

**TVCC 2015-2019**  
**Student Satisfaction Survey Results**

## 2015-2018 Student Satisfaction Survey - Registration & Admissions

Level of Satisfaction with the following:	2015 Response		2016 Response		2017 Response		2018 Response		2019 Response	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
<b>Assistance of staff</b>	<b>1850</b>		<b>2172</b>		<b>2071</b>		<b>2748</b>		<b>1777</b>	
Very Satisfied	728	39.4%	918	42.3%	907	43.8%	1278	46.5%	857	48.2%
Satisfied	841	45.5%	964	44.4%	881	42.5%	1126	41.0%	672	37.8%
Neutral	247	13.4%	252	11.6%	263	12.7%	300	10.9%	219	12.3%
Dissatisfied	22	1.2%	25	1.2%	19	0.9%	25	0.9%	27	1.5%
Very Dissatisfied	12	0.6%	13	0.6%	1	0.0%	19	0.7%	2	0.1%
<b>Friendliness of staff</b>	<b>1858</b>		<b>2180</b>		<b>2091</b>		<b>2772</b>		<b>1792</b>	
Very Satisfied	797	42.9%	1022	46.9%	997	47.7%	1407	50.8%	935	52.2%
Satisfied	780	42.0%	871	40.0%	817	39.1%	1002	36.1%	643	35.9%
Neutral	236	12.7%	247	11.3%	248	11.9%	308	11.1%	189	10.5%
Dissatisfied	30	1.6%	28	1.3%	29	1.4%	38	1.4%	23	1.3%
Very Dissatisfied	15	0.8%	12	0.6%	0	0.0%	17	0.6%	2	0.1%
<b>Knowledge of staff</b>	<b>1846</b>		<b>2164</b>		<b>2075</b>		<b>2751</b>		<b>1782</b>	
Very Satisfied	709	38.4%	856	39.6%	890	42.9%	1260	45.8%	840	47.1%
Satisfied	744	40.3%	907	41.9%	816	39.3%	1008	36.6%	652	36.6%
Neutral	334	18.1%	348	16.1%	334	16.1%	415	15.1%	253	14.2%
Dissatisfied	47	2.5%	38	1.8%	35	1.7%	52	1.9%	35	2.0%
Very Dissatisfied	12	0.7%	15	0.7%	0	0.0%	16	0.6%	2	0.1%
<b>Staff helped me understand the registration process</b>	<b>1792</b>		<b>2098</b>		<b>2018</b>		<b>2708</b>		<b>1756</b>	
Very Satisfied	705	39.3%	894	42.6%	897	44.4%	1287	47.5%	833	47.4%
Satisfied	683	38.1%	804	38.3%	742	36.8%	925	34.2%	597	34.0%
Neutral	324	18.1%	323	15.4%	329	16.3%	413	15.3%	266	15.1%
Dissatisfied	57	3.2%	59	2.8%	50	2.5%	56	2.1%	59	3.4%
Very Dissatisfied	23	1.3%	18	0.9%	0	0.0%	27	1.0%	1	0.1%
<b>Admissions process was easy to complete</b>	<b>1812</b>		<b>2118</b>		<b>2044</b>		<b>2722</b>		<b>1759</b>	
Very Satisfied	748	41.3%	907	42.8%	926	45.3%	1294	47.5%	812	46.2%
Satisfied	695	38.4%	840	39.7%	785	38.4%	955	35.1%	603	34.3%
Neutral	308	17.0%	299	14.1%	291	14.2%	389	14.3%	274	15.6%
Dissatisfied	43	2.4%	51	2.4%	41	2.0%	58	2.1%	67	3.8%
Very Dissatisfied	18	1.0%	21	1.0%	1	0.0%	26	1.0%	3	0.2%
<b>Information I received was understandable</b>	<b>1834</b>		<b>2158</b>		<b>2073</b>		<b>2752</b>		<b>1782</b>	
Very Satisfied	703	38.3%	877	40.6%	925	44.6%	1248	45.3%	788	44.2%
Satisfied	775	42.3%	911	42.2%	844	40.7%	1068	38.8%	680	38.2%
Neutral	297	16.2%	310	14.4%	258	12.4%	367	13.3%	259	14.5%
Dissatisfied	44	2.4%	47	2.2%	43	2.1%	49	1.8%	53	3.0%
Very Dissatisfied	15	0.8%	13	0.6%	3	0.1%	20	0.7%	2	0.1%

