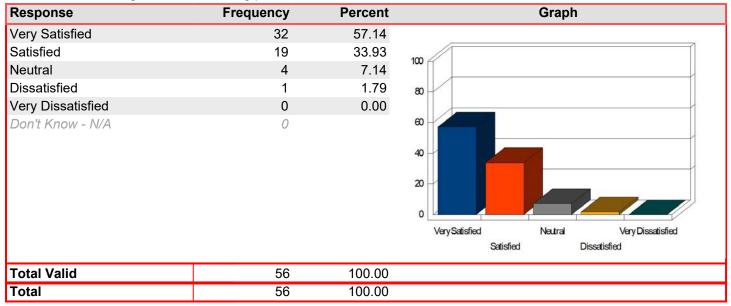
Mean: 4.61

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 37        | 64.91   |  |
| Satisfied         | 18        | 31.58   | 100  |
| Neutral           | 2         | 3.51    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 57        | 100.00  |  |
| Total             | 57        | 100.00  |  |



### Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 32        | 57.14   |   |
| Satisfied         | 19        | 33.93   | 100   |
| Neutral           | 4         | 7.14    |   |
| Dissatisfied      | 1         | 1.79    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 56        | 100.00  |   |
| Total             | 56        | 100.00  |   |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 34        | 59.65   |  |
| Satisfied         | 19        | 33.33   | am /   |
| Neutral           | 4         | 7.02    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 57        | 100.00  |  |
| Total             | 57        | 100.00  |  |

### Guidance/Counseling - Website information

Mean: 4.43

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 29        | 56.86   |   |
| Satisfied         | 16        | 31.37   | 100   |
| Neutral           | 5         | 9.80    |   |
| Dissatisfied      | 1         | 1.96    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 51        | 100.00  |   |
| Total             | 51        | 100.00  |   |

#### Business Office/Cashier - Assistance of staff

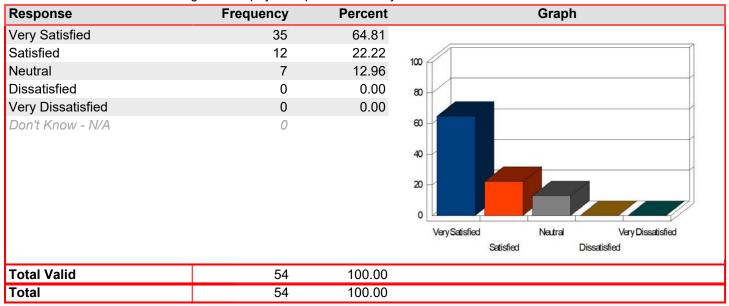
Mean: 4.48

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 37        | 68.52   |  |
| Satisfied         | 8         | 14.81   | 100  |
| Neutral           | 7         | 12.96   |  |
| Dissatisfied      | 2         | 3.70    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 54        | 100.00  |  |
| Total             | 54        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 37        | 67.27   |  |
| Satisfied         | 10        | 18.18   | 100  |
| Neutral           | 7         | 12.73   |  |
| Dissatisfied      | 1         | 1.82    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 55        | 100.00  |  |
| Total             | 55        | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 36        | 65.45   |  |
| Satisfied         | 10        | 18.18   | 100  |
| Neutral           | 7         | 12.73   |  |
| Dissatisfied      | 2         | 3.64    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 55        | 100.00  |  |
| Total             | 55        | 100.00  |  |



#### Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 30        | 62.50   |   |
| Satisfied         | 10        | 20.83   | 100   |
| Neutral           | 6         | 12.50   |   |
| Dissatisfied      | 2         | 4.17    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |   |
| Total             | 48        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 31        | 64.58   |  |
| Satisfied         | 9         | 18.75   | 100  |
| Neutral           | 7         | 14.58   |  |
| Dissatisfied      | 1         | 2.08    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |  |
| Total             | 48        | 100.00  |  |

Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 46.67   |  |
| Satisfied         | 9         | 30.00   | 100  |
| Neutral           | 7         | 23.33   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 30        | 100.00  |  |
| Total             | 30        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 15        | 48.39   |  |
| Satisfied         | 10        | 32.26   | 100  |
| Neutral           | 6         | 19.35   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 31        | 100.00  |  |
| Total             | 31        | 100.00  |  |

Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 15        | 48.39   |   |
| Satisfied         | 8         | 25.81   | 100   |
| Neutral           | 8         | 25.81   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 31        | 100.00  |   |
| Total             | 31        | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 11        | 42.31   |   |
| Satisfied         | 8         | 30.77   | 100   |
| Neutral           | 7         | 26.92   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 26        | 100.00  |   |
| Total             | 26        | 100.00  |   |

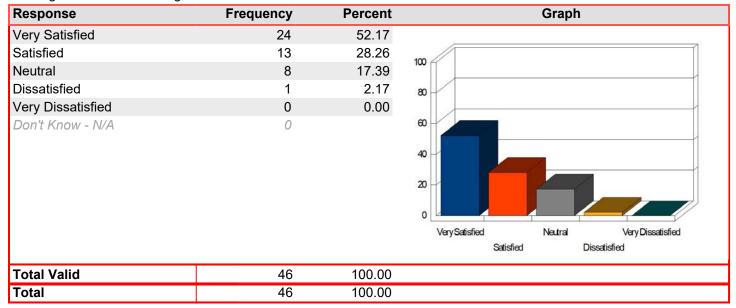
Tutoring/CAPS - Peer tutoring services

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 13        | 44.83   |   |
| Satisfied         | 9         | 31.03   | ım /  |
| Neutral           | 7         | 24.14   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 29        | 100.00  |   |
| Total             | 29        | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 23        | 50.00   |   |
| Satisfied         | 15        | 32.61   | 100   |
| Neutral           | 7         | 15.22   |   |
| Dissatisfied      | 1         | 2.17    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 46        | 100.00  |   |
| Total             | 46        | 100.00  |   |

# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 24        | 53.33   |  |
| Satisfied         | 14        | 31.11   | 100  |
| Neutral           | 6         | 13.33   |  |
| Dissatisfied      | 1         | 2.22    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 45        | 100.00  |  |
| Total             | 45        | 100.00  |  |



### Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 24        | 53.33   |  |
| Satisfied         | 13        | 28.89   | 100  |
| Neutral           | 8         | 17.78   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 45        | 100.00  |  |
| Total             | 45        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 22        | 50.00   |  |
| Satisfied         | 14        | 31.82   | 100  |
| Neutral           | 8         | 18.18   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 44        | 100.00  |  |
| Total             | 44        | 100.00  |  |

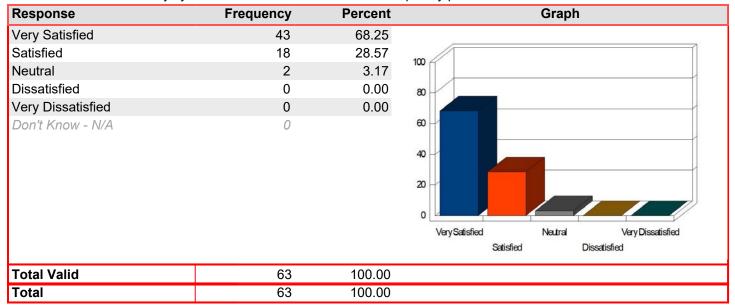
# Instruction - Overall, teachers care about me

Mean: 4.48

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 39        | 60.94   |   |
| Satisfied         | 18        | 28.13   | 100   |
| Neutral           | 6         | 9.38    |   |
| Dissatisfied      | 1         | 1.56    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 64        | 100.00  |   |
| Total             | 64        | 100.00  |   |

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

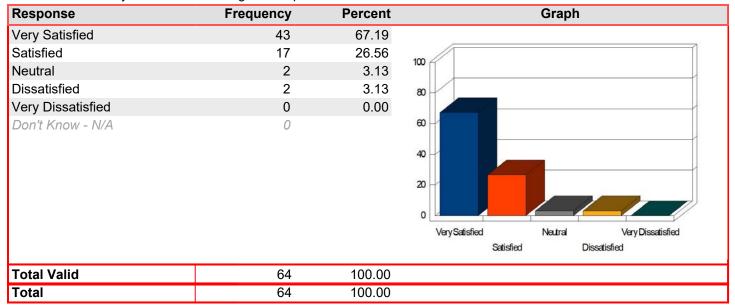
Mean: 4.65



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

Mean: 4.61

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 44        | 68.75   |  |
| Satisfied         | 15        | 23.44   | 100  |
| Neutral           | 5         | 7.81    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 64        | 100.00  |  |
| Total             | 64        | 100.00  |  |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 39        | 65.00   |  |
| Satisfied         | 16        | 26.67   | 100  |
| Neutral           | 4         | 6.67    |  |
| Dissatisfied      | 1         | 1.67    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 60        | 100.00  |  |
| Total             | 60        | 100.00  |  |

### Overall-Student services routinely assisted me

Mean: 4.47

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 36        | 61.02   |  |
| Satisfied         | 15        | 25.42   | 100  |
| Neutral           | 8         | 13.56   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 59        | 100.00  |  |
| Total             | 59        | 100.00  |  |

# Overall-Access to technology resources was adequate

Mean: 4.52

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 40        | 63.49   |  |
| Satisfied         | 16        | 25.40   | 100  |
| Neutral           | 7         | 11.11   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 63        | 100.00  |  |
| Total             | 63        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 33        | 56.90   |   |
| Satisfied         | 15        | 25.86   | 100   |
| Neutral           | 10        | 17.24   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 58        | 100.00  |   |
| Total             | 58        | 100.00  |   |

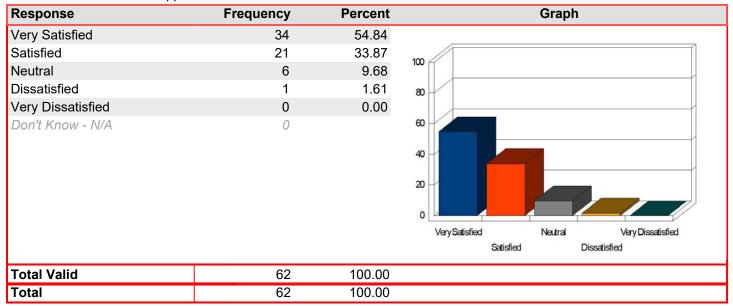
# Overall-Efficiency receiving services

Mean: 4.37

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 33        | 55.00   |  |
| Satisfied         | 17        | 28.33   | 100  |
| Neutral           | 9         | 15.00   |  |
| Dissatisfied      | 1         | 1.67    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 60        | 100.00  |  |
| Total             | 60        | 100.00  |  |

#### Overall-Administration is approachable

Mean: 4.42

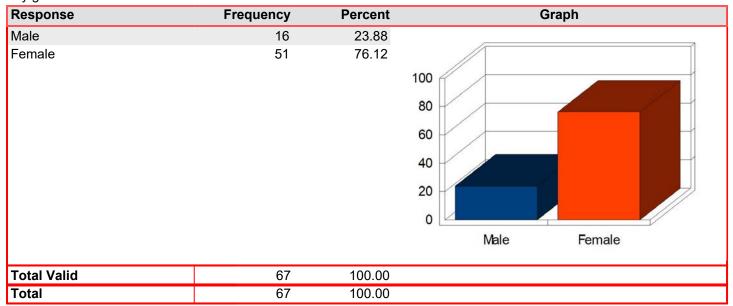


### Overall-I feel like TVCC will help me with problems and cares about my issues

Mean: 4.41

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 37        | 57.81   |   |
| Satisfied         | 16        | 25.00   | 100   |
| Neutral           | 11        | 17.19   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 64        | 100.00  |   |
| Total             | 64        | 100.00  |   |

My gender is: Mean: 1.76



I am enrolled Mean: -

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 0         | 0.00    |   |
| Part-time less than 12 hours | 0         | 0.00    | 100 80 60 40 20 0 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 0         | 0.00    |   |
| Total                        | 0         | 0.00    |   |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph   |
|--|-----------|---------|---------|
| Athens                                     | 0         | 0.00    | are car |
| Palestine                                  | 0         | 0.00    | 100     |
| Terrell                                    | 0         | 0.00    |         |
| Kaufman HSC                                | 0         | 0.00    | 80      |
| Through Dual Credit                        | 0         | 0.00    |         |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20      |
| Total Valid                                | 0         | 0.00    |         |
| Total                                      | 0         | 0.00    |         |

My age is: Mean: 3.15

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 10        | 14.93   |                             |
| 18-21       | 26        | 38.81   | 100                         |
| 22-24       | 4         | 5.97    |                             |
| 25-30       | 10        | 14.93   | 80                          |
| 31-35       | 6         | 8.96    | 00                          |
| 36-50       | 10        | 14.93   | 60                          |
| 51-64       | 1         | 1.49    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 67        | 100.00  |                             |
| Total       | 67        | 100.00  |                             |

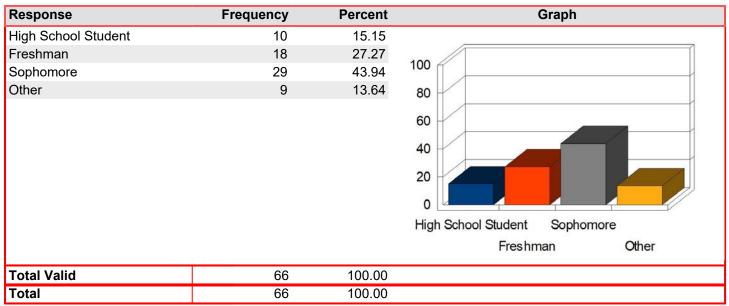
Ethnic Origin Mean: 1.03

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 57        | 98.28   |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 1         | 1.72    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 58        | 100.00  |                                |
| Total                  | 58        | 100.00  |                                |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 59        | 90.77   | 500   |
| Black or African American              | 8         | 12.31   | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 0         | 0.00    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 1         | 1.54    | 20    |
| Total Valid                            | 65        | 100.00  |       |
| Total                                  | 65        | 100.00  |       |

Student Classification: Mean: 2.56



## Would you recommend TVCC to a Friend?

Mean: 1.03

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Yes         | 65        | 97.01   |                             |
| No          | 2         | 2.99    |                             |
|             |           |         | 100<br>80<br>60<br>40<br>20 |
|             |           |         | Yes No                      |
| Total Valid | 67        | 100.00  |                             |
| Total       | 67        | 100.00  |                             |

# **Trinity Valley Community College**

### **Student Satisfaction Survey**

#### 2018

#### Internet Video Other Distance ED Medium

### Registration & Admissions - Assistance of staff

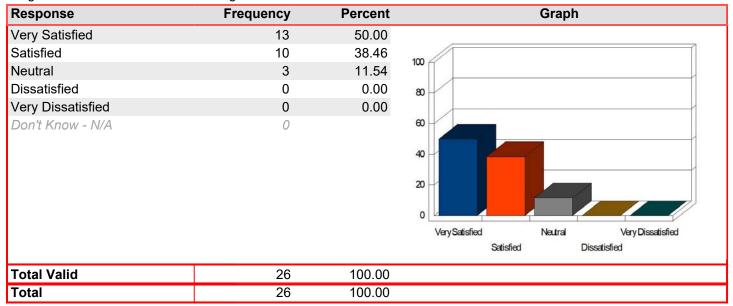
Mean: 4.35

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 53.85   |  |
| Satisfied         | 7         | 26.92   | 1m   |
| Neutral           | 5         | 19.23   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 26        | 100.00  |  |
| Total             | 26        | 100.00  |  |

### Registration & Admissions - Friendliness of staff

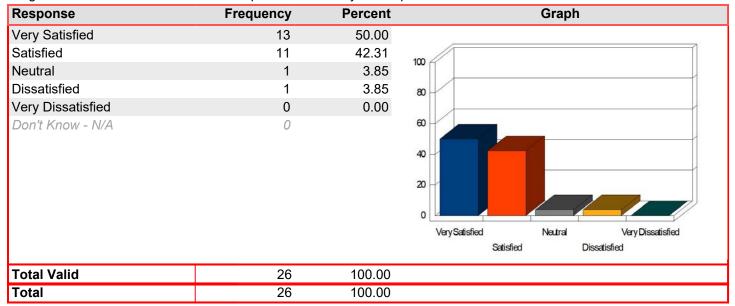
Mean: 4.46

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 61.54   |  |
| Satisfied         | 6         | 23.08   | 100  |
| Neutral           | 4         | 15.38   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 26        | 100.00  |  |
| Total             | 26        | 100.00  |  |



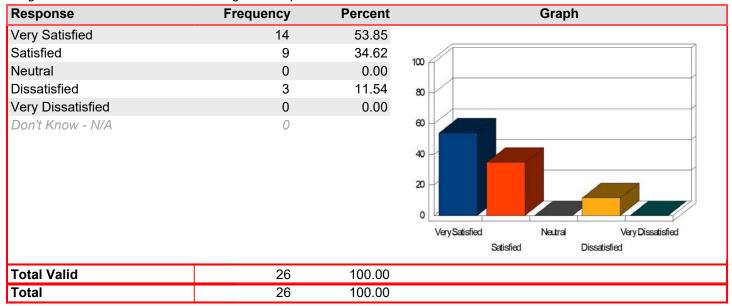
### Registration & Admissions - Staff helped me understand the registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 52.00   |  |
| Satisfied         | 8         | 32.00   | 100  |
| Neutral           | 2         | 8.00    |  |
| Dissatisfied      | 2         | 8.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 25        | 100.00  |  |
| Total             | 25        | 100.00  |  |



## Registration & Admissions - Information I received was understandable

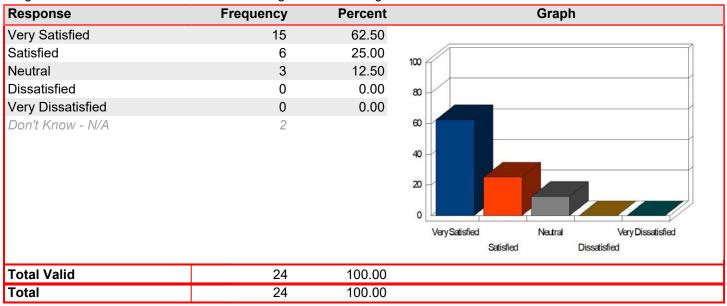
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 50.00   |  |
| Satisfied         | 12        | 46.15   | 100  |
| Neutral           | 1         | 3.85    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 26        | 100.00  |  |
| Total             | 26        | 100.00  |  |



## Registration & Admissions - Face-to-Face registration process

Mean: 4.71

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 15        | 71.43   |   |
| Satisfied         | 6         | 28.57   | am /  |
| Neutral           | 0         | 0.00    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 5         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |   |
| Total             | 21        | 100.00  |   |



### Registration & Admissions - Website information

Mean: 3.77

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 38.46   |  |
| Satisfied         | 7         | 26.92   | 100  |
| Neutral           | 4         | 15.38   | 100  |
| Dissatisfied      | 3         | 11.54   | 80   |
| Very Dissatisfied | 2         | 7.69    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 26        | 100.00  |  |
| Total             | 26        | 100.00  |  |

### Financial Aid - Assistance of staff

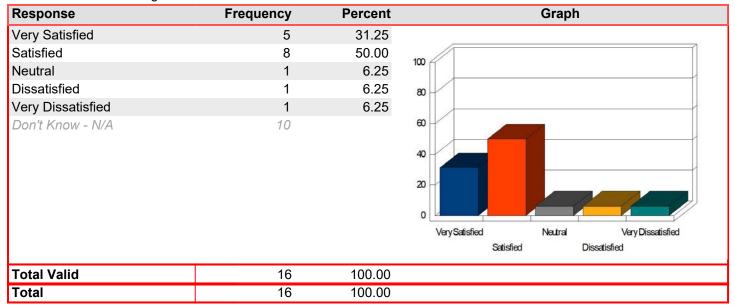
Mean: 4.44

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 9         | 56.25   |   |
| Satisfied         | 5         | 31.25   | 100   |
| Neutral           | 2         | 12.50   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 10        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |   |
| Total             | 16        | 100.00  |   |

### Financial Aid - Friendliness of staff

Mean: 4.31

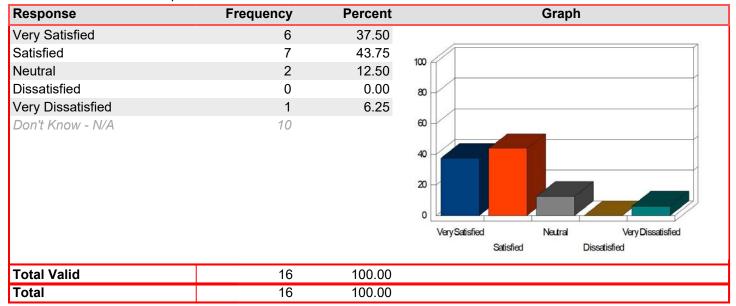
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 8         | 50.00   |  |
| Satisfied         | 5         | 31.25   | 100  |
| Neutral           | 3         | 18.75   | IW [   |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |



Financial Aid - Information received is accurate

Mean: 4.63

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 11        | 68.75   |   |
| Satisfied         | 4         | 25.00   | 100   |
| Neutral           | 1         | 6.25    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 10        |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 16        | 100.00  |   |
| Total             | 16        | 100.00  |   |



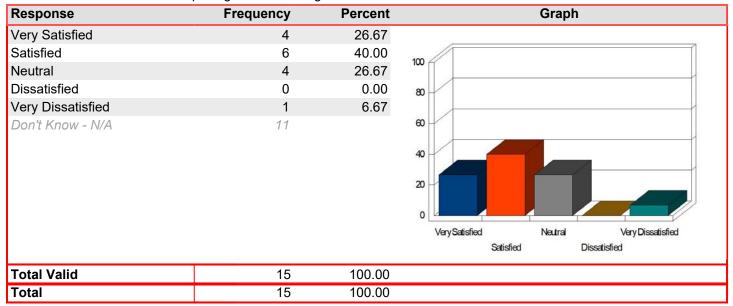
## Financial Aid - Financial aid process

Mean: 3.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 37.50   |  |
| Satisfied         | 6         | 37.50   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 2         | 12.50   | 80   |
| Very Dissatisfied | 2         | 12.50   |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 16        | 100.00  |  |
| Total             | 16        | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.80



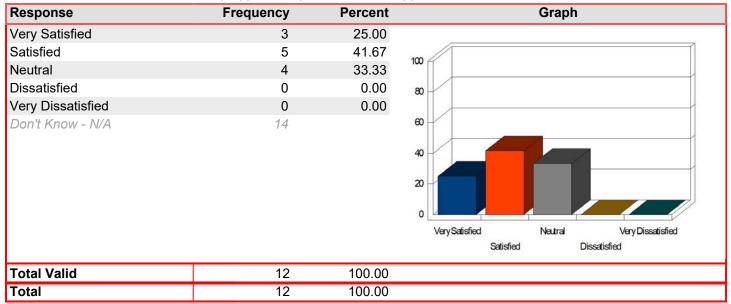
#### Financial Aid - Assistance for Veteran benefits

Mean: 4.25

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 2         | 50.00   |  |
| Satisfied         | 1         | 25.00   | 100  |
| Neutral           | 1         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 21        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 4         | 100.00  |  |
| Total             | 4         | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.92



#### Financial Aid - Website information

Mean: 3.43

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 3         | 21.43   |  |
| Satisfied         | 4         | 28.57   | 100  |
| Neutral           | 5         | 35.71   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 14.29   |  |
| Don't Know - N/A  | 11        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 14        | 100.00  |  |
| Total             | 14        | 100.00  |  |

## Guidance/Counseling - Assistance of staff

### Mean: 4.62

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 14        | 66.67   |   |
| Satisfied         | 6         | 28.57   | 100   |
| Neutral           | 1         | 4.76    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 5         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 21        | 100.00  |   |
| Total             | 21        | 100.00  |   |

# Guidance/Counseling - Friendliness of staff

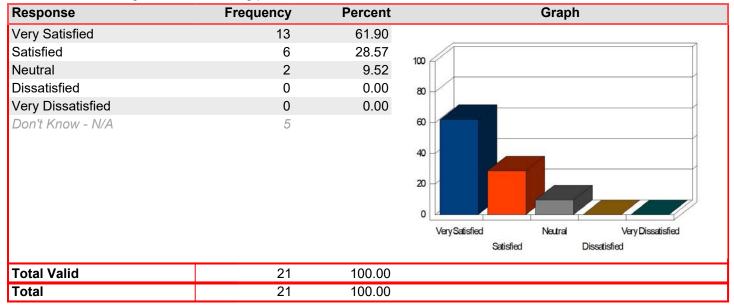
Mean: 4.62

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 14        | 66.67   |   |
| Satisfied         | 6         | 28.57   | 100   |
| Neutral           | 1         | 4.76    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 5         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |   |
| Total             | 21        | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 12        | 57.14   |   |
| Satisfied         | 9         | 42.86   | 100   |
| Neutral           | 0         | 0.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 5         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |   |
| Total             | 21        | 100.00  |   |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 66.67   |  |
| Satisfied         | 7         | 33.33   | 100  |
| Neutral           | 0         | 0.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |  |
| Total             | 21        | 100.00  |  |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 57.14   |  |
| Satisfied         | 9         | 42.86   | 100  |
| Neutral           | 0         | 0.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |  |
| Total             | 21        | 100.00  |  |

## Guidance/Counseling - Website information

Mean: 4.10

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 9         | 45.00   |  |
| Satisfied         | 7         | 35.00   | 100  |
| Neutral           | 2         | 10.00   |  |
| Dissatisfied      | 1         | 5.00    | 80   |
| Very Dissatisfied | 1         | 5.00    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 20        | 100.00  |  |
| Total             | 20        | 100.00  |  |

### Business Office/Cashier - Assistance of staff

Mean: 4.43

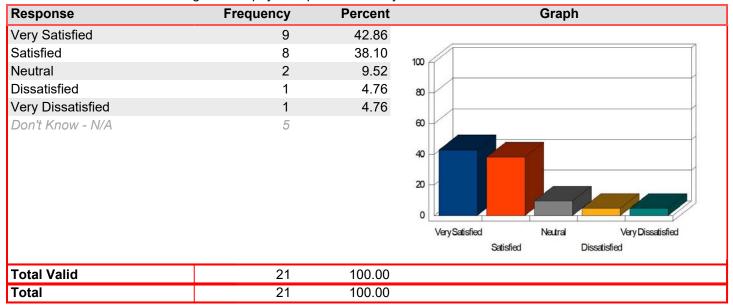
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 61.90   |  |
| Satisfied         | 4         | 19.05   | 100  |
| Neutral           | 4         | 19.05   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 3         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |  |
| Total             | 21        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 13        | 61.90   |   |
| Satisfied         | 2         | 9.52    | 100   |
| Neutral           | 5         | 23.81   |   |
| Dissatisfied      | 1         | 4.76    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 5         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |   |
| Total             | 21        | 100.00  |   |

# Business Office/Cashier - Knowledge of staff

Mean: 4.19

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 57.14   |  |
| Satisfied         | 4         | 19.05   | 100  |
| Neutral           | 3         | 14.29   |  |
| Dissatisfied      | 1         | 4.76    | 80   |
| Very Dissatisfied | 1         | 4.76    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |  |
| Total             | 21        | 100.00  |  |



# Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 7         | 50.00   |  |
| Satisfied         | 4         | 28.57   | 100  |
| Neutral           | 1         | 7.14    | 100  |
| Dissatisfied      | 1         | 7.14    | 80   |
| Very Dissatisfied | 1         | 7.14    |  |
| Don't Know - N/A  | 12        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 14        | 100.00  |  |
| Total             | 14        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 31.58   |  |
| Satisfied         | 8         | 42.11   | 100  |
| Neutral           | 1         | 5.26    |  |
| Dissatisfied      | 1         | 5.26    | 80   |
| Very Dissatisfied | 3         | 15.79   |  |
| Don't Know - N/A  | 7         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 19        | 100.00  |  |
| Total             | 19        | 100.00  |  |

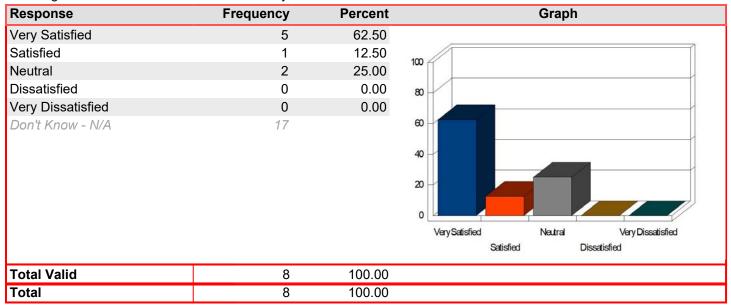
Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 62.50   |  |
| Satisfied         | 2         | 25.00   | 100  |
| Neutral           | 1         | 12.50   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 17        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 6         | 75.00   |   |
| Satisfied         | 1         | 12.50   | 100   |
| Neutral           | 1         | 12.50   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 17        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |   |
| Total             | 8         | 100.00  |   |

Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 50.00   |  |
| Satisfied         | 3         | 37.50   | 100  |
| Neutral           | 1         | 12.50   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 17        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |



Tutoring/CAPS - Peer tutoring services

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 62.50   |  |
| Satisfied         | 1         | 12.50   | 100  |
| Neutral           | 2         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 17        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 8         | 100.00  |  |
| Total             | 8         | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 11        | 64.71   |   |
| Satisfied         | 5         | 29.41   | 100   |
| Neutral           | 1         | 5.88    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 7         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |   |
| Total             | 17        | 100.00  |   |

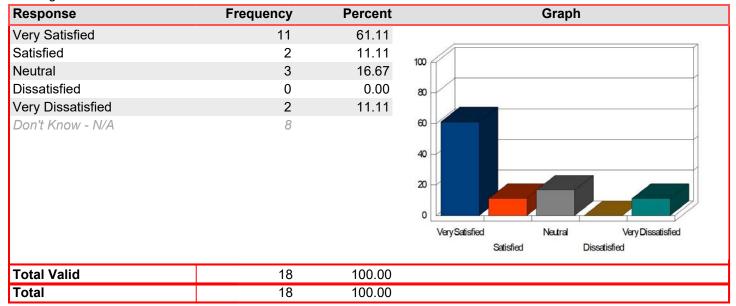
# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 11        | 57.89   |   |
| Satisfied         | 4         | 21.05   | 100   |
| Neutral           | 3         | 15.79   |   |
| Dissatisfied      | 1         | 5.26    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 7         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 19        | 100.00  |   |
| Total             | 19        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 63.16   |  |
| Satisfied         | 5         | 26.32   | 100  |
| Neutral           | 2         | 10.53   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 7         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 19        | 100.00  |  |
| Total             | 19        | 100.00  |  |

# Testing Services - Testing Center hours are adequate

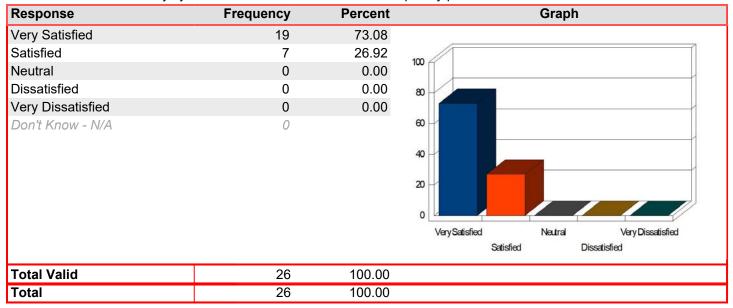
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 65.00   |  |
| Satisfied         | 2         | 10.00   | 100  |
| Neutral           | 5         | 25.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 20        | 100.00  |  |
| Total             | 20        | 100.00  |  |



Instruction - Overall, teachers care about me

Mean: 4.31

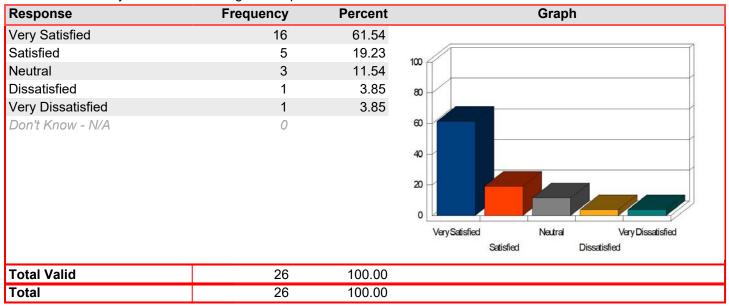
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 61.54   |  |
| Satisfied         | 5         | 19.23   | 100  |
| Neutral           | 3         | 11.54   |  |
| Dissatisfied      | 1         | 3.85    | 80   |
| Very Dissatisfied | 1         | 3.85    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 26        | 100.00  |  |
| Total             | 26        | 100.00  |  |



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

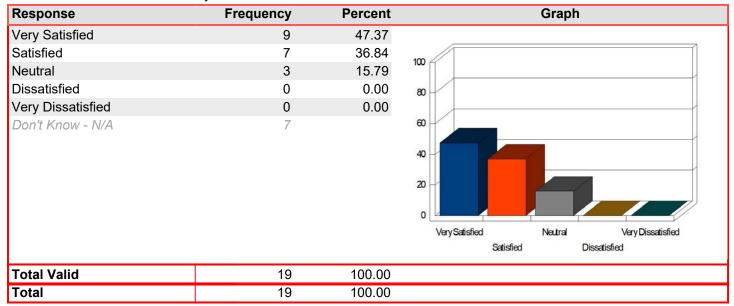
Mean: 4.31

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 53.85   |  |
| Satisfied         | 8         | 30.77   | 100  |
| Neutral           | 3         | 11.54   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 1         | 3.85    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 26        | 100.00  |  |
| Total             | 26        | 100.00  |  |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 18        | 72.00   |  |
| Satisfied         | 6         | 24.00   | 100  |
| Neutral           | 1         | 4.00    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 25        | 100.00  |  |
| Total             | 25        | 100.00  |  |



### Overall-Access to technology resources was adequate

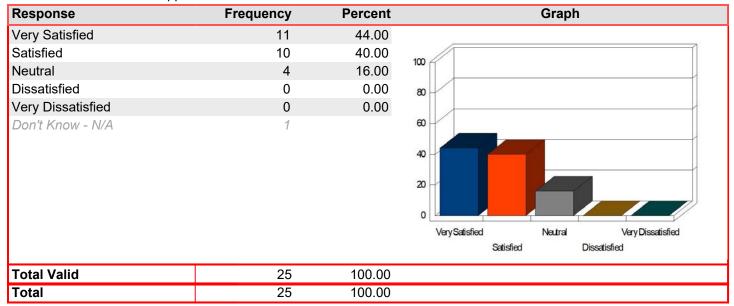
Mean: 4.14

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 45.45   |  |
| Satisfied         | 8         | 36.36   | 100  |
| Neutral           | 2         | 9.09    |  |
| Dissatisfied      | 1         | 4.55    | 80   |
| Very Dissatisfied | 1         | 4.55    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 22        | 100.00  |  |
| Total             | 22        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 10        | 47.62   |  |
| Satisfied         | 5         | 23.81   | 100  |
| Neutral           | 6         | 28.57   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |  |
| Total             | 21        | 100.00  |  |

# Overall-Efficiency receiving services

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 9         | 39.13   |   |
| Satisfied         | 10        | 43.48   | 100   |
| Neutral           | 4         | 17.39   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 3         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 23        | 100.00  |   |
| Total             | 23        | 100.00  |   |



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

Mean: 3.68

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 8         | 32.00   |  |
| Satisfied         | 7         | 28.00   | 4m   |
| Neutral           | 7         | 28.00   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 3         | 12.00   |  |
| Don't Know - N/A  |           |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 25        | 100.00  |  |
| Total             | 25        | 100.00  |  |

My gender is: Mean: 1.60

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 10        | 40.00   | 7   |
| Female      | 15        | 60.00   | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 25        | 100.00  |   |
| Total       | 25        | 100.00  |   |

I am enrolled Mean: 1.21

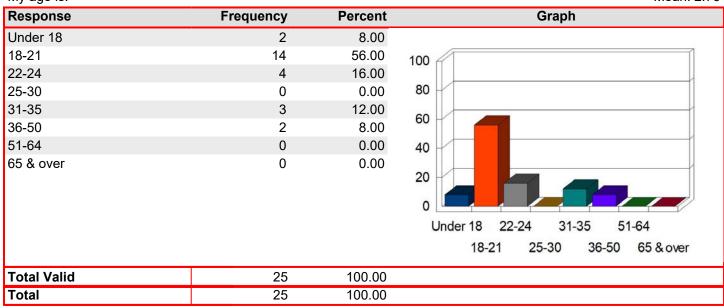
| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 19        | 79.17   |   |
| Part-time less than 12 hours | 5         | 20.83   | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 24        | 100.00  |   |
| Total                        | 24        | 100.00  |   |

## I take the majority of my classes

#### Mean: 6.00

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    | 50    |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 26        | 100.00  | 20    |
| Total Valid                                | 26        | 100.00  |       |
| Total                                      | 26        | 100.00  |       |

My age is: Mean: 2.76



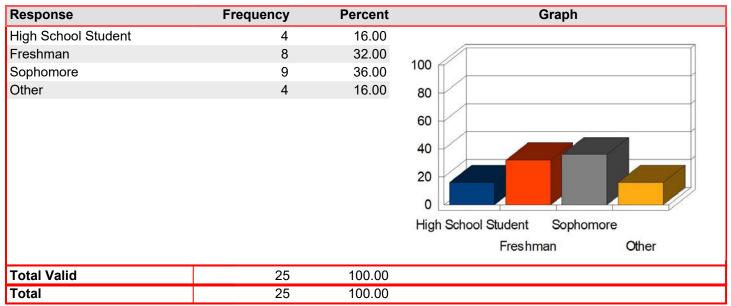
Ethnic Origin Mean: 1.48

| Response               | Frequency | Percent | Graph   |
|------------------------|-----------|---------|---|
| Not Hispanic or Latino | 16        | 64.00   |   |
| Hispanic or Latino     | 6         | 24.00   |   |
| Unknown                | 3         | 12.00   | Not Hispanic or Latino Unknown Hispanic or Latino |
| Total Valid            | 25        | 100.00  |   |
| Total                  | 25        | 100.00  |   |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 22        | 95.65   | 500   |
| Black or African American              | 2         | 8.70    | 100   |
| Asian                                  | 1         | 4.35    |       |
| American Indian or Alaskan<br>Native   | 1         | 4.35    | 80    |
| Native Hawaiian or Pacific<br>Islander | 1         | 4.35    | 60    |
| International                          | 2         | 8.70    |       |
|  |           |         | 20    |
| Total Valid                            | 23        | 100.00  |       |
| Total                                  | 23        | 100.00  |       |

Student Classification: Mean: 2.52



## Would you recommend TVCC to a Friend?

Mean: 1.12

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Yes         | 23        | 88.46   |                             |
| No          | 3         | 11.54   |                             |
|             |           |         | 100<br>80<br>60<br>40<br>20 |
|             |           |         | 0                           |
|             |           |         | Yes No                      |
| Total Valid | 26        | 100.00  |                             |
| Total       | 26        | 100.00  |                             |

# **Trinity Valley Community College**

### **Student Satisfaction Survey**

#### 2018

Kaufman HSC

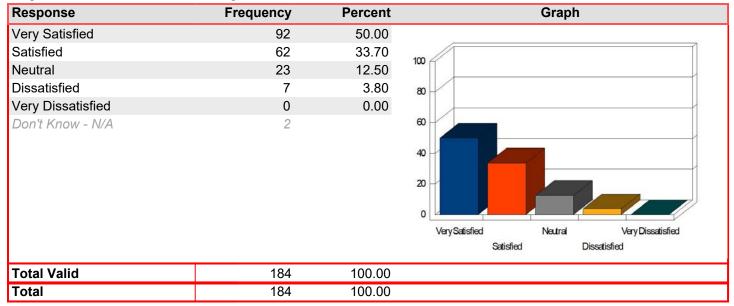
### Registration & Admissions - Assistance of staff

Mean: 4.46

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 102       | 55.43   |  |
| Satisfied         | 66        | 35.87   | 100  |
| Neutral           | 15        | 8.15    |  |
| Dissatisfied      | 1         | 0.54    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 184       | 100.00  |  |
| Total             | 184       | 100.00  |  |

### Registration & Admissions - Friendliness of staff

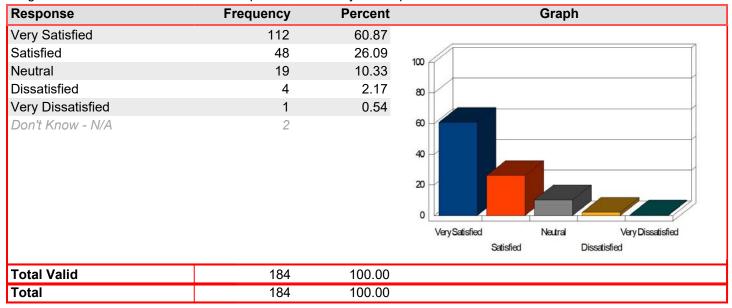
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 114       | 61.96   |   |
| Satisfied         | 55        | 29.89   | 100   |
| Neutral           | 11        | 5.98    |   |
| Dissatisfied      | 2         | 1.09    | 80  |
| Very Dissatisfied | 2         | 1.09    |   |
| Don't Know - N/A  | 2         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 184       | 100.00  |   |
| Total             | 184       | 100.00  |   |



## Registration & Admissions - Staff helped me understand the registration process

Mean: 4.44

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 107       | 59.12   |  |
| Satisfied         | 51        | 28.18   | 100  |
| Neutral           | 19        | 10.50   |  |
| Dissatisfied      | 3         | 1.66    | 80   |
| Very Dissatisfied | 1         | 0.55    |  |
| Don't Know - N/A  | 5         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 181       | 100.00  |  |
| Total             | 181       | 100.00  |  |



## Registration & Admissions - Information I received was understandable

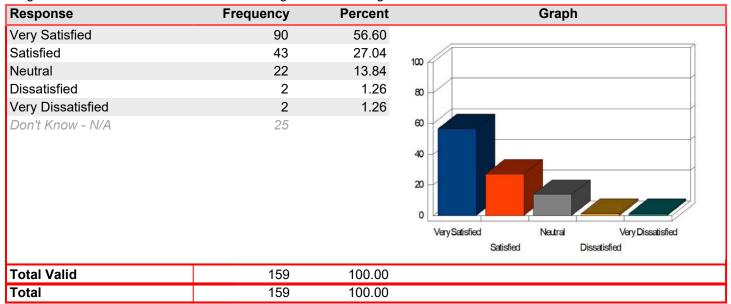
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 105       | 57.38   |  |
| Satisfied         | 52        | 28.42   | 100  |
| Neutral           | 21        | 11.48   |  |
| Dissatisfied      | 4         | 2.19    | 80   |
| Very Dissatisfied | 1         | 0.55    |  |
| Don't Know - N/A  | 2         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 183       | 100.00  |  |
| Total             | 183       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 104       | 59.09   |  |
| Satisfied         | 43        | 24.43   | 4m   |
| Neutral           | 26        | 14.77   | 100  |
| Dissatisfied      | 2         | 1.14    | 80   |
| Very Dissatisfied | 1         | 0.57    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 176       | 100.00  |  |
| Total             | 176       | 100.00  |  |