## 2015-2018 Student Satisfaction Survey - Registration & Admissions

Level of Satisfaction with the following:	2015 Response		2016 Response		2017 Response		2018 Response		2019 Response	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
<b>Online registration process</b>	<b>1501</b>		<b>1792</b>		<b>1740</b>		<b>2341</b>		<b>1509</b>	
Very Satisfied	514	34.2%	611	34.1%	651	37.4%	930	39.7%	537	35.6%
Satisfied	510	34.0%	662	36.9%	615	35.3%	763	32.6%	512	33.9%
Neutral	415	27.6%	444	24.8%	417	24.0%	561	24.0%	365	24.2%
Dissatisfied	40	2.7%	59	3.3%	54	3.1%	69	2.9%	89	5.9%
Very Dissatisfied	22	1.5%	16	0.9%	3	0.2%	18	0.8%	6	0.4%
<b>Face-to-Face registration process</b>	<b>1705</b>		<b>1985</b>		<b>1948</b>		<b>2608</b>		<b>1706</b>	
Very Satisfied	753	44.2%	905	45.6%	949	48.7%	1348	51.7%	852	49.9%
Satisfied	634	37.2%	762	38.4%	716	36.8%	888	34.0%	605	35.5%
Neutral	257	15.1%	271	13.7%	254	13.0%	309	11.8%	203	11.9%
Dissatisfied	46	2.7%	33	1.7%	29	1.5%	41	1.6%	43	2.5%
Very Dissatisfied	15	0.9%	14	0.7%	0	0.0%	22	0.8%	3	0.2%
<b>Advisement during face-to-face registration</b>	<b>1709</b>		<b>1981</b>		<b>1936</b>		<b>2607</b>		<b>1702</b>	
Very Satisfied	734	42.9%	851	43.0%	909	47.0%	1266	48.6%	839	49.3%
Satisfied	590	34.5%	743	37.5%	710	36.7%	891	34.2%	592	34.8%
Neutral	301	17.6%	325	16.4%	284	14.7%	382	14.7%	222	13.0%
Dissatisfied	60	3.5%	47	2.4%	32	1.7%	42	1.6%	46	2.7%
Very Dissatisfied	24	1.4%	15	0.8%	1	0.1%	26	1.0%	3	0.2%
<b>Website information</b>	<b>1786</b>		<b>2135</b>		<b>2034</b>		<b>2700</b>		<b>1729</b>	
Very Satisfied	577	32.3%	707	33.1%	761	37.4%	1022	37.9%	639	37.0%
Satisfied	703	39.4%	828	38.8%	759	37.3%	965	35.7%	606	35.0%
Neutral	424	23.7%	477	22.3%	414	20.4%	571	21.1%	391	22.6%
Dissatisfied	58	3.2%	87	4.1%	95	4.7%	115	4.3%	90	5.2%
Very Dissatisfied	24	1.3%	36	1.7%	5	0.2%	27	1.0%	3	0.2%

## 2015-2018 Student Satisfaction Survey - Financial Aid

Level of Satisfaction with the following:	2015 Response		2016 Response		2017 Response		2018 Response		2019 Response	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
<b>Assistance of staff</b>	<b>1472</b>		<b>1722</b>		<b>1632</b>		<b>2207</b>		<b>1476</b>	
Very Satisfied	590	40.1%	706	41.0%	709	43.4%	890	40.3%	566	38.3%
Satisfied	530	36.0%	601	34.9%	569	34.9%	684	31.0%	496	33.6%
Neutral	251	17.1%	323	18.8%	282	17.3%	408	18.5%	314	21.3%
Dissatisfied	62	4.2%	51	3.0%	71	4.4%	133	6.0%	92	6.2%
Very Dissatisfied	39	2.6%	41	2.4%	1	0.1%	92	4.2%	8	0.5%
<b>Friendliness of staff</b>	<b>1472</b>		<b>1722</b>		<b>1637</b>		<b>2213</b>		<b>1473</b>	
Very Satisfied	596	40.5%	710	41.2%	722	44.1%	948	42.8%	596	40.5%
Satisfied	490	33.3%	584	33.9%	544	33.2%	679	30.7%	498	33.8%
Neutral	280	19.0%	317	18.4%	286	17.5%	381	17.2%	282	19.1%
Dissatisfied	61	4.1%	66	3.8%	81	4.9%	136	6.1%	88	6.0%
Very Dissatisfied	45	3.1%	45	2.6%	4	0.2%	69	3.1%	9	0.6%
<b>Knowledge of staff</b>	<b>1471</b>		<b>1716</b>		<b>1640</b>		<b>2213</b>		<b>1470</b>	
Very Satisfied	593	40.3%	710	41.4%	724	44.1%	904	40.8%	579	39.4%
Satisfied	506	34.4%	613	35.7%	572	34.9%	697	31.5%	491	33.4%
Neutral	292	19.9%	311	18.1%	284	17.3%	418	18.9%	317	21.6%
Dissatisfied	48	3.3%	55	3.2%	56	3.4%	117	5.3%	76	5.2%
Very Dissatisfied	32	2.2%	27	1.6%	4	0.2%	77	3.5%	7	0.5%
<b>Information received is accurate</b>	<b>1465</b>		<b>1722</b>		<b>1645</b>		<b>2215</b>		<b>1459</b>	
Very Satisfied	596	40.7%	694	40.3%	720	43.8%	885	40.0%	571	39.1%
Satisfied	532	36.3%	630	36.6%	583	35.4%	709	32.0%	480	32.9%
Neutral	266	18.2%	326	18.9%	271	16.5%	408	18.4%	314	21.5%
Dissatisfied	39	2.7%	41	2.4%	70	4.3%	136	6.1%	88	6.0%
Very Dissatisfied	32	2.2%	31	1.8%	1	0.1%	77	3.5%	6	0.4%
<b>Information presented is understandable</b>	<b>1464</b>		<b>1724</b>		<b>1639</b>		<b>2214</b>		<b>1471</b>	
Very Satisfied	552	37.7%	658	38.2%	659	40.2%	836	37.8%	544	37.0%
Satisfied	549	37.5%	657	38.1%	604	36.9%	741	33.5%	495	33.7%
Neutral	282	19.3%	337	19.5%	305	18.6%	439	19.8%	343	23.3%
Dissatisfied	52	3.6%	45	2.6%	69	4.2%	117	5.3%	82	5.6%
Very Dissatisfied	29	2.0%	27	1.6%	2	0.1%	81	3.7%	7	0.5%
<b>Financial aid process</b>	<b>1432</b>		<b>1696</b>		<b>1589</b>		<b>2143</b>		<b>1420</b>	
Very Satisfied	525	36.7%	613	36.1%	625	39.3%	770	35.9%	496	34.9%
Satisfied	452	31.6%	580	34.2%	537	33.8%	594	27.7%	453	31.9%
Neutral	339	23.7%	374	22.1%	332	20.9%	438	20.4%	342	24.1%
Dissatisfied	76	5.3%	78	4.6%	91	5.7%	171	8.0%	120	8.5%
Very Dissatisfied	40	2.8%	51	3.0%	4	0.3%	170	7.9%	9	0.6%