# Registration & Admissions - Face-to-Face registration process

Mean: 4.34

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 85        | 54.84   |  |
| Satisfied         | 43        | 27.74   | 100  |
| Neutral           | 23        | 14.84   |  |
| Dissatisfied      | 3         | 1.94    | 80   |
| Very Dissatisfied | 1         | 0.65    |  |
| Don't Know - N/A  | 29        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 155       | 100.00  |  |
| Total             | 155       | 100.00  |  |



#### Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 88        | 50.00   |  |
| Satisfied         | 52        | 29.55   | 4m   |
| Neutral           | 29        | 16.48   | 100  |
| Dissatisfied      | 5         | 2.84    | 80   |
| Very Dissatisfied | 2         | 1.14    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 176       | 100.00  |  |
| Total             | 176       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 58        | 37.42   |  |
| Satisfied         | 41        | 26.45   | 100  |
| Neutral           | 28        | 18.06   |  |
| Dissatisfied      | 11        | 7.10    | 80   |
| Very Dissatisfied | 17        | 10.97   |  |
| Don't Know - N/A  | 30        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 155       | 100.00  |  |
| Total             | 155       | 100.00  |  |

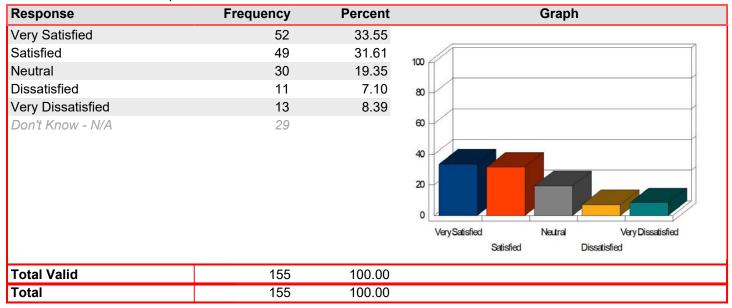
#### Financial Aid - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 70        | 44.87   |  |
| Satisfied         | 44        | 28.21   | 100  |
| Neutral           | 22        | 14.10   |  |
| Dissatisfied      | 6         | 3.85    | 80   |
| Very Dissatisfied | 14        | 8.97    |  |
| Don't Know - N/A  | 29        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 156       | 100.00  |  |
| Total             | 156       | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 59        | 38.06   |   |
| Satisfied         | 42        | 27.10   | 100   |
| Neutral           | 27        | 17.42   |   |
| Dissatisfied      | 10        | 6.45    | 80  |
| Very Dissatisfied | 17        | 10.97   |   |
| Don't Know - N/A  | 30        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 155       | 100.00  |   |
| Total             | 155       | 100.00  |   |

#### Financial Aid - Information received is accurate

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 55        | 35.48   |   |
| Satisfied         | 48        | 30.97   | 100   |
| Neutral           | 26        | 16.77   |   |
| Dissatisfied      | 14        | 9.03    | 80  |
| Very Dissatisfied | 12        | 7.74    |   |
| Don't Know - N/A  | 30        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 155       | 100.00  |   |
| Total             | 155       | 100.00  |   |

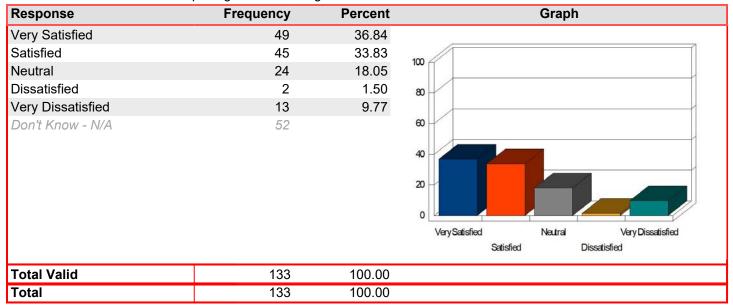


## Financial Aid - Financial aid process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 50        | 33.11   |  |
| Satisfied         | 37        | 24.50   | 100  |
| Neutral           | 18        | 11.92   |  |
| Dissatisfied      | 10        | 6.62    | 80   |
| Very Dissatisfied | 36        | 23.84   |  |
| Don't Know - N/A  | 34        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 151       | 100.00  |  |
| Total             | 151       | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.86



#### Financial Aid - Assistance for Veteran benefits

Mean: 3.75

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 35        | 38.04   |  |
| Satisfied         | 19        | 20.65   | 4m   |
| Neutral           | 27        | 29.35   | 100  |
| Dissatisfied      | 2         | 2.17    | 80   |
| Very Dissatisfied | 9         | 9.78    |  |
| Don't Know - N/A  | 91        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 92        | 100.00  |  |
| Total             | 92        | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.74

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 53        | 36.81   |   |
| Satisfied         | 38        | 26.39   | 100   |
| Neutral           | 30        | 20.83   |   |
| Dissatisfied      | 8         | 5.56    | 80  |
| Very Dissatisfied | 15        | 10.42   |   |
| Don't Know - N/A  | 40        |         | 60 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 144       | 100.00  |   |
| Total             | 144       | 100.00  |   |

#### Financial Aid - Website information

Mean: 3.76

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 58        | 37.18   |   |
| Satisfied         | 37        | 23.72   | 100   |
| Neutral           | 38        | 24.36   |   |
| Dissatisfied      | 11        | 7.05    | 80  |
| Very Dissatisfied | 12        | 7.69    |   |
| Don't Know - N/A  | 29        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 156       | 100.00  |   |
| Total             | 156       | 100.00  |   |

## Guidance/Counseling - Assistance of staff

Mean: 4.51

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 106       | 61.63   |   |
| Satisfied         | 52        | 30.23   | 100   |
| Neutral           | 10        | 5.81    |   |
| Dissatisfied      | 4         | 2.33    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 13        |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 172       | 100.00  |   |
| Total             | 172       | 100.00  |   |

# Guidance/Counseling - Friendliness of staff

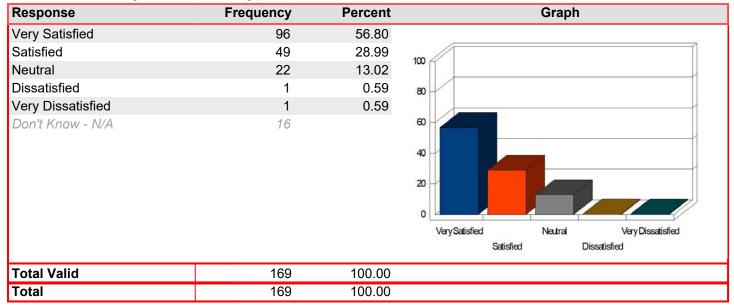
Mean: 4.54

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 112       | 64.74   |  |
| Satisfied         | 47        | 27.17   | 100  |
| Neutral           | 11        | 6.36    |  |
| Dissatisfied      | 1         | 0.58    | 80   |
| Very Dissatisfied | 2         | 1.16    |  |
| Don't Know - N/A  | 13        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 173       | 100.00  |  |
| Total             | 173       | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 101       | 58.38   |   |
| Satisfied         | 54        | 31.21   | 100   |
| Neutral           | 15        | 8.67    |   |
| Dissatisfied      | 3         | 1.73    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 13        |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 173       | 100.00  |   |
| Total             | 173       | 100.00  |   |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 92        | 55.09   |  |
| Satisfied         | 50        | 29.94   | 100  |
| Neutral           | 21        | 12.57   |  |
| Dissatisfied      | 4         | 2.40    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 18        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 167       | 100.00  |  |
| Total             | 167       | 100.00  |  |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 99        | 58.58   |  |
| Satisfied         | 47        | 27.81   | 100  |
| Neutral           | 21        | 12.43   | 100  |
| Dissatisfied      | 1         | 0.59    | 80   |
| Very Dissatisfied | 1         | 0.59    |  |
| Don't Know - N/A  | 17        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 169       | 100.00  |  |
| Total             | 169       | 100.00  |  |

## Guidance/Counseling - Website information

Mean: 4.31

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 96        | 57.49   |   |
| Satisfied         | 37        | 22.16   | 100   |
| Neutral           | 27        | 16.17   |   |
| Dissatisfied      | 4         | 2.40    | 80  |
| Very Dissatisfied | 3         | 1.80    |   |
| Don't Know - N/A  | 17        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 167       | 100.00  |   |
| Total             | 167       | 100.00  |   |

#### Business Office/Cashier - Assistance of staff

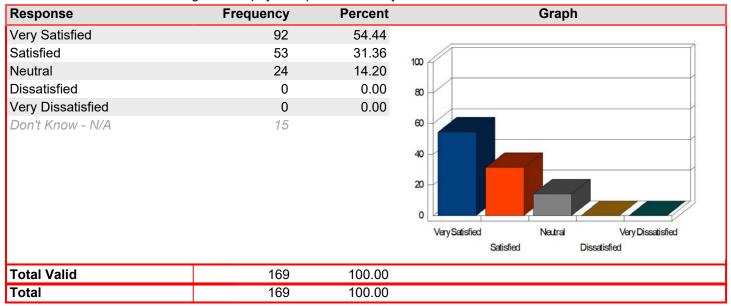
Mean: 4.38

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 87        | 51.79   |  |
| Satisfied         | 58        | 34.52   | 100  |
| Neutral           | 23        | 13.69   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 16        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 168       | 100.00  |  |
| Total             | 168       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 94        | 55.95   |  |
| Satisfied         | 53        | 31.55   | 100  |
| Neutral           | 20        | 11.90   |  |
| Dissatisfied      | 1         | 0.60    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 16        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 168       | 100.00  |  |
| Total             | 168       | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 88        | 52.38   |  |
| Satisfied         | 54        | 32.14   | 100  |
| Neutral           | 25        | 14.88   |  |
| Dissatisfied      | 1         | 0.60    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 16        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 168       | 100.00  |  |
| Total             | 168       | 100.00  |  |



#### Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 4.12

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 78        | 50.00   |  |
| Satisfied         | 36        | 23.08   | 4m   |
| Neutral           | 30        | 19.23   | 100  |
| Dissatisfied      | 7         | 4.49    | 80   |
| Very Dissatisfied | 5         | 3.21    |  |
| Don't Know - N/A  | 28        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 156       | 100.00  |  |
| Total             | 156       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 89        | 53.94   |  |
| Satisfied         | 43        | 26.06   | 100  |
| Neutral           | 27        | 16.36   |  |
| Dissatisfied      | 2         | 1.21    | 80   |
| Very Dissatisfied | 4         | 2.42    |  |
| Don't Know - N/A  | 19        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 165       | 100.00  |  |
| Total             | 165       | 100.00  |  |

Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 45        | 46.88   |  |
| Satisfied         | 19        | 19.79   | 100  |
| Neutral           | 28        | 29.17   |  |
| Dissatisfied      | 4         | 4.17    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 85        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 96        | 100.00  |  |
| Total             | 96        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 49        | 50.52   |  |
| Satisfied         | 16        | 16.49   | 100  |
| Neutral           | 31        | 31.96   |  |
| Dissatisfied      | 1         | 1.03    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 85        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 97        | 100.00  |  |
| Total             | 97        | 100.00  |  |

Tutoring/CAPS - Knowledge of staff

Mean: 4.18

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 46        | 47.42   |  |
| Satisfied         | 22        | 22.68   | 4m   |
| Neutral           | 29        | 29.90   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 85        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 97        | 100.00  |  |
| Total             | 97        | 100.00  |  |

Tutoring/CAPS - Documented student disability services

Mean: 4.06

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 38        | 44.19   |   |
| Satisfied         | 15        | 17.44   | 100   |
| Neutral           | 33        | 38.37   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 95        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 86        | 100.00  |   |
| Total             | 86        | 100.00  |   |

# Tutoring/CAPS - Peer tutoring services

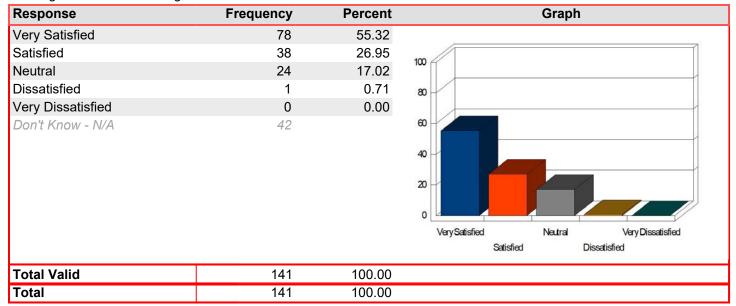
Mean: 3.86

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 37        | 39.36   |   |
| Satisfied         | 17        | 18.09   | 100   |
| Neutral           | 32        | 34.04   |   |
| Dissatisfied      | 6         | 6.38    | 80  |
| Very Dissatisfied | 2         | 2.13    |   |
| Don't Know - N/A  | 87        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 94        | 100.00  |   |
| Total             | 94        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 79        | 56.03   |  |
| Satisfied         | 41        | 29.08   | 100  |
| Neutral           | 18        | 12.77   |  |
| Dissatisfied      | 3         | 2.13    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 41        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 141       | 100.00  |  |
| Total             | 141       | 100.00  |  |

# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 80        | 57.14   |  |
| Satisfied         | 38        | 27.14   |  |
| Neutral           | 20        | 14.29   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 1.43    |  |
| Don't Know - N/A  | 42        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 140       | 100.00  |  |
| Total             | 140       | 100.00  |  |



## Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 78        | 56.12   |  |
| Satisfied         | 37        | 26.62   | 100  |
| Neutral           | 22        | 15.83   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 1.44    |  |
| Don't Know - N/A  | 43        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 139       | 100.00  |  |
| Total             | 139       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 76        | 56.30   |  |
| Satisfied         | 35        | 25.93   | 100  |
| Neutral           | 24        | 17.78   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 47        |         | Very Satisfied Neutral Very Dissatisfied  Satisfied Dissatisfied |
| Total Valid       | 135       | 100.00  |  |
| Total             | 135       | 100.00  |  |

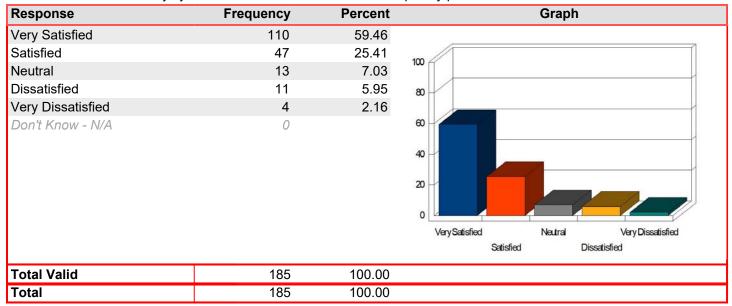
# Instruction - Overall, teachers care about me

Mean: 4.37

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 105       | 56.76   |   |
| Satisfied         | 52        | 28.11   | 100   |
| Neutral           | 23        | 12.43   | 100   |
| Dissatisfied      | 2         | 1.08    | 80  |
| Very Dissatisfied | 3         | 1.62    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 185       | 100.00  |   |
| Total             | 185       | 100.00  |   |

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

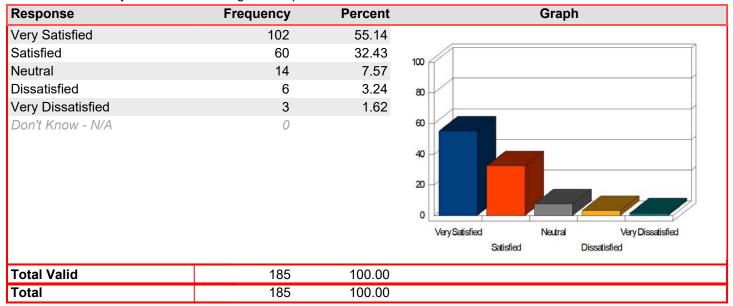
Mean: 4.34



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

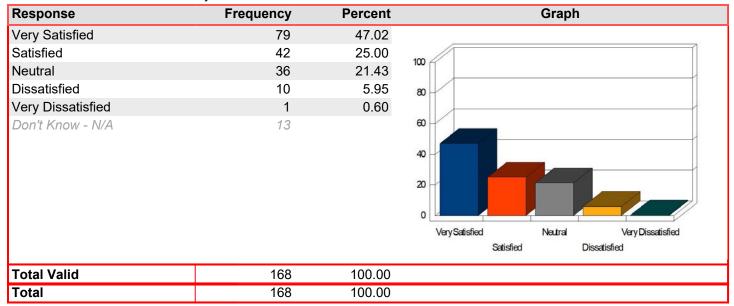
Mean: 4.14

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 92        | 50.00   |   |
| Satisfied         | 50        | 27.17   | 100   |
| Neutral           | 24        | 13.04   |   |
| Dissatisfied      | 12        | 6.52    | 80  |
| Very Dissatisfied | 6         | 3.26    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 184       | 100.00  |   |
| Total             | 184       | 100.00  |   |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 108       | 59.67   |  |
| Satisfied         | 54        | 29.83   | 100  |
| Neutral           | 17        | 9.39    |  |
| Dissatisfied      | 2         | 1.10    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 181       | 100.00  |  |
| Total             | 181       | 100.00  |  |



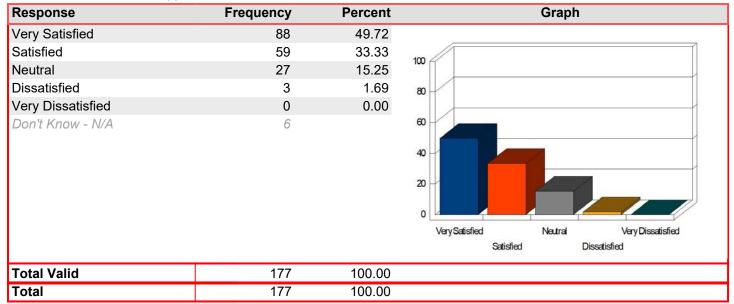
#### Overall-Access to technology resources was adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 84        | 47.73   |  |
| Satisfied         | 50        | 28.41   | 100  |
| Neutral           | 37        | 21.02   |  |
| Dissatisfied      | 3         | 1.70    | 80   |
| Very Dissatisfied | 2         | 1.14    |  |
| Don't Know - N/A  | 7         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 176       | 100.00  |  |
| Total             | 176       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 76        | 45.51   |  |
| Satisfied         | 48        | 28.74   | 100  |
| Neutral           | 35        | 20.96   |  |
| Dissatisfied      | 5         | 2.99    | 80   |
| Very Dissatisfied | 3         | 1.80    |  |
| Don't Know - N/A  | 15        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 167       | 100.00  |  |
| Total             | 167       | 100.00  |  |

# Overall-Efficiency receiving services

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 80        | 45.98   |   |
| Satisfied         | 59        | 33.91   | 4m  |
| Neutral           | 30        | 17.24   | 100   |
| Dissatisfied      | 3         | 1.72    | 80  |
| Very Dissatisfied | 2         | 1.15    |   |
| Don't Know - N/A  | 9         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 174       | 100.00  |   |
| Total             | 174       | 100.00  |   |



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

Mean: 4.16

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 82        | 46.07   |   |
| Satisfied         | 55        | 30.90   | 100   |
| Neutral           | 34        | 19.10   |   |
| Dissatisfied      | 1         | 0.56    | 80  |
| Very Dissatisfied | 6         | 3.37    |   |
| Don't Know - N/A  | 4         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 178       | 100.00  |   |
| Total             | 178       | 100.00  |   |

My gender is: Mean: 1.90

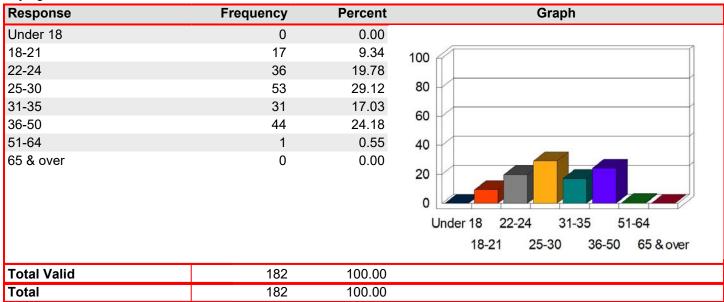
| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 19        | 10.22   |   |
| Female      | 167       | 89.78   | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 186       | 100.00  |   |
| Total       | 186       | 100.00  |   |

I am enrolled Mean: 1.34

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 118       | 66.29   |   |
| Part-time less than 12 hours | 60        | 33.71   | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 178       | 100.00  |   |
| Total                        | 178       | 100.00  |   |

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    | Sec.  |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 186       | 100.00  | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 186       | 100.00  |       |
| Total                                      | 186       | 100.00  |       |

My age is: Mean: 4.29



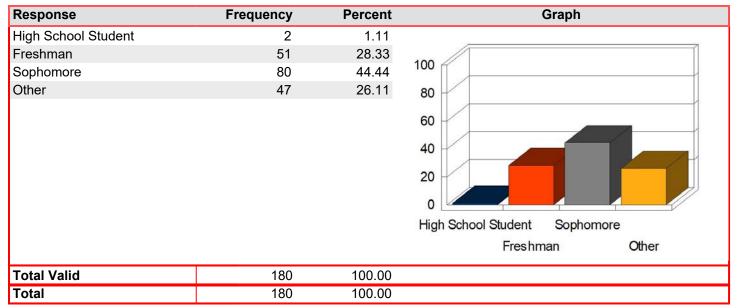
Ethnic Origin Mean: 1.35

| Response               | Frequency | Percent | Graph   |
|------------------------|-----------|---------|---|
| Not Hispanic or Latino | 133       | 72.28   |   |
| Hispanic or Latino     | 37        | 20.11   |   |
| Unknown                | 14        | 7.61    | Not Hispanic or Latino  Hispanic or Latino  Unknown  Hispanic or Latino |
| Total Valid            | 184       | 100.00  |   |
| Total                  | 184       | 100.00  |   |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 139       | 78.09   |       |
| Black or African American              | 39        | 21.91   | 100   |
| Asian                                  | 2         | 1.12    |       |
| American Indian or Alaskan<br>Native   | 4         | 2.25    | 80    |
| Native Hawaiian or Pacific<br>Islander | 2         | 1.12    | 60    |
| International                          | 5         | 2.81    |       |
|  |           |         | 20    |
| Total Valid                            | 178       | 100.00  |       |
| Total                                  | 178       | 100.00  |       |

Student Classification: Mean: 2.96



## Would you recommend TVCC to a Friend?

Mean: 1.10

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 161       | 89.94   |        |
| No          | 18        | 10.06   |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 179       | 100.00  |        |
| Total       | 179       | 100.00  |        |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

2018

Palestine

#### Registration & Admissions - Assistance of staff

Mean: 4.21

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 119       | 39.80   |   |
| Satisfied         | 135       | 45.15   | 1m  |
| Neutral           | 37        | 12.37   | 100   |
| Dissatisfied      | 5         | 1.67    | 80  |
| Very Dissatisfied | 3         | 1.00    |   |
| Don't Know - N/A  | 23        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 299       | 100.00  |   |
| Total             | 299       | 100.00  |   |

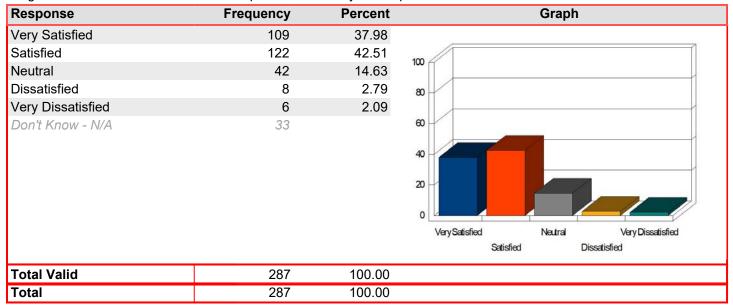
#### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 117       | 38.49   |  |
| Satisfied         | 128       | 42.11   | 100  |
| Neutral           | 54        | 17.76   |  |
| Dissatisfied      | 3         | 0.99    | 80   |
| Very Dissatisfied | 2         | 0.66    |  |
| Don't Know - N/A  | 19        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 304       | 100.00  |  |
| Total             | 304       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 125       | 41.67   |  |
| Satisfied         | 125       | 41.67   | 100  |
| Neutral           | 43        | 14.33   |  |
| Dissatisfied      | 6         | 2.00    | 80   |
| Very Dissatisfied | 1         | 0.33    |  |
| Don't Know - N/A  | 23        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 300       | 100.00  |  |
| Total             | 300       | 100.00  |  |

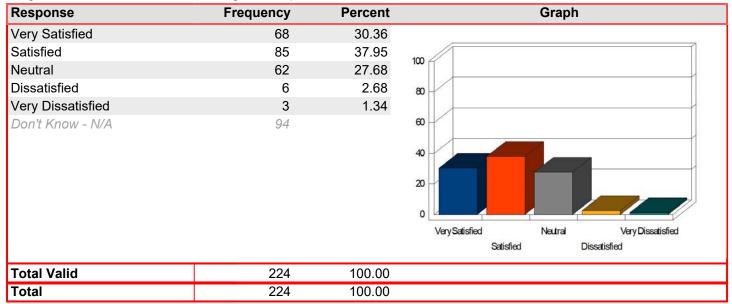
# Registration & Admissions - Staff helped me understand the registration process

| <u> </u>          | <u> </u>  |         | <u>'</u>   |
|-------------------|-----------|---------|--|
| Response          | Frequency | Percent | Graph  |
| Very Satisfied    | 101       | 34.95   |  |
| Satisfied         | 116       | 40.14   | 100  |
| Neutral           | 56        | 19.38   |  |
| Dissatisfied      | 10        | 3.46    | 80   |
| Very Dissatisfied | 6         | 2.08    |  |
| Don't Know - N/A  | 34        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 289       | 100.00  |  |
| Total             | 289       | 100.00  |  |
|                   |           |         |  |



## Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 110       | 37.29   |  |
| Satisfied         | 120       | 40.68   | am /   |
| Neutral           | 49        | 16.61   | 100  |
| Dissatisfied      | 9         | 3.05    | 80   |
| Very Dissatisfied | 7         | 2.37    |  |
| Don't Know - N/A  | 23        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 295       | 100.00  |  |
| Total             | 295       | 100.00  |  |



# Registration & Admissions - Face-to-Face registration process

Mean: 4.15

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 108       | 39.27   |   |
| Satisfied         | 115       | 41.82   | 100   |
| Neutral           | 41        | 14.91   |   |
| Dissatisfied      | 7         | 2.55    | 80  |
| Very Dissatisfied | 4         | 1.45    |   |
| Don't Know - N/A  | 47        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 275       | 100.00  |   |
| Total             | 275       | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 97        | 36.60   |  |
| Satisfied         | 109       | 41.13   | 100  |
| Neutral           | 54        | 20.38   |  |
| Dissatisfied      | 1         | 0.38    | 80   |
| Very Dissatisfied | 4         | 1.51    |  |
| Don't Know - N/A  | 55        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 265       | 100.00  |  |
| Total             | 265       | 100.00  |  |

# Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 87        | 30.31   |  |
| Satisfied         | 112       | 39.02   | am /   |
| Neutral           | 71        | 24.74   | 100  |
| Dissatisfied      | 14        | 4.88    | 80   |
| Very Dissatisfied | 3         | 1.05    |  |
| Don't Know - N/A  | 35        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 287       | 100.00  |  |
| Total             | 287       | 100.00  |  |

#### Financial Aid - Assistance of staff

Mean: 3.61

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 58        | 26.61   |  |
| Satisfied         | 79        | 36.24   | 100  |
| Neutral           | 38        | 17.43   |  |
| Dissatisfied      | 24        | 11.01   | 80   |
| Very Dissatisfied | 19        | 8.72    |  |
| Don't Know - N/A  | 100       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 218       | 100.00  |  |
| Total             | 218       | 100.00  |  |

#### Financial Aid - Friendliness of staff

Mean: 3.72

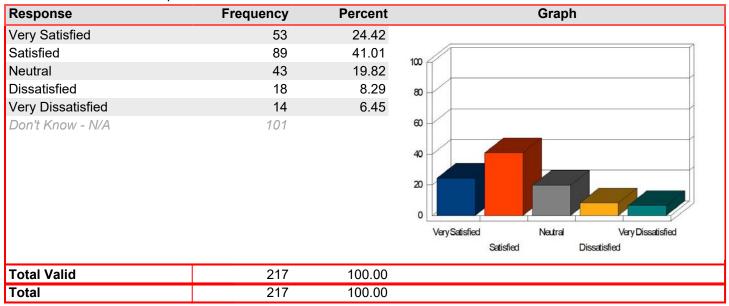
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 64        | 29.36   |   |
| Satisfied         | 81        | 37.16   | 100   |
| Neutral           | 37        | 16.97   |   |
| Dissatisfied      | 21        | 9.63    | 80  |
| Very Dissatisfied | 15        | 6.88    |   |
| Don't Know - N/A  | 102       |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 218       | 100.00  |   |
| Total             | 218       | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 62        | 28.44   |  |
| Satisfied         | 81        | 37.16   | 100  |
| Neutral           | 41        | 18.81   |  |
| Dissatisfied      | 19        | 8.72    | 80   |
| Very Dissatisfied | 15        | 6.88    |  |
| Don't Know - N/A  | 102       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 218       | 100.00  |  |
| Total             | 218       | 100.00  |  |

Financial Aid - Information received is accurate

Mean: 3.79

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 68        | 31.19   |  |
| Satisfied         | 80        | 36.70   | 100  |
| Neutral           | 38        | 17.43   |  |
| Dissatisfied      | 20        | 9.17    | 80   |
| Very Dissatisfied | 12        | 5.50    |  |
| Don't Know - N/A  | 102       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 218       | 100.00  |  |
| Total             | 218       | 100.00  |  |



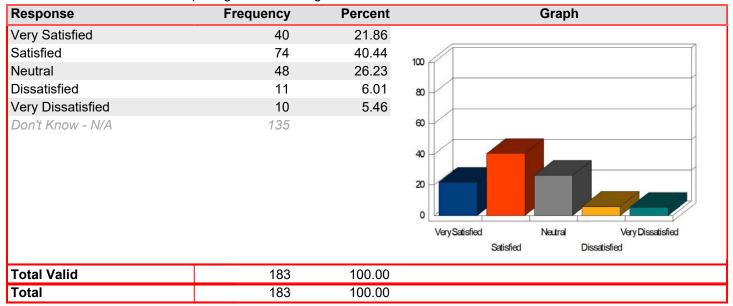
## Financial Aid - Financial aid process

Mean: 3.54

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 53        | 25.24   |  |
| Satisfied         | 73        | 34.76   | 100  |
| Neutral           | 41        | 19.52   |  |
| Dissatisfied      | 20        | 9.52    | 80   |
| Very Dissatisfied | 23        | 10.95   |  |
| Don't Know - N/A  | 109       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 210       | 100.00  |  |
| Total             | 210       | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

| Mean: 3 | 5.67 |
|---------|------|
|---------|------|



#### Financial Aid - Assistance for Veteran benefits

Mean: 3.69

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 34        | 26.77   |  |
| Satisfied         | 39        | 30.71   | 100  |
| Neutral           | 42        | 33.07   |  |
| Dissatisfied      | 5         | 3.94    | 80   |
| Very Dissatisfied | 7         | 5.51    |  |
| Don't Know - N/A  | 187       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 127       | 100.00  |  |
| Total             | 127       | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 3.52

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 42        | 22.70   |   |
| Satisfied         | 60        | 32.43   | 100   |
| Neutral           | 53        | 28.65   |   |
| Dissatisfied      | 12        | 6.49    | 80  |
| Very Dissatisfied | 18        | 9.73    |   |
| Don't Know - N/A  | 133       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 185       | 100.00  |   |
| Total             | 185       | 100.00  |   |

#### Financial Aid - Website information

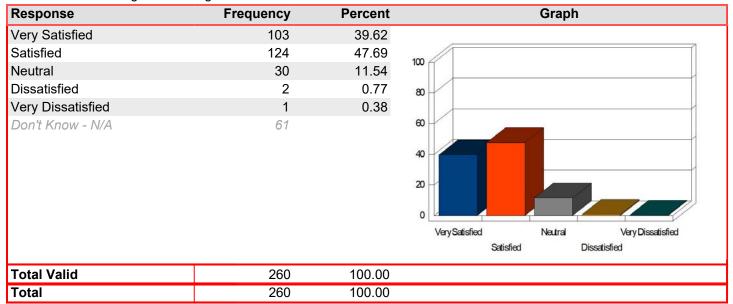
Mean: 3.69

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 46        | 22.77   |   |
| Satisfied         | 76        | 37.62   | 100   |
| Neutral           | 60        | 29.70   |   |
| Dissatisfied      | 11        | 5.45    | 80  |
| Very Dissatisfied | 9         | 4.46    |   |
| Don't Know - N/A  | 118       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 202       | 100.00  |   |
| Total             | 202       | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 114       | 44.02   |  |
| Satisfied         | 108       | 41.70   | 1m   |
| Neutral           | 33        | 12.74   | 100  |
| Dissatisfied      | 3         | 1.16    | 80   |
| Very Dissatisfied | 1         | 0.39    |  |
| Don't Know - N/A  | 61        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 259       | 100.00  |  |
| Total             | 259       | 100.00  |  |

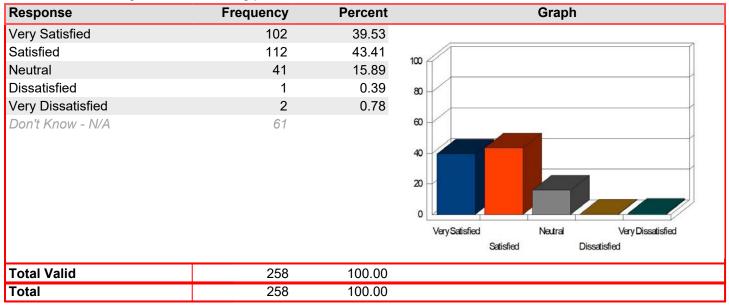
# Guidance/Counseling - Friendliness of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 112       | 42.75   |   |
| Satisfied         | 124       | 47.33   | 100   |
| Neutral           | 23        | 8.78    |   |
| Dissatisfied      | 2         | 0.76    | 80  |
| Very Dissatisfied | 1         | 0.38    |   |
| Don't Know - N/A  | 59        |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 202       | 100.00  | Section 2   |
| Total Valid       | 262       | 100.00  |   |
| Total             | 262       | 100.00  |   |



## Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 102       | 40.00   |  |
| Satisfied         | 110       | 43.14   | 100  |
| Neutral           | 38        | 14.90   |  |
| Dissatisfied      | 3         | 1.18    | 80   |
| Very Dissatisfied | 2         | 0.78    |  |
| Don't Know - N/A  | 64        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 255       | 100.00  |  |
| Total             | 255       | 100.00  |  |



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

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 109       | 41.76   |   |
| Satisfied         | 111       | 42.53   | 400   |
| Neutral           | 36        | 13.79   | 100   |
| Dissatisfied      | 2         | 0.77    | 80  |
| Very Dissatisfied | 3         | 1.15    |   |
| Don't Know - N/A  | 58        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 261       | 100.00  |   |
| Total             | 261       | 100.00  |   |

## Guidance/Counseling - Website information

Mean: 4.04

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 88        | 35.06   |  |
| Satisfied         | 94        | 37.45   | 100  |
| Neutral           | 63        | 25.10   |  |
| Dissatisfied      | 4         | 1.59    | 80   |
| Very Dissatisfied | 2         | 0.80    |  |
| Don't Know - N/A  | 67        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 251       | 100.00  |  |
| Total             | 251       | 100.00  |  |

#### Business Office/Cashier - Assistance of staff

Mean: 4.22

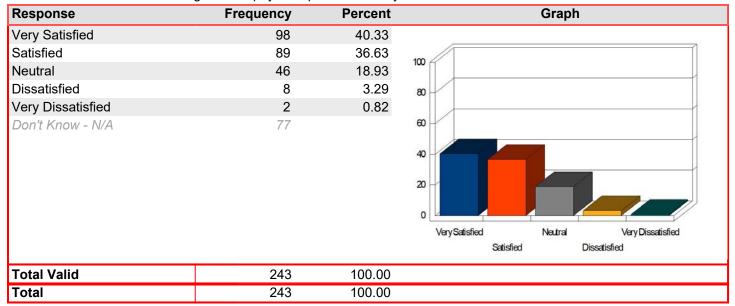
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 103       | 39.77   |   |
| Satisfied         | 117       | 45.17   | 100   |
| Neutral           | 35        | 13.51   |   |
| Dissatisfied      | 2         | 0.77    | 80  |
| Very Dissatisfied | 2         | 0.77    |   |
| Don't Know - N/A  | 64        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 259       | 100.00  |   |
| Total             | 259       | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 104       | 40.31   |   |
| Satisfied         | 108       | 41.86   | 100   |
| Neutral           | 41        | 15.89   |   |
| Dissatisfied      | 3         | 1.16    | 80  |
| Very Dissatisfied | 2         | 0.78    |   |
| Don't Know - N/A  | 64        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 258       | 100.00  |   |
| Total             | 258       | 100.00  |   |

# Business Office/Cashier - Knowledge of staff

Mean: 4.18

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 102       | 40.00   |  |
| Satisfied         | 105       | 41.18   | -m   |
| Neutral           | 41        | 16.08   | 100  |
| Dissatisfied      | 5         | 1.96    | 80   |
| Very Dissatisfied | 2         | 0.78    |  |
| Don't Know - N/A  | 67        |         | Very Satisfied Neutral Very Dissatisfied  Satisfied Dissatisfied |
| Total Valid       | 255       | 100.00  |  |
| Total             | 255       | 100.00  |  |



#### Business Office/Cashier - Assistance receiving Pell and loan resources

Mean: 3.99

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 82        | 37.61   | 199   |
| Satisfied         | 78        | 35.78   | 100   |
| Neutral           | 37        | 16.97   |   |
| Dissatisfied      | 15        | 6.88    | 80  |
| Very Dissatisfied | 6         | 2.75    |   |
| Don't Know - N/A  | 103       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 218       | 100.00  |   |
| Total             | 218       | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 80        | 34.04   |  |
| Satisfied         | 93        | 39.57   | 100  |
| Neutral           | 55        | 23.40   |  |
| Dissatisfied      | 5         | 2.13    | 80   |
| Very Dissatisfied | 2         | 0.85    |  |
| Don't Know - N/A  | 86        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 235       | 100.00  |  |
| Total             | 235       | 100.00  |  |

Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 55        | 35.26   |   |
| Satisfied         | 53        | 33.97   | 100   |
| Neutral           | 47        | 30.13   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 0.64    |   |
| Don't Know - N/A  | 162       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 156       | 100.00  |   |
| Total             | 156       | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 55        | 35.71   |  |
| Satisfied         | 62        | 40.26   | 100  |
| Neutral           | 35        | 22.73   |  |
| Dissatisfied      | 1         | 0.65    | 80   |
| Very Dissatisfied | 1         | 0.65    |  |
| Don't Know - N/A  | 164       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 154       | 100.00  |  |
| Total             | 154       | 100.00  |  |

Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 55        | 35.26   |   |
| Satisfied         | 58        | 37.18   | 100   |
| Neutral           | 41        | 26.28   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 2         | 1.28    |   |
| Don't Know - N/A  | 161       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 156       | 100.00  |   |
| Total             | 156       | 100.00  |   |

Tutoring/CAPS - Documented student disability services

Mean: 3.96

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 48        | 35.56   |   |
| Satisfied         | 44        | 32.59   | 100   |
| Neutral           | 35        | 25.93   |   |
| Dissatisfied      | 6         | 4.44    | 80  |
| Very Dissatisfied | 2         | 1.48    |   |
| Don't Know - N/A  | 180       |         | 60 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 135       | 100.00  |   |
| Total             | 135       | 100.00  |   |

Tutoring/CAPS - Peer tutoring services

Mean: 4.02

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 50        | 35.46   |   |
| Satisfied         | 49        | 34.75   | am /  |
| Neutral           | 38        | 26.95   | 100   |
| Dissatisfied      | 3         | 2.13    | 80  |
| Very Dissatisfied | 1         | 0.71    |   |
| Don't Know - N/A  | 173       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 141       | 100.00  |   |
| Total             | 141       | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 101       | 42.08   |  |
| Satisfied         | 95        | 39.58   | 100  |
| Neutral           | 42        | 17.50   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 0.83    |  |
| Don't Know - N/A  | 79        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 240       | 100.00  |  |
| Total             | 240       | 100.00  |  |

# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 99        | 41.08   |  |
| Satisfied         | 98        | 40.66   | 100  |
| Neutral           | 39        | 16.18   |  |
| Dissatisfied      | 3         | 1.24    | 80   |
| Very Dissatisfied | 2         | 0.83    |  |
| Don't Know - N/A  | 78        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 241       | 100.00  |  |
| Total             | 241       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 100       | 42.19   |  |
| Satisfied         | 93        | 39.24   | 100  |
| Neutral           | 42        | 17.72   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 0.84    |  |
| Don't Know - N/A  | 82        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 237       | 100.00  |  |
| Total             | 237       | 100.00  |  |

# Testing Services - Testing Center hours are adequate

Mean: 4.19

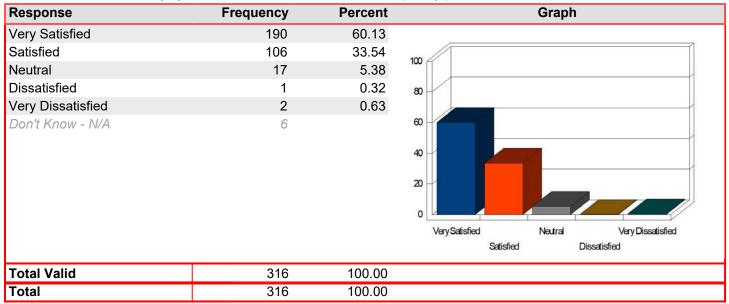
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 96        | 40.34   |   |
| Satisfied         | 98        | 41.18   | 100   |
| Neutral           | 39        | 16.39   |   |
| Dissatisfied      | 3         | 1.26    | 80  |
| Very Dissatisfied | 2         | 0.84    |   |
| Don't Know - N/A  | 81        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 238       | 100.00  |   |
| Total             | 238       | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 79        | 35.11   |  |
| Satisfied         | 91        | 40.44   | 100  |
| Neutral           | 53        | 23.56   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 2         | 0.89    |  |
| Don't Know - N/A  | 94        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 225       | 100.00  |  |
| Total             | 225       | 100.00  |  |