## 2015-2018 Student Satisfaction Survey - Financial Aid

Level of Satisfaction with the following:	2015 Response		2016 Response		2017 Response		2018 Response		2019 Response	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
<b>Assistance completing and submitting the FAFSA online</b>	<b>1310</b>		<b>1588</b>		<b>1465</b>		<b>1992</b>		<b>1353</b>	
Very Satisfied	476	36.3%	561	35.3%	547	37.3%	717	36.0%	494	36.5%
Satisfied	422	32.2%	534	33.6%	486	33.2%	573	28.8%	428	31.6%
Neutral	311	23.7%	385	24.2%	364	24.8%	487	24.4%	342	25.3%
Dissatisfied	59	4.5%	58	3.7%	66	4.5%	116	5.8%	81	6.0%
Very Dissatisfied	42	3.2%	50	3.1%	2	0.1%	99	5.0%	8	0.6%
<b>Assistance for Veteran benefits</b>	<b>938</b>		<b>1104</b>		<b>1093</b>		<b>1496</b>		<b>1005</b>	
Very Satisfied	317	33.8%	362	32.8%	420	38.4%	536	35.8%	347	34.5%
Satisfied	249	26.5%	322	29.2%	278	25.4%	354	23.7%	257	25.6%
Neutral	334	35.6%	385	34.9%	367	33.6%	507	33.9%	371	36.9%
Dissatisfied	18	1.9%	17	1.5%	27	2.5%	53	3.5%	26	2.6%
Very Dissatisfied	20	2.1%	18	1.6%	1	0.1%	46	3.1%	4	0.4%
<b>Grant and scholarship application procedures and opportunities</b>	<b>1265</b>		<b>1518</b>		<b>1427</b>		<b>1963</b>		<b>1315</b>	
Very Satisfied	449	35.5%	539	35.5%	554	38.8%	708	36.1%	475	36.1%
Satisfied	399	31.5%	493	32.5%	440	30.8%	556	28.3%	407	31.0%
Neutral	332	26.2%	393	25.9%	374	26.2%	530	27.0%	353	26.8%
Dissatisfied	47	3.7%	53	3.5%	57	4.0%	88	4.5%	73	5.6%
Very Dissatisfied	38	3.0%	40	2.6%	2	0.1%	81	4.1%	7	0.5%
<b>Website information</b>	<b>1380</b>		<b>1675</b>		<b>1563</b>		<b>2125</b>		<b>1428</b>	
Very Satisfied	459	33.3%	570	34.0%	569	36.4%	748	35.2%	500	35.0%
Satisfied	476	34.5%	596	35.6%	510	32.6%	635	29.9%	450	31.5%
Neutral	370	26.8%	419	25.0%	412	26.4%	561	26.4%	389	27.2%
Dissatisfied	43	3.1%	58	3.5%	70	4.5%	116	5.5%	81	5.7%
Very Dissatisfied	32	2.3%	32	1.9%	2	0.1%	65	3.1%	8	0.6%