# Instruction - Overall, teachers care about me

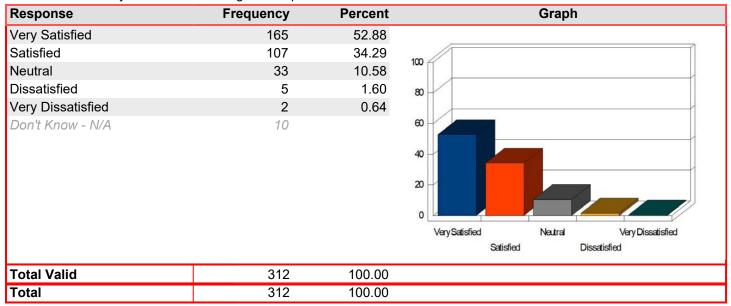
Mean: 4.30

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 158       | 49.84   |  |
| Satisfied         | 104       | 32.81   | 100  |
| Neutral           | 48        | 15.14   |  |
| Dissatisfied      | 5         | 1.58    | 80   |
| Very Dissatisfied | 2         | 0.63    |  |
| Don't Know - N/A  | 6         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 317       | 100.00  |  |
| Total             | 317       | 100.00  |  |



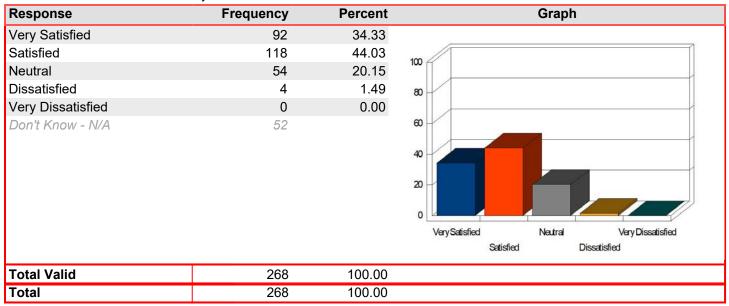
Instruction - Instructors were well-prepared and organized on first class day

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 189       | 59.81   |   |
| Satisfied         | 91        | 28.80   | 400   |
| Neutral           | 29        | 9.18    | 100   |
| Dissatisfied      | 3         | 0.95    | 80  |
| Very Dissatisfied | 4         | 1.27    |   |
| Don't Know - N/A  | 6         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 316       | 100.00  |   |
| Total             | 316       | 100.00  |   |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 175       | 55.91   |  |
| Satisfied         | 90        | 28.75   | 100  |
| Neutral           | 42        | 13.42   |  |
| Dissatisfied      | 4         | 1.28    | 80   |
| Very Dissatisfied | 2         | 0.64    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 313       | 100.00  |  |
| Total             | 313       | 100.00  |  |



#### Overall-Access to technology resources was adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 121       | 40.20   |  |
| Satisfied         | 127       | 42.19   | 100  |
| Neutral           | 51        | 16.94   |  |
| Dissatisfied      | 1         | 0.33    | 80   |
| Very Dissatisfied | 1         | 0.33    |  |
| Don't Know - N/A  | 19        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 301       | 100.00  |  |
| Total             | 301       | 100.00  |  |

## Overall-Training in the use of technology was available

Mean: 4.04

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 95        | 35.19   |   |
| Satisfied         | 110       | 40.74   | 100   |
| Neutral           | 52        | 19.26   |   |
| Dissatisfied      | 8         | 2.96    | 80  |
| Very Dissatisfied | 5         | 1.85    |   |
| Don't Know - N/A  | 51        |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 270       | 100.00  |   |
| Total             | 270       | 100.00  |   |

#### Overall-Efficiency receiving services

Mean: 4.17

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 111       | 38.68   |  |
| Satisfied         | 118       | 41.11   | -m   |
| Neutral           | 54        | 18.82   | 100  |
| Dissatisfied      | 4         | 1.39    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 34        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 287       | 100.00  |  |
| Total             | 287       | 100.00  |  |

## Overall-Administration is approachable

#### Mean: 4.21

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 124       | 42.76   |  |
| Satisfied         | 112       | 38.62   | 100  |
| Neutral           | 45        | 15.52   |  |
| Dissatisfied      | 8         | 2.76    | 80   |
| Very Dissatisfied | 1         | 0.34    |  |
| Don't Know - N/A  | 29        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 290       | 100.00  |  |
| Total             | 290       | 100.00  |  |

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

Mean: 4.08

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 120       | 39.22   |   |
| Satisfied         | 112       | 36.60   | 100   |
| Neutral           | 56        | 18.30   |   |
| Dissatisfied      | 16        | 5.23    | 80  |
| Very Dissatisfied | 2         | 0.65    |   |
| Don't Know - N/A  | 14        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 306       | 100.00  |   |
| Total             | 306       | 100.00  |   |

My gender is: Mean: 1.66

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 110       | 34.27   |   |
| Female      | 211       | 65.73   | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 321       | 100.00  |   |
| Total       | 321       | 100.00  |   |

I am enrolled Mean: 1.42

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 177       | 57.65   |   |
| Part-time less than 12 hours | 130       | 42.35   | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 307       | 100.00  |   |
| Total                        | 307       | 100.00  |   |

# I take the majority of my classes

#### Mean: 2.00

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    | 500   |
| Palestine                                  | 323       | 100.00  | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 323       | 100.00  |       |
| Total                                      | 323       | 100.00  |       |

My age is: Mean: 2.67

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 98        | 30.53   |                             |
| 18-21       | 100       | 31.15   | 100                         |
| 22-24       | 38        | 11.84   |                             |
| 25-30       | 29        | 9.03    | 80                          |
| 31-35       | 17        | 5.30    | 00                          |
| 36-50       | 31        | 9.66    | 60                          |
| 51-64       | 6         | 1.87    | 40                          |
| 65 & over   | 2         | 0.62    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 321       | 100.00  |                             |
| Total       | 321       | 100.00  |                             |

Ethnic Origin Mean: 1.28

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 247       | 78.66   |                                |
| Hispanic or Latino     | 45        | 14.33   |                                |
| Unknown                | 22        | 7.01    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 314       | 100.00  |                                |
| Total                  | 314       | 100.00  |                                |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 232       | 76.57   | 00    |
| Black or African American              | 58        | 19.14   | 100   |
| Asian                                  | 8         | 2.64    |       |
| American Indian or Alaskan<br>Native   | 9         | 2.97    | 80    |
| Native Hawaiian or Pacific<br>Islander | 2         | 0.66    | 60    |
| International                          | 14        | 4.62    | 20    |
| Total Valid                            | 303       | 100.00  |       |
| Total                                  | 303       | 100.00  |       |

Student Classification: Mean: 2.52

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 98        | 30.91   |                               |
| Freshman            | 60        | 18.93   | 400                           |
| Sophomore           | 56        | 17.67   | 100                           |
| Other               | 103       | 32.49   | 80                            |
|                     |           |         | 60 40 20 0                    |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 317       | 100.00  |                               |
| Total               | 317       | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.04

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Yes         | 305       | 95.91   |                             |
| No          | 13        | 4.09    |                             |
|             |           |         | 100<br>80<br>60<br>40<br>20 |
|             |           |         | 0                           |
|             |           |         | Yes No                      |
| Total Valid | 318       | 100.00  |                             |
| Total       | 318       | 100.00  |                             |

# **Trinity Valley Community College**

#### **Student Satisfaction Survey**

#### 2018

#### Part-timeless than 12 semester hours

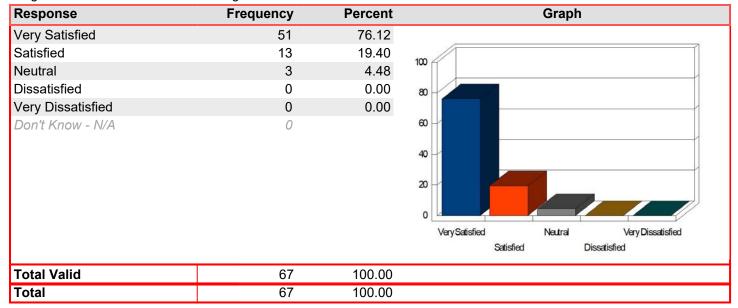
#### Registration & Admissions - Assistance of staff

Mean: 4.72

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 50        | 73.53   |   |
| Satisfied         | 17        | 25.00   | 100   |
| Neutral           | 1         | 1.47    | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 68        | 100.00  |   |
| Total             | 68        | 100.00  |   |

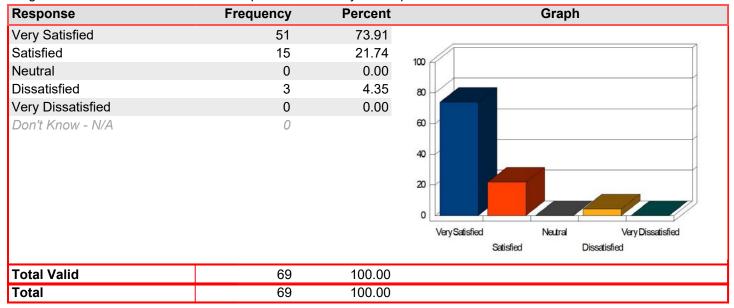
#### Registration & Admissions - Friendliness of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 52        | 76.47   |   |
| Satisfied         | 13        | 19.12   | ım /  |
| Neutral           | 1         | 1.47    | 100   |
| Dissatisfied      | 2         | 2.94    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 68        | 100.00  |   |
| Total             | 68        | 100.00  |   |



## Registration & Admissions - Staff helped me understand the registration process

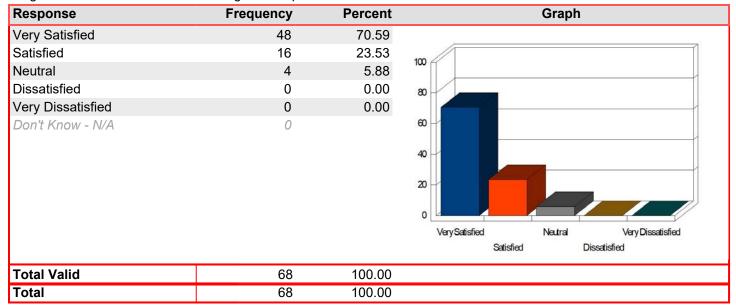
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 50        | 73.53   |  |
| Satisfied         | 14        | 20.59   | 100  |
| Neutral           | 2         | 2.94    |  |
| Dissatisfied      | 2         | 2.94    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 68        | 100.00  |  |
| Total             | 68        | 100.00  |  |



## Registration & Admissions - Information I received was understandable

Mean: 4.64

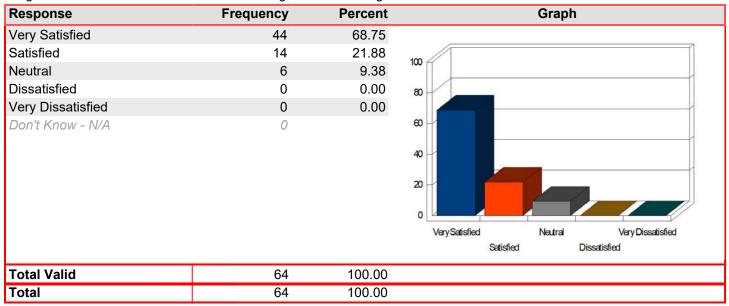
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 47        | 68.12   |  |
| Satisfied         | 20        | 28.99   | 100  |
| Neutral           | 1         | 1.45    |  |
| Dissatisfied      | 1         | 1.45    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 69        | 100.00  |  |
| Total             | 69        | 100.00  |  |



## Registration & Admissions - Face-to-Face registration process

Mean: 4.63

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 43        | 69.35   |   |
| Satisfied         | 15        | 24.19   | 100   |
| Neutral           | 4         | 6.45    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 62        | 100.00  |   |
| Total             | 62        | 100.00  |   |



#### Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 46        | 66.67   |  |
| Satisfied         | 15        | 21.74   | 100  |
| Neutral           | 7         | 10.14   |  |
| Dissatisfied      | 1         | 1.45    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 69        | 100.00  |  |
| Total             | 69        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 36        | 73.47   |  |
| Satisfied         | 9         | 18.37   | 100  |
| Neutral           | 3         | 6.12    |  |
| Dissatisfied      | 1         | 2.04    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 49        | 100.00  |  |
| Total             | 49        | 100.00  |  |

Financial Aid - Friendliness of staff

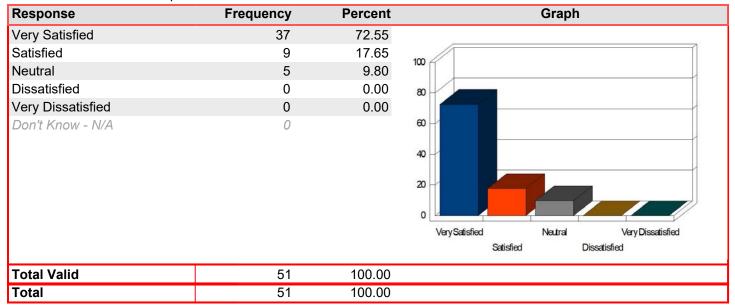
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 36        | 73.47   |   |
| Satisfied         | 8         | 16.33   | 100   |
| Neutral           | 4         | 8.16    |   |
| Dissatisfied      | 1         | 2.04    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 49        | 100.00  |   |
| Total             | 49        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 35        | 71.43   |  |
| Satisfied         | 9         | 18.37   | 100  |
| Neutral           | 5         | 10.20   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 49        | 100.00  |  |
| Total             | 49        | 100.00  |  |

## Financial Aid - Information received is accurate

Mean: 4.67

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 38        | 74.51   |  |
| Satisfied         | 9         | 17.65   | 100  |
| Neutral           | 4         | 7.84    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 51        | 100.00  |  |
| Total             | 51        | 100.00  |  |



#### Financial Aid - Financial aid process

Mean: 4.47

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 32        | 65.31   |  |
| Satisfied         | 10        | 20.41   | 100  |
| Neutral           | 5         | 10.20   |  |
| Dissatisfied      | 2         | 4.08    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 49        | 100.00  |  |
| Total             | 49        | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.49

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 30        | 63.83   |   |
| Satisfied         | 11        | 23.40   | 100   |
| Neutral           | 5         | 10.64   |   |
| Dissatisfied      | 1         | 2.13    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 47        | 100.00  |   |
| Total             | 47        | 100.00  |   |

#### Financial Aid - Assistance for Veteran benefits

Mean: 4.50

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 24        | 66.67   |  |
| Satisfied         | 6         | 16.67   | 100  |
| Neutral           | 6         | 16.67   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 36        | 100.00  |  |
| Total             | 36        | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.58

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 32        | 71.11   |  |
| Satisfied         | 7         | 15.56   | 100  |
| Neutral           | 6         | 13.33   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 45        | 100.00  |  |
| Total             | 45        | 100.00  |  |

#### Financial Aid - Website information

Mean: 4.55

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 32        | 68.09   |  |
| Satisfied         | 10        | 21.28   | 100  |
| Neutral           | 4         | 8.51    |  |
| Dissatisfied      | 1         | 2.13    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 47        | 100.00  |  |
| Total             | 47        | 100.00  |  |

## Guidance/Counseling - Assistance of staff

Mean: 4.64

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 37        | 67.27   |  |
| Satisfied         | 16        | 29.09   | 100  |
| Neutral           | 2         | 3.64    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 55        | 100.00  |  |
| Total             | 55        | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

Mean: 4.67

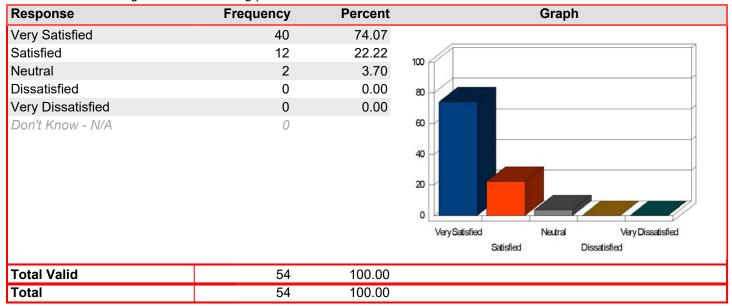
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 39        | 70.91   |  |
| Satisfied         | 14        | 25.45   | 100  |
| Neutral           | 2         | 3.64    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 55        | 100.00  |  |
| Total             | 55        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 40        | 72.73   |   |
| Satisfied         | 13        | 23.64   | 100   |
| Neutral           | 2         | 3.64    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 55        | 100.00  |   |
| Total             | 55        | 100.00  |   |

# Guidance/Counseling - My problems are resolved effectively

Mean: 4.61

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 37        | 68.52   |  |
| Satisfied         | 14        | 25.93   | 100  |
| Neutral           | 2         | 3.70    |  |
| Dissatisfied      | 1         | 1.85    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 54        | 100.00  |  |
| Total             | 54        | 100.00  |  |



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

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 41        | 74.55   |  |
| Satisfied         | 12        | 21.82   | 100  |
| Neutral           | 1         | 1.82    |  |
| Dissatisfied      | 1         | 1.82    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 55        | 100.00  |  |
| Total             | 55        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 35        | 66.04   |  |
| Satisfied         | 14        | 26.42   | 100  |
| Neutral           | 4         | 7.55    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 53        | 100.00  |  |
| Total             | 53        | 100.00  |  |

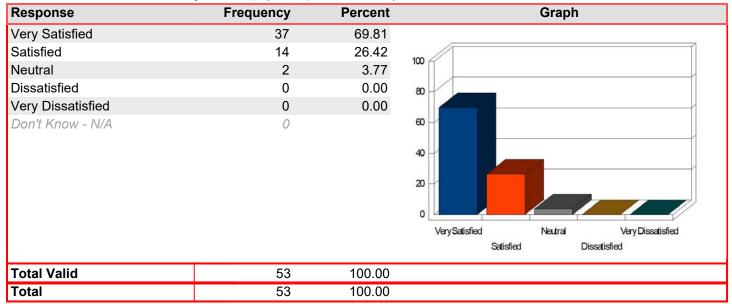
# Business Office/Cashier - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 35        | 72.92   |  |
| Satisfied         | 11        | 22.92   | 100  |
| Neutral           | 2         | 4.17    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |  |
| Total             | 48        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 35        | 72.92   |   |
| Satisfied         | 11        | 22.92   | 100   |
| Neutral           | 2         | 4.17    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |   |
| Total             | 48        | 100.00  |   |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 35        | 72.92   |  |
| Satisfied         | 11        | 22.92   | 100  |
| Neutral           | 2         | 4.17    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |  |
| Total             | 48        | 100.00  |  |



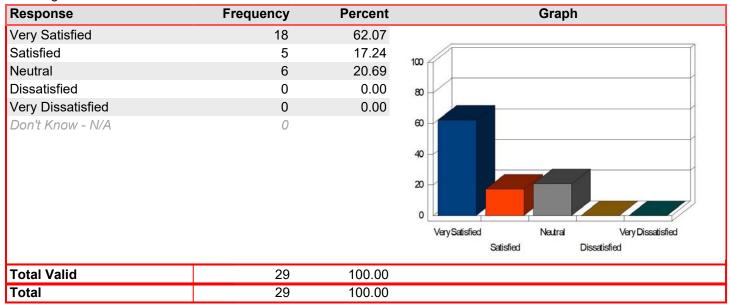
## Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 32        | 69.57   |   |
| Satisfied         | 12        | 26.09   | 100   |
| Neutral           | 2         | 4.35    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 46        | 100.00  |   |
| Total             | 46        | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 33        | 66.00   |   |
| Satisfied         | 15        | 30.00   | 100   |
| Neutral           | 2         | 4.00    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 50        | 100.00  |   |
| Total             | 50        | 100.00  |   |

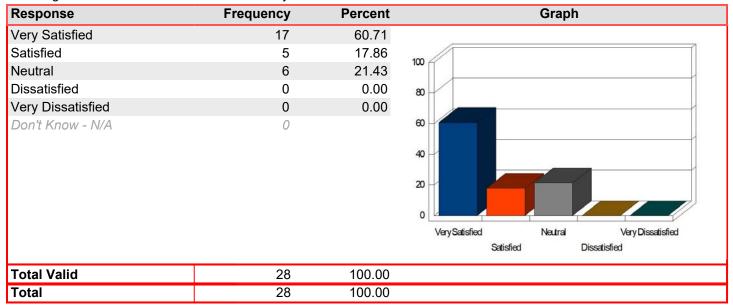
Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 18        | 62.07   |  |
| Satisfied         | 4         | 13.79   | 100  |
| Neutral           | 7         | 24.14   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 29        | 100.00  |  |
| Total             | 29        | 100.00  |  |



Tutoring/CAPS - Knowledge of staff

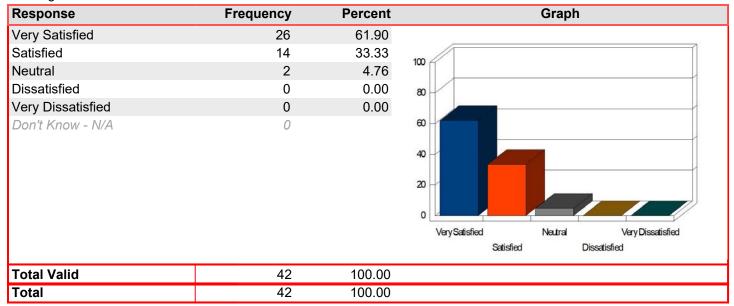
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 17        | 60.71   |  |
| Satisfied         | 5         | 17.86   | -m   |
| Neutral           | 6         | 21.43   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 28        | 100.00  |  |
| Total             | 28        | 100.00  |  |