## 2015-2018 Student Satisfaction Survey - Guidance/Counseling Services

Level of Satisfaction with the following:	2015 Response		2016 Response		2017 Response		2018 Response		2019 Response	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
<b>Assistance of staff</b>	<b>1628</b>		<b>1958</b>		<b>1845</b>		<b>2468</b>		<b>1601</b>	
Very Satisfied	716	44.0%	889	45.4%	878	47.6%	1247	50.5%	800	50.0%
Satisfied	636	39.1%	764	39.0%	694	37.6%	866	35.1%	569	35.5%
Neutral	243	14.9%	258	13.2%	240	13.0%	312	12.6%	211	13.2%
Dissatisfied	22	1.4%	30	1.5%	31	1.7%	27	1.1%	18	1.1%
Very Dissatisfied	11	0.7%	17	0.9%	2	0.1%	16	0.6%	3	0.2%
<b>Friendliness of staff</b>	<b>1631</b>		<b>1965</b>		<b>1853</b>		<b>2476</b>		<b>1602</b>	
Very Satisfied	784	48.1%	960	48.9%	931	50.2%	1296	52.3%	840	52.4%
Satisfied	602	36.9%	733	37.3%	691	37.3%	872	35.2%	552	34.5%
Neutral	214	13.1%	232	11.8%	210	11.3%	261	10.5%	195	12.2%
Dissatisfied	22	1.3%	28	1.4%	20	1.1%	33	1.3%	13	0.8%
Very Dissatisfied	9	0.6%	12	0.6%	1	0.1%	14	0.6%	2	0.1%
<b>Knowledge of staff</b>	<b>1626</b>		<b>1962</b>		<b>1845</b>		<b>2463</b>		<b>1599</b>	
Very Satisfied	700	43.1%	878	44.8%	880	47.7%	1214	49.3%	779	48.7%
Satisfied	622	38.3%	758	38.6%	670	36.3%	859	34.9%	560	35.0%
Neutral	256	15.7%	279	14.2%	261	14.1%	337	13.7%	230	14.4%
Dissatisfied	36	2.2%	31	1.6%	33	1.8%	37	1.5%	27	1.7%
Very Dissatisfied	12	0.7%	16	0.8%	1	0.1%	16	0.6%	3	0.2%
<b>My problems are resolved effectively</b>	<b>1580</b>		<b>1897</b>		<b>1788</b>		<b>2414</b>		<b>1566</b>	
Very Satisfied	673	42.6%	795	41.9%	821	45.9%	1135	47.0%	728	46.5%
Satisfied	572	36.2%	732	38.6%	650	36.4%	847	35.1%	522	33.3%
Neutral	292	18.5%	322	17.0%	289	16.2%	367	15.2%	273	17.4%
Dissatisfied	27	1.7%	34	1.8%	26	1.5%	45	1.9%	39	2.5%
Very Dissatisfied	16	1.0%	14	0.7%	2	0.1%	20	0.8%	4	0.3%
<b>Student advising process</b>	<b>1580</b>		<b>1893</b>		<b>1814</b>		<b>2438</b>		<b>1579</b>	
Very Satisfied	648	41.0%	786	41.5%	836	46.1%	1153	47.3%	756	47.9%
Satisfied	590	37.3%	733	38.7%	645	35.6%	846	34.7%	525	33.2%
Neutral	290	18.4%	315	16.6%	302	16.6%	394	16.2%	255	16.1%
Dissatisfied	36	2.3%	38	2.0%	30	1.7%	25	1.0%	39	2.5%
Very Dissatisfied	16	1.0%	21	1.1%	1	0.1%	20	0.8%	4	0.3%
<b>Overall, guidance and counseling services meet my needs</b>	<b>1606</b>		<b>1919</b>		<b>1818</b>		<b>2440</b>		<b>1583</b>	
Very Satisfied	688	42.8%	832	43.4%	856	47.1%	1197	49.1%	756	47.8%
Satisfied	620	38.6%	740	38.6%	661	36.4%	848	34.8%	546	34.5%
Neutral	248	15.4%	301	15.7%	268	14.7%	345	14.1%	242	15.3%
Dissatisfied	34	2.1%	28	1.5%	31	1.7%	32	1.3%	35	2.2%
Very Dissatisfied	16	1.0%	18	0.9%	2	0.1%	18	0.7%	4	0.3%

Percents may not add to 100% due to rounding

## 2015-2018 Student Satisfaction Survey - Guidance/Counseling Services

Level of Satisfaction with the following:	2015 Response		2016 Response		2017 Response		2018 Response		2019 Response	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Website information	1520		1853		1774		2374		1534	
Very Satisfied	561	36.9%	701	37.8%	720	40.6%	1024	43.1%	657	42.8%
Satisfied	537	35.3%	680	36.7%	631	35.6%	778	32.8%	505	32.9%
Neutral	376	24.7%	402	21.7%	373	21.0%	490	20.6%	334	21.8%
Dissatisfied	29	1.9%	47	2.5%	48	2.7%	61	2.6%	36	2.3%
Very Dissatisfied	17	1.1%	23	1.2%	2	0.1%	21	0.9%	2	0.1%

## 2015-2018 Student Satisfaction Survey - Business Office/Cashier Services

Level of Satisfaction with the following:	2015 Response		2016 Response		2017 Response		2018 Response		2019 Response	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
<b>Assistance of staff</b>	<b>1664</b>		<b>1972</b>		<b>1900</b>		<b>2495</b>		<b>1622</b>	
Very Satisfied	689	41.4%	868	44.0%	842	44.3%	1134	45.5%	731	45.1%
Satisfied	670	40.3%	797	40.4%	756	39.8%	956	38.3%	585	36.1%
Neutral	257	15.4%	274	13.9%	280	14.7%	360	14.4%	279	17.2%
Dissatisfied	32	1.9%	25	1.3%	22	1.2%	33	1.3%	26	1.6%
Very Dissatisfied	16	1.0%	8	0.4%	0	0.0%	12	0.5%	1	0.1%
<b>Friendliness of staff</b>	<b>1668</b>		<b>1978</b>		<b>1896</b>		<b>2507</b>		<b>1617</b>	
Very Satisfied	722	43.3%	872	44.1%	856	45.1%	1168	46.6%	724	44.8%
Satisfied	621	37.2%	761	38.5%	724	38.2%	901	35.9%	564	34.9%
Neutral	265	15.9%	284	14.4%	273	14.4%	350	14.0%	278	17.2%
Dissatisfied	32	1.9%	41	2.1%	43	2.3%	64	2.6%	48	3.0%
Very Dissatisfied	28	1.7%	20	1.0%	0	0.0%	24	1.0%	3	0.2%
<b>Knowledge of staff</b>	<b>1652</b>		<b>1969</b>		<b>1897</b>		<b>2494</b>		<b>1613</b>	
Very Satisfied	700	42.4%	842	42.8%	838	44.2%	1118	44.8%	703	43.6%
Satisfied	630	38.1%	794	40.3%	718	37.8%	911	36.5%	592	36.7%
Neutral	286	17.3%	303	15.4%	307	16.2%	411	16.5%	282	17.5%
Dissatisfied	22	1.3%	23	1.2%	34	1.8%	40	1.6%	34	2.1%
Very Dissatisfied	14	0.8%	7	0.4%	0	0.0%	14	0.6%	2	0.1%
<b>Billing and fee payment process is easy to understand</b>	<b>1596</b>		<b>1915</b>		<b>1848</b>		<b>2442</b>		<b>1579</b>	
Very Satisfied	683	42.8%	806	42.1%	818	44.3%	1121	45.9%	676	42.8%
Satisfied	579	36.3%	766	40.0%	693	37.5%	849	34.8%	552	35.0%
Neutral	287	18.0%	293	15.3%	297	16.1%	415	17.0%	314	19.9%
Dissatisfied	31	1.9%	38	2.0%	40	2.2%	39	1.6%	35	2.2%
Very Dissatisfied	16	1.0%	12	0.6%	0	0.0%	18	0.7%	2	0.1%
<b>Assistance receiving Pell and loan resources</b>	<b>1402</b>		<b>1684</b>		<b>1641</b>		<b>2176</b>		<b>1386</b>	
Very Satisfied	557	39.7%	686	40.7%	690	42.0%	936	43.0%	574	41.4%
Satisfied	507	36.2%	607	36.0%	570	34.7%	680	31.3%	462	33.3%
Neutral	291	20.8%	342	20.3%	340	20.7%	457	21.0%	297	21.4%
Dissatisfied	32	2.3%	31	1.8%	41	2.5%	60	2.8%	51	3.7%
Very Dissatisfied	15	1.1%	18	1.1%	0	0.0%	43	2.0%	2	0.1%
<b>Website information</b>	<b>1510</b>		<b>1820</b>		<b>1777</b>		<b>2346</b>		<b>1526</b>	
Very Satisfied	567	37.5%	670	36.8%	703	39.6%	934	39.8%	626	41.0%
Satisfied	527	34.9%	689	37.9%	659	37.1%	820	35.0%	488	32.0%
Neutral	362	24.0%	405	22.3%	368	20.7%	518	22.1%	363	23.8%
Dissatisfied	33	2.2%	31	1.7%	47	2.6%	51	2.2%	49	3.2%
Very Dissatisfied	21	1.4%	25	1.4%	0	0.0%	23	1.0%	0	0.0%