Tutoring/CAPS - Peer tutoring services

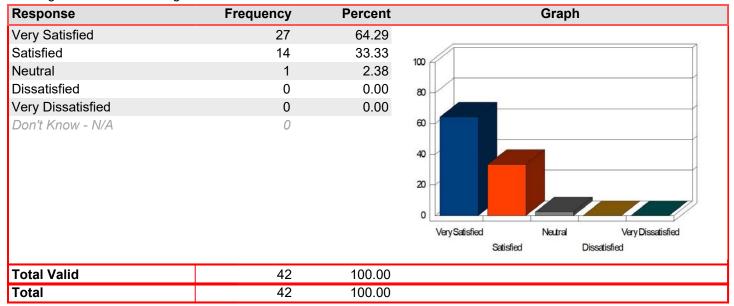
Mean: 4.41

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 18        | 62.07   |  |
| Satisfied         | 5         | 17.24   | 100  |
| Neutral           | 6         | 20.69   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 29        | 100.00  |  |
| Total             | 29        | 100.00  |  |



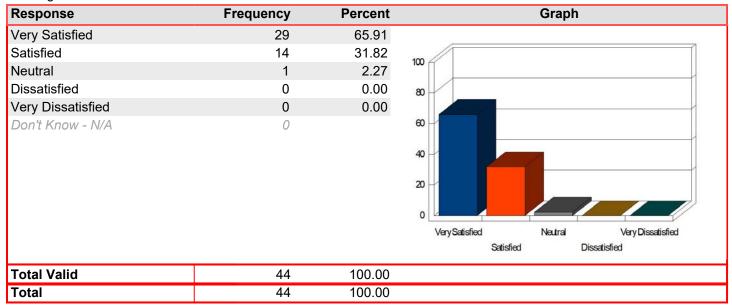
# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 27        | 65.85   |   |
| Satisfied         | 12        | 29.27   | 100   |
| Neutral           | 2         | 4.88    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral Very Dissatisfied  Satisfied Dissatisfied |
| Total Valid       | 41        | 100.00  |   |
| Total             | 41        | 100.00  |   |



## Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 27        | 64.29   |   |
| Satisfied         | 14        | 33.33   | 100   |
| Neutral           | 1         | 2.38    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 42        | 100.00  |   |
| Total             | 42        | 100.00  |   |



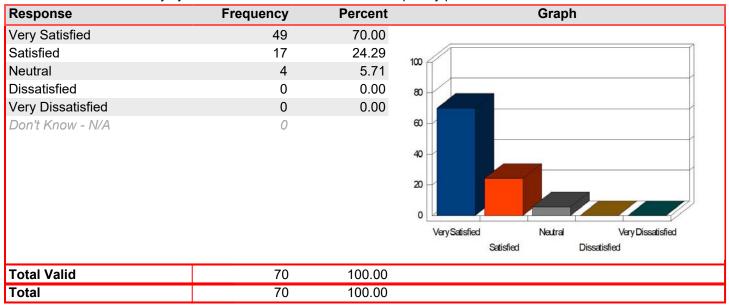
#### Instruction - Overall, teachers care about me

Mean: 4.54

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 42        | 62.69   |  |
| Satisfied         | 19        | 28.36   | 100  |
| Neutral           | 6         | 8.96    |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 67        | 100.00  |  |
| Total             | 67        | 100.00  |  |

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

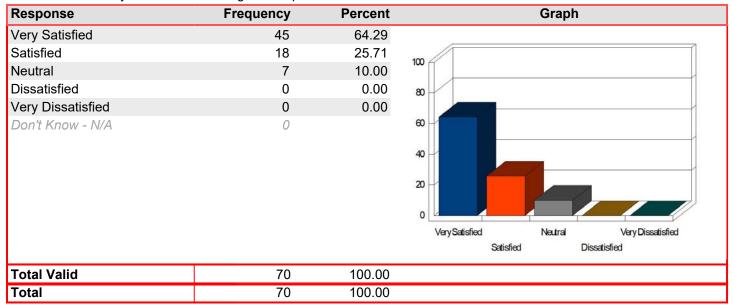
Mean: 4.64



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

Mean: 4.69

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 51        | 72.86   |   |
| Satisfied         | 16        | 22.86   | 100   |
| Neutral           | 3         | 4.29    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 70        | 100.00  |   |
| Total             | 70        | 100.00  |   |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 47        | 71.21   |   |
| Satisfied         | 14        | 21.21   | 100   |
| Neutral           | 5         | 7.58    |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 66        | 100.00  |   |
| Total             | 66        | 100.00  |   |

## Overall-Student services routinely assisted me

Mean: 4.56

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 35        | 64.81   |   |
| Satisfied         | 14        | 25.93   | 100   |
| Neutral           | 5         | 9.26    | , w   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 54        | 100.00  |   |
| Total             | 54        | 100.00  |   |

# Overall-Access to technology resources was adequate

Mean: 4.63

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 41        | 68.33   |  |
| Satisfied         | 16        | 26.67   | 1m   |
| Neutral           | 3         | 5.00    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 60        | 100.00  |  |
| Total             | 60        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 36        | 65.45   |  |
| Satisfied         | 14        | 25.45   | 100  |
| Neutral           | 4         | 7.27    |  |
| Dissatisfied      | 1         | 1.82    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 55        | 100.00  |  |
| Total             | 55        | 100.00  |  |

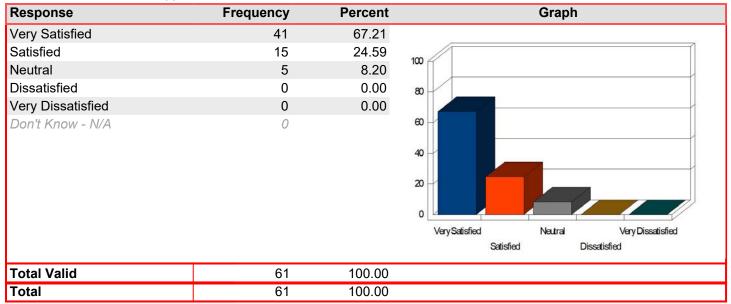
# Overall-Efficiency receiving services

Mean: 4.61

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 42        | 68.85   |  |
| Satisfied         | 14        | 22.95   | ım /   |
| Neutral           | 5         | 8.20    | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 0         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 61        | 100.00  |  |
| Total             | 61        | 100.00  |  |

## Overall-Administration is approachable

#### Mean: 4.59

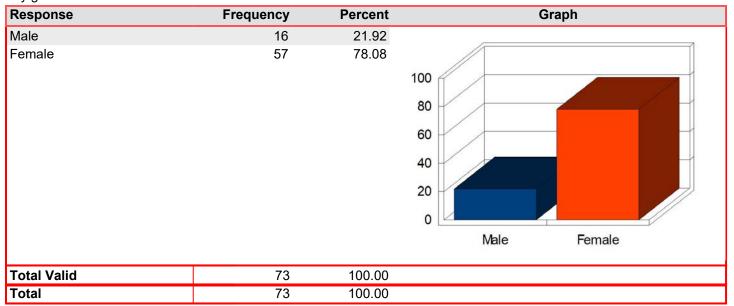


## Overall-I feel like TVCC will help me with problems and cares about my issues

Mean: 4.50

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 43        | 63.24   |   |
| Satisfied         | 16        | 23.53   | am /  |
| Neutral           | 9         | 13.24   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 68        | 100.00  |   |
| Total             | 68        | 100.00  |   |

My gender is: Mean: 1.78



I am enrolled Mean: -

| Response                     | Frequency | Percent | Graph  |
|------------------------------|-----------|---------|--|
| Full-time 12 or more hours   | 0         | 0.00    |  |
| Part-time less than 12 hours | 0         | 0.00    | 100<br>80<br>60<br>40<br>20<br>0<br>Full-time 12 or more hours |
|                              |           |         | Part-time less than 12 hours                                   |
|                              |           |         | Fart-unie less than 12 hours                                   |
| Total Valid                  | 0         | 0.00    |  |
| Total                        | 0         | 0.00    |  |

# I take the majority of my classes

#### Mean: -

| Response                                   | Frequency | Percent | Graph   |
|--|-----------|---------|---------|
| Athens                                     | 0         | 0.00    | are car |
| Palestine                                  | 0         | 0.00    | 100     |
| Terrell                                    | 0         | 0.00    |         |
| Kaufman HSC                                | 0         | 0.00    | 80      |
| Through Dual Credit                        | 0         | 0.00    |         |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20      |
| Total Valid                                | 0         | 0.00    |         |
| Total                                      | 0         | 0.00    |         |

My age is: Mean: 3.64

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 19        | 26.03   |                             |
| 18-21       | 7         | 9.59    | 100                         |
| 22-24       | 7         | 9.59    |                             |
| 25-30       | 11        | 15.07   | 80                          |
| 31-35       | 10        | 13.70   | 00                          |
| 36-50       | 15        | 20.55   | 60                          |
| 51-64       | 4         | 5.48    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 73        | 100.00  |                             |
| Total       | 73        | 100.00  |                             |

Ethnic Origin Mean: 1.07

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 56        | 96.55   |                                |
| Hispanic or Latino     | 0         | 0.00    |                                |
| Unknown                | 2         | 3.45    | 100                            |
|                        |           |         | 80                             |
|                        |           |         | 60                             |
|                        |           |         | 40                             |
|                        |           |         | 20                             |
|                        |           |         | 0                              |
|                        |           |         | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 58        | 100.00  |                                |
| Total                  | 58        | 100.00  |                                |

Race Mean: 1.17

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 62        | 88.57   |       |
| Black or African American              | 6         | 8.57    | 100   |
| Asian                                  | 0         | 0.00    |       |
| American Indian or Alaskan<br>Native   | 2         | 2.86    | 80    |
| Native Hawaiian or Pacific<br>Islander | 0         | 0.00    | 60    |
| International                          | 0         | 0.00    |       |
|  |           |         | 20    |
| Total Valid                            | 70        | 100.00  |       |
| Total                                  | 70        | 100.00  |       |

Student Classification: Mean: 2.51

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 20        | 29.41   | 7. <u></u>                    |
| Freshman            | 15        | 22.06   | 100                           |
| Sophomore           | 11        | 16.18   | 100                           |
| Other               | 22        | 32.35   | 80                            |
|                     |           |         | 60                            |
|                     |           |         | 40                            |
|                     |           |         | 20                            |
|                     |           |         | 0                             |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 68        | 100.00  |                               |
| Total               | 68        | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.04

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 67        | 95.71   |        |
| No          | 3         | 4.29    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 70        | 100.00  |        |
| Total       | 70        | 100.00  |        |

# **Trinity Valley Community College**

## **Student Satisfaction Survey**

2018

Terrell

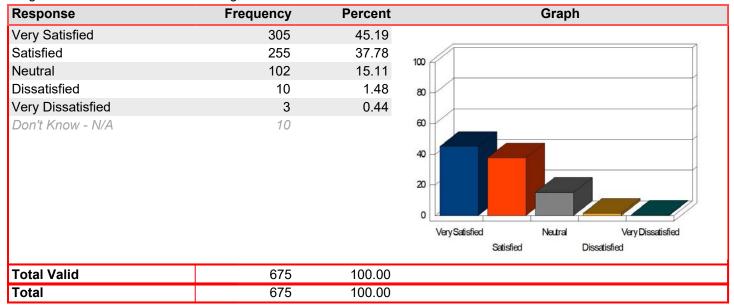
## Registration & Admissions - Assistance of staff

Mean: 4.35

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 329       | 48.96   |  |
| Satisfied         | 256       | 38.10   | 100  |
| Neutral           | 83        | 12.35   |  |
| Dissatisfied      | 3         | 0.45    | 80   |
| Very Dissatisfied | 1         | 0.15    |  |
| Don't Know - N/A  | 10        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 672       | 100.00  |  |
| Total             | 672       | 100.00  |  |

## Registration & Admissions - Friendliness of staff

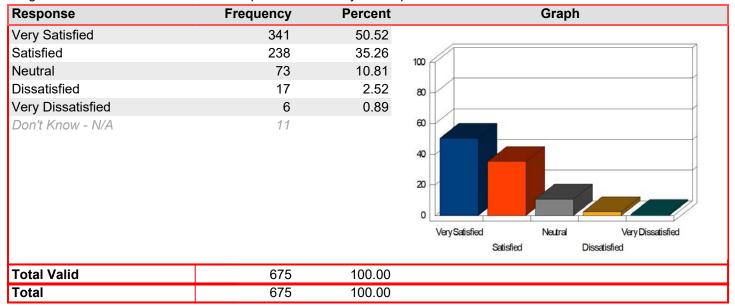
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 359       | 53.03   |  |
| Satisfied         | 232       | 34.27   | 100  |
| Neutral           | 75        | 11.08   |  |
| Dissatisfied      | 9         | 1.33    | 80   |
| Very Dissatisfied | 2         | 0.30    |  |
| Don't Know - N/A  | 8         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 677       | 100.00  |  |
| Total             | 677       | 100.00  |  |



## Registration & Admissions - Staff helped me understand the registration process

Mean: 4.33

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 339       | 50.82   |  |
| Satisfied         | 231       | 34.63   | 100  |
| Neutral           | 80        | 11.99   |  |
| Dissatisfied      | 15        | 2.25    | 80   |
| Very Dissatisfied | 2         | 0.30    |  |
| Don't Know - N/A  | 18        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 667       | 100.00  |  |
| Total             | 667       | 100.00  |  |



## Registration & Admissions - Information I received was understandable

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 321       | 47.35   |  |
| Satisfied         | 264       | 38.94   | 4m   |
| Neutral           | 73        | 10.77   | 100  |
| Dissatisfied      | 17        | 2.51    | 80   |
| Very Dissatisfied | 3         | 0.44    |  |
| Don't Know - N/A  | 7         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 678       | 100.00  |  |
| Total             | 678       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 209       | 37.32   |  |
| Satisfied         | 176       | 31.43   | 100  |
| Neutral           | 148       | 26.43   |  |
| Dissatisfied      | 21        | 3.75    | 80   |
| Very Dissatisfied | 6         | 1.07    |  |
| Don't Know - N/A  | 124       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 560       | 100.00  |  |
| Total             | 560       | 100.00  |  |

# Registration & Admissions - Face-to-Face registration process

Mean: 4.44

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 384       | 57.66   |   |
| Satisfied         | 211       | 31.68   | 4m  |
| Neutral           | 56        | 8.41    | 100   |
| Dissatisfied      | 13        | 1.95    | 80  |
| Very Dissatisfied | 2         | 0.30    |   |
| Don't Know - N/A  | 20        |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 666       | 100.00  |   |
|                   |           |         |   |
| Total             | 666       | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 345       | 51.57   |  |
| Satisfied         | 218       | 32.59   | 100  |
| Neutral           | 85        | 12.71   |  |
| Dissatisfied      | 16        | 2.39    | 80   |
| Very Dissatisfied | 5         | 0.75    |  |
| Don't Know - N/A  | 18        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 669       | 100.00  |  |
| Total             | 669       | 100.00  |  |

# Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 234       | 35.62   |   |
| Satisfied         | 237       | 36.07   | 100   |
| Neutral           | 144       | 21.92   |   |
| Dissatisfied      | 36        | 5.48    | 80  |
| Very Dissatisfied | 6         | 0.91    |   |
| Don't Know - N/A  | 27        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 657       | 100.00  |   |
| Total             | 657       | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 217       | 40.49   |  |
| Satisfied         | 175       | 32.65   | 100  |
| Neutral           | 93        | 17.35   |  |
| Dissatisfied      | 35        | 6.53    | 80   |
| Very Dissatisfied | 16        | 2.99    |  |
| Don't Know - N/A  | 141       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 536       | 100.00  |  |
| Total             | 536       | 100.00  |  |

## Financial Aid - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 220       | 41.28   |  |
| Satisfied         | 168       | 31.52   | -m   |
| Neutral           | 97        | 18.20   | 100  |
| Dissatisfied      | 39        | 7.32    | 80   |
| Very Dissatisfied | 9         | 1.69    |  |
| Don't Know - N/A  | 141       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 533       | 100.00  |  |
| Total             | 533       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 223       | 41.30   |  |
| Satisfied         | 182       | 33.70   | 100  |
| Neutral           | 97        | 17.96   |  |
| Dissatisfied      | 28        | 5.19    | 80   |
| Very Dissatisfied | 10        | 1.85    |  |
| Don't Know - N/A  | 139       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 540       | 100.00  |  |
| Total             | 540       | 100.00  |  |

#### Financial Aid - Information received is accurate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 215       | 39.81   |  |
| Satisfied         | 188       | 34.81   | 4m   |
| Neutral           | 97        | 17.96   | 100  |
| Dissatisfied      | 29        | 5.37    | 80   |
| Very Dissatisfied | 11        | 2.04    |  |
| Don't Know - N/A  | 138       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 540       | 100.00  |  |
| Total             | 540       | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 201       | 37.29   |   |
| Satisfied         | 180       | 33.40   | 100   |
| Neutral           | 117       | 21.71   |   |
| Dissatisfied      | 29        | 5.38    | 80  |
| Very Dissatisfied | 12        | 2.23    |   |
| Don't Know - N/A  | 140       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 539       | 100.00  |   |
| Total             | 539       | 100.00  |   |

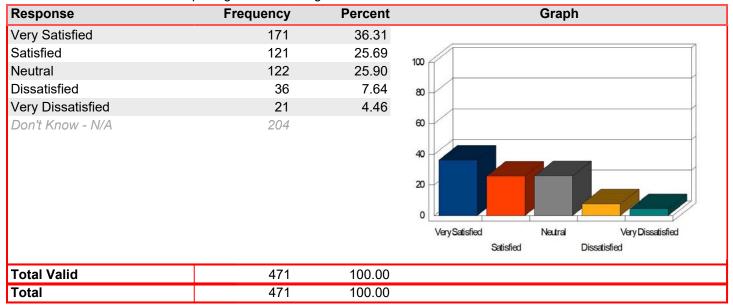
# Financial Aid - Financial aid process

Mean: 3.79

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 189       | 35.86   |  |
| Satisfied         | 145       | 27.51   | 100  |
| Neutral           | 116       | 22.01   |  |
| Dissatisfied      | 48        | 9.11    | 80   |
| Very Dissatisfied | 29        | 5.50    |  |
| Don't Know - N/A  | 151       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 527       | 100.00  |  |
| Total             | 527       | 100.00  |  |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 3.82



#### Financial Aid - Assistance for Veteran benefits

Mean: 3.74

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 110       | 32.64   |  |
| Satisfied         | 68        | 20.18   | 4m   |
| Neutral           | 133       | 39.47   | 100  |
| Dissatisfied      | 15        | 4.45    | 80   |
| Very Dissatisfied | 11        | 3.26    |  |
| Don't Know - N/A  | 338       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 337       | 100.00  |  |
| Total             | 337       | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

| Mean: 3 | 3.82 |
|---------|------|
|---------|------|

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 147       | 32.89   |  |
| Satisfied         | 119       | 26.62   | 100  |
| Neutral           | 147       | 32.89   |  |
| Dissatisfied      | 21        | 4.70    | 80   |
| Very Dissatisfied | 13        | 2.91    |  |
| Don't Know - N/A  | 229       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 447       | 100.00  |  |
| Total             | 447       | 100.00  |  |

#### Financial Aid - Website information

Mean: 3.81

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 159       | 31.18   |   |
| Satisfied         | 156       | 30.59   | 100   |
| Neutral           | 146       | 28.63   |   |
| Dissatisfied      | 35        | 6.86    | 80  |
| Very Dissatisfied | 14        | 2.75    |   |
| Don't Know - N/A  | 169       |         | Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied |
| Total Valid       | 510       | 100.00  |   |
| Total             | 510       | 100.00  |   |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 333       | 54.23   |   |
| Satisfied         | 204       | 33.22   | ım /  |
| Neutral           | 63        | 10.26   | 100   |
| Dissatisfied      | 8         | 1.30    | 80  |
| Very Dissatisfied | 6         | 0.98    |   |
| Don't Know - N/A  | 66        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 614       | 100.00  |   |
| Total             | 614       | 100.00  |   |

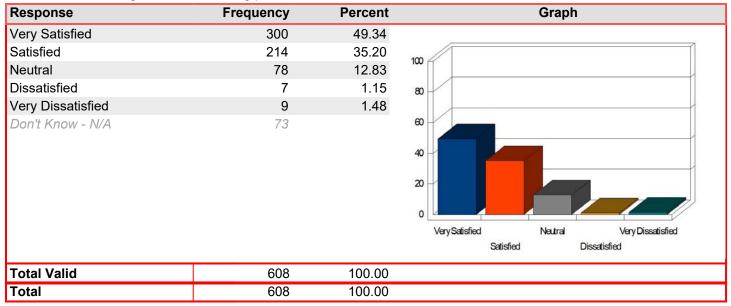
# Guidance/Counseling - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 335       | 54.38   |  |
| Satisfied         | 221       | 35.88   | 100  |
| Neutral           | 47        | 7.63    |  |
| Dissatisfied      | 9         | 1.46    | 80   |
| Very Dissatisfied | 4         | 0.65    |  |
| Don't Know - N/A  | 67        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 616       | 100.00  |  |
| Total             | 616       | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 316       | 51.55   |   |
| Satisfied         | 210       | 34.26   | 100   |
| Neutral           | 72        | 11.75   |   |
| Dissatisfied      | 10        | 1.63    | 80  |
| Very Dissatisfied | 5         | 0.82    |   |
| Don't Know - N/A  | 68        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 613       | 100.00  |   |
| Total             | 613       | 100.00  |   |

## Guidance/Counseling - My problems are resolved effectively

| • •               | probleme are received t |         | mount not   |
|-------------------|-------------------------|---------|---|
| Response          | Frequency               | Percent | Graph   |
| Very Satisfied    | 298                     | 49.58   |   |
| Satisfied         | 212                     | 35.27   | 100   |
| Neutral           | 71                      | 11.81   |   |
| Dissatisfied      | 12                      | 2.00    | 80  |
| Very Dissatisfied | 8                       | 1.33    |   |
| Don't Know - N/A  | 82                      |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 601                     | 100.00  |   |
| Total             | 601                     | 100.00  |   |



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

Mean: 4.34

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 319       | 52.04   |   |
| Satisfied         | 205       | 33.44   | 100   |
| Neutral           | 74        | 12.07   |   |
| Dissatisfied      | 9         | 1.47    | 80  |
| Very Dissatisfied | 6         | 0.98    |   |
| Don't Know - N/A  | 70        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 613       | 100.00  |   |
| Total             | 613       | 100.00  |   |

## Guidance/Counseling - Website information

Mean: 4.14

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 251       | 42.47   |  |
| Satisfied         | 199       | 33.67   | 100  |
| Neutral           | 119       | 20.14   |  |
| Dissatisfied      | 18        | 3.05    | 80   |
| Very Dissatisfied | 4         | 0.68    |  |
| Don't Know - N/A  | 92        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 591       | 100.00  |  |
| Total             | 591       | 100.00  |  |

## Business Office/Cashier - Assistance of staff

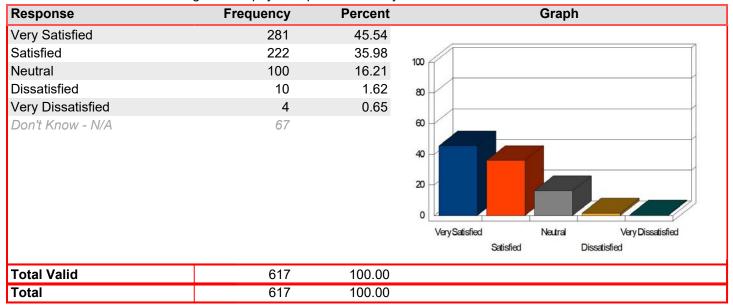
Mean: 4.21

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 267       | 41.98   |  |
| Satisfied         | 257       | 40.41   | 100  |
| Neutral           | 95        | 14.94   |  |
| Dissatisfied      | 12        | 1.89    | 80   |
| Very Dissatisfied | 5         | 0.79    |  |
| Don't Know - N/A  | 49        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 636       | 100.00  |  |
| Total             | 636       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 270       | 42.45   |  |
| Satisfied         | 241       | 37.89   | 100  |
| Neutral           | 86        | 13.52   |  |
| Dissatisfied      | 28        | 4.40    | 80   |
| Very Dissatisfied | 11        | 1.73    |  |
| Don't Know - N/A  | 47        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 636       | 100.00  |  |
| Total             | 636       | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 267       | 42.11   |  |
| Satisfied         | 248       | 39.12   | 100  |
| Neutral           | 101       | 15.93   |  |
| Dissatisfied      | 12        | 1.89    | 80   |
| Very Dissatisfied | 6         | 0.95    |  |
| Don't Know - N/A  | 50        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 634       | 100.00  |  |
| Total             | 634       | 100.00  |  |



## Business Office/Cashier - Assistance receiving Pell and loan resources

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 213       | 40.26   |  |
| Satisfied         | 169       | 31.95   | 100  |
| Neutral           | 127       | 24.01   |  |
| Dissatisfied      | 7         | 1.32    | 80   |
| Very Dissatisfied | 13        | 2.46    |  |
| Don't Know - N/A  | 153       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 529       | 100.00  |  |
| Total             | 529       | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 213       | 36.10   |   |
| Satisfied         | 214       | 36.27   | 100   |
| Neutral           | 140       | 23.73   |   |
| Dissatisfied      | 18        | 3.05    | 80  |
| Very Dissatisfied | 5         | 0.85    |   |
| Don't Know - N/A  | 95        |         | 60 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 590       | 100.00  |   |
| Total             | 590       | 100.00  |   |

Tutoring/CAPS - Assistance of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 168       | 41.18   |  |
| Satisfied         | 131       | 32.11   | 100  |
| Neutral           | 91        | 22.30   |  |
| Dissatisfied      | 14        | 3.43    | 80   |
| Very Dissatisfied | 4         | 0.98    |  |
| Don't Know - N/A  | 271       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 408       | 100.00  |  |
| Total             | 408       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 178       | 43.52   |  |
| Satisfied         | 127       | 31.05   | 100  |
| Neutral           | 88        | 21.52   |  |
| Dissatisfied      | 11        | 2.69    | 80   |
| Very Dissatisfied | 5         | 1.22    |  |
| Don't Know - N/A  | 270       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 409       | 100.00  |  |
| Total             | 409       | 100.00  |  |

# Tutoring/CAPS - Knowledge of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 168       | 41.18   |  |
| Satisfied         | 128       | 31.37   | am /   |
| Neutral           | 94        | 23.04   | 100  |
| Dissatisfied      | 13        | 3.19    | 80   |
| Very Dissatisfied | 5         | 1.23    |  |
| Don't Know - N/A  | 270       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 408       | 100.00  |  |
| Total             | 408       | 100.00  |  |

Tutoring/CAPS - Documented student disability services

| Mean: | 3. | 97 |
|-------|----|----|
|-------|----|----|

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 135       | 37.60   |  |
| Satisfied         | 103       | 28.69   | 100  |
| Neutral           | 102       | 28.41   |  |
| Dissatisfied      | 13        | 3.62    | 80   |
| Very Dissatisfied | 6         | 1.67    |  |
| Don't Know - N/A  | 317       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 359       | 100.00  |  |
| Total             | 359       | 100.00  |  |

# Tutoring/CAPS - Peer tutoring services

Mean: 3.98

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 151       | 38.82   |  |
| Satisfied         | 110       | 28.28   | 100  |
| Neutral           | 104       | 26.74   |  |
| Dissatisfied      | 16        | 4.11    | 80   |
| Very Dissatisfied | 8         | 2.06    |  |
| Don't Know - N/A  | 289       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 389       | 100.00  |  |
| Total             | 389       | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 265       | 50.67   |   |
| Satisfied         | 173       | 33.08   | 100   |
| Neutral           | 80        | 15.30   |   |
| Dissatisfied      | 3         | 0.57    | 80  |
| Very Dissatisfied | 2         | 0.38    |   |
| Don't Know - N/A  | 151       |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 523       | 100.00  |   |
| Total             | 523       | 100.00  |   |

# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 267       | 50.66   |  |
| Satisfied         | 176       | 33.40   | 4m   |
| Neutral           | 77        | 14.61   | 100  |
| Dissatisfied      | 5         | 0.95    | 80   |
| Very Dissatisfied | 2         | 0.38    |  |
| Don't Know - N/A  | 151       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 527       | 100.00  |  |
| Total             | 527       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 263       | 49.91   |  |
| Satisfied         | 177       | 33.59   | 100  |
| Neutral           | 81        | 15.37   |  |
| Dissatisfied      | 4         | 0.76    | 80   |
| Very Dissatisfied | 2         | 0.38    |  |
| Don't Know - N/A  | 151       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 527       | 100.00  |  |
| Total             | 527       | 100.00  |  |

# Testing Services - Testing Center hours are adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 249       | 47.79   |  |
| Satisfied         | 184       | 35.32   | 100  |
| Neutral           | 76        | 14.59   |  |
| Dissatisfied      | 8         | 1.54    | 80   |
| Very Dissatisfied | 4         | 0.77    |  |
| Don't Know - N/A  | 156       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 521       | 100.00  |  |
| Total             | 521       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 230       | 45.19   |  |
| Satisfied         | 159       | 31.24   | 100  |
| Neutral           | 102       | 20.04   |  |
| Dissatisfied      | 14        | 2.75    | 80   |
| Very Dissatisfied | 4         | 0.79    |  |
| Don't Know - N/A  | 165       |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 509       | 100.00  |  |
| Total             | 509       | 100.00  |  |

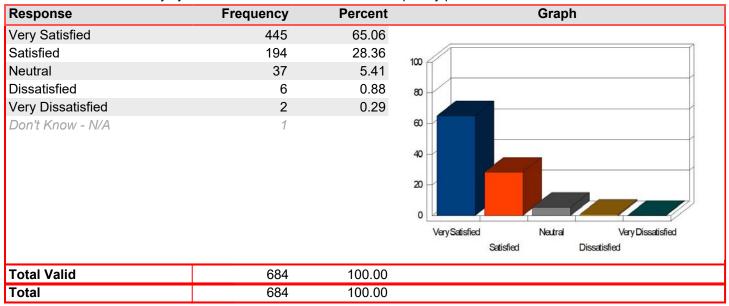
# Instruction - Overall, teachers care about me

Mean: 4.39

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 386       | 56.52   |  |
| Satisfied         | 201       | 29.43   | 100  |
| Neutral           | 76        | 11.13   |  |
| Dissatisfied      | 16        | 2.34    | 80   |
| Very Dissatisfied | 4         | 0.59    |  |
| Don't Know - N/A  | 1         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 683       | 100.00  |  |
| Total             | 683       | 100.00  |  |

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

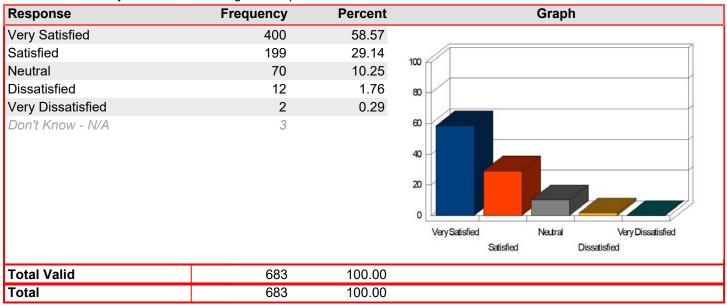
Mean: 4.57



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

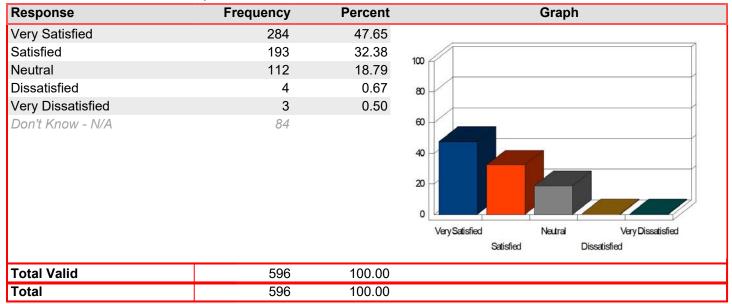
Mean: 4.51

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 429       | 63.00   |   |
| Satisfied         | 187       | 27.46   | 100   |
| Neutral           | 53        | 7.78    |   |
| Dissatisfied      | 9         | 1.32    | 80  |
| Very Dissatisfied | 3         | 0.44    |   |
| Don't Know - N/A  | 0         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 681       | 100.00  |   |
| Total             | 681       | 100.00  |   |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 400       | 59.61   |   |
| Satisfied         | 174       | 25.93   | 100   |
| Neutral           | 80        | 11.92   |   |
| Dissatisfied      | 14        | 2.09    | 80  |
| Very Dissatisfied | 3         | 0.45    |   |
| Don't Know - N/A  | 14        |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 671       | 100.00  |   |
| Total             | 671       | 100.00  |   |



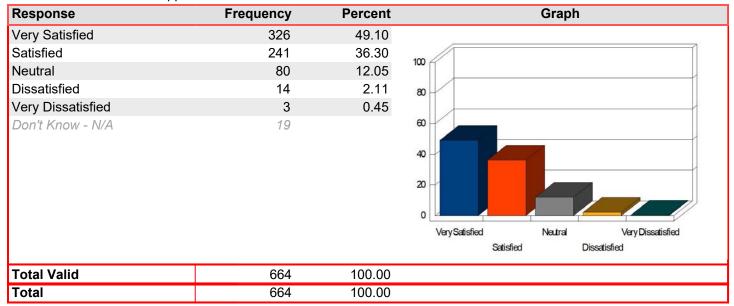
### Overall-Access to technology resources was adequate

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 320       | 49.77   |  |
| Satisfied         | 242       | 37.64   | 4m   |
| Neutral           | 72        | 11.20   | 100  |
| Dissatisfied      | 8         | 1.24    | 80   |
| Very Dissatisfied | 1         | 0.16    |  |
| Don't Know - N/A  | 39        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 643       | 100.00  |  |
| Total             | 643       | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 274       | 45.59   |  |
| Satisfied         | 187       | 31.11   | 100  |
| Neutral           | 122       | 20.30   |  |
| Dissatisfied      | 15        | 2.50    | 80   |
| Very Dissatisfied | 3         | 0.50    |  |
| Don't Know - N/A  | 81        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 601       | 100.00  |  |
| Total             | 601       | 100.00  |  |

# Overall-Efficiency receiving services

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 286       | 45.54   |   |
| Satisfied         | 237       | 37.74   | 100   |
| Neutral           | 91        | 14.49   |   |
| Dissatisfied      | 11        | 1.75    | 80  |
| Very Dissatisfied | 3         | 0.48    |   |
| Don't Know - N/A  | 53        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 628       | 100.00  |   |
| Total             | 628       | 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    | 293       | 44.46   |   |
| Satisfied         | 219       | 33.23   | am /  |
| Neutral           | 118       | 17.91   | 100   |
| Dissatisfied      | 22        | 3.34    | 80  |
| Very Dissatisfied | 7         | 1.06    |   |
| Don't Know - N/A  | 23        |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 659       | 100.00  |   |
| Total             | 659       | 100.00  |   |

My gender is: Mean: 1.65

| Response    | Frequency | Percent | Graph   |
|-------------|-----------|---------|---|
| Male        | 237       | 34.90   |   |
| Female      | 442       | 65.10   | 100<br>80<br>60<br>40<br>20<br>0<br>Male Female |
| Total Valid | 679       | 100.00  |   |
| Total       | 679       | 100.00  |   |

I am enrolled Mean: 1.37

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 416       | 62.65   |   |
| Part-time less than 12 hours | 248       | 37.35   | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 664       | 100.00  |   |
| Total                        | 664       | 100.00  |   |

# I take the majority of my classes

### Mean: 3.00

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    | 69    |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 687       | 100.00  |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 0         | 0.00    |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 687       | 100.00  |       |
| Total                                      | 687       | 100.00  |       |

My age is: Mean: 2.72

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| •           |           |         | Olupii                      |
| Under 18    | 31        | 4.55    |                             |
| 18-21       | 433       | 63.49   | 100                         |
| 22-24       | 71        | 10.41   |                             |
| 25-30       | 59        | 8.65    | 80                          |
| 31-35       | 29        | 4.25    | 60                          |
| 36-50       | 48        | 7.04    | 80                          |
| 51-64       | 9         | 1.32    | 40                          |
| 65 & over   | 2         | 0.29    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 682       | 100.00  |                             |
| Total       | 682       | 100.00  |                             |

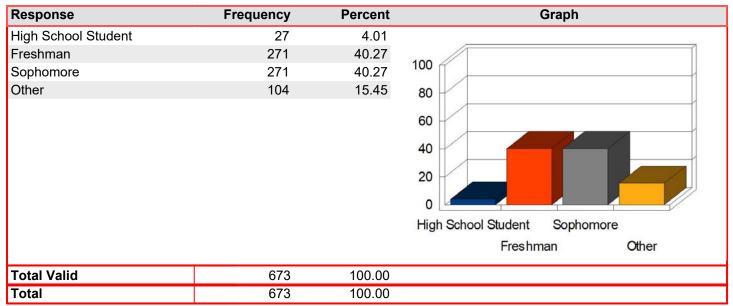
Ethnic Origin Mean: 1.39

| Response               | Frequency | Percent | Graph                          |
|------------------------|-----------|---------|--------------------------------|
| Not Hispanic or Latino | 436       | 65.37   |                                |
| Hispanic or Latino     | 203       | 30.43   |                                |
| Unknown                | 28        | 4.20    | Not Hispanic or Latino Unknown |
|                        |           |         | Hispanic or Latino             |
| Total Valid            | 667       | 100.00  |                                |
| Total                  | 667       | 100.00  |                                |

Race Mean: -

| Response                               | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| White                                  | 507       | 82.44   |       |
| Black or African American              | 71        | 11.54   | 100   |
| Asian                                  | 14        | 2.28    |       |
| American Indian or Alaskan<br>Native   | 23        | 3.74    | 80    |
| Native Hawaiian or Pacific<br>Islander | 8         | 1.30    | 60    |
| International                          | 34        | 5.53    | 20    |
| Total Valid                            | 615       | 100.00  |       |
| Total                                  | 615       | 100.00  |       |

Student Classification: Mean: 2.67



### Would you recommend TVCC to a Friend?

Mean: 1.05

| Response    | Frequency | Percent | Graph           |
|-------------|-----------|---------|-----------------|
| Yes         | 639       | 94.53   |                 |
| No          | 37        | 5.47    |                 |
|             |           |         | 100<br>80<br>60 |
|             |           |         | 20 0            |
|             |           |         | Yes No          |
| Total Valid | 676       | 100.00  |                 |
| Total       | 676       | 100.00  |                 |

# **Trinity Valley Community College**

### **Student Satisfaction Survey**

#### 2018

Through Dual Credit

### Registration & Admissions - Assistance of staff

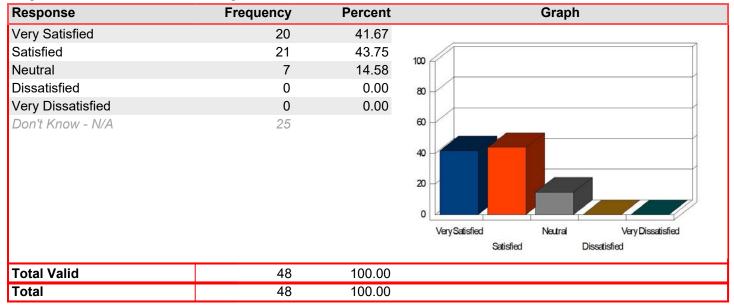
Mean: 4.23

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 18        | 37.50   |   |
| Satisfied         | 23        | 47.92   | 4m  |
| Neutral           | 7         | 14.58   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 23        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |   |
| Total             | 48        | 100.00  |   |

### Registration & Admissions - Friendliness of staff

Mean: 4.26

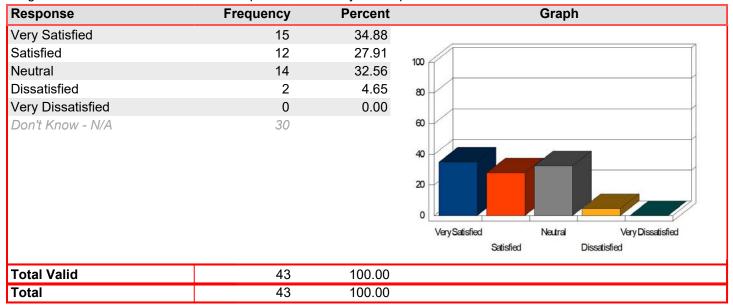
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 21        | 42.00   |  |
| Satisfied         | 21        | 42.00   | 100  |
| Neutral           | 8         | 16.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 23        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 50        | 100.00  |  |
| Total             | 50        | 100.00  |  |



### Registration & Admissions - Staff helped me understand the registration process

Mean: 3.85

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 30.00   |  |
| Satisfied         | 11        | 27.50   | 100  |
| Neutral           | 16        | 40.00   |  |
| Dissatisfied      | 1         | 2.50    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 33        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 40        | 100.00  |  |
| Total             | 40        | 100.00  |  |



### Registration & Admissions - Information I received was understandable

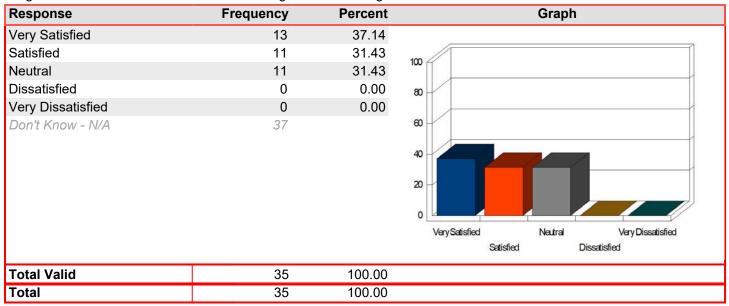
Mean: 3.98

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 17        | 35.42   |  |
| Satisfied         | 14        | 29.17   | 100  |
| Neutral           | 16        | 33.33   |  |
| Dissatisfied      | 1         | 2.08    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 25        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 48        | 100.00  |  |
| Total             | 48        | 100.00  |  |

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 9         | 27.27   |   |
| Satisfied         | 9         | 27.27   | 100   |
| Neutral           | 14        | 42.42   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 3.03    |   |
| Don't Know - N/A  | 40        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 33        | 100.00  |   |
| Total             | 33        | 100.00  |   |

# Registration & Admissions - Face-to-Face registration process

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 35.14   |  |
| Satisfied         | 11        | 29.73   | am /   |
| Neutral           | 13        | 35.14   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 36        |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 37        | 100.00  |  |
| Total             | 37        | 100.00  |  |



### Registration & Admissions - Website information

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 23        | 46.94   |  |
| Satisfied         | 15        | 30.61   |  |
| Neutral           | 11        | 22.45   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 22        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 49        | 100.00  |  |
| Total             | 49        | 100.00  |  |

### Financial Aid - Assistance of staff

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 6         | 46.15   |   |
| Satisfied         | 1         | 7.69    | 100   |
| Neutral           | 6         | 46.15   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 58        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |   |
| Total             | 13        | 100.00  |   |