## 2015-2018 Student Satisfaction Survey - Tutoring-Cardinal Academic Performance Services (CAPS)

Level of Satisfaction with the following:	2015 Response		2016 Response		2017 Response		2018 Response		2019 Response	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
<b>Assistance of staff</b>	<b>1065</b>		<b>1266</b>		<b>1252</b>		<b>1719</b>		<b>1124</b>	
Very Satisfied	449	42.2%	516	40.8%	526	42.0%	773	45.0%	471	41.9%
Satisfied	351	33.0%	416	32.9%	401	32.0%	508	29.6%	371	33.0%
Neutral	248	23.3%	306	24.2%	303	24.2%	392	22.8%	265	23.6%
Dissatisfied	11	1.0%	18	1.4%	22	1.8%	33	1.9%	15	1.3%
Very Dissatisfied	6	0.6%	10	0.8%	0	0.0%	13	0.8%	2	0.2%
<b>Friendliness of staff</b>	<b>1068</b>		<b>1272</b>		<b>1255</b>		<b>1721</b>		<b>1126</b>	
Very Satisfied	471	44.1%	524	41.2%	541	43.1%	786	45.7%	502	44.6%
Satisfied	346	32.4%	415	32.6%	401	32.0%	508	29.5%	343	30.5%
Neutral	238	22.3%	310	24.4%	298	23.7%	397	23.1%	271	24.1%
Dissatisfied	7	0.7%	13	1.0%	15	1.2%	18	1.0%	8	0.7%
Very Dissatisfied	6	0.6%	10	0.8%	0	0.0%	12	0.7%	2	0.2%
<b>Knowledge of staff</b>	<b>1067</b>		<b>1268</b>		<b>1251</b>		<b>1720</b>		<b>1122</b>	
Very Satisfied	453	42.5%	500	39.4%	526	42.0%	755	43.9%	476	42.4%
Satisfied	347	32.5%	422	33.3%	401	32.1%	510	29.7%	343	30.6%
Neutral	247	23.1%	320	25.2%	304	24.3%	410	23.8%	287	25.6%
Dissatisfied	12	1.1%	19	1.5%	20	1.6%	30	1.7%	14	1.2%
Very Dissatisfied	8	0.7%	7	0.6%	0	0.0%	15	0.9%	2	0.2%
<b>Documented student disability services</b>	<b>943</b>		<b>1139</b>		<b>1133</b>		<b>1553</b>		<b>1013</b>	
Very Satisfied	355	37.6%	404	35.5%	439	38.7%	640	41.2%	402	39.7%
Satisfied	302	32.0%	379	33.3%	351	31.0%	426	27.4%	297	29.3%
Neutral	268	28.4%	338	29.7%	326	28.8%	439	28.3%	303	29.9%
Dissatisfied	11	1.2%	9	0.8%	17	1.5%	29	1.9%	9	0.9%
Very Dissatisfied	7	0.7%	9	0.8%	0	0.0%	19	1.2%	2	0.2%
<b>Peer tutoring services</b>	<b>1015</b>		<b>1210</b>		<b>1194</b>		<b>1630</b>		<b>1085</b>	
Very Satisfied	402	39.6%	455	37.6%	484	40.5%	695	42.6%	425	39.2%
Satisfied	312	30.7%	381	31.5%	362	30.3%	444	27.2%	343	31.6%
Neutral	274	27.0%	338	27.9%	318	26.6%	438	26.9%	293	27.0%
Dissatisfied	15	1.5%	21	1.7%	30	2.5%	34	2.1%	22	2.0%
Very Dissatisfied	12	1.2%	15	1.2%	0	0.0%	19	1.2%	2	0.2%