### Financial Aid - Friendliness of staff

Mean: 4.08

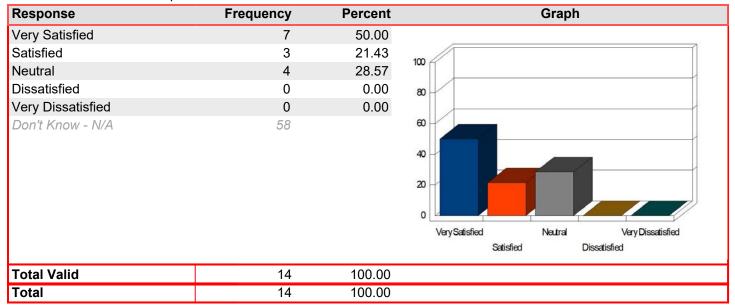
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 6         | 50.00   |   |
| Satisfied         | 1         | 8.33    | 100   |
| Neutral           | 5         | 41.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 59        |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 12        | 100.00  |   |
| Total             | 12        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 6         | 46.15   |  |
| Satisfied         | 2         | 15.38   | 100  |
| Neutral           | 5         | 38.46   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 59        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |  |
| Total             | 13        | 100.00  |  |

Financial Aid - Information received is accurate

Mean: 4.21

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 7         | 50.00   |  |
| Satisfied         | 3         | 21.43   | 100  |
| Neutral           | 4         | 28.57   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 58        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 14        | 100.00  |  |
| Total             | 14        | 100.00  |  |



### Financial Aid - Financial aid process

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 6         | 46.15   |   |
| Satisfied         | 2         | 15.38   | 100   |
| Neutral           | 5         | 38.46   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 59        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 13        | 100.00  |   |
| Total             | 13        | 100.00  |   |

Financial Aid - Assistance completing and submitting the FAFSA online

Mean: 4.00

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 5         | 41.67   |   |
| Satisfied         | 2         | 16.67   | 100   |
| Neutral           | 5         | 41.67   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 60        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 12        | 100.00  |   |
| Total             | 12        | 100.00  |   |

Financial Aid - Assistance for Veteran benefits

Mean: 4.00

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 4         | 40.00   |  |
| Satisfied         | 2         | 20.00   | 100  |
| Neutral           | 4         | 40.00   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 62        |         | 40 20 Very Satisfied Neutral Very Dissatisfied |
|                   |           |         | Satisfied Dissatisfied                         |
| Total Valid       | 10        | 100.00  |  |
| Total             | 10        | 100.00  |  |

Financial Aid - Grant and scholarship application procedures and opportunities

Mean: 4.07

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 7         | 50.00   |   |
| Satisfied         | 2         | 14.29   | 100   |
| Neutral           | 4         | 28.57   |   |
| Dissatisfied      | 1         | 7.14    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 58        |         | Very Satisfied  Neutral Very Dissatisfied  Satisfied Dissatisfied |
| Total Valid       | 14        | 100.00  |   |
| Total             | 14        | 100.00  |   |

#### Financial Aid - Website information

Mean: 4.18

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 9         | 52.94   |   |
| Satisfied         | 4         | 23.53   | 4m  |
| Neutral           | 3         | 17.65   | 100   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 1         | 5.88    |   |
| Don't Know - N/A  | 55        |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |   |
| Total             | 17        | 100.00  |   |

### Guidance/Counseling - Assistance of staff

Mean: 4.17

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 20        | 48.78   |  |
| Satisfied         | 11        | 26.83   | 100  |
| Neutral           | 8         | 19.51   |  |
| Dissatisfied      | 1         | 2.44    | 80   |
| Very Dissatisfied | 1         | 2.44    |  |
| Don't Know - N/A  | 32        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 41        | 100.00  |  |
| Total             | 41        | 100.00  |  |

# Guidance/Counseling - Friendliness of staff

Mean: 4.19

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 20        | 47.62   |   |
| Satisfied         | 14        | 33.33   | 100   |
| Neutral           | 5         | 11.90   |   |
| Dissatisfied      | 2         | 4.76    | 80  |
| Very Dissatisfied | 1         | 2.38    |   |
| Don't Know - N/A  | 31        |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 42        | 100.00  |   |
| Total             | 42        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 21        | 51.22   |  |
| Satisfied         | 12        | 29.27   | 4m   |
| Neutral           | 6         | 14.63   | 100  |
| Dissatisfied      | 2         | 4.88    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 31        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 41        | 100.00  |  |
| Total             | 41        | 100.00  |  |

# Guidance/Counseling - My problems are resolved effectively

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 18        | 45.00   |   |
| Satisfied         | 14        | 35.00   | 1m  |
| Neutral           | 6         | 15.00   | 100   |
| Dissatisfied      | 2         | 5.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 32        |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 40        | 100.00  |   |
| Total             | 40        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 18        | 45.00   |  |
| Satisfied         | 12        | 30.00   | 100  |
| Neutral           | 9         | 22.50   | 100  |
| Dissatisfied      | 1         | 2.50    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 32        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 40        | 100.00  |  |
| Total             | 40        | 100.00  |  |

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

| Response          | Frequency | Percent | Graph   |       |
|-------------------|-----------|---------|---|-------|
| Very Satisfied    | 19        | 48.72   |   |       |
| Satisfied         | 11        | 28.21   |   |       |
| Neutral           | 7         | 17.95   | 100   |       |
| Dissatisfied      | 2         | 5.13    | 80  |       |
| Very Dissatisfied | 0         | 0.00    |   |       |
| Don't Know - N/A  | 32        |         | Very Satisfied Neutral Very Dissatisfied Dissatisfied | sfied |
| Total Valid       | 39        | 100.00  |   |       |
| Total             | 39        | 100.00  |   |       |

### Guidance/Counseling - Website information

Mean: 4.15

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 41.03   |  |
| Satisfied         | 15        | 38.46   | 100  |
| Neutral           | 6         | 15.38   |  |
| Dissatisfied      | 2         | 5.13    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 33        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 39        | 100.00  |  |
| Total             | 39        | 100.00  |  |

### Business Office/Cashier - Assistance of staff

Mean: 4.25

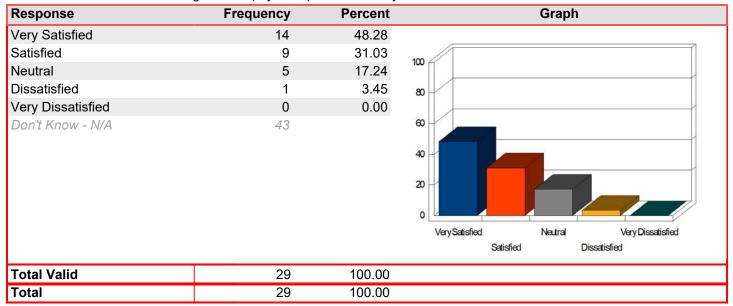
| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 40.63   |  |
| Satisfied         | 14        | 43.75   | -m   |
| Neutral           | 5         | 15.63   | 100  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 40        |         | Very Satisfied Neutral Very Dissatisfied  Satisfied Dissatisfied |
| Total Valid       | 32        | 100.00  |  |
| Total             | 32        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 13        | 38.24   |  |
| Satisfied         | 14        | 41.18   | 100  |
| Neutral           | 6         | 17.65   |  |
| Dissatisfied      | 1         | 2.94    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 38        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 34        | 100.00  |  |
| Total             | 34        | 100.00  |  |

# Business Office/Cashier - Knowledge of staff

Mean: 4.13

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 11        | 34.38   |  |
| Satisfied         | 14        | 43.75   | 100  |
| Neutral           | 7         | 21.88   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 40        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 32        | 100.00  |  |
| Total             | 32        | 100.00  |  |



# Business Office/Cashier - Assistance receiving Pell and loan resources

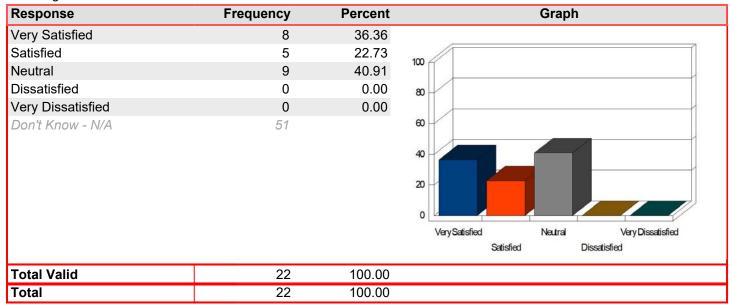
| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 7         | 28.00   |   |
| Satisfied         | 11        | 44.00   | 100   |
| Neutral           | 7         | 28.00   |   |
| Dissatisfied      | 0         | 0.00    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 47        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 25        | 100.00  |   |
| Total             | 25        | 100.00  |   |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 14        | 42.42   |  |
| Satisfied         | 11        | 33.33   | 100  |
| Neutral           | 6         | 18.18   |  |
| Dissatisfied      | 2         | 6.06    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 39        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 33        | 100.00  |  |
| Total             | 33        | 100.00  |  |

Tutoring/CAPS - Assistance of staff

Mean: 3.81

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 7         | 33.33   |   |
| Satisfied         | 6         | 28.57   | 1m  |
| Neutral           | 6         | 28.57   | 100   |
| Dissatisfied      | 1         | 4.76    | 80  |
| Very Dissatisfied | 1         | 4.76    |   |
| Don't Know - N/A  | 52        |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |   |
| Total             | 21        | 100.00  |   |



### Tutoring/CAPS - Knowledge of staff

Mean: 3.95

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 7         | 33.33   |   |
| Satisfied         | 7         | 33.33   | 4m  |
| Neutral           | 6         | 28.57   | 100   |
| Dissatisfied      | 1         | 4.76    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 52        |         | 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 21        | 100.00  |   |
| Total             | 21        | 100.00  |   |

Tutoring/CAPS - Documented student disability services

Mean: 3.82

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 29.41   |  |
| Satisfied         | 5         | 29.41   | 100  |
| Neutral           | 6         | 35.29   |  |
| Dissatisfied      | 1         | 5.88    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 56        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 17        | 100.00  |  |
| Total             | 17        | 100.00  |  |

Tutoring/CAPS - Peer tutoring services

Mean: 3.83

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 5         | 27.78   |  |
| Satisfied         | 5         | 27.78   | 100  |
| Neutral           | 8         | 44.44   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 55        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 18        | 100.00  |  |
| Total             | 18        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 11        | 28.95   |  |
| Satisfied         | 15        | 39.47   | 100  |
| Neutral           | 12        | 31.58   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 35        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 38        | 100.00  |  |
| Total             | 38        | 100.00  |  |

# Testing Services - Friendliness of staff

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 11        | 28.95   |  |
| Satisfied         | 16        | 42.11   | 100  |
| Neutral           | 11        | 28.95   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 35        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 38        | 100.00  |  |
| Total             | 38        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 12        | 32.43   |  |
| Satisfied         | 12        | 32.43   | 100  |
| Neutral           | 13        | 35.14   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 36        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 37        | 100.00  |  |
| Total             | 37        | 100.00  |  |

# Testing Services - Testing Center hours are adequate

Mean: 3.94

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 11        | 31.43   |  |
| Satisfied         | 12        | 34.29   | 100  |
| Neutral           | 11        | 31.43   |  |
| Dissatisfied      | 1         | 2.86    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 38        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 35        | 100.00  |  |
| Total             | 35        | 100.00  |  |

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 16        | 43.24   |  |
| Satisfied         | 11        | 29.73   | 100  |
| Neutral           | 10        | 27.03   |  |
| Dissatisfied      | 0         | 0.00    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 36        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 37        | 100.00  |  |
| Total             | 37        | 100.00  |  |

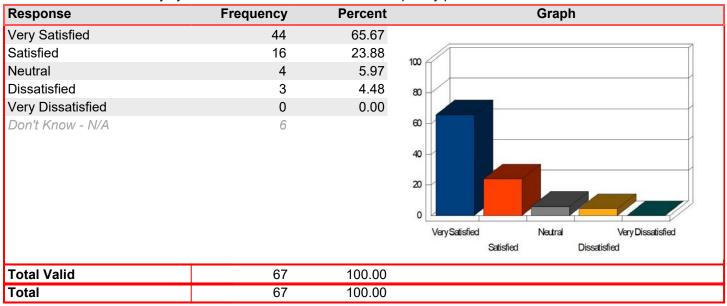
# Instruction - Overall, teachers care about me

Mean: 4.32

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 35        | 51.47   |  |
| Satisfied         | 21        | 30.88   | 100  |
| Neutral           | 11        | 16.18   |  |
| Dissatisfied      | 1         | 1.47    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 4         |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 68        | 100.00  |  |
| Total             | 68        | 100.00  |  |

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

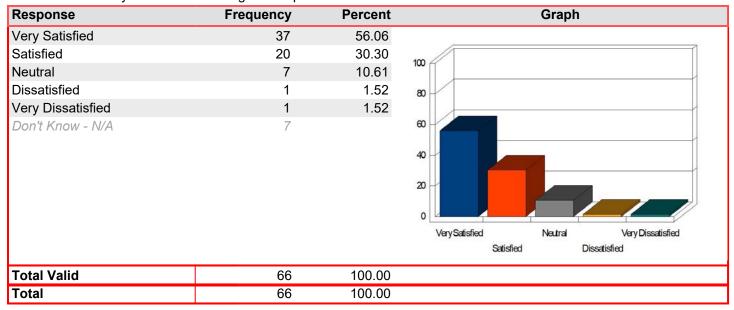
Mean: 4.51



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

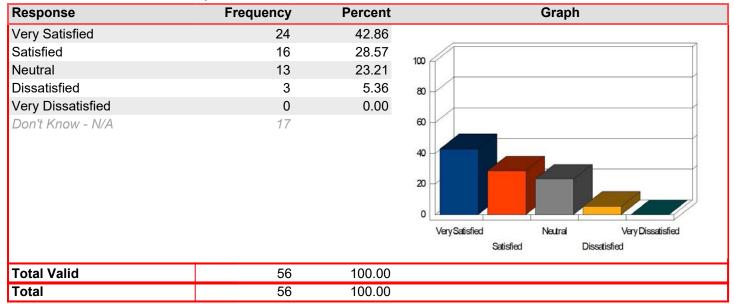
Mean: 4.46

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 42        | 62.69   |   |
| Satisfied         | 17        | 25.37   | 100   |
| Neutral           | 5         | 7.46    |   |
| Dissatisfied      | 3         | 4.48    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 6         |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 67        | 100.00  |   |
| Total             | 67        | 100.00  |   |



Instruction - Faculty are available after class and during office hours

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 35        | 55.56   |   |
| Satisfied         | 17        | 26.98   | 100   |
| Neutral           | 10        | 15.87   |   |
| Dissatisfied      | 1         | 1.59    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 9         |         | 60<br>40<br>20<br>Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 63        | 100.00  |   |
| Total             | 63        | 100.00  |   |



### Overall-Access to technology resources was adequate

Mean: 4.16

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 30        | 48.39   |  |
| Satisfied         | 16        | 25.81   | 100  |
| Neutral           | 12        | 19.35   |  |
| Dissatisfied      | 4         | 6.45    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 11        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 62        | 100.00  |  |
| Total             | 62        | 100.00  |  |

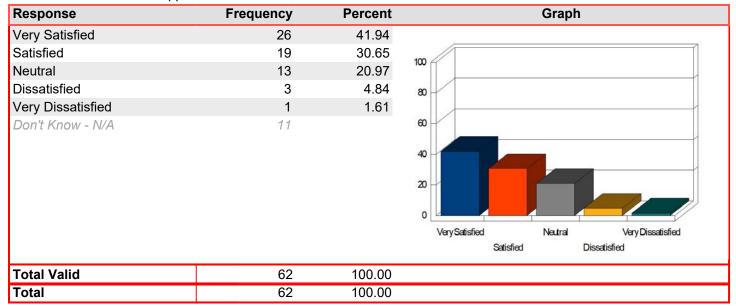
### Overall-Training in the use of technology was available

| Response          | Frequency | Percent | Graph  |
|-------------------|-----------|---------|--|
| Very Satisfied    | 20        | 37.04   |  |
| Satisfied         | 15        | 27.78   | 100  |
| Neutral           | 14        | 25.93   |  |
| Dissatisfied      | 5         | 9.26    | 80   |
| Very Dissatisfied | 0         | 0.00    |  |
| Don't Know - N/A  | 19        |         | 60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 54        | 100.00  |  |
| Total             | 54        | 100.00  |  |

# Overall-Efficiency receiving services

Mean: 4.08

| Response          | Frequency | Percent | Graph   |
|-------------------|-----------|---------|---|
| Very Satisfied    | 27        | 43.55   |   |
| Satisfied         | 16        | 25.81   | -m  |
| Neutral           | 16        | 25.81   | 100   |
| Dissatisfied      | 3         | 4.84    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 11        |         | Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied |
| Total Valid       | 62        | 100.00  |   |
| Total             | 62        | 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    | 28        | 43.08   | 198   |
| Satisfied         | 20        | 30.77   | 100   |
| Neutral           | 13        | 20.00   |   |
| Dissatisfied      | 4         | 6.15    | 80  |
| Very Dissatisfied | 0         | 0.00    |   |
| Don't Know - N/A  | 8         |         | 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied |
| Total Valid       | 65        | 100.00  |   |
| Total             | 65        | 100.00  |   |

My gender is: Mean: 1.72

| Response    | Frequency | Percent | Graph                                      |
|-------------|-----------|---------|--|
| Male        | 20        | 28.17   |  |
| Female      | 51        | 71.83   | 100<br>80<br>60<br>40<br>20<br>Male Female |
| Total Valid | 71        | 100.00  |  |
| Total       | 71        | 100.00  |  |

I am enrolled Mean: 1.77

| Response                     | Frequency | Percent | Graph   |
|------------------------------|-----------|---------|---|
| Full-time 12 or more hours   | 16        | 23.19   |   |
| Part-time less than 12 hours | 53        | 76.81   | 100 80 60 40 20 Full-time 12 or more hours Part-time less than 12 hours |
| Total Valid                  | 69        | 100.00  |   |
| Total                        | 69        | 100.00  |   |

### I take the majority of my classes

### Mean: 5.00

| Response                                   | Frequency | Percent | Graph |
|--|-----------|---------|-------|
| Athens                                     | 0         | 0.00    |       |
| Palestine                                  | 0         | 0.00    | 100   |
| Terrell                                    | 0         | 0.00    |       |
| Kaufman HSC                                | 0         | 0.00    | 80    |
| Through Dual Credit                        | 73        | 100.00  |       |
| Internet Video Other Distance<br>ED Medium | 0         | 0.00    | 20    |
| Total Valid                                | 73        | 100.00  |       |
| Total                                      | 73        | 100.00  |       |

My age is: Mean: 1.04

| Response    | Frequency | Percent | Graph                       |
|-------------|-----------|---------|-----------------------------|
| Under 18    | 70        | 95.89   |                             |
| 18-21       | 3         | 4.11    | 100                         |
| 22-24       | 0         | 0.00    |                             |
| 25-30       | 0         | 0.00    | 80                          |
| 31-35       | 0         | 0.00    | 60                          |
| 36-50       | 0         | 0.00    | 60                          |
| 51-64       | 0         | 0.00    | 40                          |
| 65 & over   | 0         | 0.00    | 20                          |
|             |           |         | Under 18 22-24 31-35 51-64  |
|             |           |         | 18-21 25-30 36-50 65 & over |
| Total Valid | 73        | 100.00  |                             |
| Total       | 73        | 100.00  |                             |

Ethnic Origin Mean: 1.51

| Response               | Frequency | Percent | Graph   |
|------------------------|-----------|---------|---|
| Not Hispanic or Latino | 40        | 56.34   |   |
| Hispanic or Latino     | 26        | 36.62   |   |
| Unknown                | 5         | 7.04    | Not Hispanic or Latino  Not Hispanic or Latino  Unknown  Hispanic or Latino |
| Total Valid            | 71        | 100.00  |   |
| Total                  | 71        | 100.00  |   |

Race Mean: -

| Nace                                   |           |         | ivican. |
|--|-----------|---------|---------|
| Response                               | Frequency | Percent | Graph   |
| White                                  | 33        | 55.93   |         |
| Black or African American              | 19        | 32.20   | 100     |
| Asian                                  | 4         | 6.78    |         |
| American Indian or Alaskan<br>Native   | 6         | 10.17   | 80      |
| Native Hawaiian or Pacific<br>Islander | 3         | 5.08    | 60      |
| International                          | 8         | 13.56   |         |
|  |           |         | 20      |
| Total Valid                            | 59        | 100.00  |         |
| Total                                  | 59        | 100.00  |         |

Student Classification: Mean: 1.05

| Response            | Frequency | Percent | Graph                         |
|---------------------|-----------|---------|-------------------------------|
| High School Student | 71        | 97.26   | V                             |
| Freshman            | 0         | 0.00    | 100                           |
| Sophomore           | 2         | 2.74    | 100                           |
| Other               | 0         | 0.00    | 80                            |
|                     |           |         | 60                            |
|                     |           |         | 40                            |
|                     |           |         | 20                            |
|                     |           |         | 0                             |
|                     |           |         | High School Student Sophomore |
|                     |           |         | Freshman Other                |
| Total Valid         | 73        | 100.00  |                               |
| Total               | 73        | 100.00  |                               |

# Would you recommend TVCC to a Friend?

Mean: 1.08

| Response    | Frequency | Percent | Graph  |
|-------------|-----------|---------|--------|
| Yes         | 66        | 91.67   |        |
| No          | 6         | 8.33    |        |
|             |           |         | 100    |
|             |           |         | 80     |
|             |           |         | 60     |
|             |           |         | 40     |
|             |           |         | 20     |
|             |           |         | 0      |
|             |           |         | Yes No |
| Total Valid | 72        | 100.00  |        |
| Total       | 72        | 100.00  |        |