## 2015-2018 Student Satisfaction Survey - Testing Services

Level of Satisfaction with the following:	2015 Response		2016 Response		2017 Response		2018 Response		2019 Response	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
<b>Assistance of staff</b>	<b>1476</b>		<b>1755</b>		<b>1709</b>		<b>2243</b>		<b>1473</b>	
Very Satisfied	624	42.3%	716	40.8%	758	44.4%	1071	47.7%	733	49.8%
Satisfied	568	38.5%	695	39.6%	633	37.0%	762	34.0%	473	32.1%
Neutral	259	17.5%	312	17.8%	296	17.3%	370	16.5%	246	16.7%
Dissatisfied	17	1.2%	21	1.2%	22	1.3%	21	0.9%	20	1.4%
Very Dissatisfied	8	0.5%	11	0.6%	0	0.0%	19	0.8%	1	0.1%
<b>Friendliness of staff</b>	<b>1482</b>		<b>1764</b>		<b>1696</b>		<b>2250</b>		<b>1465</b>	
Very Satisfied	643	43.4%	720	40.8%	743	43.8%	1052	46.8%	716	48.9%
Satisfied	541	36.5%	692	39.2%	606	35.7%	738	32.8%	476	32.5%
Neutral	262	17.7%	305	17.3%	301	17.7%	389	17.3%	242	16.5%
Dissatisfied	25	1.7%	34	1.9%	45	2.7%	40	1.8%	29	2.0%
Very Dissatisfied	11	0.7%	13	0.7%	1	0.1%	31	1.4%	2	0.1%
<b>Knowledge of staff</b>	<b>1475</b>		<b>1757</b>		<b>1707</b>		<b>2254</b>		<b>1469</b>	
Very Satisfied	637	43.2%	714	40.6%	762	44.6%	1070	47.5%	704	47.9%
Satisfied	536	36.3%	682	38.8%	591	34.6%	729	32.3%	479	32.6%
Neutral	273	18.5%	327	18.6%	326	19.1%	416	18.5%	270	18.4%
Dissatisfied	20	1.4%	24	1.4%	27	1.6%	26	1.2%	15	1.0%
Very Dissatisfied	9	0.6%	10	0.6%	1	0.1%	13	0.6%	1	0.1%
<b>Testing Center hours are adequate</b>	<b>1441</b>		<b>1729</b>		<b>1692</b>		<b>2231</b>		<b>1458</b>	
Very Satisfied	577	40.0%	681	39.4%	698	41.3%	1015	45.5%	671	46.0%
Satisfied	526	36.5%	642	37.1%	636	37.6%	750	33.6%	468	32.1%
Neutral	290	20.1%	337	19.5%	319	18.9%	398	17.8%	279	19.1%
Dissatisfied	35	2.4%	48	2.8%	38	2.2%	46	2.1%	39	2.7%
Very Dissatisfied	13	0.9%	21	1.2%	1	0.1%	22	1.0%	1	0.1%
<b>Website information</b>	<b>1390</b>		<b>1684</b>		<b>1631</b>		<b>2173</b>		<b>1416</b>	
Very Satisfied	523	37.6%	610	36.2%	673	41.3%	959	44.1%	626	44.2%
Satisfied	486	35.0%	635	37.7%	550	33.7%	684	31.5%	453	32.0%
Neutral	343	24.7%	379	22.5%	372	22.8%	469	21.6%	313	22.1%
Dissatisfied	29	2.1%	38	2.3%	36	2.2%	42	1.9%	24	1.7%
Very Dissatisfied	9	0.6%	22	1.3%	0	0.0%	19	0.9%	0	0.0%

## 2015-2018 Student Satisfaction Survey - Instruction

Level of Satisfaction with the following:	2015 Response		2016 Response		2017 Response		2018 Response		2019 Response	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
<b>Overall, teachers care about me</b>	<b>1894</b>		<b>2277</b>		<b>2134</b>		<b>2826</b>		<b>1812</b>	
Very Satisfied	969	51.2%	1086	47.7%	1094	51.3%	1531	54.2%	920	50.8%
Satisfied	630	33.3%	849	37.3%	699	32.8%	900	31.8%	616	34.0%
Neutral	250	13.2%	280	12.3%	292	13.7%	325	11.5%	228	12.6%
Dissatisfied	30	1.6%	42	1.8%	47	2.2%	45	1.6%	41	2.3%
Very Dissatisfied	15	0.8%	20	0.9%	2	0.1%	25	0.9%	7	0.4%
<b>First class day syllabus and course material were adequately provided</b>	<b>1893</b>		<b>2279</b>		<b>2150</b>		<b>2822</b>		<b>1812</b>	
Very Satisfied	1139	60.2%	1326	58.2%	1274	59.3%	1769	62.7%	1091	60.2%
Satisfied	585	30.9%	747	32.8%	692	32.2%	836	29.6%	565	31.2%
Neutral	147	7.8%	159	7.0%	155	7.2%	168	6.0%	128	7.1%
Dissatisfied	12	0.6%	29	1.3%	28	1.3%	32	1.1%	25	1.4%
Very Dissatisfied	10	0.5%	18	0.8%	1	0.0%	17	0.6%	3	0.2%
<b>Instructors were well-prepared and organized on first class day</b>	<b>1890</b>		<b>2279</b>		<b>2144</b>		<b>2822</b>		<b>1805</b>	
Very Satisfied	1102	58.3%	1262	55.4%	1239	57.8%	1698	60.2%	1024	56.7%
Satisfied	592	31.3%	743	32.6%	671	31.3%	826	29.3%	560	31.0%
Neutral	164	8.7%	202	8.9%	195	9.1%	236	8.4%	175	9.7%
Dissatisfied	20	1.1%	49	2.2%	37	1.7%	40	1.4%	41	2.3%
Very Dissatisfied	12	0.6%	23	1.0%	2	0.1%	22	0.8%	5	0.3%
<b>Faculty and staff are caring and helpful when I need assistance</b>	<b>1887</b>		<b>2271</b>		<b>2124</b>		<b>2822</b>		<b>1808</b>	
Very Satisfied	1046	55.4%	1194	52.6%	1154	54.3%	1609	57.0%	989	54.7%
Satisfied	589	31.2%	757	33.3%	701	33.0%	863	30.6%	568	31.4%
Neutral	214	11.3%	253	11.1%	226	10.6%	283	10.0%	206	11.4%
Dissatisfied	25	1.3%	48	2.1%	39	1.8%	46	1.6%	35	1.9%
Very Dissatisfied	13	0.7%	19	0.8%	4	0.2%	21	0.7%	10	0.6%
<b>Faculty are available after class and during office hours</b>	<b>1846</b>		<b>2234</b>		<b>2111</b>		<b>2783</b>		<b>1764</b>	
Very Satisfied	1007	54.6%	1177	52.7%	1177	55.8%	1638	58.9%	988	56.0%
Satisfied	587	31.8%	754	33.8%	652	30.9%	802	28.8%	536	30.4%
Neutral	225	12.2%	259	11.6%	246	11.7%	295	10.6%	212	12.0%
Dissatisfied	17	0.9%	26	1.2%	34	1.6%	35	1.3%	24	1.4%
Very Dissatisfied	10	0.5%	18	0.8%	2	0.1%	13	0.5%	4	0.2%

Percents may not add to 100% due to rounding

## 2015-2018 Student Satisfaction Survey - Overall

Level of Satisfaction with the following:	2015 Response		2016 Response		2017 Response		2018 Response		2019 Response	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
<b>Student services routinely assisted me</b>			<b>1962</b>		<b>1895</b>		<b>2500</b>		<b>1625</b>	
Very Satisfied		N/A	812	41.4%	827	43.6%	1153	46.1%	724	44.6%
Satisfied		N/A	742	37.8%	671	35.4%	848	33.9%	557	34.3%
Neutral		N/A	365	18.6%	370	19.5%	452	18.1%	316	19.4%
Dissatisfied		N/A	29	1.5%	27	1.4%	35	1.4%	24	1.5%
Very Dissatisfied		N/A	14	0.7%	0	0.0%	12	0.5%	4	0.2%
<b>Access to technology resources was adequate</b>			<b>2152</b>		<b>2043</b>		<b>2684</b>		<b>1727</b>	
Very Satisfied		N/A	950	44.1%	971	47.5%	1337	49.8%	829	48.0%
Satisfied		N/A	883	41.0%	780	38.2%	953	35.5%	619	35.8%
Neutral		N/A	273	12.7%	265	13.0%	355	13.2%	248	14.4%
Dissatisfied		N/A	31	1.4%	26	1.3%	29	1.1%	29	1.7%
Very Dissatisfied		N/A	15	0.7%	1	0.0%	10	0.4%	2	0.1%
<b>Training in the use of technology was available</b>			<b>2000</b>		<b>1896</b>		<b>2502</b>		<b>1629</b>	
Very Satisfied		N/A	822	41.1%	809	42.7%	1121	44.8%	710	43.6%
Satisfied		N/A	750	37.5%	661	34.9%	842	33.7%	552	33.9%
Neutral		N/A	375	18.8%	380	20.0%	463	18.5%	321	19.7%
Dissatisfied		N/A	30	1.5%	43	2.3%	56	2.2%	42	2.6%
Very Dissatisfied		N/A	23	1.2%	3	0.2%	20	0.8%	4	0.2%
<b>Efficiency receiving services</b>	<b>1844</b>		<b>2086</b>		<b>1999</b>		<b>2624</b>		<b>1697</b>	
Very Satisfied	762	41.3%	835	40.0%	866	43.3%	1204	45.9%	741	43.7%
Satisfied	758	41.1%	821	39.4%	740	37.0%	948	36.1%	592	34.9%
Neutral	281	15.2%	386	18.5%	357	17.9%	412	15.7%	329	19.4%
Dissatisfied	29	1.6%	26	1.2%	34	1.7%	47	1.8%	31	1.8%
Very Dissatisfied	14	0.8%	18	0.9%	2	0.1%	13	0.5%	4	0.2%
<b>Administration is approachable</b>	<b>1858</b>		<b>2167</b>		<b>2066</b>		<b>2702</b>		<b>1734</b>	
Very Satisfied	825	44.4%	922	42.5%	948	45.9%	1304	48.3%	826	47.6%
Satisfied	715	38.5%	840	38.8%	755	36.5%	969	35.9%	614	35.4%
Neutral	269	14.5%	351	16.2%	324	15.7%	364	13.5%	268	15.5%
Dissatisfied	35	1.9%	28	1.3%	36	1.7%	52	1.9%	22	1.3%
Very Dissatisfied	14	0.8%	26	1.2%	3	0.1%	13	0.5%	4	0.2%
<b>I feel like TVCC will help me with problems and cares about my issues.</b>	<b>1854</b>		<b>2199</b>		<b>2081</b>		<b>2746</b>		<b>1746</b>	
Very Satisfied	798	43.0%	917	41.7%	932	44.8%	1264	46.0%	789	45.2%
Satisfied	616	33.2%	788	35.8%	705	33.9%	887	32.3%	571	32.7%
Neutral	365	19.7%	399	18.1%	392	18.8%	490	17.8%	331	19.0%
Dissatisfied	48	2.6%	48	2.2%	49	2.4%	71	2.6%	47	2.7%
Very Dissatisfied	27	1.5%	47	2.1%	3	0.1%	34	1.2%	8	0.5%

Percents may not add to 100% due to rounding